



## Product Maintenance & Care

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On behalf of the entire West Coast Windows family, we want to thank you for choosing us for your window and door needs!

We have put together this small package of everything you will need to know to take care of your products after they are installed. Don't forget that our team of customer service agents are always around to help just in case you run into any problems.

Thanks again for choosing West Coast Windows.

## General Maintenance

- Never use abrasive or acidic cleaners because they might cause permanent damage to the frame or hardware finish
- Remove all dust, dirt, paint and plaster
- Keep sills clean at all times by using a vacuum crevice attachment
- Always exercise care when cleaning glass, use clean rag with non-abrasive and mild soap and plenty of water. Scratches on the surface of the glass are not covered by warranty
- **Handle glazed products with care.** Mysterious glass breakage is not covered by our warranty
- Please be sure to always have your window products standing upright

## Vinyl Windows

### Vista or Vantage Sliding & Single-Hung Windows

#### Description

Performance and value meet with creative, contemporary slider design. Both horizontal and vertical slider configurations utilize our signature low-profile frame, offering a greater area of glass, increasing light filtration and view area. The performance of the Vista Series Window is further enhanced with a reinforced frame, interlocking T-bar and a uniquely designed double weather seal that keeps the cold out and the heat in. Vista sliding windows are easy to open, easy to clean and provide maximum ventilation. A secure locking system, reinforced with metal, ensures added peace of mind and consistent performance.

#### General Maintenance

	How to clean
Frame	With a clean cloth or rag, a mild, non-abrasive soap and water wash the frame. When finished wipe dry.

Glass	Clean glass with a mixture of mild dish soap and water. When finished, rinse completely with clear water and wipe dry with a soft cloth.
Screen	Use only mild soap, water and a soft brush when cleaning your screens. When finished, rinse with clear water and wipe dry.
Tracks	To clean the track, first unlock and fully open your window past the burglar blocks. Then lift and swing the bottom inwards. Once you have removed the sash, similar to the rest of the frame, with a clean cloth or rag, a mild, non-abrasive soap and water wash the frame. When finished wipe dry. However, if you are wanting to do a deeper clean, please see the link on page 10 to learn how to remove the track completely

## Classic or Panorama Casement & Awning Windows

### Description

These Series of windows feature frames and sashes crafted to function as a traditional, outward pivoting sash window. Commonly built as Casement or Awning windows, this series features a triple weather seal design, locking in the heat and keeping out the cold. A multi-chamber frame design provides increased strength, durability, sound abatement and energy efficiency in styles fitting traditional or character homes.

### General Maintenance

	<b>How to clean</b>
Frame	With a clean cloth or rag, a mild, non-abrasive soap and water wash the frame. When finished wipe dry.
Glass	Clean glass with a mixture of mild dish soap and water. When finished, rinse completely with clear water and wipe dry with a soft cloth.  If your casement window is on an upper floor your window will open to a 90 degree angle with a gap allowing you to reach out and clean the exterior without needing a ladder.
Screen	Use only mild soap, water and a soft brush when cleaning your screens. When finished, rinse with clear water and wipe dry.

## Wood Interior Windows

### Pinnacle Casements & Awning Windows

#### Description

The Pinnacle Series Windows combine the warmth and natural richness of a Douglas Fir wood window with the longevity and maintenance-free peace of mind of a vinyl window. A stain-ready, wood interior is applied to the vinyl window, resulting in a wood interior/vinyl exterior ready for finishing to personal taste. Fitted with our custom magnetic wood screens, the Pinnacle Window Series is a true work of art, designed to meet the desires of customers looking for wood windows without the maintenance issues they bring.

#### General Maintenance

	<b>How to clean</b>
Exterior Frame	With a clean cloth or rag, a mild, non-abrasive soap and water wash the frame. When finished wipe dry.
Interior Frame	The interior frame should only need to be dusted or at most use water and a soft cloth.
Glass	Clean glass with a mixture of mild dish soap and water. When finished, rinse completely with clear water and wipe dry with a soft cloth.
Screen	Use only mild soap, water and a soft brush when cleaning your screens. When finished, rinse with clear water and wipe dry.

