

# Moss Supply Company

## Home Owners Care and Maintenance Guide Vinyl Windows and Doors

Congratulations! Thank you for your selection of Moss products, which have now become an integral part of your new home or remodeling project.

All Moss vinyl window and door products are manufactured to the highest possible standards. All Moss windows and patio doors are thoroughly engineered, tested to AAMA and NFRC standards and certified by third party agencies to assure that their performance is as designed.

Like any quality product, some periodic maintenance is required to insure a lifetime of trouble-free performance.

There are many elements the homeowner should pay attention to when cleaning and maintaining their vinyl window or door. These elements are:

- Cleanliness of the vinyl, glass and screen
- Operability of vents and sashes
- Effectiveness of the water drainage system
- Understanding of condensation and humidity
- Warranty

### Cleaning the Vinyl, Glass and Screen

In order to extend the life of your window, it is very important to keep it clean. Many kinds of debris and dirt build up can harm your window and decrease its durability. The vinyl must be cleaned on a regular basis to prevent a build up which could be difficult to remove later. Although this sounds like a difficult task, it really is quite easy to clean the vinyl with little effort. In most cases, a heavy rain is sufficient to clean the exterior side of the window.

#### Normal Maintenance for Vinyl

- Wash the vinyl using a mild soap and water with a soft cloth or soft bristle brush.
- Do not use cleaners containing aggressive organic solutions because they could affect the surface appearance of the vinyl. Examples of such cleaners are: Chlorine bleach, liquid grease remover, nail polish remover and oven cleaners.
- In some cases you may wish to use a mild abrasive cleaner such as Soft Scrub™. Care must be taken using any abrasive; it could have a negative effect on the sheen of the vinyl. Refer to the stain removal chart for specific methods for removing difficult stains. All chemicals should be used with extreme care. Many of them can be harmful to the finish and/or composition of the vinyl.

*Moss Supply assumes no responsibility for the success or failure of stain removal using any of these solvents.*

#### Normal Maintenance for Glass

- Clean the glass using standard glass cleaner such as Windex™.
- Do not use abrasive cleaners, they may scratch the glass.
- Decals and dried debris can be removed with a new single-edged razor blade. Wet the glass first with glass cleaner.

#### Normal Maintenance of the Screen

- Use a mild soap and sponge rinsing thoroughly. Do not use abrasive cleaners.
- Damaged screen mesh can be replaced by the owner or at most hardware stores.

### Operation of Vents and Sashes

#### Sliding Windows

- Ensure that there is no debris in the sill track, as this will impede smooth operation and proper water drainage.
- To remove the sash, open the sash all the way, lift the sash up to clear the top of the sill, tilt the bottom inward and lower the sash until clear of the frame.

#### Single and Double Hung Windows

- Hung windows are balanced using block and tackle type balances; one on each side of the operating sash. The balances are not visible during normal operation of the window but compensate for the weight of the sash making it easier to raise or lower.
- Moss single and double hung sashes tilt in for easy cleaning. To tilt the sash, first raise or lower it about 6" from its closed position, then release the tilt latches located at either side on the top of the sash. Pull the top of the sash toward you and clean as needed.

- To remove the sash, tilt it to about a 90-degree angle and then lift one side of the bottom upward until the pivot pins disengage from the balance shoes in both side jambs.
- The balance shoe on the side lifted will slide upward with the sash, this is necessary and normal.
- To install the sash, insert the pivot pin into the balance shoe on the lower side first, then lower the pin on the remaining side into place. Push the higher side down to level the sash, and then tilt it back into place making sure to engage the tilt latches on both sides of the sash into the pocket in the frame jambs.

#### **Casement Windows**

- All moving hinge and locking hardware should be kept clean. Lubricate annually with a greaseless type lubricant.
- Sash removal requires the removal of the screws on the top and bottom hinge assembly and operator arm.

