



ENERGUARD
Windows & Doors Inc.

Maintenance & Warranty Guide



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Operating Instructions

Awning Windows:

To open, disengage the locking system (both sides) by lifting the lock handles upwards. Turn the rotary handle to open the sash.

To close, turn the rotary handle until sash is snug against the frame (do not over tighten). Engage the locking system (both sides) by pulling the lock handles downwards. Engaging the locks will further tighten the sash to the weather-stripping creating an air tight seal. Once both locks are engaged, loosen the rotary hardware slightly by turning the handle 1/4 turn in the opposite direction.

To remove insect screens, rotate the plastic clips until clear of screen frame. Carefully pull the screen bar away from the side of the frame until it is clear of the screen channel. Tilt the screen bar inwards and if necessary, slightly on an angle, until screen is loose of the opposite screen channel. Do not force the screen to bend around the hardware mechanism, as this could bend the screen bar and void the warranty.

Casement Windows:

To open, disengage the multi-point locking system by lifting the lock handle upwards. Turn the rotary handle to open the sash.

To close, turn the rotary handle until sash is snug against the frame (do not over tighten). Engage the multi-point locking system by pulling the lock handles downwards. Engaging the lock will further tighten the sash to the weather-stripping creating an air tight seal. Once lock is engaged, loosen the rotary hardware slightly by turning the handle 1/4 turn in the opposite direction.

To remove insect screens, rotate the plastic clips until clear of screen frame. Carefully pull the screen bar away from the side of the frame until it is clear of the screen channel. Tilt the screen bar inwards and if necessary, slightly on an angle, until screen is loose of the opposite screen channel. Do not force the screen to bend around the hardware mechanism, as this could bend the screen bar and void the warranty.

Single Hung Windows:

To open, disengage the sash lock(s) located at the center meeting rail and carefully lift bottom sash upwards with the pull rail to the desired height.

To close, pull the sash carefully downwards until it is seated snugly against the bottom frame. Engage the sash lock(s) located at the center meeting rail.

To remove insect screen, raise the sash to a completely open position. Using the pull tabs located on the screen bar, carefully pull the screen away from side of frame until it is clear of the screen channel. Once it is clear, Tilt the screen inwards and if necessary, slightly on an angle, until screen is loose.

Operating Instructions

Single Hung Windows (continued):

To install insect screens, reverse the instructions above.

To tilt in sash, slide open the sash approximately halfway and pull sash keepers, located top side of sash, inwards. Carefully pull top of sash towards you to tilt.

Horizontal Slider Windows:

To open, disengage the sash lock(s) located on the center meeting rail and carefully push/pull sash across to desired opening.

To close, carefully slide sash until it is seated snugly against the side frame. Engage the sash lock(s) located at the center meeting rail.

To remove insect screen, slide the sash to a completely open position. Using the pull tabs located on the screen bar, carefully pull the screen away from side of frame until it is clear of the screen channel. Once it is clear, tilt the screen inwards and if necessary, slightly on an angle, until screen is loose.

To install insect screens, reverse the instructions above.

To remove sash, open sash approximately halfway. Holding sides of the sash firmly, carefully lift upwards until bottom sash clears the bottom sash track. Tilt bottom of sash inwards until clear of the sash track, then carefully lower sash at an angle until clear of the top sash track and frame.

To install sash, reverse the instructions above.

Basement Hopper Windows:

To open, disengage the sash lock(s) located at the bottom corners of the sash, then gently pull sash inwards and upwards until you reach the resting positions on the hinges located at the top corners of the frame.

To close, reverse the instructions above.

To remove insect screens, rotate the plastic clips located on the exterior face of window until clear of screen frame. Carefully pull the screen bar away from the side of the frame until it is clear of the screen channel. Tilt the screen bar inwards and if necessary, slightly on an angle, until screen is loose of the opposite screen channel. Do not force the screen to bend around the hardware mechanism, as this could bend the screen bar and void the warranty.

To install insect screens, reverse the instructions above.

Operating Instructions

Sliding Patio Doors:

To open, disengage the lock(s) by turning the latch located on the handle. Holding the handle firmly, push/pull the sliding door across the track. Repeat this process for exterior screen.

To close, reverse the instructions above.

If your door unit is equipped with Multi-Point Locking, please see further instructions under the heading “**Multi-Point Hardware**”.

Hinged Doors:

To open, disengage the lock(s) by turning the latch. Holding the handle firmly, push/pull the door until opening is clear.

To close, reverse the instructions above.

