



BY GREAT DAY IMPROVEMENTS, LLC



YOUR GUIDE TO
WINDOW
CARE & MAINTENANCE

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Questions? Call us at
800-230-8301

Congratulations

on your new Stanek® windows purchase. We feel an informed customer is our best customer. We hope you will find the guidelines and information detailed in this brochure helpful in keeping your Stanek windows looking beautiful and performing well for years to come.

General cleaning instructions

Vinyl and screen care

With occasional cleaning, the vinyl components of your windows and screens will continue to look like new. Always use a non-abrasive cleanser such as liquid dish detergent or Murphy® Oil Soap and warm water when cleaning the vinyl frames of your Stanek windows.

It is best to clean screens on a flat, hard surface such as your driveway, patio or deck. Use a clean cloth and mild dish soap to gently scrub the screens and then rinse them with a garden hose set to a low or medium setting. Our screens are durable enough to withstand the changing seasons and may be kept in the window year-round.

Glass care

Simply wipe the glass surface with a clean, damp, cotton cloth using warm water and polish dry with a dry, cotton cloth or paper towel. Commercial glass cleaners may also be used.

For heavily soiled glass, fill a spray bottle with a few drops of dish soap dissolved in warm water. Spray the glass and wipe with a clean, damp, cotton cloth. Follow with a clean, dry, cotton cloth to polish the glass dry. If streaking should occur, wipe the glass with a clean, cotton cloth dampened with warm water and dry it with a clean, dry, cotton cloth.

Hardware maintenance

Applying lubricant to hardware on an annual basis will keep your window operating properly. Use a furniture polish, such as Pledge®, in the tracks of sliding windows for smooth gliding. Brass hardware on patio doors is protected with a clear-coat finish, however occasional cleaning with mild soap and warm water is recommended to extend the life of the hardware finish.

Exterior trim cleaning

The same mild detergent and warm water that is used to clean the vinyl and glass is also recommended for cleaning the exterior coil and caulking. Our standard coil is PVC-coated to make it durable and resistant to chalking and fading. Similarly, the silicone caulks are strong enough to withstand a thorough cleaning as well.

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GENERAL OPERATING INSTRUCTIONS: Double-hung windows

Using windows for ventilation

Opening your window sashes at both the top and bottom is the most effective way to ventilate a room. The opening at the top of the sash will allow hot air to escape while fresh, cooler air will enter the window through the bottom opening.

Tilting windows in for washing

STEP 1: Standing in front of the window, locate the cam locks. Rotate both cam locks from the “lock” to the “unlock” position.



Cam lock in unlocked position.

STEP 2: Open the bottom sash, raising it at least 3 inches. Tilt in bottom sash using your thumbs to gently push both cam locks toward the center of the window from the “unlock” position to the “wash” position. At the same time, grip the top of the window sash and pull with gentle force toward you to release the top of the sash from its track.



Raise the bottom sash at least 3 inches.



Push both cam locks to the wash position as you pull the sash toward you to release.

STEP 3: Holding the bottom sash securely with both hands, lower the window all the way down until it comes to a rest.



Note: Use care when lowering window sashes, in order to keep balanced and level as you guide to a resting position.

STEP 4: Keep bottom sash open and resting downward inside your home. Open the top sash, lowering it at least 3 inches. Depress the tilt latches on the top sash by sliding them toward the center of the window.



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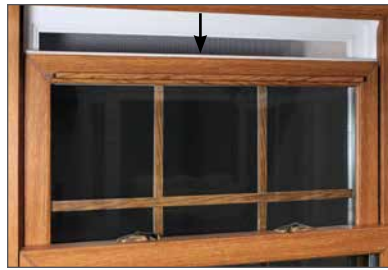
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Open top sash at least 3 inches.



Depress tilt latch and hold.

At the same time, grip the top of the window sash and pull with gentle force toward you to release the top of the sash from its track. Keep the sash balanced and level, lower the top sash until it comes to a rest.

NOTE: We recommend resting top sash on a chair back.



