SIMONTON®
WINDOWS & DOORS

After purchase care guide.

FOR HOMEOWNER USE ONLY

SIMONTON Service SOLUTIONS

Our commitment to you.

At Simonton, we proudly stand behind every product we sell. What does this mean? We not only provide an industry-leading warranty, we are committed to being your resource for any questions that may arise after your purchase. Windows are a huge purchase and undertaking and we want to make sure you know how to operate, clean, maintain and, ultimately, make them last as long as possible. With that in mind, in this packet you will find everything you need to get the most out of your purchase.

Simonton.com/ServiceSolutions

In this packet...

FINDING WINDOW INFORMATION

YOUR WINDOW LABELS

The labels on your window can tell you a lot about that particular window. Here are a few things you can learn:

1. Your order number, which is important if you ever run into an issue that product.
2. How efficient your window is based on NFRC (National Fenestration Ratings Council) standards.
3. What kind of testing your window underwent to meet certain certification standards.

How do you find your order number?

Below is a general diagram of where you can find the labels and where on the label to find your order number. The highlighted area is your order number. You will need this information when you 1. Register your warranty and 2. If you ever submit a warranty claim.

It is important to keep these labels on your windows so that you always have the information at hand.

I see this label on my window, but what is it?

The NFRC requires all windows to receive a label like the one above when they are manufactured. This label details information about that specific product.

What do these numbers tell you?

U-Factor – Measures how well a product prevents heat from escaping a home or building. U-factor ratings generally fall between 0.15 and 1.20. The lower the U-factor, the better a product is at keeping heat inside the building. U-factor is particularly important during the winter heating season in colder climates.

Solar Heat Gain Coefficient – Measures how much heat from the sun is blocked. SHGC is expressed as a number between 0 and 1. The lower the SHGC, the more a product is blocking solar heat gain. Blocking solar heat gain is particularly important during the summer cooling season in hot Southern climates. By contrast, people in Northern climates may want solar heat gain during the cold winter months to lessen the cost of heating the home.

Visible Transmittance – Measures how much light comes through a product. VT is expressed as a number between 0 and 1. The higher the VT, the higher the potential for daylighting.

Air Leakage – Measures how much outside air comes into a home or building through a product. Air leakage rates typically fall in a range between 0.1 and 0.3. The lower the air leakage, the better a product is at keeping air out. Air infiltration is an optional rating, and manufacturers can choose not to include it on their labels.

If my window is AAMA (American Architectural Manufacturer's Association) certified, how do I know?

The label below may appear on your window.

What does this label mean?

If your window or door has this label it means your product was certified to meet AAMA Gold standards.

In order to receive the AAMA Gold Label Certification (the highest certification available from the association), windows and doors must pass independent AAMA-accredited test lab requirements that meet these criteria:

- Prescribed maximum level of air leakage
- No water penetration through the unit
- Prescribed levels of structural resistance to wind
- Life cycle durability requirements
- Operating force and forced entry resistance

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Step-by-step Video
Balance Replacement
Double-Hung

SIMONTON WINDOWS & DOORS

PROPER WINDOW OPERATION

Single or Double Hung

Opening your window

Lower sash

- Depending on the size of your window you will have either one or two camlocks
- Turn camlock(s) to unlock position
- Lift up on the liftrail

Upper sash (double hung only) –

- Turn camlock(s) to unlock position
- Pull down on liftrail

Note: Make sure air latches are not engaged. You'll find the air latches on either side of the upper sash. When the air latches are engaged the upper and lower sash will only open a few inches, but will still allow air ventilation. These are typically used if there are younger kids in the house, so that they can't open the windows too far.

Note: Before you lock your windows push up on the upper liftrail (double hung windows only) so you can ensure the locks will engage properly. This also eliminate any air infiltration.