If your door unit is equipped with Multi-Point Locking, please see further instructions under the heading “**Multi-Point Hardware**”.

Multi-Point Hardware:

Sliding Door Handle:

To open, disengage cylinder with key or thumb turn, pull handle back and slide door to open. A “click” will be heard when lock is fully retracted.

To lock sliding door system, push door shut firmly against door frame. Locking system automatically engages hooks into locking position along the frame of the door. A “click” will be heard when lock engages. Use key or thumb turn of cylinder to secure hooks in locked position.

Hinged Door Handle:

To open both automatic and manual systems, disengage deadbolt with key or thumb turn, push handle down until multi-points are retracted and then open door.

To lock manual system, lift handle to engage multi-points prior to engaging deadbolt. Once multi-points are engaged, use key or thumb turn to engage deadbolt.

To lock automatic system, push door shut firmly. Multi-points engage automatically when auto-release pin hits strike plate mounted on jamb. Once multi-points are engaged, use key or thumb turn to engage deadbolt.

General Maintenance & Cleaning Schedule

Cleaning Glass Surfaces:

Frequency (as required or semi-annual minimum)

Apply a mild soap or vinegar-based cleaner to the glass surface by spraying or using a clean ,grit-free cloth saturated with cleaning solution. Avoid using ammonia or alcohol based cleaners, which can cause streaking. Be careful not to damage glazing stops and frame finish by overgenerous application of cleaners. In addition, comply with the manufacturers directions on the label for toxicity, handling and flammability warnings.

Wipe the cleaning solutions on the glass in a circular motion, applying light to moderate pressure. If streaks appear, rinse surface with clean water. Wipe dry all surfaces, including any interior frame or hardware components to prevent spotting or water damage.

To clean grease, oil, tape adhesive, crayons, or paint, apply a small amount of mild abrasive such as “Soft Scrub” cleaner (Clorox Company), or acetone (Mineral Spirits) to a clean, wet cloth or towel and rub only the affected area. Repeat cleaning steps listed above once complete.

Cleaning Sash Tracks:

Frequency (semi-annual minimum)

Clear any dirt and debris from the sides and bottom track by using a mild soap of diluted detergent to clean all track and sash cavities. Clean tracks will allow the sash to operate smoothly and prevent wear on hinges, locks, rollers, ballast and weather-stripping components.

Cleaning Insect Screens:

Frequency (as required or annual minimum)

Insect screens can be vacuumed with a soft brush attachment or wiped with a soap and water solution. Use caution when removing and handling insect screens, ensure all locking tabs are in the unlocked position before removing. Torn screens or damaged screen bars are not covered by warranty. An easy way to clean insect screens is to remove them and lay them down on a flat surface. Use a low-pressure spray (garden hose); soak the screens with a mild cleaning solution and let them rest for a minute.

Rinse with clean water.

Cleaning Frames & Weather-stripping:

Frequency (as required or annual minimum)

Using a mild soap, periodically clean around the sashes and sill frame with a damp cloth. This will keep the weather-stripping clean and functional.

General Maintenance & Cleaning Schedule

Frequency (as required or annual minimum)

Clean and lubricate all hardware components regularly to prevent excess wear on hardware gears. Clean out any debris that enters the operating hardware cavity and wipe clean. Use a mild solution of household cleaner or diluted dishwashing solution and wipe clean all hardware components, including; locks, hinges, operator arms and handles. Always rinse with clean water to remove any detergent or cleaner prior to lubricating. To lubricate rotary drive hardware, use lithium grease, or petroleum jelly. To lubricate hinges and rollers, use silicone based lubricants only. Do not use petroleum-based lubricants on plastic components as they may dissolve and/or weaken the plastic. It is recommended to check and tighten attachment screws periodically as they may loosen over time.

CAUTION

Do not use vinegar or citrus based cleaners (lemon, orange, etc), industrial strength or abrasive cleaners, or ammonia based cleaners or siding washes on any hardware components.

Do not clean glass or frames while they are exposed to direct sunlight. Detergents and soap based cleaners may dry prematurely and leave a hard to remove residue on the surface.

Following and maintaining a regular cleaning and maintenance schedule is the best way to assure your new windows and doors will continue to function correctly for many years to come. Failure to follow this schedule may result in the eventual break-down of the product due to neglect and will void your warranty.

