

# Pre-Installation & Post-Installation Care & Maintenance Instructions

## Homeowner Registration Data

Authorized Dealer \_\_\_\_\_  
Confirmed Order Number (6-digits) \_\_\_\_\_

**\*\*Dealers are required to provide a copy to each customer\*\***

### **1.0 Before Installation:**

Remove products from packaging to inspect for quality and confirm everything shipped as ordered. Store in a dry, cool and clean location until installation. Areas of concern should be photographed and reported to the Authorized Dealer within ten (10) days of delivery if completely boxed or five (5) days of delivery if plastic wrapped. Whether or not the Authorized Dealer is providing installation they will monitor product operation during installation to detect obvious issues with manufacturing or installation.

#### **1.1 Drainage Systems:**

- 1.1.1** Consider Maintenance and Cleaning of entire drainage system. A drain cleanout should be considered and is recommended on all Arche-Duct installations. In the event that dirt, leaves or other debris blocks any of the drainage outlets a cleanout would allow removal of the blockage.
- 1.1.2** In all cases where an Arche-Duct System is chosen, the drainage duct must be flushed prior to installation to remove any blockages that may have occurred during the construction process.
- 1.1.3** The coating applied to the Arche-Duct is Akzo Nobel 10-7011 Epoxy Powder Paint. This coating was selected because of its exceptional resistance to caustic environments such as concrete. However, it **MUST NOT** be exposed to ultraviolet light or the sun's rays for more than 3-months. It was designed to be buried in the floor. UV damage will manifest grey coloring and/or powdery texture. Keep all surfaces clean prior to final burial.

Consult the manufacturer website for more information: <http://ikonpowdercoating.com>

### **2.0 During Construction:**

#### **2.1 Protecting the product**

Immediately following installation each product should be cleaned (as detailed in this document) and examined for finish, glass and component quality/function. Once completely dry, cover any exposed surface that may get damaged during the construction process with material that will not harm glass, components or the aluminum finish (Shurtape PE 444 can be used to secure suitable protective materials).

#### **2.2 Cleaning**

During construction, products should be cleaned at least monthly. Areas of concern that may require flushing of construction debris are thresholds and sills to guarantee proper weeping post construction.

### **3.0 Post Installation**

#### **3.1 Glass Film**

Film applied to the outdoor surface of the glass should be removed within 9 months of window installation for best results. The film should be removed at a glass temperature between 32°F and 140°F. Typically, as the film is exposed to UV, humidity and heat, the adhesion of the film to glass will increase. Inversely, as the temperature at removal decreases, the adhesion of the film to the glass will typically increase. Under normal circumstances, removing the film within 9 months will help ensure easy removal with little to none of the film's adhesive remaining on the glass. Removal is typically easiest when starting from the edge of one of the overlapping layers. If the increase in adhesion is large enough to make the starting of film removal difficult, a plastic scraper or plastic putty knife may be used to start film removal. Razor blades should never be used on the glass surface due to the high potential for scratching or scoring the glass.

### 3.2 Glass & Frame Protection

Fleetwood strongly recommends protecting the entire door or window product after installation. Consult the manufacturer of such protective materials to ensure compatibility with glass, glass film, components & metal finish.

### 3.3 Security Alarms

Third party security systems that utilize sensors and magnets can be applied to Fleetwood products as long as operation and weather performance are not compromised. Contact our Customer Service Department to review areas of concern.

### 3.4 Automation

Third party automation can be applied to Fleetwood products as long as operation and weather performance are not compromised.

## 4.0 General:

All cleaning should be performed by professionals. Products should be cleaned when shaded, and glass should never be cleaned when temperatures are colder than 50° Fahrenheit. All surfaces exposed to the atmosphere collect debris and the amount varies, depending on geographic area, environmental conditions, finish and location on the building. Most aluminum windows and doors have some unfinished, exposed edges. Pay special attention to these areas to keep them clean. Corrosion will not crawl under anodized finishes but can crawl under paint if not cleaned. In both wet and dry climates, recessed and sheltered areas usually become more heavily soiled because of the lack of rain-washing, most detrimentally in salty environments. Frequent and longer periods of condensation also occur in protected areas increasing the adhesion of the soil.

