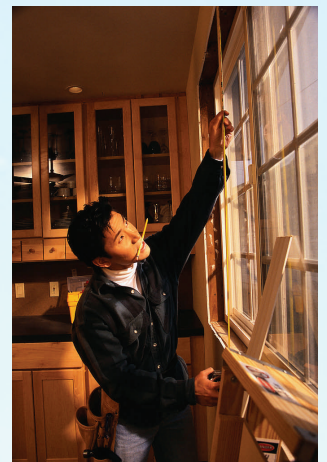
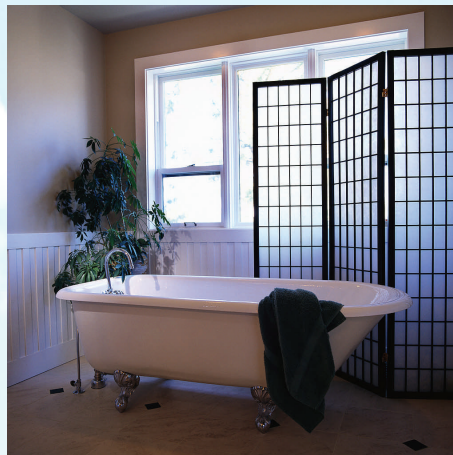


Product Care & Maintenance Guide

www.hitechwindows.ca





Care and Maintenance

Congratulations on choosing windows and doors that offer the easy care and maintenance of vinyl. Vinyl won't pit or peel with only simple care and cleaning, your windows can keep their beautiful appearance for years to come. Like any surface exposed to outside elements, your windows or doors will get dirty from time to time, but cleaning them is a snap. Often heavy rains will wash the vinyl clean, but if the rain isn't enough, you can restore the splendor of the windows or doors by following these simple instructions.

Cleaning the Frame

Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush. Do not wash the window or doors with a high-pressure spray. The extreme pressure could crack or destroy the caulking around the window or door. To remove difficult dirt and stains, use readily available household cleaners. Follow the manufacturer's instructions on use. In some cases you may wish to use a mildly abrasive cleaner such as Mr. Clean Magic Eraser®, but the use of any abrasive material could scratch or dull the surface of the glass and window or door frame. Always test cleaners in an inconspicuous area first. Do not use liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleaners containing chlorine bleach. These items could affect the surface appearance of the vinyl.

Cleaning the Glass and Screens

Use mild soap, water, and a soft brush when cleaning your screens. When finished, rinse with clear water and wipe dry. You may also vacuum the screens using a soft brush attachment.

Use a glass cleaner or mild detergent to clean the glass. Do not use a high pressure spray, petroleum-based cleaners or caustic cleaners. Ask about special cleaning directions for self cleaning glass.

Check Your Windows and Door Drainage

Occasionally vacuum the tracks and cavities on your windows to clear any dirt or debris. They are designed with a drainage system to protect the inside of your home. Proper maintenance of the drainage system helps to ensure proper drainage. Periodically inspect the drainage holes to make certain they are clear of any dirt or debris. Use a soft bottlebrush to clear openings.

Operation of Your Vinyl Windows and Doors

Along with being virtually maintenance free, your window and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. For easy access during cleaning, all Double Hung and Single Hung operable sashes tilt in, Slider slashes lift out, Casement sashes open by turning the handle. To tilt in the operable sash on Double Hung and Single Hung windows, simply unlock the sash and raise (or lower) it approximately 2" above (or below) the frame. Slide the tilt latches toward the lock and gently tilt the sash in. Always support the tilted sash while cleaning. When finished cleaning, tilt the sash up and snap the tilt latches into place. For safety, make sure the tilt latches are securely engaged. To operate Casement windows, lift the lock handle on the side of the frame to unlock the sash. Turn the crank handle on the bottom of the frame to open the sash to the desired position. Turn the handle in the opposite direction to close the sash. To lock the window, make sure the sash is fully closed then lower the handle on the side of the frame.

Periodic Maintenance

Inspect your windows and doors annually for items that require attention such as caulking that has cracked or separated between the house and the window or door due to shifting of the structure or normal exposure to the elements. These types of issues can lead to water and air infiltration if left untreated. Using a high quality exterior sealant, re-seal these areas as required. Periodic maintenance such as cleaning, lubricating and re-caulking are not covered by your warranty and are the responsibility of the homeowner. Please contact Hi-Tech Energy Windows if any directions are required.