Condensation

Condensation, technically, is the change from a gas or vapor to a liquid. In the case of windows, condensation is the appearance of water droplets forming on the inside surface of the glass. As the existing conditions evolve or worsen, this can lead to heavier moisture accumulation and ice formation seen first around the perimeter of the glass. As a general rule, condensation on your window glass is most often the result of excess humidity or poor air circulation and is NOT a window problem. Humidity and temperature changes both inside and outside your home are the primary contributors to the magnitude of condensation problems.

Medical authorities indicate that the level of humidity indoors should not be below 15%. It is generally acknowledged that the humidity in houses with a good vapour barrier should not exceed 40%, in older homes without a vapour barrier, 35%. The table on the following page shows suggested levels of relative humidity for inside the home for varying outside temperatures.

Condensation

RECOMMENDED HUMIDITY LEVELS

Outside Air Temperature °	Relative Humidity with inside Temperature of 20°C (68°F)
-30° or below	not over 15%
-30° to -24°	not over 20%
-24° to -18°	not over 25%
-18° to -12°	not over 30%
-12° to -6°	not over 35%
-6° to -0°	not over 40%

The following is a short action list for reduction of condensation on your window glass:

- Turn down the humidity setting on the thermostat
- Set your furnace fan on continuous operation
- Raise or open blinds and drapes to facilitate air movement
- Ensure the heat ducts and registers are open and directed towards windows
- Remove insect screens in operating windows
- Ensure adequate ventilation for both fresh & exhaust air movement
- Reduce air leakage by properly caulking exterior of Windows & Doors

Warranty: (###)

As the phrase goes, warranties are only worth the paper they are printed on and the company offering them. Our Windows and Doors are worth a lot and so is our word. Warranties are automatically registered with **ENERGUARD** once product is received and paid for in full by the end user. Should the unlikely need arise, please refer to this guide for warranty details. This warranty is registered to: **Valued customer** Please quote the warranty number located in the heading above when requesting service. We will do our best in providing a fast response on any warranty issue that may arise. Thank you for your purchase!

Authorized Signature: _____

Warranty (continued):

EnerGuard Windows & Doors Inc. herein referred to as “EnerGuard” offers this warranty from the date indicated, to the original customer on products purchased from EnerGuard and or any affiliated dealers.

PVC WINDOW FRAMES & SASH

EnerGuard warrants for the lifetime ownership to the original purchaser that the PVC components will not rot, crack, warp, pit, corrode, peel, blister or suffer non-uniform fading or discolouration. EnerGuard will at no cost either provide a replacement with the same or equivalent component. This warranty is subject to the exclusions as indicated under the heading “*Situations not covered by this Warranty*”.

INSULATED GLASS UNITS (windows)

EnerGuard warrants for the lifetime ownership to the original purchaser that the insulated glass unit supplied by EnerGuard be free from hermetic seal failure. “Seal Failure” is the failure of the insulated glass unit resulting in the penetration of moist air into the air space and the appearance of moisture on the glass inside the air space causing an obstruction of vision when viewed from 2 meters away. Faulty glass units that qualify for warranty will be replaced with a new sealed unit. The customer shall be solely responsible for all costs associated with the shipping, installing, repainting, refinishing, or similar activities involved in the replacement of glass. This warranty does not extend to the following conditions:

- Where seal failure is the result of angular distortion from building settlement or shrinkage.
- Where aftermarket, secondary films is applied to the surface of the glass or where window coverings do not allow for proper ventilation.
- Cracked, shattered or broken glass.
- Where glass has been subjected to wind driven sand, salt spray, acid rain or other corrosive materials.
- Where imperfections are acceptable relative to published Canadian General Standards Board (CGSB) specifications.
- This warranty does not cover glass breakage as a result of accident, abusive handling, misuse, slight glass curvature, minor scratches or other imperfections in the glass that does not impair structural integrity or significantly obscures normal vision. This warranty is subject to the exclusions as indicated under the heading “*Situations not covered by this Warranty*”.

HARDWARE (windows)

EnerGuard warrants for the lifetime of the product all non-glass or PVC components including locks, hinges, openers and hardware to be free from defects in materials or workmanship that would affect performance. EnerGuard will at no cost either repair the defective component or provide a replacement with the same or equivalent component. This warranty does not extend any loss or damage resulting from the customer’s failure to properly operate, care for, and protect the hardware during proper use. This warranty is subject to the exclusions as indicated under the heading “*Situations not covered by this Warranty*”.

Warranty (continued):

DOORS

EnerGuard warrants for the period of twenty (20) years to the original purchaser of WHITE PVC and Aluminum extrusions used in the manufacturing of EnerGuard products (unless the PVC or Aluminum was nailed or damaged) covering peeling, buckling, blistering, splitting, and noticeable discolouration.