## Vinyl Doors

### Sliding Patio Doors

#### Description

Sliding patio doors are designed to slide horizontally with one operating panel and one stationary panel. They fit into tighter spaces than our hinged doors since their panels don't interfere with your patio or living space. Patio Doors are available in our slim profile to maximize the glass space and view.

## General Maintenance

	<b>How to clean</b>
Frame	With a clean cloth or rag, a mild, non-abrasive soap and water wash the frame. When finished wipe dry.
Glass	Clean glass with a mixture of mild dish soap and water. When finished, rinse completely with clear water and wipe dry with a soft cloth.
Screen	Use only mild soap, water and a soft brush when cleaning your screens. When finished, rinse with clear water and wipe dry.

## European French Doors

### Description

European swing doors are hinged on the outside and designed to swing in or out of a room when space is at a premium. Durable and attractive, they offer outstanding water resistance, air tightness, and thermal efficiency. Our European swing doors include multi-point security locks to ensure resistance to forced entry and tight sealing against cold air and wind driven water. When open to the inside you are able to tilt the sash back providing ventilation without allowing entry, ensuring privacy and security that conventional doors cannot deliver. Our French profile for a robust and rich feel.

## General Maintenance

	<b>How to clean</b>
Frame	With a clean cloth or rag, a mild, non-abrasive soap and water wash the frame. When finished wipe dry.
Glass	Clean glass with a mixture of mild dish soap and water. When finished, rinse completely with clear water and wipe dry with a soft cloth.

## Glass Quality & Inspection Guidelines

Flat glass inspection criteria conforms to the following ASTM documented specifications:

ASTM C 1036 Standard Specification for Flat Glass Quality level Q3

ASTM C 1048 Standard Specification for Heat-Treated Flat Glass

ASTM C 1376 Standard Specification for Pyrolytic and Vacuum Deposition Coatings on Flat Glass

### Terminology

#### **Chips:**

- Adhesive Chips – a small piece of glass adhered to the surface – typical to tempered glass
- Flake Chips – shallow chips at the edge of the glass, much like a shell chip but smaller
- Shell Chips – a smooth, shell-like chip at the edge of the glass. Circular indentation in the glass edge as a result of breakage of a small fragment out of otherwise regular surface

**Coating Debris:** irregular areas of missing coating creating voids in the surface

**Coating Scratch:** partial, or complete, removal of the coating along a thin straight or curved line

**Corrosion:** change in the colour or level of reflected or transmitted light over all or part of the glass surface as a result of degradation of the coating. May appear as spots with irregular edges.

**Crazing/Arching:** a random conglomeration of fine lines or micro cracks in the coating, may be similar in appearance to a lightning bolt

**Crush:** lightly pitted condition with a dull gray appearance

**Dig:** deep, short scratch

**Dirt:** small particle of foreign matter embedded in the surface of flat glass

**Gaseous inclusion:** round or elongated bubble in the glass

**Knot:** inhomogeneity in the form of a vitreous lump

**Lineal Blemish:** scratches, rubs, digs, and other similar imperfections

**Point Blemish:** crush, knots, dirt, seeds, stones, bubbles, gaseous inclusions, and other similar imperfections

**Rub:** abrasion of a glass surface producing a frosted appearance

**Scratch:** damage on a glass surface in the form of a line caused by the movement of an object across and in contact with the glass surface

