

Care and Maintenance

Post-Installation



Post Installation Care and Maintenance

Once your windows and doors are installed, it is important to take steps to protect them during the construction process to maintain their finish and function. Here are some guidelines to follow:

1. Protect the Windows and Doors

- **Prevent Physical Damage and Contamination:** Protect your windows and doors from physical damage, dust, dirt, paint, and other contaminants, which can affect not only their finish but also critical components such as locking mechanisms, gaskets, and drainage channels. A common issue is the buildup of dust and dirt around the glass area. This can be prevented by covering the windows.
 - **Use Plastic Sheeting:** If using poly to cover windows, ensure you cut slits in the plastic so the windows can breathe. This prevents condensation buildup inside the window frame.
 - **Avoid Abrasive Covers:** Never cover windows or doors with cardboard, ram board, or similar materials, as these can be abrasive and damage the paint finish.
 - **Avoid Direct Damage:** Don't weld, grind, or apply adhesives or tape to the units. Do not nail, pin, drill, or compromise the wood surface/finish in any way. This may cause pitting or other damages in the glass, wood, and hardware finish. Touch up any blemishes immediately with the included touch-up finish delivered with your order.

2. Keep Windows and Doors Closed and Locked

- **Prevent Warping or Movement:** During the construction phase, keep your windows and doors closed and fully locked. This helps maintain their position and prevents warping or twisting as the surrounding environment changes.
- **Warranty Disclaimer:** Fenstür is not responsible for any warping or twisting that occurs if the windows or doors are left open or unlocked during this phase.

3. Limit Use and Protect High-Traffic Areas:

- **Minimize Use:** Limit the use of windows and doors during construction, especially in high-traffic areas. Consider installing temporary sashes or frames to protect the units from potential damage.
- **Avoid Welding or Grinding Nearby:** Do not weld or grind near the units as this can cause pitting or damage to the glass, wood, or hardware finishes.
- **Hoses and Cords:** Do not run hoses or cords through frames.

4. Maintain Cleanliness:

- Dust from wood, stone, concrete, drywall, or other construction materials should not accumulate on the windows.
- Immediately remove dust, dirt, or debris, especially from seals, gaskets, and drainage channels.

5. Temporary Frames: Install temporary sashes or frames in high-traffic areas to avoid damage. Limit the use of the windows and doors during construction.**6. Post-Construction Inspections and Adjustments:**

- **Final Inspection:** Once construction is complete, inspect your windows and doors for cleanliness and adjust them for proper function. Ensure that seals, rubber gaskets, and drainage areas are free of debris or contamination.
- **Handle Installation:** Do not install hardware, such as handles or hinge covers, until just before move-in. Check that all lift-and-slide doors and swinging entry doors have had handles and locks ordered, as these are not included with the windows (only windows come with standard handles from the factory).

Fenstür – Ongoing Care and Maintenance

This is a comprehensive maintenance manual for Fenstür windows and doors, outlining care instructions for both the construction phase and long-term upkeep.

Wood Finish Maintenance:

- 1. Maintenance Kit:** Purchase a maintenance kit from Fenstür and use per included instructions.
- 2. Annual Inspections:** Check for UV exposure (pay particular attention to surfaces facing the south), water damage, pooling water, and physical damage such as contact with vegetation, or garden sprinklers hitting the unit.
- 3. Cleaning Wood or Cladding Surfaces:** Clean surfaces with non-abrasive, mild diluted soaps and microfiber cloths. Fenstür's specially formulated wood-surface cleaner is available for this purpose which not only cleans the finish on our products but also protects and rejuvenates it adding years to the lifespan of the coatings. **Our cleaning and maintenance kit must be applied to the exterior of all-wood windows and doors once per year to maintain the warranty on the finish.**
- 4. Touch-up:** Any blemishes should be fixed immediately using the included touch-up finish. You may contact Fenstür to order your original finish type for touch-ups or re-coating which can be done onsite and is very user friendly. Under normal conditions, our finishes will not peel, crack, or flake. Instead, our finishes wear down with weathering and as they actively protect the wood beneath. This allows the finish to remain looking as new throughout its life. **Do not allow the finish to wear away to the point where the lower surfaces/layers of paint are exposed.**

Hardware Care:

1. **Wipe Hardware:** Wipe away any grease, dirt or grime build-up to maintain a clean operation. Do not allow oils, grease or other petroleum products to touch the wood finish. Window and door sills should be wiped clean using fresh warm water and then dried with a soft cotton or microfiber cloth. Do not use abrasive cleaners or harsh chemicals.
2. **Lubrication:** Applying a light coating of silicone or similar lubricant on the pivot points or slides during annual inspection will ensure free and easy operation.
3. **Plated (coated) hardware:** All bronze, pewter, and anodized finishes will develop their own unique patina over time when exposed to the elements. This may include dulling, pit and peeling, water marks, and natural staining. Additionally, hardware continually touched will wear differently than those that are not. Never use abrasive, ammonia-based, or citrus-based cleaning productions. Butchers wax, applied with a 100% cotton or microfiber cloth, may be used on the finishes to help protect hardware against the elements and extend their look and condition.
4. **Non-plated hardware and stainless steel:** Rinse with plain water and buff dry with a 100% cotton soft cloth. This process also prevents a build up of salt spray on the surface if near the ocean. Wash the hardware with mild soap using a soft cloth. Liquid dish soap will work; however, it must be non-abrasive. If desired, the metal can be gently polished with Metal Polish safe for stainless and aluminum metals; this will remove tarnish and buff out water spots. Protect the finish with pure wax, such as Butchers wax, car wax or Turtle wax. Apply with a soft 100% cotton cloth and buff into the surface. This will help minimize pitting, spots, and water damage. Always test on an inconspicuous area first.

Glass Care:

1. **Gentle Cleaning:** Apply clean water to the glass to loosen dirt and debris. Make sure there are no abrasive particles on the glass. Clean glass as needed with soft microfiber or cotton cloth, using warm water with mild diluted soap.

Do not use:

- Acid base cleaners such as Vinegar or Citrus
- Turpentine or Paint Remover
- Industrial Strength Cleaners
- Siding, Concrete, Stucco, or Brick cleaners/washes
- Concentrated glass cleaners without diluting with water
- Cleaners or wipes containing metallic substances.

2. Check Seals: Inspect the silicone and seals around glass and panels for any needed repairs.

Gaskets and Weather Strip:

- **Cleaning:** Clean with mild soap and a non-abrasive cloth. Do not use solvents as they can damage their performance..

Drainage and Weep System:

- **Drainage Holes:** Ensure drainage holes are clear of any obstructions.

Insect Screens:

1. **Removal:** Carefully remove window screens and lay them on a flat, clean surface
2. **Cleaning:** Remove any dust by lightly spraying the screen with water from a hose or vacuuming with a soft brush extension. Let the screen air-dry completely before reinstalling.

By following these guidelines, you can ensure the longevity and proper function of Fenstür windows and doors, keeping their appearance and performance in top condition throughout their life.