Grip top sash and gently pull inward.



Rest top sash on a chair back.

STEP 5: Return sashes into their tracks one at a time, top sash first. Using both hands, return sash to an upright position, keeping level and balanced. Use gentle force to push the sash back into the frame until it snaps into place. Repeat for bottom sash.

CAUTION: Sashes MUST be kept level when tilting inward for cleaning. Failure to do so may cause the sash to disengage from its track and balance system, possibly damaging the balance system as a result. Arrow-shaped safety tabs keep the sash from lifting out of balance shoe. If this arrow-shaped safety tab is snapped out, the sash can lift out and be removed completely from the frame.

Sashes should not be removed from the window. However, should the need arise, first pull the arrow-shaped safety tab fully out using needle-nosed pliers. Then, to completely remove the sash from the window, tilt the sash inward to a "tabletop" position and lift straight up and out. Do not rest or set the sash on its corners or pivot bar; doing so can crack the sash or break the pivot bars.

Reinstallation of the sash is the responsibility of the homeowner and not covered under warranty. A service charge will be assessed to reinstall sashes that have been removed by the homeowner.



The arrow-shaped safety tab.



Location of arrow-shaped safety tab.



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Removing the screens

STEP 1: To remove the screen from your double-hung window, set both cam locks to the “unlock” position. Lower the top sash and raise the bottom sash so both openings are evenly spaced at top and bottom.

STEP 2: Starting at the bottom of the screen, pull tabs inward. Using care to hang onto the screen, pull top tabs inward while gently pushing out on the screen. Once all four tabs have been opened, the screen is ready to be removed. Lift screen up and out to remove from its track, and bring in through the window.



Pull screen tabs inward.



Remove screen at an angle.

STEP 3: Holding onto the screen with both hands, maneuver the screen through the top window opening at an angle, so that it can be easily pulled into the house. Sashes may need to be raised or lowered to accommodate the screen.

Reinstalling your screens

Reverse all removal steps, carefully guiding the screen back into its track. The lip of the screen goes toward the outside of the track (a little play or appearance of a small gap is normal). Push in tabs to secure screens in their tracks. If the tabs do not easily go back into place, this is likely an indication that the screens are not correctly in position. Carefully adjust the screens so that they are positioned correctly in their tracks, then try to close the tabs again.

Limit latch

Stanek double-hung windows feature limit latches which limit sash travel.

CAUTION: Limit latches are not a safeguard against break-ins. Never leave young children unattended when windows are open or unlocked. Never leave your home with your windows open and limit latches engaged; they are not locks and are not intended for security purposes.



Limit latch reduces sash travel.



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GENERAL OPERATING INSTRUCTIONS: Tilt-in sliding windows

Using windows for ventilation

To ventilate a room, simply slide the left or right sash toward the center using the lift rails.

Swing-in sashes for easy cleaning

STEP 1: Standing in front of the window, locate the cam locks on the inside of the sash. Rotate both cam locks from the “lock” to the “unlock” position.



Cam lock in unlocked position.



Gently push toward wash position.

STEP 2: Open both sashes, sliding them at least five inches toward the center of the track so that there are equal openings at either end of the window. Starting with the right sash, grip the left side of the window and use your thumbs to gently rotate both cam locks from the “unlock” position to the “wash” position. With gentle force, pull the sash inward (this motion is similar to opening a kitchen cupboard).



Open both sashes so there are equal openings at either end.



Release right sash.

STEP 3: To swing in the left sash, simply depress the tilt latches and hold, using gentle force to pull sash inward.

NOTE: Always make sure the cam locks are in the “unlock” position and the sashes are open at least 5 inches on each side.

CAUTION: Do not attempt to swing in sashes before rotating the cam locks to the “wash” position. Failure to do so will severely damage the



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windows, creating an issue that is not covered under warranty. Once the sashes are open and have swung inward for cleaning, do not attempt to slide the sashes on the track. This improper operation may cause the sashes to disengage from the window frame causing an issue not covered by the Limited Lifetime Warranty.

