



CARE & MAINTENANCE WINDOW & DOOR PRODUCTS

Starline Windows requires that the following maintenance schedule be followed, in order for the warranty on your windows to be honoured. The windows, like other components in your home, will require routine maintenance throughout their life cycle. In the case of multiple units, the Property Manager should have a maintenance plan that must include window maintenance as described below. If your windows are in a building that is within 1.5 km of the ocean we recommend that the service frequency should be doubled.

Annual Maintenance:

1. Conduct a visual inspection of the inner and outer frame to look for physical damage, watermarks or stains that may indicate potential problems to be addressed.
2. Clean and lightly oil all hinges and rollers. Check drainage holes as well to ensure they are clear.
3. Mechanical joints on both aluminum and PVC windows have factory-applied sealants. When cleaning the windows, insure the caulking is not damaged. The window frame should be inspected annually to check for cracks, continuity and adhesion of the caulking.
4. A simple way to check plugged drain holes is to fill the track with water and check water retention. If the water dissipates and does not go through the drain hole, then the sealant at the joints should be carefully cleaned and re-caulked. Vacuum water out through outer drain holes to clean the drainage system.
5. Check with the builder as to what sealants were used between the window frame and other structural elements. Inspect gaskets and seals to see if they are continuous and in good shape, replace with the same type and style of material.
6. Check all handles and latches for proper movement and function, adjust if necessary and clean regularly.
7. Check flashings to insure they are in good shape and all drainage slots are clear.
8. Clean window frames with lukewarm water, a mild detergent and a soft cloth. Conduct on an as needed basis.
9. Never use a pressure washer on any window or patio door. Doing so may result in a water ingress or damage to the exterior finish of the window or door frame.
10. Avoid using razor blades, or other sharp objects and abrasive cleaners. They can damage window surfaces, scratch glass.
11. Some cleaners or solvents can damage vinyl surfaces and may cause discoloration. Immediately rinse or dry.
12. After market films are not recommended, as they may cause damage to the sealed unit and will void any warranty.

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Comfort &
Peace of Mind*



CARE & MAINTENANCE VINYL WINDOW & DOOR PRODUCTS

Durable vinyl windows and doors are designed to require less maintenance than other options; however it is important that a regular maintenance schedule still be followed. A heavy rainfall is often sufficient to clean the exterior of these products, but due to weather and environment or atmospheric conditions, they may become dirty over time and require cleaning.

In reference to vinyl windows specifically, airborne debris and UV radiation from the sun will ultimately cause minor to extreme cases of oxidation, resulting in a faded chalky appearance (this will be more apparent on all vinyl products, other than white). Higher amounts of oxidation are directly attributed to lower humidity and higher UV exposure. The sooner the oxidation is dealt with, the easier it is to remove.*

Over time, all vinyl material will accumulate a layer of oxidation and foreign debris, such as dirt, dust, pollen, etc. It is generally recommended that you wash all vinyl surfaces at least once, but preferably twice, per year. Routine cleaning with readily accessible products will remove common household dirt and grime from the interior. Cleaning the exterior will remove the accumulation of both oxidation and foreign debris, which will aid in restoring the appearance of the vinyl. To preserve your warranty, regular maintenance and cleaning of all vinyl products is necessary.

Please see step-by-step instructions below for the best method to clean vinyl windows and retain as part of your regular home maintenance schedule:

1. Rinse off the vinyl with a garden hose and a standard nozzle. Avoid pressure washers as they may supply too much force and can lead to water ingress.
2. Mix a reasonable amount of a mild liquid dish soap into a gallon of hot water (use sparingly, to avoid residue after rinsing). Apply the solution to the wet vinyl with a soft, non-abrasive sponge, cloth or nylon scrub brush. Any soft-bristled brush will help dislodge stubborn dirt and clean between ridges and textured surfaces. Avoid using a metal brush, because it may scratch the vinyl.
3. Rinse again with water once you have washed with the detergent. Repeat the steps until all oxidation is removed and the vinyl is restored. Many professional window cleaners suggest adding a few drops of white vinegar to help with stubborn stains and avoid residue on frames, as well as, glass.

*For more information & video demonstration, please **Google Search** "What is oxidation" and "How to clean oxidized PVC windows".