

**CARE &
MAINTENANCE
GUIDE**



awake

WINDOW & DOOR CO.



PRODUCT CARE

From the moment windows and doors are received it is important to ensure care is taken to properly offload, move, store, install, and clean the products. Proper care and maintenance is critical to ensuring that the windows and doors continue looking great and operating properly. Failure to follow the care and maintenance instructions described in this Guide can also void Awake's limited express product warranty.

This Care and Maintenance Guide provides information to help protect the products at every stage from delivery to use.



PROPER OFF-LOADING

Glass windows and doors are large and heavy, which can make them difficult to handle during the off-loading process. It is imperative that the Dealer or construction professional ensure that at least two professionals, experienced and trained in safely offloading and moving large glass products, are present to accept and offload product. The receiving Dealer or other construction professional must also ensure that proper protective equipment and tools are provided and safe lifting and moving techniques are implemented, including, but not limited to use of glass suction or clamps, safety gloves, and straps or bands to ensure the remaining units are properly secured and cannot tip over as each unit is removed and off-loaded. For more information on safety guidelines, see the Safety Information and Warnings section and Awake's Safety Guide available at www.awakewdc.com.



PRE-INSTALLATION INSPECTION

Upon delivery and prior to installation, all products should be unpacked and carefully inspected to ensure that no damage occurred during delivery and the products are consistent with order specifications. Any delivery damage, product flaw, or nonconformity with order specifications must be reported to an Awake Sales Representative at (833) 292-5393x1 or sales@awakewdc.com within 48 hours of delivery.

Failure to timely report a claim of delivery damage, defect, or non-conformity will be considered a waiver of such claim and an acceptance of the products as delivered. Under no circumstances will Awake be responsible for shipping damage, product defects, or nonconformities that were visible at the time of delivery, once the products are installed.



STORAGE

Once inspected, Awake recommends installing the products as quickly as possible to avoid the potential of damage during storage.

If the products must be stored, they should be placed in an area that is dry, cool, and free from any debris or exposure to harsh chemicals or climatic conditions that can degrade product finishes.

The products should be stored on equipment, frames, or racks that are not overloaded and are the appropriate weight, size, and shape for the products, such that the loaded fixture does not exceed rated weight capacities or is subject to tipping.

Products should also be secured at all times, which may include ensuring the product is leaned at appropriate angles and straps or bands are used to prevent products from tipping over.

The area where the products are stored should also be kept free from materials or obstructions that could create tripping hazards or cause fire, explosions, or pest or insect infestations.

If the products are stored for a significant period of time they should be cleaned regularly (in accordance with the cleaning techniques described in this Guide) to avoid accumulation of dust, dirt, salt, or other corrosive materials.

For more safety information on safely storing Awake's products, see Awake's Safety Guide.

INSTALLATION

- Care should be taken to prepare the window or door opening for installation, including, but not limited to ensuring that tracks and drains are clear of any dirt or debris that could block proper drainage.
- Installation of Awake's windows and doors shall only be performed by installation professionals experienced in installing similar window and door systems. Any installation methods and techniques that do not comply with Awake's installation instruction, Fenestration and Glazing Industry Alliance ("FGIA") requirements, and applicable codes and regulations may cause damage to the products, building or other property and may void Awake's limited warranties. For more information see Awake's Installation Instructions, available at www.awakewdc.com.
- During the installation process care should be taken to avoid corrosion or accumulation of dust, chemicals or other construction materials (such as stucco or cement) on product finishes or glass surfaces. To avoid such conditions, the following should be performed immediately upon completion of installation and no less than every two weeks thereafter for the remainder of the time the property is under construction:
 1. Extensively clean the finishes and glass to remove any and all accumulated dust, chemicals, construction materials, or other corrosive agents.
 2. Ensure all metal components remain dry and do not have prolonged exposure to stagnant water.
- Immediately following installation, it is critical that each product be cleaned thoroughly to avoid damage to glass or finishes resulting from the accumulation of dust, chemicals, or other construction materials. Exposed product surfaces, including door thresholds and window sills, may also be covered during construction. Prior to covering any portion of the product, make sure it is completely dry and use a protective material that is not harmful to the glass, other finishes or aluminum thresholds.

- The extensive cleaning described above should continue to occur no less than every two weeks during the remainder of the time the property is under construction and shall be performed in accordance with the cleaning procedures described below.



CLEANING & PRODUCT CARE

Proper product care is critical to keep windows and doors looking great and operating properly.

Cleaning should be performed regularly by professionals experienced in cleaning windows and doors and documented. How frequently products must be cleaned is dependent on a variety of factors, including the location on the building, climate, environment, and exposure to corrosive agents, like smoke, pollution, and salt.

