

Care and Operation of Your New Windows



Alside®

Congratulations



Alside Windows feature the trademarks of exceptional window design – unsurpassed quality, functional beauty and maintenance freedom. We believe your selection of Alside Windows may very possibly change your daily life in your most personal space – your home.

This guide is designed to answer some of the most frequently asked questions about the care and operation of your new windows. We are confident that your new windows will prove a perfect fit for your home and your lifestyle.

Thank you for choosing Alside.

Alside®

Homeowner Information

Installation of: Alside Platinum Series Windows

Date of Installation: 11/04/2020

Homeowner:

Name Marc & Alicia Joos

Address 1113 Carlimar Lane

City Louisville

State KY Zip 40222

Installed by:

Contractor Mengel Exteriors

Address Prospect

City _____

State _____ Zip 40059

Warranty Label Number _____

Carefully read this guide and record the necessary information above. Then, file this guide with all of your other important documents. This manual will serve as a quick reference guide for the care and operation of your new windows, as well as warranty information should future service be necessary.

IMPORTANT:

Do not open the sash for at least 24 hours after completion of installation. It is the manufacturer's recommendation that your new windows not be opened for 24 hours to allow for caulking compounds to cure and set properly.

Double-Hung Window



Photo 1



Photo 2



Photo 3



Photo 4

Double-hung windows are designed to allow both sashes to raise, lower and tilt in for cleaning the outside surfaces of both the upper and lower sash.

To tilt in the lower sash, follow these steps:

1. Unlock the window.
2. Raise the lower sash a minimum of 3".
3. Pull both tilt latch buttons (located on the top rail of the sash) towards the center of the sash to disengage them from the mainframe jambs. (Photo 1)
4. With both hands, carefully pull the top of the lower sash in toward you slightly beyond a 90° position. (Photo 2)
Support the sash while cleaning the exterior. (Photo 3)

To tilt in the upper sash, follow these steps:

1. Lower the upper sash to at least 2" above the sash stops (located in the lower outside track).
2. Pull both tilt latch buttons toward the center of the sash to disengage them from the mainframe jambs.
3. With both hands, carefully pull the top of the upper sash in toward you slightly beyond a 90° position and rest it on top of the supported lower sash. (The upper sash cannot be tilted in without the lower sash being tilted in.) (Photo 4)

To replace the sashes to the operating positions, hold the top rail of the sash with both hands and push it all the way into the mainframe tracks. Make certain that the tilt latch buttons click in to lock the sash in the mainframe. If the tilt latches are not reengaged in the mainframe, the sash may fall inward unexpectedly.

Note: To tilt both sashes in, tilt the lower sash in first, then tilt in the upper sash. To reengage the sashes, reposition the upper sash first, then the lower sash.

Sliding Window

Sliding windows are designed to roll from side to side in their own tracks. They are removable from these tracks for the cleaning of the exterior surfaces.

To remove the interior sash (right sash), follow these steps:

1. Roll the right sash to within 3" of the left side. This will enable the sash to bypass the anti-lift block located in the header of the mainframe. (*Photo 1*)
2. Lift the sash up into the header of the mainframe as high as it will go.
3. Pull the bottom of the sash toward you. This will clear the rollers and sash frame from the mainframe. (*Photo 2*)
4. Lower the sash to the floor. (*Photo 3*)

To remove the exterior sash (left sash), follow these steps:

1. Roll the left sash to within 3" of the right side.
2. Lift the sash into the header of the mainframe.
3. Pull the bottom of the sash toward you, and lower it to the floor. (*Photo 4*)

Carefully clean the exterior of the sashes. To replace the sashes, simply reverse this process.



Photo 1



Photo 2



Photo 3



Photo 4

Casement Window



Photo 1



Photo 2



Photo 3



Photo 4

Just as with Alside's other window styles, casement windows are easily cleaned from the interior of the home.

To clean the casement window, follow these steps:

1. Turn the screen retainer clips 1/4 turn counterclockwise.
2. Remove the screen.
3. Clean the interior side of the sash.
4. Unlock the window. (*Photo 1*)
5. Crank the sash all the way to its full open position. (*Photos 2 and 3*)
6. Clean the exterior of the sash by reaching your arm through the space between the mainframe and the sash. (*Photo 4*)
7. To reinstall the screen, place it into the opening and turn the screen retainer clips 1/4 turn clockwise to hold it in place.

These instructions may not apply to egress models.

Do's and Don'ts

Do

- Open the top and bottom sash for improved ventilation.
- Use both hands to support sashes while tilting them in to clean.
- Support the sashes when they are in the cleaning position.
- Make sure the tilt latches are fully engaged after tilting sashes back into the operating position.
- Make sure the top sash on a double-hung window is closed and up all the way before locking the window.