EnerGuard warrants for the period of ten (10) years to the original purchaser all sealed units used in the manufacturing of EnerGuard products covering dust coatings or deposits between two sheets of glass caused by moisture in the joint.

EnerGuard warrants for the period of ten (10) years to the original purchaser of PVC or Aluminum extrusions, windows and/or doors, painted by EnerGuard (with the exception of the following dark colours: dark green, black, and dark brown, which each have a one (1) year warranty) and used in the manufacturing of EnerGuard products. This warranty covers noticeable peeling, cracking and noticeable discolouration.

EnerGuard warrants that the products will be free of defects in its manufacturing, materials and workmanship for a period of one (1) year from purchase date. This warranty is subject to the exclusions as indicated under the heading "*Situations not covered by this Warranty*".

TRANSFERABILITY (windows only)

Full coverage under the window warranty may be transferred from the original owner to the new owner during the first 10 years from original purchase date. EnerGuard must receive written notice from the original purchaser within 30 days of the transfer of ownership in order for the warranty to be honoured. Failure to provide written notice within the 30 day transfer period will result in warranty expiration.

Situations not covered by this Warranty

- All defects or damage resulting from abuse, negligence, accident, vandalism, Acts of God, improper handling, exposure to extreme elements, POOR INSTALLATION (frame not squared, twisted, warped towards the interior or towards the exterior), or improper maintenance.
- Damage caused by water leakage other than as a result of a defective product or glass.
- Defect or damage caused by improper heating, ventilation, on inside or outside of the products. Condensation caused by excessive humidity in the building.
- Defects as a result of the inadequate panels or insect screen adjustment.
- Installation which does not comply with the instruction sheet or does not respect the common known art of installation, including sloped walls, non-vertical, upside down and out of square positions.
- Damage resulting from exposure to corrosive fumes and elements, field modifications of product or damage from building settlement.
- Uneven discolouration as a result of an excessive exposure to a heat source, or product being exposed to a corrosive or noxious agent, such as chemicals or salt. For all product installed in a coastal area, the customer must request anti-corrosive hardware.
- All products repaired or modified by someone other than EnerGuard.

Glossary of Terms

Awning: Window style with a top-hinged sash that swings out at the bottom.

Casement: Window style consisting of a side-hinged sash that opens left or right, similar to a door.

Cladding: A maintenance-free material that is placed over another material for added performance or aesthetic appearance.

Condensation: The altering of a gas to a liquid form. Warm air can hold more water vapor than cold air. When warm air cools, its ability to hold water vapor reduces proportionately. Excess moisture then condenses on the warm side of the glass.

Frame: The associated head, jamb and sill that houses the sash or glazing units.

Glazing: Installation of glass into a window or door frame. Also refers to various glass types.

Glazing Stops: PVC components which hold the glass securely to the sash. Located at the perimeter of the glass, on the interior of the sash.

Horizontal Slider: Windows with a fixed sash and a sash that slides horizontally.

Head: The horizontal member at the top of a window or door frame.

Hinged Doors: Door unit that swings inward or outwards with the aide of a series of hinges affixed to the edge of the door slab and the door frame.

Insulated Glass Unit: A combination of two or more panes of glass, factory sealed using a spacer bar and sealants.

Jamb: The upright or vertical members of window and door frames.

Multi-point Hardware: Hardware type which locks at multiple points. This type of hardware is used on door units, as well as casement windows.

Rotary Hardware: Hardware located on operating windows (Awnings & Casements) used to open and close the sash.

Sash: The inner frame which holds the glass units in a fixed or operating window.

Sill: The horizontal member at the bottom of a window or door frame.

Single Hung: Windows with an upper fixed unit and a lower sash which operates upward.

Sliding Patio Door: Door unit with a fixed door slab and a door slab that slides horizontally. Dependent on the model type, both door slabs may move.

Screen Bar: The aluminum surrounding frame which houses the insect screen.

Strike Plate: The metal plate affixed to the locking side of the door jamb. Used to re-enforce and for adjusting the door slab against the weather-stripping.

Weather-stripping: A component of a window or door used to seal edges and gaps from exterior elements.



Head Office located at:
530 Caribou Street East
P.O. Box 1553, STN. Main
Moose Jaw, SK S6H 7A8

Phone: 1-888-694-1422
Fax: (306) 694-1421
E-mail: warranty@energuardwindows.com