How to clean the outside of your window from the inside of your home

Lower sash

- Turn camlock(s) to unlock position
- Locate tilt latches at the top of the sash
- Pull in the tilt latch on either side
- Tilt the window sash in
- After you've cleaned the glass the sash will easily snap back into place

Note: Depending on the size of your window the sash may be heavy. It's a good idea to enlist help the first time attempt this.

Upper sash (double hung only)

- Lower sash must already be tilted in in order to tilt in the upper sash
- Pull upper sash down slightly
- Locate tilt latches at the top of the sash
- Pull in the tilt latch on either side
- Tilt the window sash in
- After you've cleaned the glass the sash will easily snap back into place

Casement

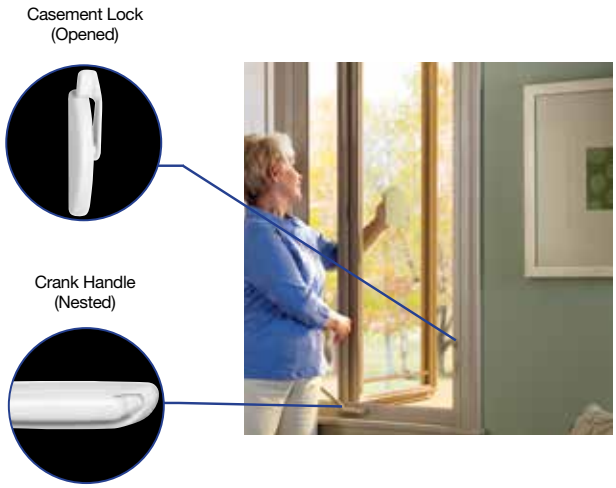
Opening your window

- Turn camlock to unlock position
- Unfold crank handle
- Crank handle

Note: You'll crank the handle either clockwise or counter-clockwise depending on what side of the window your handle is located.

How to clean the outside of your window from the inside of your home

- Turn camlock to unlock position
- Remove your screen. (See Screen Care and Maintenance for step-by-step screen removal instructions.)
- Unfold crank handle
- Crank handle (Note: You'll crank either clockwise or counter-clockwise depending on what side of the window your handle is located.)
- Replace the screen once you've finished cleaning the glass.



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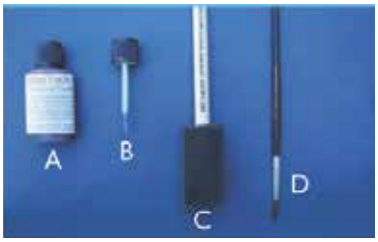
Step-by-step Video
Pivot Bar Replacement
Double-Hung

SIMONTON® WINDOWS & DOORS | EXTERIOR COLOR CARE

Exterior Color Touch-up Guide

Although Simonton's color coatings are extremely durable and scratch resistant, it is possible for the product to become scraped, scratched, or nicked during transportation, installation or by flying debris. These coatings can be easily touched-up by following our simple instructions.

Before you start you will need:



A. Touch up paint (Included)

B. Applicator brush (Included)

C. Foam brush

D. Artist brush

Surface preparation

With any application of this type, conditions must be favorable so that the coating can adhere to the surface and dry properly. For best results, make sure temperatures are above 60 degrees during applications, with night-time temperature above 40 degrees. If possible, touch-ups should be avoided during high humidity or if rain is expected before the coating has had adequate time to dry.

Note: Coating curing time ranges from 24–48 hours, depending upon conditions.

Get started.

1. A light sanding may be required over the affected area. We recommend using a 360 or 400 grit dry sandpaper.
2. After sanding prepare the area to be painted by wiping clean with any mild household cleaner to remove any surface dirt or debris. As a general rule, do not use cleaners that are solvent based or that may contain any oils or ammonia, but most mild household cleaners will work.
3. Make sure that the surface is completely dry before beginning.
4. Determine which brush is best suited for the affected area. When touching up larger areas, a foam paint brush may be used. For deep scratches or gouges an artist brush works best. These brushes can be purchased at most any retailer where paint supplies are sold.
5. Shake the touch-up bottle of paint well prior to applying.
6. Use even strokes when applying paint.
7. For best results, follow-up with a wet sanding using a 600 grit sandpaper. This will help properly smooth and feather edges.
8. Allow paint to cure for 24-48 hours before operating your window.