Don't

- Leave the lock in the locked position when closing the window, this will damage the keeper.
- Attempt to remove the sashes on double-hung windows.
- Use oil base spray lubricants such as WD 40, they attract dirt. Use a silicone spray for lubrication.
- Use abrasive-type cleaners to clean the glass or vinyl on these windows.
- Use solvents to clean the windows.
- Use the crank on a casement window without unlocking the window first.
- Use a high pressure hose to clean the outside of a window.
- Install a window air conditioner in a vinyl window without adequate support.
- Paint or varnish vinyl windows.

Care and Cleaning

Windows:

Label and tape adhesive should be removed by alcohol-based cleaners on small glass areas only. After this is removed, thoroughly wet the glass and rinse with plain water.

Glass can be cleaned with regular or ammonia-based glass cleaners.

Vinyl products can be cleaned with a solution of mild soap and water. Use any non-abrasive cleaner for tough jobs. Do not use solvents, paint removers or sharp objects to clean your windows or patio doors.

If mildew is a problem in your area, use an appropriate cleaner or mildew controller found in your local store.

Painting or varnishing your window is not required and will void the warranty.

The tracks of the double-hung and sliding windows are exposed to the outdoor elements, which can contain abrasive elements such as dirt, leaves, sand, grease, soot, etc. If these elements are not removed, they can be ground into the vinyl tracks when the sashes are operated. These tracks can be cleaned with a small, stiff nylon brush, then wiped down with a soft cloth. If necessary, an occasional light coat of silicone spray lubricant on the balance shoe track of a double-hung, and the tracks of a sliding window, will help ease the operation without leaving an oily residue.

Any cleaning information suggested in this manual is only to assist you. The window manufacturer assumes no responsibility for results obtained which are dependent on the chemical solutions as prepared, and method of application.

Screens:

Screens can be cleaned easily with a soft brush accessory from a vacuum cleaner. If a more thorough cleaning is desired and the screens need to be removed, follow these steps:

Double-Hung Window

1. From the interior, raise both sashes to their highest position.
2. Raise the screen up to a point where you can get your hand on the lower aluminum frame section.
3. Push the screen to the left side of the window. The screen has springs on this side.
4. Once the screen is positioned as far left as possible, gently push the right side of the screen toward the exterior.
5. Once the right side is disengaged from the screen track, remove it from the left side as well.

To replace the screen to its tracks, follow these steps:

1. The springs should be positioned on the left. Place the springs in the left screen track.
2. Push the screen as far left as possible.
3. Pull the right side in, center it in the right screen track, and reengage it in that track.

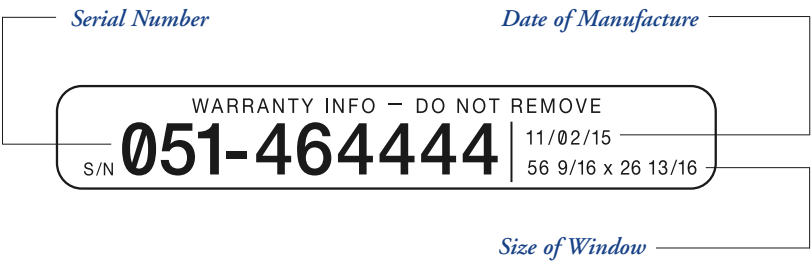
Sliding Window

To remove a screen on a sliding window, simply pull up on the aluminum screen track bottom, placing it all the way up into the top screen track. Push out the bottom to clear the screen from the bottom screen track, and disengage the screen at the top.

To replace the screen, reverse the above steps.

Warranty Label

The warranty label on your windows will provide all the pertinent information about your windows for years to come. The label should be left on the window frame for possible future reference. The label includes the following information:



The warranty label number references an Alside database should your window need warranty service.



Thank You

*Thank you for choosing
Alside Window Products.
We hope you enjoy your
new window purchase.
You join thousands of
other Alside customers
who appreciate the superior
quality of our windows.
Our confidence is backed by
more than 65 years of
experience in the building
products industry.*

Complement Your Windows With Alside Premium Vinyl Siding . . .

Alside also offers an extensive line of siding products designed to increase energy efficiency and decrease the impact on the environment. Each design protects you and your home with unrivaled strength and durability – even in the most extreme conditions.

Engineered to be truly maintenance free, our Premium Vinyl Siding, Soffit and Trim Accessories never require painting, sealing or caulking. Backed by a Lifetime Limited Warranty*, including one of the best fade warranties in the industry, Alside Premium Vinyl Siding products are made to be the best and made to last.



Alside PO Box 2010 Akron, Ohio 44309
1-800-922-6009 www.alside.com

©2016 Alside. Alside is a registered trademark of AML. ENERGY STAR name and logo are registered U.S. marks and are owned by the U.S. government. USGBC and related logo is a trademark owned by the U.S. Green Building Council and is used by permission. *See printed warranty for details. Printed in USA 10-16/15M/OP 75-2712-01



Please recycle