



Care and Maintenance Instructions

Cleaning Products on Vinyl Window and Doors

1. Use mild detergent such as Dawn dishwashing detergent. Goo Gone may also be used.
2. Avoid harsh chemicals - including but not limited to acetone, alcohol, mineral spirits, bleach, ammonia based solutions, hydrochloric acid, or muriatic acid.

Special Note to Cleaning Painted/Capstock Vinyl Windows and Doors:

DO NOT allow brick mortar to dry on painted/capstock vinyl surface. If allowed to dry the brick mortar will bond to the surface of the painted/capstock vinyl very strongly. All that is necessary to eliminate damage is to wipe the wet mortar from the surface when the bricklayers are working around our window/door during the bricklaying process.

Cleaning Window and Door Frames

1. Spray water with an ordinary water hose.
2. Do not wash with a high-pressure spray. High or extreme pressure could crack and destroy the sealants around the window or door.
3. Clean with a mild soap and water and a soft bristle brush.

Cleaning Glass

1. Wash with soap and water and a soft cloth or ordinary long-handled soft bristle brush.
2. Ammonia free glass cleaners can be used also.

Cleaning Silicone from Glass.

1. Wear protective gloves and eyewear. Ventilate the room by opening doors and windows.
2. "Caution" clean construction debris from glass surface, debris such as mortar and dirt could scratch your glass if not removed properly. Start with a smaller area and place a utility knife blade parallel to the glass and very carefully slide the blade beneath cutting the silicone, as close to the glass as possible. If you are unable to do this, start at the top of the silicone layer and slice through the silicone layer by layer. The more you get off the glass this way, the less time the other removal steps will take.
3. Apply silicone remover to the remaining silicone. Leave it there for a short amount of time specified on the manufacturer's label (it varies by product but should take less than five minutes. You can remove all if not most all of the silicone with a razor/utility blade).
4. Gently scrape off the remaining residue with a putty knife. The silicone solvent should have loosened it enough to make this very simple.
5. Put warm water and a teaspoon of liquid soap on a sponge. Wipe off the whole area and then rinse it with warm water.

Normal Maintenance

1. Wash the frames and glass using a soft cloth or ordinary long-handled soft bristle brush.
2. Use mild detergent such as Dawn dishwashing detergent.

3. Oil or tar can be dissolved with mineral spirits on a soft cloth... Rinse the area thoroughly using a solution of mild dishwashing liquid and water.

Tilting/Removing your Windows

1. Tilt the lower sash, unlock and raise the sash 5 inches. Slide the tilt latches, toward the center of the sash. Tilt the window into the room. **WARNING!** Handle the sash carefully! The sash can rotate freely until it strikes the sill of the window.
2. Tilt the upper sash of a double hung window, tilt and or remove the lower sash. Lower the upper sash 6" or until you have access to the tilt latches, which are located on top of the sash. Slide tilt latches toward center of sash and tilt the top sash into the room.
3. Remove the sash, tilt sash inward until sash is perpendicular (90° to the wall). Lift one side directly up, so that the pivot bar is clear of the balance shoe on the side of the window, Lift the other side clear of the balance shoe on the opposite jamb.
4. Replace sash by reversing this process laying sash perpendicular to wall, placing one pivot bar into the balance shoe, then lowering the opposite side of the sash into the opposite balance shoe, and then pushing the sash back into place. **NOTE:** Be sure that the interior of the sash faces down when reinstalling the sash.

Label Removal

1. Temporary labels are generally applied to the glass. They can be carefully peeled off the glass, with adhesive removed using mineral spirits or commercial adhesive remover such as Goof Off*, When using these products rinse this area with a solution of water and mild dishwashing detergent. Avoid scratching the glass with razor blades or other sharp tools.
2. Permanent labels such as AAMA and product warranty. They will generally be located in inconspicuous locations in the head of windows or on sash vertical.

Note: Masking tape should not be applied on glass surfaces. Masking tape could, when heated by sunlight, bake into the glass and/or window frame, causing damage when removed.

Sash Lubrication

1. MGM recommends a spray furniture polish in the balance tack for best results. If silicone aerosol sprays are used, they should be prevented from contacting the surface of the glass, they can permanently mar the glass.

Exterior Weep Holes

Some of our window and door products are designed with exterior weep holes. This drainage is located at the sill area, and must remain clear of construction debris and other obstructions to function properly.

IF THESE HOLES ARE BLOCKED BY TAPE, DEBRIS OR CAULK, YOU MAY HAVE WATER INFILTRATION INSIDE YOUR HOME!

Window Caulking

In many installations, caulking is used to prevent air and moisture from entering around the window. Where visible, this caulk must be examined annually for cracks or other damage. If damaged, reapply the with an exterior-grade caulk, following the caulk manufacturer's instructions for application.

Casement Maintenance

MGM casement window will provide you years of fine service; provide you regularly clean the operating zone of the unit. To do this, open the window fully and remove screen. Clean the upper and lower hinge tracks, and the sill of the window, using a soft cloth dampened with a solution of water and mild dishwashing liquid. Rinse thoroughly, removing residual dishwashing liquid to prevent streaking of the exterior of the home.

Patio Door Maintenance

Cleaning Roller Tracks

The sill track can often collect dirt and construction debris, which will result in poor operation of the roller assembly. If the panel does not glide smoothly across the track, check the sill track for obstructions. To clean the roller track, use a vacuum cleaner to pick up loose debris, and then use a damp cloth or sponge and solution of water and mild dishwashing liquid. The screen track can also be cleaned in the same fashion.

Adjusting Rollers on Operating Panels

The sliding glass operating door panel can be raised or lowered using the roller assembly adjustment, located at the bottom of each vertical jamb. To adjust roller assembly height, using a Phillips head screwdriver, rotate the screw clockwise to raise or counter clock-wise to lower the roller.

Note: that the use of abrasive material or harsh chemicals can alter surface appearance. Any cleaning damage caused by these is the responsibility of the homeowner.

MGM is not liable for any damage or injuries that occur while performing this work.