Before (Pine/Green)

A small surface scratch shown on a picture window before being touched up using the applicator brush (included with the bottle of touch-up coating).

After (Pine/Green)

The same scratch shown after being touched up.

Before (Brick/Red)

Large scrape on a casement window before being touched up. For repair on a larger area the foam brush technique usually provides the best results.

After (Brick/Red)

The same casement window shown after being touched up.

Before (Cream/Vanilla)

A deep gouge on a double hung window before being touched up using the artist brush (included with the bottle of touch-up coating).

After (Cream/Vanilla)

The same double hung window shown after touch up.

TIP Use even, steady brushstrokes.

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SIMONTON Service SOLUTIONS

Step-by-step Video
Sash Alignment
Double-Hung

SIMONTON WINDOWS & DOORS

SCREEN CARE & MAINTENANCE

REMOVING YOUR SCREEN

Replacement windows

From the inside of your home open the window. There should be two labels at the bottom of the screen frame. This tells you the screens are installed in the proper orientation.

Note: If the screen is installed upside-down, then reverse the left and right hand directions as described below. If, by chance, you see the black rubber gasket around the screen, this is an indication that the screen is installed backwards and will likely be difficult to remove.

Simonton screens are custom fit to each window. It is possible for custom windows to be different sizes, even in the same room. For this reason, when you remove the screen make a note of the window it came from.

Note: If you planning on storing screens for a length of time mark their original window location in the home with a piece of paper or masking tape. This will ensure you are returning the screen to the proper window.

Double Hung Windows

On a replacement double hung window you could have one of two types of screens: an extruded screen or a roll formed screen.

Extruded screen

If you have an extruded screen there will be two vertical rails with slots. With your right hand pull that slot toward the left (i.e. the side with the tension springs). You will feel the screen give slightly. Push the screen outside gently of the unit, but don't let go. Angle the screen so you can pull it back through the window into the home or hand it outside to another person.

Roll formed screen

If you have a rolled form screen there will be pull tabs on the inside of your screen. Gently grasp the pull tabs with your right hand and pull the screen toward the left (i.e. the side that has tension springs). Push out the screen on the side of the pull tabs, but don't let go. Angle the screen to pull back into the home or hand it outside to another person.

Note: On occasion the tabs will be missing on a screen or they will pull out. If this happens to you, then gently pry the screen to the left with a flathead screwdriver.

Hinged Windows

(Casement or Awning Windows)

If you window has hinges locate the latches on the inside of your window. Push the latches toward the center of the screen to disengage the screen from the window. Once all latches are disengaged from the frame, carefully pull the screen out of the window.

Note: A basement hopper screen's latches will be located on the outside the window.

New construction windows

A new construction double hung window will have a roll formed screen. You will notice that there are pull tabs on the inside of your screen. Gently grasp the pull tabs and pull the screen toward the side that has tension springs. Push out the screen on the same side as the pull tabs. Angle the screen to pull it back into the home or hand it outside to another person.

New construction single hung windows have latches. Open the window from the inside and locate the latches. Turn the latches down to disengage them from the stay bar. Remove the screen by pulling it toward the interior of the home and then lifting it out.

All other new construction windows have tension clips. To remove the screen open the window from the inside. Pull the lift handle toward the side with the tension springs. You will feel the screen give slightly. Push the screen gently out of the unit. Angle the screen so you can pull it back through the window inside the home or hand it outside to another person.