STEP 4: Return sashes into their tracks one at a time, left sash first. Use gentle force to push the sash back into the frame until it snaps into place. Repeat for the right sash.



Step 3: Release left sash.

Rain and the tilt-in sliding window

The Stanek sliding window is designed with a unique internal drainage system. When it is raining outside, you may see water sitting in the track of the window. This is not the result of a defect. Once the rain has stopped, the water will slowly drain from the track.

NOTE: It is the responsibility of the homeowner to keep tracks clean so drainage holes do not become clogged or plugged.



Water in the track after a rainstorm is normal and will drain out.

Remove your sliding window screens

STEP 1: To remove the screen from your sliding window, make sure both sashes are properly in place on their track, and move each sash toward the center of the window so both openings are evenly spread.

STEP 2: Locate the upper and lower tabs at the corners of the screen. Starting at the bottom of the screen, pull tabs inward (do not push on screen). Using care to hang onto the screen, pull top tabs inward while gently pushing out on the screen. Once all four tabs have been opened, the screen is ready to be removed.



Locate upper and lower tabs.



Pull tabs inward.



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STEP 3: Securely holding the screen, lift it up and out to remove it from its track. Grip the screen with one hand to prevent it from falling out. With your other hand, slide the window sashes to one side. Holding the screen with both hands, maneuver the screen through the window opening at an angle, so it can be easily pulled into the house.



Remove screen at an angle.

NOTE: Screens damaged by dropping them are not covered under warranty.

Reinstalling your screens

Reverse all removal steps, carefully guiding the screen back into its track. The lip of the screen goes toward the outside of the track (a little play or appearance of a small gap is normal). Push in tabs to secure screens in their tracks. If the tabs do not easily go back into place, this is likely an indication that the screens are not correctly in position. Carefully adjust the screens so that they are positioned correctly in their tracks and try to close the tabs again.

Limit latch

Stanek sliding windows feature limit latches that limit sash travel.

CAUTION: Limit latches are not a safeguard against break-ins. Never leave young children unattended when windows are open or unlocked. Never leave your home with your windows open and limit latches engaged; they are not locks and are not intended for security purposes.



Limit latch reduces sash travel.



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GENERAL OPERATING INSTRUCTIONS: Conventional sliding windows

Using windows for ventilation

To ventilate a room, simply slide the left or right sash toward the center using the lift rails.

Lifting windows out for washing

STEP 1: Standing in front of the window, locate the cam locks on the inside sash. Rotate both cam locks from the “lock” to the “unlock” position.



Cam lock in unlocked position.



Open both sashes at least five inches.

STEP 2: Open both sashes, sliding them at least five inches toward the center of the track so there are equal openings at either end of the window. Starting with the right sash, grip the left side of the window and depress the tilt latches. At the same time, use your thumbs to gently rotate the top cam lock from the “unlock” position to the “wash” position.

NOTE: The top cam lock is fully operational and the bottom cam lock is inactive in the “wash” position.

STEP 3: Holding the cam lock in the “wash” position and depressing the tilt latches, firmly grip sash with both hands and pull sash inward with gentle force. Then, lift sash up and out of the frame. Repeat process for the other sash.

NOTE: Always make sure the cam locks are in the “unlock” position.



Grip sash and gently pull inward.



Lift sash up and out of the frame.



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STEP 4: Return sashes into their tracks one at a time. Simply lift each sash up and place the bottom of the sash into the track. Use gentle force to push the sash back into the frame until it snaps into place.

Remove screens on three-section sliding windows only

See *tilt-in sliding window screens for all two-section sliding windows.* ([Click here](#))

STEP 1: To remove the screen from your conventional sliding window, slide sash open and out of the way. Firmly grip the bottom of the screen rail and lift up while pushing the bottom of the screen outward.



Screens are spring-loaded at the top.

STEP 2: Securely holding the screen with both hands, maneuver the screen through the window opening at an angle, so it can be easily pulled into the house. Repeat on other side.