Condensation

Water condensation is a natural occurrence on all surfaces in the home when moisture levels are too high. Inefficient windows or inadequate ventilation can result in condensation, frost, or pools of water on windows and sills. When water vapor comes in contact with a surface which has a cooler temperature such as windows, the vapor turns into visible droplets of moisture, which can be seen on the glass.

Humidity in your home comes from everyday living; steamy showers, boiling water, dishwashers, washing machines, dryers, wet and snowy boots and clothing, and many other sources.

It's important to remember that there is no such thing as a condensation free window and windows themselves do not cause condensation, they simply prevent moisture from escaping to the outside. Seeing condensation build-up on your window signals that steps need to be taken to reduce the moisture in the air inside your home:

- Regularly use ventilation fans in kitchens, bathrooms and laundry rooms to circulate the air.
- Leave your bathroom ventilation fan on for at least 1 hour after every shower.
- Open interior doors and windows to circulate airflow.
- If you have a humidifier or dehumidistat set them to the correct outside temperature settings.
- Make sure you have adequate ventilation through your soffits, roof ridge, basement and crawl space.
- Install energy efficient windows.

Your House as a System

New Energy Efficient Windows:

Sometimes homeowners will notice more condensation when they install new energy efficient windows. That's because their old windows were probably drafty and the moisture was escaping through small air gaps. Once the home is tightened up with more energy efficient windows the humidity is trapped in the house and doesn't escape through the cracks. However, the energy-efficient replacement windows are far better for energy efficiency and comfort than drafty windows. It just means that homeowners need to be more aware of properly ventilating their homes.

Relative Humidity Settings

Moisture levels must be controlled within the home. The following settings are recommended:

Outside Air Temperature/Inside Humidity Setting

- Summer Temp 50%
- 0 to -12oC 40%
- -12 to -18oC 35%
- -19 to -24oC 25%
- -25 to -30oC 20%
- -31 or below 15%



Another great solution to humidity that also improves the air quality within your home is by installing a heat recovery ventilation system (HRV.) These units are designed to provide an energy efficient way to bring in fresh filtered air while removing stale air.



Insulating Glass Units: Visual Quality Guide

Insulating glass is a primary construction material yet it is often asked to meet the appearance criteria more usually associated with architectural finishes and furniture. The determination of acceptable visual standards for insulating glass is highly subjective because it's appearance is affected by background and indoor/outdoor lighting conditions as well as the angle of viewing and the degree of concentration of the person viewing it.



Normal window glass contains blemishes such as gaseous inclusions, small stones, small digs or scratches and other minor imperfections. The quality standards for the surface, body and coatings or single lites of glass are specified in the Canadian General Standards Board (CGSB) Series-12 standards.

however, they are subjected to additional handling and manufacturing operations that can affect the quality and appearance of the unit. Insulating glass units will also naturally produce visual anomalies due to the sealed airspace and the four glass surfaces that can reflect light. Improper cleaning can damage the glass surfaces. These imperfections are not normally objectionable or even visible under most lighting conditions.

Insulating glass units are manufactured from single lites that comply with CGSB standards,

As a guide the following criteria can be used to evaluate insulating glass:

- Inspect the units as soon as they are delivered.
- When viewed from a distance of 3 meters (9.84 feet) with a stationary eye-point normal (90 degrees) to the glass surface, surface or coating blemishes should not be immediately visible or objectionable to the person viewing and meet the requirements of the CGSB Series-12 standards and the IG manufacturer's published quality guidelines.



Hi-Tech Energy Windows - Consumer Warranty

Hi-Tech Energy Windows Ltd. guarantees the highest quality product and supports our customers with a commitment to after sales service. Please read and keep this copy of our warranty for future reference.

Hi-Tech Energy Windows are warranted against defective material and workmanship, occurring as a direct result of the manufacturing process. Hi-Tech Energy Windows is responsible for replacing; free of charge, any defective material.

Warranty is as follows:

- 25-year non-prorated transferable warranty on all PVC components
- 25-year non-prorated transferable warranty on insulating glass when purchased in a Hi-Tech PVC frame
- 10-year non-prorated transferable manufacturers warranty on hardware
- 25-year non-prorated transferable warranty on service labour within our service area
- 10-year non-prorated transferable warranty on any defective factory applied paint finishes (normal wear and fading do not apply).

Service work will not be carried out where final payment for products has not been made.

Periodic maintenance such as cleaning, lubricating or re-caulking as needed are the responsibility of the homeowner.

Contact Information

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Invoice Number:

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www.hitechwindows.ca/HiTechEnergyWindowsWarranty.html