

Product Care and Maintenance General Guidelines

Cleaning:

Removing Labels - most labels should be easily removed by simply peeling them from the glass. If a label is difficult to remove from the glass, a razor blade can be used to assist in removing the label material **provided the product does not use a 4th surface Low-E glass**. In that case, razor blades cannot be used. Be careful not to scratch the glass. Glass scratches from cleaning and job site handling are not covered by our warranty. Any adhesive residue may be removed using a commercially available solvent designed for such applications. Follow the manufacturer's directions. **Do not use a solvent on 4th surface Low-E glass**. Be careful not to let the solvent touch any other surface of the product other than the glass. Doing so may damage the surface and is not covered by our warranty. The product identification label(s) on the side of the product should not be removed.

Glass - all glass surfaces can be cleaned using a commercially available glass cleaner and soft cloth. Follow the manufacturer's directions. Please note that our 4th surface Low-E glass has a special coating that is exposed to the interior of the product. Special care must be taken not to scratch this surface. Typical, commercially available glass cleaners and soft cloth can be used to clean the glass. Be careful not to scrub the surface or use an type of abrasive cloth or pad when cleaning the glass. Damage to glass from cleaning practices is not covered by our warranty.

Metal Surfaces - all metal surfaces can be wiped down with a cloth and mild detergent solution, then dried with a clean cloth. Our clad exteriors are heavy-gauge extruded aluminum with a powder coated finish. This exterior should be cleaned on an annual basis to prevent premature aging of the finish. Metal hardware, such as door handles and window latches, that are exposed to the elements are subject to normal aging and handling wear. Periodic cleaning will help prevent premature aging. Concealed metal surfaces and hardware components don't typically require cleaning.

Vinyl Surfaces - all exposed vinyl surfaces should be cleaned with a cloth and mild detergent solution. This should be done periodically to maintain the visual appearance of the product.

Wood Surfaces - raw wood surfaces should be finished with a painted or a stained finish process upon installation. Afterwards, periodic cleaning should be done to prevent the buildup of dust and grime that could cause the finish to age prematurely. A soft cloth and mild cleaner can be used to wipe down the finished wood surfaces.

Screens - should be removed and cleaned on an annual basis. Spray the screen mesh with a mild detergent solution and then rinse with water. Let them air dry and then reinstall them in the product.

Maintenance and Other Information:

Water Management System - all Sun products have a built-in water management system that is designed to keep water from becoming trapped within the product. This means there is a drain system within the product. In most cases it is not visible and no maintenance, other than keeping the product clean, is required. Some Fixed Lite products have visible "weep holes" and/or "weep hole covers". Those must be periodically cleaned to prevent them from becoming clogged. Usually, wiping down with a damp cloth is all that is needed. However, if buildup is encountered, additional cleaning may be required. In those cases, spraying water into the weep hole may help flush out the debris. Use a spray bottle and a minimal amount of water to clean the opening. Be careful not to force a strong flow of water into the weep cavity. Doing so could result in back-flowing water into the product which could spray water into the interior. On door sills, the weep cavity may have a mesh-like material that needs to be removed and cleaned periodically, depending on its exposure to dirt and debris. In this case, remove the mesh material and wash it out with streaming water. Clean out the exposed channel and then replace the mesh material.

Condensation - Condensation, sometimes seen as water or ice forming on the interior side of windows and doors, especially on the glass, is the result of elevated humidity within the house or building. Air will only hold moisture in the form of vapor up to a point under the given environmental conditions. The colder the air, the less moisture it can hold in vapor form. When moist air comes in contact with a cooler surface, the air at that contact point loses its ability to hold that moisture. It then transforms the moist from vapor to liquid form and the liquid form appears as water droplets on the cooler surface. This is commonly seen with a glass of ice as water droplets form on the outside of the glass. When it is cold outside, the glass surface in windows and doors is often the coldest surface within the building. This is why condensation tends to show up there first. This is an indicator that the environmental conditions within the home need to be addressed. Higher humidity levels within a building can lead to mold and other unhealthy conditions. Condensation on windows and doors does not necessarily mean that there is a problem with your windows and doors. Maintaining balanced humidity and temperature levels within the home or building are necessary to have a healthy home environment.

Mold Prevention - Household mold and mildew can create an unpleasant living environment. It can be unhealthy. It can also be damaging to the building structure. Mold and mildew are results of environmental conditions in the building, primarily centered on the air quality. High humidity and lack of fresh air exchanges must be addressed to remedy these conditions. Monitor the surfaces of your windows and doors for signs of mold and mildew. Consult an air systems professional if your building shows signs of humidity, mold and mildew problems.

Maintenance and Other Information - continued:

Finishing The Product - all wood surfaces must be painted or stained and sealed upon completion of installation. Follow the finish manufacturers instructions for the application of the finish. Although the wood on our clad-wood windows and doors is suitable for painting or staining, unfinished wood is highly susceptible to dirt and debris or contamination from handling as well as exposure to humidity and the elements. Proper finish preparations should always be taken prior to applying a finish. This includes removing of any dirt, debris, dust, handling stains, etc. that may have collected on the wood surface. Nail holes should be filled and sanded. Any raised grain or rough surfaces should be properly sanded using step sanding principles. All wood surfaces should have a final, fine sanding to prepare the wood for the application of the finish. Do not paint or stain vinyl windows surfaces or components. Carefully inspect the product for any residue from building and painting finishes. Remove any spots or debris with a damp cloth and mild soap solution. Do not use abrasives or any type of chemical to clean the product surfaces and components. These items can scratch or degrade the vinyl.

Glass Films, Tints, and Coatings - Do not use any type glass film, tint, or coating on insulated glass units. These films, tints, and coatings can adversely effect the insulated glass unit which may result in glass breakage or failure of the insulated glass unit. The use of any glass film, tint, or coating will void the glass warranty.

Chemicals and Cleaners - Do not allow chemicals, chemical vapors, acids, industrial cleaners, brick or masonry cleaners, abrasives, or other substrates to contact, directly or indirectly, any of the product surfaces, parts, hardware, or other. Deterioration or damage to product may result. Protect all product surfaces, parts, components, hardware, etc. during all phases of construction and finishing. Surface scratches as well as damage from any such contact or exposure can deteriorate the product and components and is not covered by our warranty. Use only household cleaners and methods specified in the section above listed under "Cleaning".

Insect Control - screens are intended to reduce most insect infiltration through the window opening. However, some insect infiltration may still occur. If you experience an unusual amount of insect problems, consult an exterminator.

Product Operation

Sun window and door products are designed to perform their basic operations without the need of additional training apart from the methods commonly applied. That stated, some skill may be necessary to access some secondary functions of the products. Sash Tilting and removal, among other secondary functions, may require some acclimation. Sun provides instructions for these functions through our website in the form of written instructions and in some cases video instructions. Care must be taken to fully understand these functions before attempting to perform them. Risk of damage to the product or even physical injury can occur if these functions and instructions are not understood and followed. Sun is not responsible for the misused of our products or their functions. Please contact your Sun Dealer or Sun Customer Service if you have questions about the operation or function of a product.