#### **Patio Door**

- The operating panel glides on four ball bearing wheels which should be lubricated with a greaseless lubricant, as needed, to insure ease of operation. The panel must be removed to do this.
- The operating panel may need to be raised or lowered to insure smooth operation and a proper seal. This is done by locating the adjustment screw on the bottom outside edge of each side of the door. The adjustment screw is the larger of the two visible screws. Turning the screw clockwise will raise that corner; counterclockwise will lower it. Minor seasonal adjustments may be needed to accommodate shifting and settling. To remove the panel, lower both sides and lift panel up to clear the sill and remove.

#### **Water Drainage System**

Your Moss Vinyl window and/or door utilizes a low-point, high-pressure weep system. This system uses small holes in the windowsill, which will route water to the exterior face of the window or door through very small openings. It is customary for water to accumulate in the sill area when raining. There is no concern for alarm, as this water will weep to the exterior. At times, the small passages get plugged with excess dirt and debris. This is evidenced by water standing in the sill long after the rain has stopped or over-filling the sill during a rain period.

- In most cases, a piece of wire or a pipe cleaner probed into the exterior weep holes will clear the debris.
- In severe cases, the snap-in sill track may be removed with an angled tool such as an allen wrench to expose the small clogged openings in the sill.

#### **Understand Condensation and Humidity**

Condensation on exterior surfaces of windows and doors occurs because of the increased U-value of the windows produced today. On clear nights with still, humid air, condensation occurs when moisture-laden air comes in contact with a glass surface that is below the dew point temperatures. “Dew point” is the temperature at which the air will no longer hold its’ moisture vapor. Cold air holds less moisture vapor than warm air. In high performance windows with Low E glass and argon gas, the outside glass surface will actually be colder than a similar “regular” window without these features. This is because the high performance window is doing its’ job – reducing heat flow to the outside and preventing the warming of the exterior surface above dew point. This is not a window defect. Like dew forming on grass and car hoods, it is a natural phenomenon.

Condensation on interior surfaces of windows and door occurs because of a combination of high humidity and insufficient air exchange inside the home. In many windows built using past technologies, there were gaps in the windows where a significant draft could be felt and where air would flow. This exchange of air, in many cases was sufficient enough to prevent condensation from forming. The high-performance windows of today are designed to be as air tight as possible to reduce heat loss. By doing this, it reduces air flow, and in humid conditions, will allow for condensation to form on windows. Again, this is not a window defect.

Other factors that influence condensation are:

<b>Window Size</b>	Larger windows may have a higher tendency to show condensation.
<b>Location</b>	Windows protected from the wind will have a higher tendency to show condensation.
<b>Screens</b>	Windows protected by exterior screens may have a different condensation behavior than the same windows without screens under the same conditions.
<b>Air Circulation</b>	Good air circulation, such as exposure to wind, reduces the occurrence of condensation. Building projections, foliage, and other windbreaks may contribute to condensation.
<b>Interior Shades</b>	Opening interior shades or blinds may reduce condensation by allowing more heat to transfer to the outside.

Minor differences in conditions can cause condensation to form on one window and not on another, even when they are side by side.

Finally, condensation on windows can be a seasonal, nighttime event. When outside temperatures are warm, the glass temperature will usually be above the dew point. The same is true during cold, winter weather. Condensation will most often occur during transition months.

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Reference Information about *your* windows and doors

Take a few minutes to fill in the information below. Should the need ever arise for service or a replacement part, having this information will be very helpful. The information is available to you from plans, red-line information, invoices, or your Builder or Dealer.

**Date of Construction** (closing) \_\_\_\_\_

**Name of Builder** \_\_\_\_\_

**Name of Moss Dealer** \_\_\_\_\_

**Color** – White or Beige (circle one)

**Model** \_\_\_\_\_

**Notes:**

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**Window and Door List**

	Style	Size Width x Height		Grids
Living Room	_____	_____	_____	_____
Kitchen	_____	_____	_____	_____
Dining Room	_____	_____	_____	_____
Family Room	_____	_____	_____	_____
Bathroom 1	_____	_____	_____	_____
Bathroom 2	_____	_____	_____	_____
Bedroom 1	_____	_____	_____	_____
Bedroom 2	_____	_____	_____	_____
Bedroom 3	_____	_____	_____	_____
Bedroom 4	_____	_____	_____	_____