

## Care and Cleaning Questions

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### Q. How can I help maintain the quality and beauty of my new Simonton windows and doors?

**A.** With only simple care and cleaning, your windows and doors can keep their beautiful appearance for years to come. Vinyl won't pit, peel or flake over time, but like any surface exposed to outside elements, your windows and doors will get dirty from time to time. Often, heavy rains will wash the vinyl clean, but if the rain isn't enough, you can restore the splendor of the windows and doors by following these simple instructions.

- Wash using mild detergent (if necessary) and a soft cloth or ordinary soft bristle brush. Do not clean the windows or doors with a high-pressure washer. The extreme spray pressure could crack or destroy the caulking around the window or door.
- For difficult to remove dirt and stains use the readily available household cleaners listed on the chart. Follow the manufacturer's instructions on use of the cleaners.
- In some cases, you may wish to use a mildly abrasive cleanser such as Soft Scrub®, but the use of any abrasive material could scratch the surface of the glass and window or door frame.
- DO NOT USE liquid grease remover, strong soaps or detergents containing organic solvents, nail polish remover, furniture polish or cleaners containing chlorine bleach. These items could affect the surface appearance of the vinyl.

Cleaners to Remove Stains From Vinyl Window and Door Frames

Bubble Gum	Fantastik®, Murphy Oil Soap®, solution of 30% vinegar and 70% water, Windex®
Crayon	Lestoil®
DAP (oil based caulk)	Fantastik®
Felt-tip pen	Fantastik®, water based cleansers
Grass	Fantastik®, Lysol®, Murphy Oil Soap®, Windex®
Lipstick	Fantastik®, Lysol®, Murphy Oil Soap®
Lithium Grease	Fantastik®, Lestoil®, Murphy Oil Soap®, Windex®
Mold and Mildew	Fantastik®, solution of 30% vinegar and 70% water, Windex®
Motor Oil	Fantastik®, Lysol®, Murphy Oil Soap®, Windex®
Oil	Soft Scrub®
Paint	Brillo® Pad
Pencil	Soft Scrub®
Rust	Fantastik®, Murphy Oil Soap®, Windex®
Tar	Soft Scrub®
Top Soil	Fantastik®, Lestoil®, Murphy Oil Soap®

\*Cleaning materials are listed in alphabetical order

### Q. What is the best way to clean the glass in my windows and doors?

**A.** Follow these instructions for a streak free window:

- For routine cleaning, we recommend using a 30% white vinegar and 70% water premixed cleaning solution. Use a soft, lint-free cloth or paper towels to wipe clean, rubbing in different directions. If there is any residual streaking, rinse with clear water and wipe again.

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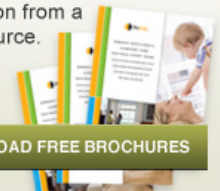
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- Ammonia-free glass cleaners such as Windex® also produce good results.
- Rinse windows and doors first if there is excessive dirt and debris.
- Thoroughly dry water and/or cleaning solution from glass and all window surfaces.
- DO NOT USE razor blades, metal blades, abrasive cleaning solutions or materials to clean the glass due to the high probability that damage to the glass will occur.

**Q. Is there any special instructions for cleaning interior woodgrain laminates?**

**A.** These simple instructions will keep interior laminate beautiful for years.

- Use warm soapy water for routine cleaning and dry thoroughly.
- Mild household cleaners can also be used to clean interior laminates. Always test the cleaner on an inconspicuous area to ensure compatibility with the laminate surface.
- DO NOT USE abrasive scrubbing devices, organic solvents or abrasive cleansers as they will cause surface damage.

**Q. How do I clean exterior coatings on my Simonton windows and doors?**

**A.** Exterior colors are easy to maintain by following these instructions:

- Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush. Do not clean the exterior coating with a high-pressure washer. The extreme spray pressure could damage the surface or crack or destroy the caulking around the window or door.
- Mild window cleaners that are safe to clean the exterior coating on windows and doors include Windex®, Formula 409® and Fantastik®.
- DO NOT USE liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleansers containing chlorine bleach. These items could affect the surface appearance of the vinyl.

**Q. How do I clean my screens?**

**A.** Screens are sometime neglected but need very little maintenance:

- For routine cleaning carefully vacuum your window screens.
- To thoroughly clean window screens, remove the screens from the window frame. Place the screens on a flat surface (such as the driveway) and use mild soap and water with a soft bristle brush to remove dirt and grime. Clean both sides of the screen and around the interior and exterior of the frame. Rinse off the unit with lukewarm water. Allow the screen to dry completely before replacing in the window.
- DO NOT USE a high-pressure washer to clean screens; it could damage the units.
- Use extreme care when cleaning aluminum mesh, since it can be dented or creased if too much pressure is placed on the screen.

**Q. I selected brass hardware for my new Simonton windows. How do I maintain the brass hardware's beautiful appearance?**

**A.** If properly maintained, the brass hardware on your windows should keep a brilliant luster for years to come. During routine housecleaning, use a dry, clean, soft, cotton cloth to remove dust and dirt from the protective lacquer coating on your brass hardware.

Over time, all brass hardware will eventually develop tarnish. This is when the finish of the protective lacquer coating on your brass hardware begins to breakdown, usually noticed as small dark spots appearing in high contact or wear areas. The rate tarnishing occurs depends on your surrounding environmental conditions. Areas with high levels of automotive and industrial pollutants, ultra-violet rays and salty sea air will produce accelerated levels of tarnishing.

When tarnishing of the hardware reaches an undesirable level, the brass hardware components should be refinished. The following procedures are recommended:

The hardware must be thoroughly cleaned, including removal of all remaining lacquer and other foreign materials. When cleaning the hardware, it should first be removed from the window to avoid any unnecessary damage to the window during the refinishing process. Simonton recommends using fine steel wool (No. 00000) soaked in a light oil or soapy water to keep metal abrasion to a minimum. For tough-to-clean hardware, try soaking the hardware in a lacquer thinner or paint reducer overnight.

Once the hardware is thoroughly cleaned, you can restore the hardware's brilliant luster with any commercially available polish.

The refurbished brass surfaces must now be protected. It is impractical to re-apply a lacquer coating unless the proper tools and experience are available. Therefore, Truth Hardware recommends several coatings of a quality automobile wax. The finish can then be prolonged with follow-up wax applications.

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