All windows and doors should be cleaned no less frequently than once per year during mild weather. If the products are exposed to additional pollutants, chemicals or corrosive agents, additional cleaning is required as set forth in the below chart:

	Construction Materials (i.e. dust, chemicals, stucco, cement)	Smoke, Pollutants, or Environmental Hazards (i.e. snow, hail, mud, sand, sulfur dioxide or hydrochloric acid)	Corrosive Agents (including any property within 5 miles of salt water)
Required Cleaning Frequency	Every 2 Weeks	Every Week	Every Month

Glass Cleaning

1. Avoid cleaning glass surfaces in direct sunlight.
2. All product surfaces (interior and exterior) should first be rinsed gently with warm water to remove excess dirt and debris.
3. A non-ammonia-based cleaning product designed for glass surface cleaning should be applied with a soft bristle sponge, cloth or micro-fiber.
4. Always follow all manufacturer's directions and recommendations regarding application and use of cleaning products. Awake recommends testing any new cleaning product on a small area of the glass before applying to the entire surface.
5. Ensure that glass cleaning products and chemicals do not touch unit hardware, finishes or other non-glass surfaces.

Removal of Paint, Construction Materials and Adhesives

Accumulated dust, soil, debris, paint or other construction materials can be extremely harmful to glass finishes. Such materials should be removed as soon as possible by using a non-ammonia based cleaning product designed for glass surface cleaning or isopropyl alcohol for stubborn materials.

Adhesives or similar residue can be removed by soaking the affected area with a soft cloth or micro-fiber.

Do not use razor blades or any other sharp objects to remove stuck on materials or adhesives as they may permanently scratch the glass.

Cleaning Aluminum

Anodized and painted aluminum finishes are a finished building material requiring consistent care during installation, construction, and periodic cleaning thereafter. If allowed to accumulate, harsh chemicals, construction materials (such as mortar, cement, stucco and other alkaline materials) or atmospheric conditions (such as sand, dirt, or salt water), can cause permanent marks on product finishes. All aluminum finishes should be cleaned in accordance with AAMA 609 and 610-15, including the following procedures:

1. Remove surface soil or debris by flushing the surface with water at moderate pressure.
2. If soil or debris remains, mild soap or detergent may be applied using a soft bristle sponge, cloth, or micro-fiber. Soap or detergent that is ruled safe for bare hands should be safe for aluminum coatings. However, always test a small area before applying any cleaner.
3. Always follow all manufacturer directions and recommendations regarding applications and use of cleaning products.
4. Washing should be performed using uniform pressure.
5. Rinse the cleaned surface frequently with water so that soap or detergent does not dry on the surface.
6. Power cleaning tools should only be used if necessary for removal of unusually heavy soils affecting large surface areas. Such tools should only be used by cleaning professionals and in strict accordance with AAMA 609 and 610-5.

Hardware Cleaning

Proper cleaning and maintenance of all window and door hardware is necessary to keep them operating smoothly, including the following procedures:

1. Remove any excess or accumulated dirt, salt, or debris by using a soft bristle sponge or brush, cloth, or micro-fiber cloth with warm water.
2. Clean insect screens with water and a soft bristle brush
3. Dry hardware completely if warm water was used in the cleaning process.

Do not remove or disassemble hardware as doing so could cause permanent damage to the component.

When Cleaning Glass, Finishes Or Hardware:

1. **DO NOT** - Use high pressure devices, such as power washes or garden hoses, when cleaning glass.
2. **DO NOT** - Lean on or apply too much pressure to the glass.
3. **DO NOT** - Use unknown or mixed cleaners.
4. **ALWAYS** - Follow all safety instructions, recommendations, and warnings provided on cleaning products, including proper uses, potential hazards, and recommended safety equipment.
5. **DO NOT** - Allow cleaners to sit on surfaces longer than necessary or accumulate on glass edges or sills.
6. **DO NOT** - Use industrial or abrasive cleaners or tools, such as razor blades or metal tools, or wire sponges.
7. **DO NOT** - Use glass cleaners to clean hardware or finishes or vice versa.
8. **DO NOT** - Excessively scrub or rub products.
9. **DO NOT** - Use excessive amounts of silicone to lubricate hardware (as it can attract dirt, stain, and damage other components).
10. **DO NOT** - Clean glass in direct sunlight.
11. **DO NOT** - Use alkaline or acid cleaners on aluminum finishes.
12. **DO NOT** - Use razor blades or other sharp objects.
13. **DO NOT** - Remove or disassemble doors, windows, hardware or components.



INSPECTIONS AND PREVENTATIVE MAINTENANCE

All windows, doors, and hardware components should be inspected at least annually to identify conditions (such as accumulation of dirt, structural settlement or other wear and tear) that could impact operability, functionality, safety, or useful life. Such inspections should include, but are not limited to, the following:

1. Inspecting all doors to make sure they continue to be operating properly.
2. Inspecting weatherstripping, sealant, and glazing vinyl to insure it is not cracking, warped or for sliding door products, dragging in the sill. Sealant should also be inspected for gaps, wear marks or detachment from applied surfaces.
3. Inspecting weep systems to ensure that they are kept clear of dirt and debris to avoid water accumulation and/or infiltration.
4. Inspecting all tracks and sills to ensure there is no accumulated dust or debris.
5. Inspecting track caps and wheels to ensure they are operating smoothly and are not sticky or worn. Light machine oil (such as aerosol oil) can be applied to stainless steel rollers as needed.
6. Inspecting the felt pads between lock handles and stiles.
7. Inspecting lock mechanisms to ensure they are operating smoothly. Machine oil or silicone spray may be used for necessary lubrication.
8. Inspecting insect screens for cuts, scratches, holes, or looseness.