Reinstalling screens

Reverse all removal steps, carefully guiding the screen back inside its top track by lifting it up into the top track before easing the bottom of the screen securely into place. If the screen does not easily go back into place, this is likely an indication that the top of the screen is not correctly in position. Carefully adjust the screen so it is positioned correctly in the top track before easing it into the bottom track.



Guide screen into top track.



Ease screen into bottom track.



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GENERAL OPERATING INSTRUCTIONS: Casement and awning windows

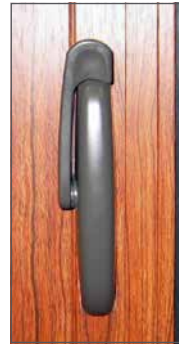
Using windows for ventilation

To open the sash, raise the levers to the “unlocked” position. Pull out the fold-away crank handle and rotate to open, taking care not to over-crank the handle. Crank left-hinge windows clockwise; crank right-hinge windows counterclockwise.

NOTE: Excessive force will damage the crank handle, causing a condition not covered by the warranty.



Lever in locked position.



Lever in unlocked position.



Crank in folded position.



Crank in unfolded position.

Cleaning your windows

STEP 1: Remove the screen by rotating the screen tabs on the interior of the window to loosen the screen in its track. Carefully lift the screen out of its track and set aside. Crank the sash open to its maximum position, as allowed by the hardware, taking care not to over-crank the handles.

STEP 2: Reach through the openings on either side of the sash to clean the glass of the casement window.

NOTE: Awning windows cannot be cleaned from the inside. They can only be cleaned from the outside.



Reach through the opening to clean.

Replacing your screens

Simply put the screens back into position in their tracks and rotate the screen tabs to secure them into place. If the screens seem to resist being replaced on their tracks, it could be an indication the screen is not aligned correctly in the upper and lower tracks. Remove the screen and try to position it again, taking care to line up the top and bottom of the screen with the upper and lower tracks.

Casement handle

Crank handles are fastened with a small set screw that can be removed with a small screwdriver.



Use a small screwdriver to remove the handle.

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GENERAL OPERATING INSTRUCTIONS: Patio doors

Locking and unlocking your patio door

Stanek patio doors require a key to lock and unlock from the outside. The inside lock is a thumb-turn deadbolt that activates the three-point locking system.

Unlock and slide to open.



Exterior key lock.



Interior thumb-turn deadbolt.

Removing your screens

To remove the screen in your patio door, the screen rollers must be adjusted to allow the screen frame to be lifted up and out of its track. Using a Phillips screwdriver, rotate the adjustment screws on each roller to release tension (four total). Lift the screen upward while pulling the bottom of the screen frame from the track.

NOTE: Each roller has an adjustment screw located on the side of the screen. Each screw must be loosened in order to lift the screen frame from its track.



Adjustment screw on screen.



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Troubleshooting Q&A

What happens if a glass unit breaks?

Contact our service department and be ready to provide the following information: your name and address; the year your windows were purchased; and identifying details about your window such as style (double-hung, sliding, etc.), location within your home, and sash (top or bottom, left or right). This information will help us in remaking your glass unit.

What are ice dams?

Ice damming occurs when snow on the roof melts and freezes over unheated areas, such as edges of the roof, eaves, and attached porches and garages. Gutters and downspouts can clog with snow and ice, causing snow, ice and water to back up under the roof shingles. If enough water collects, it will back up under the shingles and leak into the eaves, or worse, into the wall cavities or the interior of the home. This water simply doesn't have anywhere to go.



Ice dam

Sometimes, water will escape through a window simply because the window is the first opportunity for escape that melting water encounters as it is running down from the roof. It is important to note that the window is generally not the problem, but rather the build-up of snow and ice on the roof, gutters and downspouts.

NOTE: Ice dams, and problems caused by ice damming, are not covered under warranty.

How are ice dams prevented?