**Seed/Stone:** a crystalline inclusion within the body of the glass

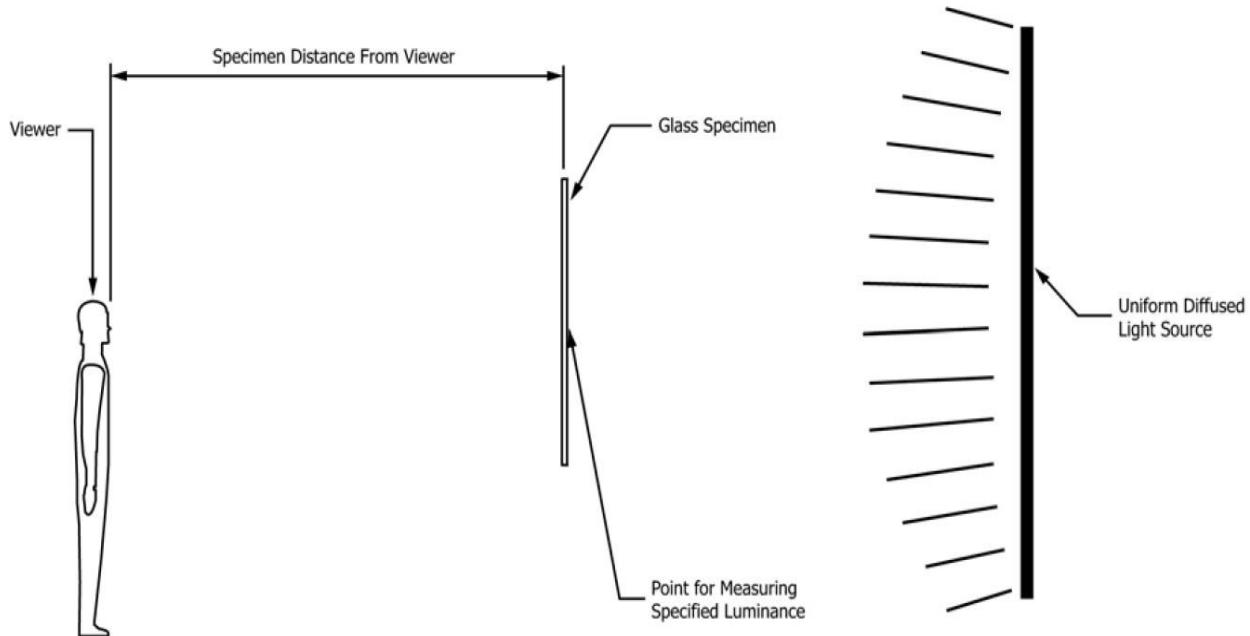
### Point Blemish

Knots, Dirt, Stones, Crush, Gaseous Inclusions and Other Similar Blemishes

Inspection (see attached Fig. 2 Viewing conditions for Blemish Detection)

- Visual inspection should be done with the naked eye
- The inspector shall place the glass in a vertical position
- Inspector shall view through the glass at an angle of 90°
- Lighting should be daylight level (without direct sunlight) other uniform diffused background light that simulates daylight
- View at the distance specified by the defect type

Place samples at a distance of 1 m (39") from the viewer. If a blemish is detected, refer criteria below.



## Quality Criteria

To determine point blemish size, measure length and perpendicular width of blemish and calculate the average of the two dimensions. Only the point blemish is to be measured and not any distortion that may be present.

### Allowable Point Blemish

- Blemish Size <1.2mm (0.05") allowed without restriction.
- Blemish Size >1.2mm (0.05") <2.0mm (0.08") allowed with a minimum separation of 600mm (24")
- Blemish Size >2.5 (0.08") not allowed

Note: values are for 6.0 mm (1/4") and less. For glass thicker than 6.0 mm (1/4") and less than or equal to 12.0 mm (1/2"), they may contain proportionally larger blemishes for the same minimum separation distances. (for example, as 12 mm Q3 sample with a blemish size of >3.0 < 4.0 mm, the allowable minimum separation would be 600 mm.)

### Linear Blemish

#### Scratches, Rubs, Digs and other Similar Blemishes

#### Inspection

To determine scratch intensity, place samples approximately 160" (4 m) from the viewer. The viewer shall move towards the specimen until a blemish is detected (if any). The distance from the viewer to the glass surface when the blemish is first detectable is defined as the detection distance. Blemish intensity is determined by comparing the detection distance to the blemish intensity chart below.

Detection Distance	Blemish Intensity
Over 3.3 m (132")	Heavy
3.3 to 1.01 m (132 to 40")	Medium
1 to 0.2 m (39 to 8")	Light
Less than 0.2 m (8")	Faint

#### Allowable Linear Blemish (viewing distance starting at 160")

- Faint or light scratch,  $\geq 75\text{mm (3")}$  allowed
- Medium scratch  $\leq 75\text{mm (3")}$  allowed with a minimum separation of 600mm (24")
- Medium or heavy scratch  $>75\text{mm (3")}$  are not allowed

All listed criteria are based on ASTM C 1036-06, Quality Level Q3.

