

## CARING FOR YOUR WINDOWS AND DOORS



### A Commitment to Multifamily Since 1894

Our history began almost 120 years ago as a family tradition in 1894 with deliveries made by horse-drawn carts. We began appliance sales in 1987, opened up our own manufacturing facility in 1994, expanded into our Window and Door division in 2003 and today we are continuously improving our service and manufacturing capabilities with cutting-edge technology.

MHD's Series of windows and doors provide breakthrough products which offer a myriad of options to seamlessly blend with any property, bringing curb appeal to your apartments or multifamily homes.



### An Ounce of Prevention

Protecting the frames of your windows and doors is just as important as cleaning the glass. Following are simple suggestions that enable you to protect the life and extend the beauty of your windows and patio doors.

- Vacuum soil and debris from the sill or track prior to washing.
- Use a mixture of mild dish soap and water to gently clean window and door frames.
- Non-abrasive soaps are the safest for removing soil from vinyl frames.
- Never use abrasive or caustic cleaners or solvents as they may damage the finish of your windows and doors.
- Rinse thoroughly and dry with a soft absorbent cloth.
- If your windows or doors have weep holes, make sure they are clear of obstruction and draining properly. (see Window Weeping/Drainage Systems)



Proper care of today's window glass systems is easy, but very important. Insulated glass systems, and those with Low-E or other heat deterrent additives can be damaged or lose their effectiveness through improper care.

- If possible, avoid washing windows in direct sunlight.
- Use a mixture of mild dish soap and water to gently clean the glass. Rinse thoroughly with clean water and dry with a soft absorbent cloth to avoid spotting.
- Never use abrasive or caustic cleaners as they may damage the glass or the finish.
- Never use petroleum based solvents or chemicals on the glass as they may damage the insulating glass seal or component parts of the window.
- Never use a high pressure spray to wash the windows as it may damage the insulating glass seal.
- Never use sharp instruments or abrasive pads to clean the glass.
- Never attach anything to the glass such as masking tape as heat from the sun may bake the adhesive into the glass.
- Remove the screens and wash them with a soft brush on a flat surface with mild dish soap and water. Rinse, wipe dry and re-install.

### Window Weeping / Drainage Systems

Many of our window and door products are designed with a built in drainage system. This is referred to as the window weep. It drains away rainwater that may accumulate on the sill. The weep holes must remain open and free of debris in order to perform properly.

- It's a normal occurrence for wind blown rain to accumulate in the sill or track area of many windows.
- It's important that the weep holes be kept open in order to function properly.

- Use a small bottle brush to clean weep holes if you suspect that they are blocked.
- Some weep holes may contain open-cell foam to keep elements out. To avoid damaging these plugs, check prior to cleaning.
- Keep the window sill or track area clean of soil or debris to encourage proper draining.



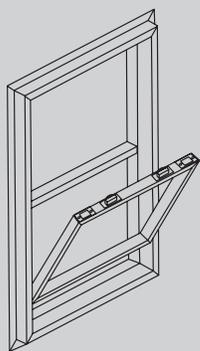
### Smooth and Easy Operation

Most moving objects, including window and patio door sashes require occasional lubrication to ensure smooth and easy operation. Make sure that the lubrication used is compatible with, and won't damage the material used in construction of the window or door.

- Occasionally lubricate all moving parts, including rollers and tracks. Do not use silicone spray on plastic parts as it may damage them; use a non-wax furniture polish spray instead.
- Periodically check the weather stripping around all window and door sashes and make sure that it seals around the entire perimeter.
- Keep the track area clean on sliding windows and patio doors
- Keep patio door rollers adjusted to the proper height to ensure easy operation. Check the corners of the sliding door for a hole that gives you access to the roller adjustment screw. It may be covered with a plug that can be removed for adjustment and then replaced
- After adjusting the rollers, you may have to adjust the lock strike plate. Most lock strike plates can be adjusted by loosening the screws, moving the plate and tightening the screws. Allow for a limited amount of play between the strike plate and the latch lock
- Most rolling screens can be adjusted the same way as patio doors. Check the corners of the screen for access to the roller adjustment screw

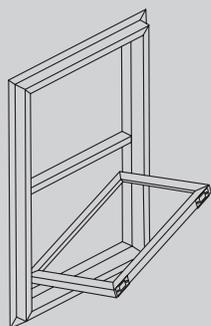


### Operating a Double Hung Window with Tilt Feature



#### To Tilt the Upper Sash

1. Bottom sash must be in the tilt position prior to tilting the upper sash.
2. Lower the upper sash about 6".
3. Push the tilt latches toward the center of the window while pulling the sash toward you.



#### Sash Removal

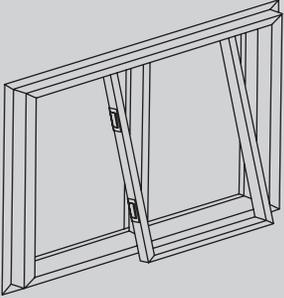
1. Unlock the window.
2. Raise the bottom sash 2" to 3".
3. Push the tilt latches toward the center of the window and hold them there while pulling the top of the window toward you. Tilt the sash 90-degrees.
- 4 \*For Windows with Block & Tackle Balance Systems: Push down on one side of the sash while holding the other side in position. This will disengage the pivoting bars on the bottom of the sash from the balance shoe in the jamb track.
- 4 \*For Double Hung Windows with Constant Force Balance: Lift pivot bar straight up and out of shoe.
5. To remove the top sash, lower it 2" to 3" and repeat steps 3 and 4.