### 4.1 Possible Types of Corrosion:

#### Filiform/Underfilm:

If not properly maintained, painted finishes can experience localized blistering from corrosion that attacks the aluminum through exterior surface damage or unfinished edges.

**Prevention:** Such areas should immediately be cleaned, dried and protected with matching air-dry paint.

#### Pitting & Deposition:

If not properly maintained, anodized finishes are subject to surface bumps, pitting or staining from prolonged exposure to salt air, harsh chemicals or their vapors, (e.g. chlorine, caustics, acids or ammonia).

**Prevention:** cleaning should occur weekly.

#### Caustic (e.g. stucco run-off and concrete splashes, brick-wash):

Anodized finishes are especially susceptible to staining and etching from brief contact with uncured masonry materials and caustics.

**Prevention:** immediately clean affected areas or irreparable finish damage will result.

#### Galvanic Corrosion:

Whenever dissimilar metals are placed in the presence of an electrolyte, e.g. moisture, the two metals are "bridged," forming an electrical couple.

**Prevention:** Totally isolate dissimilar metals to prevent moisture from "bridging" the materials and follow the instructions listed below for cleaning and dry out these areas as quickly as possible.

## 5.0 Cleaning Frequency (Documented Cleaning Required)

**5.1 Procedure #1-** Every 3 Months from product ship date (Recommended for all and Required if within 3 miles of Salt water)

**5.2 Procedure #2-** Every 6 Months from product ship date (Recommended for all and Required if within 6 miles of Salt water)

**5.3 Procedure #3-** Every 5 Years Maintenance from product ship date (Required on all products)

**IF PRODUCTS ARE FREQUENTLY SUBJECT TO HARSH CHEMICALS, OR THEIR VAPORS, CLEANING SHOULD OCCUR WEEKLY.**

### 5.1 Procedure #1 (Every 3 Months Following Installation)

#### 5.1.1 General

All exposed exterior surfaces should be rinsed by lightly spraying fresh water. DO NOT use high-pressure devices but direct light spray into all areas with unfinished edges. Using a soft bristle car wash brush, clean all glass, metal and screen surfaces with mild soapy water and rinse thoroughly. Ensure all weep holes are free of blockage. Drying is recommended for the best appearance.

**5.1.2 Glass Care (If 5.1 Methods Ineffective):**

**Glass may not be safety glass (tempered or laminated) therefore do not apply too much pressure to the glass. Serious injury may result from broken glass.**

- 5.1.2.1 If glass has a surface 4 or surface 1 coating applied from the factory, i.e., i89; abrasive products and/or tools (razor blades, scrapers, plastic putty knives, scouring pads, etc.) cannot be used on the glass surface. Also, do not use isopropyl alcohol or lacquer thinner. Only use soap and water with soft brushes if necessary.
- 5.1.2.2 Foreign matter stuck to the glass should be knocked off before any pressure is applied with brushes. Soak these areas with water and use a fingernail or plastic putty knife to jar it from the glass surface. Professional window cleaners may assume the risk of damaging the glass and choose more aggressive techniques, e.g. razor blades, but it is not recommended.
- 5.1.2.3 Use non-ammonia based cleaners designed for glass surface cleaning. With a soft cloth, e.g. micro fiber, apply moderate, circular motion pressure on the areas needing cleaning.
- 5.1.2.4 If the above efforts are unsuccessful, use isopropyl alcohol with a soft cloth, e.g. micro fiber, applying moderate pressure, in a circular motion, on the areas needing cleaning.

\*Refer to GANA "Proper Procedures for Cleaning Architectural Glass Products".