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SIMONTON Service SOLUTIONS

Step-by-step Video
Full Screen Removal
Double-Hung

SIMONTON® WINDOWS & DOORS

SCREEN CARE & MAINTENANCE

FREQUENTLY ASKED QUESTIONS

My screens appear loose in their tracks. What should I do?

Don't worry. Most screens have some acceptable "give" or looseness in the tracks to allow for easy removal.

What if my screen appears to be falling out?

There could be multiple reasons for this. 1. Sometimes tension springs can become compressed. Using a flathead screwdriver you can put a "bow" back in the spring to hold them in place. 2. Your screen may have bowed from being stored improperly. This especially common with taller screens.

If your screen ends up bowed you can place it on a flat surface (such as a table or the floor) and lightly press against the bow to bring the screen back to its original shape.

What if my screens are very tight in the window frame and won't come out?

There are a couple reasons this might happen. 1. This could indicate that the screen was installed upside down. To combat this try to reverse the left and right hand directions as described previously. 2. Your screen might be tight because it was installed in the wrong window opening. If this is the case look at the number series with the slash (/) on the screen barcode label and compare it to the barcode label on the side of one the window's sash. If the numbers do not match then the screen is in the wrong window.

Do screens fade over time with extended exposure to ultraviolet (UV) rays?

Yes. Almost every product fades somewhat when exposed to sunlight over time. This is not considered a situation that needs ongoing attention. Consult your window screen warranty for specifics on replacement steps if needed.

Do screens need to be removed during winter months?

No. You may leave your screen in year-round.

Is there a right or wrong way to store screens?

You should store your screens in either an upright or flat position. We recommend that you cover them with plastic or a sheet to keep them clean while in storage. Make sure that nothing sits on top of, leans against or has the opportunity to poke a hole in the screens while they are being stored.

How do I clean the screens?

To clean your screens remove them carefully from the window frame (see previous directions). Use a mixture of mild soap and water with a soft bristle brush. Brush both sides of the screen and around the interior and exterior of the frame. Rinse off the unit with lukewarm water. Make sure you allow the screen to dry completely before replacing in the window.

Are there any "do's and don'ts" of window screen cleaning?

Yes. NEVER pressure wash screens or windows. The force of the water could damage your screens and windows. Also, use extreme care when cleaning aluminum mesh because it can be easily dented or creased if too much pressure is placed on the screen.

How often should window screens be cleaned?

Yearly maintenance is suggested.

How do I repair a small hole (less than the size of a nickel) in my screen?

Patch kits for small holes are available in most hardware and home stores. If you are unhappy with the look of a patch you may want to get the screen mesh replaced on the entire unit.

How do I repair a gash or rip inmy screen?

Many cities have screen repair services where you can take your screen frame and have new mesh added to replace the torn mesh. Before you do this check with your Simonton contractor or distributor to review your screen's warranty.

SIMONTON® WINDOWS & DOORS

CONDENSATION INFORMATION

Why Your Windows Are Not Causing Condensation

Under certain conditions, condensation can occur both inside and outside your home, but your windows are not causing condensation. The source of condensation, or "sweating" on windows and mirrors inside a home, is caused by humidity present in virtually all air. When this water vapor comes in contact with a surface, which is at a temperature below what is called the "dew point," the vapor condenses on the cooler surface. This often happens to bathroom mirrors and walls after someone has taken a hot shower. Condensation can also occur on windows during the winter if the inside humidity level is high enough.

When it comes to condensation outside your home, it is simply a fact of nature. Exposed to certain conditions, like a clear night sky, still air or high relative humidity, the exterior surface of the glass can radiate heat away from your home and into the night air, allowing the glass temperature to fall below the dew point of the ambient air—creating condensation. Only when the glass temperature rises above the dew point will the condensation evaporate back into the air. Common examples of this are when dew forms on grass, car hoods and roofs.

"When outside condensation occurs, this does not mean your insulating glass unit is defective."