There is no foolproof way to prevent ice damming, however, there are preventative steps that homeowners can take to greatly reduce the chances of experiencing one. Keep the gutters and downspouts free from excess snow and ice buildup, allowing the melted snow to leave the roof properly. Additionally, proper attic insulation and roof ventilation will keep the attic cool and discourage the rapid melting of rooftop snow and ice. Finally, the installation of roof or gutter heaters will greatly reduce the likelihood of an ice dam.

Why do my new windows have interior condensation?

Moisture on the inside pane of the glass is caused by excessive moisture in the home and generally becomes most noticeable during the change of seasons. According to scientific studies, two people can release up to ten pounds of moisture — a gallon and a half of water — into the air in their home every day,



Interior condensation

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just through the daily routines of cooking, showering, cleaning and breathing.

Interior condensation is a very common occurrence. Many people wonder if the new windows are to blame, however, windows cannot create moisture. But, they are able to reveal an area within the home that has excess moisture. A common reaction is, "My old windows never had condensation." And understandably so. The old windows were not airtight so they allowed warm, moist air to escape outside. With your new energy-efficient Stanek® windows, excessive moisture cannot escape and, as a result, it collects on the cooler glass surface.

How can I eliminate the interior condensation on my windows?

The goal is to reduce the level of humidity indoors. If you are using a humidifier, turn it down. Run your bathroom fan before and after showering or bathing for 15-20 minutes. Kitchen fans should also run 15-20 minutes before and after cooking. If you do not have externally vented bath and kitchen fans, consider installing them. Houseplants can also contribute to increased levels of humidity indoors.

Try slightly opening the windows where you notice the condensation to allow the excess moisture to escape. Running ceiling fans and turning the blower on your furnace to the "on" position will help circulate the air throughout your home. Also, by not pulling drapes completely closed or shades fully down to the bottom of your windows, you'll allow warmer air to reach the glass.

If all else fails, an air-to-air exchanger should do the trick.

Once the excessive moisture is reduced, your new Stanek windows will resist condensation better than your old windows did because of their energy efficiency at keeping the inside climate controlled. When the weather is hot or cold outside, the high-performance glass will keep your climate-controlled inside air from escaping and keep you comfortable.

My new windows sometimes have exterior condensation. What causes this?

Moisture on the outside of the glass is simply dew, the same dampness that you'll find on your lawn, car, and the siding of your home. When there is a change in the temperature (most often in the spring and fall), you'll tend to notice it in the mornings. With the new generation of super-insulated windows, exterior condensation tends to be more common.



Exterior condensation

The condensation forms when a particular set of atmospheric conditions exists: a glass temperature below dew point temperature; a clear night sky; still air; high relative humidity; and well-insulated glazings on high-performance windows. The exterior surface of the glass can radiate heat away to the night sky causing the glass temperature to fall below the dew point of the ambient air. This is referred to as "night-sky radiation" and when this happens, moisture



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from the air condenses on the glass surface. Only when the glass temperature rises above the dew point will the condensation evaporate back into the air.

Think of sitting outside on a hot, humid day with a glass of iced tea. The moisture in the surrounding air condenses on the colder exterior surface of the glass. But if the temperature of the glass of tea is closer to the outside air temperature, the outside of the glass remains warm and the condensation doesn't appear. External condensation (dew) on high-performance window glass can be a nuisance. It is, however, quite normal and is an indication that the window has a high insulation value.

Is there anything I can do to get rid of exterior condensation?

In short, just give it some time. As soon as the sun can warm the outside air up, the humidity will be reduced and the condensation will dissipate. Sometimes you'll notice certain windows will get more exterior condensation, while others rarely do. Where there is unimpeded air circulation around a window, the chance it will have exterior condensation is greatly reduced. Subtle differences among your windows such as overhangs, plants, shrubs, screens or even their location outside on your home can impact the air flow patterns outside.

Applying a product like Rain-X® to the outside pane has been shown to be helpful in making the water bead up and run off more quickly.

How do I contact Great Day Improvements, makers of Stanek® Windows?

Customer care: 800-230-8301

Warranty and service support: 800-480-1966



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