## Coated Glass

### Inspection for Coated Vision Glass

- The glass shall be inspected, in transmission, at 10 ft (3.0 m) at a viewing angle of 90° to the specimen against a bright uniform background. If a blemish is readily apparent under these viewing conditions, the below criteria applies
- No more than two (2) readily apparent blemishes are allowed in a 3" (75mm) diameter circle, and no more than five readily apparent blemishes are allowed in a 12" (300 mm) diameter circle
- The central area is considered to form a square or rectangle defined by the centre 80 % of the length and 80% of the width dimensions centered on a lite of glass. The remaining area is considered the outer area

BLEMISH	CENTRAL AREA, in. (mm)	OUTER AREA, in. (mm)
Pinhole	1/16" (1.6) max	3/32 (2.4) max
Spot	1/16" (1.6) max	3/32 (2.4) max
Coating Scratch	2" (50) max	3" (75) max
Mark/contaminant	2" (50) max	3" (75) max
Coating Rub	none allowed	length plus width not to exceed 3/4" (19)
Corrosion/Crazing	none allowed	none allowed

### Inspection for Coated Overhead Glass

- The glass shall be inspected, in transmission, at 15 ft (4.6 m) at a viewing angle of 90° to the specimen against a bright uniform background. If a blemish is readily apparent under these viewing conditions, the above criteria applies
- No more than two readily apparent blemishes are allowed in a 3" (75 mm) diameter circle, and no more than 5 readily apparent blemishes are allowed in a 12" (300mm) diameter circle
- The central area is considered to form a square or rectangle defined by the centre 80% of the length and 80% of the width dimensions centered on a lite of glass. The remaining area is considered the outer area

BLEMISH	CENTRAL AREA, in. (mm)	OUTER AREA, in. (mm)
Pinhole	3/32 (2.4) max	1/8 (3.2) max
Spot	3/32 (2.4) max	1/8 (3.2) max
Coating Scratch	3" (75) max	4" (100) max
Mark/contaminant	3" (75) max	4" (100) max
Coating Rub	length plus width not to exceed 3/4" (19)	length plus width not to exceed 3/4" (19)
Corrosion/Crazing	none allowed	none allowed

## Troubleshooting / FAQ

### Interior Condensation

Condensation on the inside of a window indicates the humidity levels inside the room are higher than the outside. There are steps you can take to reduce excessive condensation:

- Ensure sealed units have not failed
- Open windows when there is excessive moisture
- Use a dehumidifier
- Use ceiling fans to circulate air
- Use exhaust fans in high humidity rooms such as bathrooms

### Exterior Condensation

Condensation may form on the outside of a window under certain weather conditions when the surface temperature is low, and the humidity in the air is high. This can occur in late summer and early fall when nighttime temperatures drop several degrees and if the outside temperature drops below the dew point. The moisture on the outside of the window will evaporate when the outside temperature rises.

The fact that condensation forms on the windows means that very little heat from inside the house is escaping through them. That's a good thing and proof that you have energy-efficient windows.

### How-to Videos

How to remove sash and track from sliding window:  
<https://www.youtube.com/watch?v=EdGxQ7mOjgA>

- How to lubricate sliding windows and doors:  
<https://www.youtube.com/watch?v=Lh2JinCHCmY>
- How to remove screen from sliding window:  
<https://www.youtube.com/watch?v=Apzc-BzXrql>
- How to remove screen patio door:  
<https://www.youtube.com/watch?v=SUGxIgMrdXc>
- How to adjust roto crank handle:  
<https://www.youtube.com/watch?v=pCOj93NNxnY>
- How to remove screen casement:  
<https://www.youtube.com/watch?v=yK8uwP3IB3g>
- How to adjust wheels on patio door Slim and French Slider:  
<https://www.youtube.com/watch?v=MFv4cibH8yU>

How the multi point lock works on patios:  
<https://www.youtube.com/watch?v=wy-8S1jgG7E>

## Warranty Links

West Coast Windows Product Warranty

<https://www.westcoastwindows.ca/about-us/single-family-warranty/>

Therma-Tru Fibreglass Doors

<https://thermatru.widen.net/view/pdf/bx6mbgxu9g/2022-Therma-Tru-Lifetime-Limited-Warranty.pdf>

Folding Sliding Doors

<https://www.foldingslidingdoors.ca/warranty>

Euroclad Multi Slide Doors

<https://eurocladsystems.com/faq/>