Condensation can form differently from window to window. Even windows that are located on the same wall of a home can experience different levels of condensation. This happens due to varying humidity levels, elevation, landscaping near windows and different levels of exposure to the sun.

Do Thermally Efficient Windows Prevent Condensation?

There is no such thing as a condensation-free window. Remember that windows do not cause condensation: they simply prevent the moisture from escaping to the outside and serve as a highly visible surface where condensation can be easily noticed.

How can I reduce condensation?

Most everyday activities produce water vapor. A five minute shower releases a ½ pint of water vapor, cooking dinner on a gas stove can produce 2½ pints of water vapor and the breathing and perspiration of a family of four can produce approximately ½ pint per hour.

Although it can be an uphill battle, there are a few things you can do to help control moisture levels in your home:

- Use kitchen and bathroom exhaust fans.
- If you have a humidifier, set it to correct outside temperature.
- Properly vent clothes dryers, gas appliances, stoves, etc.
- Make sure attic, basement and crawl spaces are well ventilated and free from obstructions.
- Don't store firewood inside. Freshly cut wood can consist of up to 45% water, while well-seasoned firewood can have a 20-25% moisture content that can be released in your home.
- Open a window in the bathroom.
- Open curtains and blinds to allow more air circulation around windows.

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Step-by-step Video
Weatherization
Windows & Doors

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AIR INFILTRATION

Defining Air Infiltration

Air infiltration is a term that relates to air leaking into or out of a home through small cracks in door frames, window frames, outlets, walls, floors, roofs and others areas. It's caused by air flow due to pressure differences inside and outside your home. A blowing wind is an extreme example of air flow under pressure.

Frequently Asked Questions

Should I be able to feel air coming through my window?

The window industry recognizes that natural ventilation (a controlled air exchange) will occur in all windows. A double hung window, for instance, has four sides on two sashes which are intended to move, and this part of the designed window movement may allow some minimal amount of air in. If you place your hands by areas of weather-stripping, it may be possible to feel some air. Another reason that some air infiltration occurs is because of convection. Positive and negative pressure inside and outside of the home can pull air into or out of the home.

Note: All of Simonton's windows and doors are tested to meet AAMA's (American Architectural Manufacturers' Association) air infiltration standards.

What is the relationship of negative air pressure and air infiltration?

The air being pushed out of your home by appliances such as bathroom fans, central vacuums, range hoods, clothes dryers and others can be significant. When this happens there is often no easy way for replacement air to get back into your home. As a result, your house tries to pull air in rather than push air out. This means that more air will enter your home in areas where natural ventilation takes place.

Why am I only experiencing air infiltration on one side of my home?

There are several variables that can contribute to varying air infiltration rates in different parts of your home. The prevailing winds (usually northwest, from the west to north) blow directly on one side of your home, increasing the pressure and chances for more infiltration on that side than the side of the home that is sheltered from direct wind. The style of the window also plays a role. A casement or picture window will have less air infiltration than a double hung.

Is there anything I can do to reduce the air coming through my windows?

- Be sure that your windows are properly closed and locked.
- Look for caulk against the interior trim and around the molding that goes around the frame of the window. Typically, missing or damaged caulk (dried up, shrunken or molded) will allow air infiltration.
- Installation screws and jamb adjuster screw holes should be caulked and capped.
- The windows should be installed plumb, level and square; if not, air could enter your home around the frame.
- If you have siding on the exterior of your home, be sure it provides a good seal up to the window.

Note: Whistling windows, or a "humming" sound through the siding, can indicate an installation problem. If you suspect questionable installation, it's a good idea to have a professional examine your windows.

How are your windows tested?

All Simonton products are tested and certified to AAMA standards. According to the standard, all windows must be tested and validated at maximum air flow of 25 mph (when outside air speed increases above 25 mph, chances of air infiltration will increase as well). The air infiltration test must be less than 0.3 cubic feet per minute for the unit to pass.