#### Sash Replacement

1. Replace the top sash first. Insert one pivot bar into the balance shoe and tilt the sash as shown in the illustration while inserting the remaining pivot bar into the balance shoe.
2. Tilt the sash into the original position and close.
3. To replace the bottom sash, repeat step one.
4. Lower the bottom sash and lock.



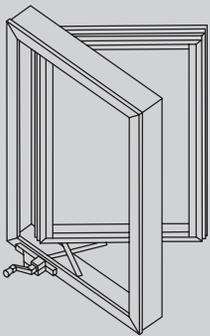
### Operating and Cleaning Horizontal Sliding Windows



1. Unlock the window.
2. Slide the window to the open position.
3. To remove the sash, make sure the top is clear of the anti-lift blocks.
4. Lift the entire sash into the head of the window while pulling the bottom toward you.
5. Both sides of the window can be cleaned and then replaced.
6. Insert the top into the head of the window and lift while positioning the bottom back into the track.



### Operating and Cleaning Casement Windows



1. Unlock the window.
2. Pull the screen pins and remove the screen.
3. Crank the window sashes open to clean.
4. After cleaning, crank the window closed, make sure the lock handle is in the closed position.
5. Re-insert screen and push pins in to place to lock the screen.



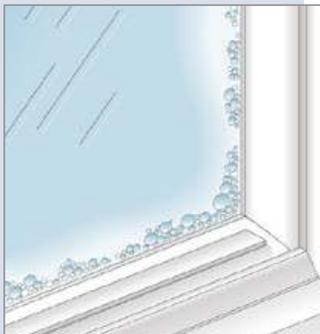
### Cleaning Painted Products

A mild household cleaner that could be used on a daily basis should be used to clean your painted windows. Make sure to rinse off with water right away after cleaner has been applied. Do not let it sit. Cleaner should be environmentally friendly, water-based, biologically degradable with a mild PH value.

**Do Not Use:** Strong alkaline and acidic products/materials, like alkaline detergents or vinegar (acidic); products containing isopropyl alcohol or ethanol in pure form or highly concentrated; Peroxide based products or products that release chlorine; cleaning brushes or sandpaper; or cleaning materials sometimes used for unpainted vinyl windows, like acetone.

### Interior Window Condensation

Condensation on the glass surface of a window occurs when high interior moisture content meets low temperatures on the glass. This is a natural occurrence and a sign that excessive moisture is present in the home.



- Minor condensation or fogging that appears of the lower corners of windows should not be a concern. However, the lower the outside window temperature and the higher the interior humidity, the more condensation can occur.
- Continued or heavy condensation on windows is consistent with excessive interior humidity. This can lead to interior damage and to other health related concerns.

Windows do not cause condensation; condensation is a result of excessive interior humidity. To reduce and control excess humidity, follow these simple suggestions:

- Ventilate the interior of your home by opening windows and doors periodically to allow interior moisture to escape.
- Use exhaust fans more frequently and for a longer period, particularly when showering.
- Use ceiling fans to circulate the air
- Install a dehumidifier
- Be sure that attic or basement crawl space louvers are open
- Be sure that clothes dryer and all gas burners are vented to the outside

### Cleaning Solutions Recommended by the Vinyl Window and Door Institute

(Never use alcohol or similar products;  
not for use on painted products)

Stain	Recommended Cleaner
Bubble Gum	Fantastik <sup>®</sup> , Murphy Oil Soap <sup>®</sup> , Windex <sup>®</sup> , A Solution of 30% vinegar and 70% water
Crayon	Lestoil <sup>®</sup>
DAP (Oil based caulk)	Fantastik <sup>®</sup>
Felt-tip Pen	Fantastik <sup>®</sup> , and water based cleaners
Grass	Fantastik <sup>®</sup> , Lysol <sup>®</sup> , Murphy Oil Soap <sup>®</sup> , Windex <sup>®</sup>
Lipstick	Fantastik <sup>®</sup> , Murphy Oil Soap <sup>®</sup>
Lithium Grease	Fantastik <sup>®</sup> , Lestoil <sup>®</sup> , Murphy Oil Soap <sup>®</sup> , Windex <sup>®</sup>
Mold and Mildew	Fantastik <sup>®</sup> , A Solution of 30% vinegar and 70% water, Windex <sup>®</sup>
Motor Oil	Fantastik <sup>®</sup> , Lysol <sup>®</sup> , Murphy Oil Soap <sup>®</sup> , Windex <sup>®</sup>
Oil	Soft Scrub <sup>®</sup> or Mr. Clean <sup>®</sup> Magic Eraser <sup>®</sup>
Paint	Brillo <sup>®</sup> Pad, Soft Scrub <sup>®</sup>
Pencil	Soft Scrub <sup>®</sup> or Mr. Clean <sup>®</sup> Magic Eraser <sup>®</sup>
Rust	Fantastik <sup>®</sup> , Murphy Oil Soap <sup>®</sup> , Windex <sup>®</sup>
Tar	Soft Scrub <sup>®</sup> or Mr. Clean <sup>®</sup> Magic Eraser <sup>®</sup>
Top Soil	Fantastik <sup>®</sup> , Lestoil <sup>®</sup> , Murphy Oil Soap <sup>®</sup>

\*Cleaning materials are listed in alphabetical order. Multi-Housing Depot does not endorse proprietary products or processes and makes no warranties for the products referenced herein. References to proprietary names is for illustrative purposes only, and is not intended to imply that there are not equally effective alternatives.

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