SAFETY INFORMATION & WARNINGS

Always keep safety in mind when unloading, moving, installing or using windows and doors. Failure to properly handle glass units or broken glass, create and practice sound fire safety plans, take steps to prevent falls and promote security, and properly maintain components, can result in serious injury or even death. Awake offers the following tips and safety practices to help protect against such risks.

In addition, Awake strongly recommends consulting with your local fire and police departments regarding general home safety, fire and security.

For more information on window and door safety, visit the National Safety Council website at www.nsc.org. For more information on obtaining security features (such as window opening control devices or insect screens), contact your dealer or Awake sales representative.

Glass Handling and Removal

1. Always use protective equipment and proper tools to offload, move or handle glass, including, but not limited to:
 - safety glasses with side shields
 - clean and dry protective gloves
 - glass cups or clamps
 - hand trucks
 - dollies
 - pallet jacks or carts
 - straps or bands (to re-secure remaining glass units as each unit is off-loaded)
2. Inspect the glass before moving it to assure there isn't any damage that may cause spontaneous glass breakage.
3. During off-loading, as each unit is removed, ensure remaining units are properly secured using straps to avoid product from toppling over (which given the product weight, could cause severe injury or death).

4. Use proper lifting and moving techniques. Hold the glass firmly in your hands. Do NOT carry it over your head or under your arms.
5. Do not let any surface bump or hit the glass' edges or corners.
6. When setting glass on the floor, or other any other surface, gently place it down on the long edge.
7. Do not place glass directly on hard surfaces. Instead, use padding, or another type of cushioning agent.
8. Wrap or cover glass in blankets, or other cushioning agents, to protect it against incidental bumps that could cause chips, scratches or breakage.
9. Carry only one piece of glass at a time.
10. Have two or more people or utilize lift-assist devices when handling large pieces of glass, as a way to reduce any shear stress in the material.

Fall Prevention

Open windows can be dangerous for small unsupervised children or pets. Several steps can be taken to mitigate these risks, including:

1. Do not leave small children unsupervised near open or unlocked windows.
2. When opening a window for ventilation, use those located out of a child's reach.
3. Keep child's play a safe distance from windows, balconies, or sliding doors.
4. Do not place furniture near windows to prevent children from climbing to gain access to an open window.
5. Install ASTM F2090 compliant window opening control devices to limit how far a window will open or window guards (with quick-release mechanisms in case of fire or other emergency).
6. Plant soft shrubs or grass beneath windows to provide a cushion in the event of a fall.

7. Teach family members not to lean on window or door glass or insect screens as they may not prevent a fall.

Security

1. Ensure all doors and windows are securely closed and locked when not in use.
2. Ensure dangerous or hazardous pests (such as snakes, rodents, or insects) do not enter the property through open windows or doors by installing insect screens.

Fire, Smoke, and Carbon Monoxide Safety

1. Install and frequently check and maintain smoke and carbon monoxide detectors to ensure they are all in working condition.
2. Develop and practice a family escape plan that includes at least two alternative means of escape from every room depending on the location of the fire.
3. Ensure that all family members understand how to escape (including practicing operation of all window and door locks) and are able to do so without assistance (to the extent possible).
4. Ensure that the fire escape plan takes into account safety devices that may prevent or impede emergency escapes, such as the location of window opening control devices, window guards, impact-resistant glass (which may be difficult to break in an emergency) and other child safety devices.
5. Never permanently seal windows shut with paint, nails, weatherstrip , or other security devices or install any window opening control device or window guard that is not complaint with ASTM F2090, including the inclusion of a quick-release mechanism.

Maintenance Safety

1. Always use a ladder or scaffolding that is in good working condition to clean or maintain window and door products. Ensure the ladder or scaffolding is placed on a level surface and do not lean it against any window or door.
2. Do not stand on or climb on chairs or other furniture to reach window or door products.
3. Do not lean on glass while maintaining, cleaning, or repairing window or doors.
4. Use extreme caution when handling broken glass. Awake recommends engaging a professional for the removal of broken glass and installation of replacement units. Protective equipment should always be used when handling broken glass, including, but not limited to, safety gloves and eyeglasses.
5. Conduct frequent inspections and maintenance, as described above. Broken, worn, or neglected components can significantly affect operability which may result in serious injury.



WARNING: This product can expose you to chemicals including Thorium Dioxide, which are known to the State of California to cause cancer. For more information, go to www.P65Warnings.ca.gov.



GET IN TOUCH

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