**TO REMOVE STICKERS, SOAK WITH WATER FIVE MINUTES. STUBBORN LABELS CAN BE SOAKED WITH SOAPY WATER AND COVERED OVERNIGHT WITH PLASTIC WRAP, AND THEN REMOVE THE FOLLOWING DAY WITH A PLASTIC PUTTY KNIFE.**

- 5.1.2.5 If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure on the glass until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, immediately rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.

**IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE. When solvents are used, rinse the surface completely with clean water and allow the surface to air dry or wipe dry with a chamois, squeegee or lint-free cloth.**

- 5.1.2.6 Use CRL Sparkle to remove water spots or similar surface haze. Follow manufacturer's application directions.

**5.1.3 Anodized Finishes (If 5.1 Methods Ineffective):**

**DO NOT USE AMMONIA BASED CLEANERS. IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE. If solvents are used, immediately rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth. Prior to cleaning anodized finishes, reference AAMA 609 and 610: Cleaning and Maintenance Guide for architecturally finished aluminum.**

- 5.1.3.1 Use isopropyl alcohol, applying moderate pressure with a soft cloth, e.g. micro fiber, to the areas needing cleaning. If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.
- 5.1.3.2 As a final effort to remove stubborn debris or stains, we suggest using a polishing cleanser designed for hand cleaning that contains pumice (e.g. "Fast Orange Hand Cleaner") and/or CRL Bio-Clean. Only use a moist, micro fiber cloth, to apply the cleanser. Abrasive instruments e.g. Scotch Brite Pads OR ANY OTHER CLEANSER may scratch the surface.

**5.1.4 Painted Finishes (If 5.1 Methods Ineffective):**

Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning.

**DO NOT USE ANY CHEMICALS OR OTHER SUCH SUBSTANCE THAT CAN REMOVE THE COLOR OR GLOSS OF THE PAINT.**

**5.1.5 Components (If 5.1 Methods Ineffective):**

Only visible components (exposed directly to the elements) need to be cleaned.

**5.1.6 Stainless Steel & Non-Stainless Steel:**

Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning. Always apply light and uniform pressure in the same direction as the grain of the stainless steel.

**5.1.7 Screen Frame & Mesh:**

Remove the screen frame and lightly spray with water to remove debris and especially salt residue. If additional cleaning is required use mild soapy water and a car wash brush to gently remove debris and rinse thoroughly. Screen mesh holds corrosive elements such as salt and if not removed will migrate downward in a concentrated form.

**5.1.8 Arche-Ducts, Sills, & Thresholds:**

Make sure all weep locations are free of debris that can prevent the proper drainage of water. If blockage exists manually remove if possible or flush with fresh water.

**5.2 Procedure #2 (Every 6 Months Following Installation)****5.2.1 General**

All exposed exterior surfaces should be rinsed by lightly spraying fresh water. DO NOT use high-pressure devices but direct light spray into all areas with unfinished edges. Using a soft bristle car wash brush, clean all glass, metal and screen surfaces with mild soapy water and rinse thoroughly. Ensure all weep holes are free of blockage. Drying is recommended for the best appearance.

**5.2.2 Glass Care (If 5.1 Methods Ineffective):**

**Glass may not be safety glass (tempered or laminated) therefore do not apply too much pressure to the glass. Serious injury may result from broken glass.**

**5.2.2.1** Foreign matter stuck to the glass should be knocked off before any pressure is applied with brushes. Soak these areas with water and use a fingernail or plastic putty knife to jar it from the glass surface. Professional window cleaners may assume the risk of damaging the glass and choose more aggressive techniques, e.g. razor blades, but it is not recommended.

**5.2.2.2** Use non-ammonia based cleaners designed for glass surface cleaning. With a soft cloth, e.g. micro fiber, apply moderate, circular motion pressure on the areas needing cleaning.

**5.2.2.3** If the above efforts are unsuccessful, use isopropyl alcohol with a soft cloth, e.g. micro fiber, applying moderate pressure, in a circular motion, on the areas needing cleaning.

\*Refer to GANA "[Proper Procedures for Cleaning Architectural Glass Products](#)".

**TO REMOVE STICKERS, SOAK WITH WATER FIVE MINUTES. STUBBORN LABELS CAN BE SOAKED WITH SOAPY WATER AND COVERED OVERNIGHT WITH PLASTIC WRAP, AND THEN REMOVE THE FOLLOWING DAY WITH A PLASTIC PUTTY KNIFE.**

**5.2.2.4** If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure on the glass until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, immediately rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.

**IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE. When solvents are used, rinse the surface completely with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.**

**5.2.2.5** Use CRL Sparkle to remove water spots or similar surface haze. Follow manufacturer's application directions.

### **5.2.3 Anodized Finishes (If 5.1 Methods Ineffective):**

**DO NOT USE AMMONIA BASED CLEANERS. IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE. If solvents are used, immediately rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth. Prior to cleaning anodized finishes, reference AAMA 609 and 610: Cleaning and Maintenance Guide for architecturally finished aluminum.**

**5.2.3.1** Use isopropyl alcohol, applying moderate pressure with a soft cloth, e.g. micro fiber, to the areas needing cleaning. If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.

**5.2.3.2** As a final effort to remove stubborn debris or stains, we suggest using a polishing cleanser designed for hand cleaning that contains pumice (e.g. "Fast Orange Hand Cleaner") and/or CRL Bio-Clean. Only use a moist, microfiber cloth, to apply the cleanser. Abrasive instruments e.g. Scotch Brite Pads OR ANY OTHER CLEANSER may scratch the surface.

### **5.2.4 Painted Finishes (If 5.1 Methods Ineffective):**

Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning.

**DO NOT USE ANY CHEMICALS OR OTHER SUCH SUBSTANCE THAT CAN REMOVE THE COLOR OR GLOSS OF THE PAINT.**

### **5.2.5 Components (If 5.1 Methods Ineffective):**

Only visible components (exposed directly to the elements) need to be cleaned.

### **5.2.6 Stainless Steel & Non-Stainless Steel:**

Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning. Always apply light and uniform pressure in the same direction as the grain of the stainless steel.

### **5.2.7 Screen Frame & Mesh:**

Remove the screen frame and lightly spray with water to remove debris and especially salt residue. If additional cleaning is required use mild soapy water and a car wash brush to gently remove debris and rinse thoroughly. Screen mesh holds corrosive elements such as salt and if not removed will migrate downward in a concentrated form.

### **5.2.8 Arche-Ducts, Sills, & Thresholds:**

Make sure all weep locations are free of debris that can prevent the proper drainage of water. If blockage exists manually remove if possible or flush with fresh water.

## **5.3 Procedure #3 (Every 5 Years)**

**5.3.1** Perform all steps as defined in Cleaning **Procedure #1 & #2**

### **5.3.2 Frame & Panels:**

Make visual inspections around the installation looking for: Water leaks around frame, making sure all weep holes are free of blockage and confirming all components are operational.

### **5.3.3 Glazing Vinyl:**

Inspect for gaps or damage. Black silicone sealant can be used to correct small gaps due to normal shrinkage.

### **5.3.4 Glass:**

Inspect each insulated glass lite for moisture between the panes. For laminated and annealed monolithic glass, check for cracks or runs. Report any such findings to the Authorized Dealer through whom you purchased the products.

**5.3.5 Frame & Panels:**

Inspect all exposed sealant in each frame corner and reseal if needed with a compatible sealant. Replace all weather-stripping / glazing vinyl as needed.

**5.3.6 Sealants and Weather-Stripping:**

These components' breakdown over time, a complete inspection is recommended on all frame corners.

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