



# Interior Care

## **Appliances**

The appliances in your new home were selected for their durability, ease of use, and appearance. Information about each appliance can be found in the literature that is supplied by the manufacturers. Copies of these booklets are provided during your New Home Tour. Please read the manufacturer's instructions on usage and care before using your appliances. The quality of your appliances are not covered by your Limited Warranty, however, such appliances may be covered by specific warranties from their manufacturers.

Contact the appropriate manufacturer or distributor for service or questions about the use and care of the appliances.

## **Attic Access**

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your Limited Warranty does not cover such injury or damage.

## **Cabinets**

Your cabinets are made of finished woods, laminates and synthetic materials. With proper care, the beauty and utility of your cabinets will last for many years. Remove splashes and splatter promptly to avoid permanent stains. Polishing with a furniture polish or linseed oil can preserve the beauty of the wood.

The wood in your cabinets is a natural product and is subject to drying and warping, which could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the New Home Tour, please notify the Customer Service Department in writing. After that, maintenance of cabinet drawers and doors is the responsibility of the homeowner.

Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores.

The hinges on your cabinet doors can be lubricated, if necessary, with an oil based lubricant. Apply a very small drop

of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel.

### **Caulking**

Caulking is the material used as a sealant to prevent water penetration around sinks, tubs and showers. Other applications for caulking include sealing window and doorframes.

Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As a part of your routine maintenance, you should inspect the caulking around your sinks, tubs, ceramic tiles, window and door frames. Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

The caulking between the countertop and the wall, along the joint at the backsplash, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

*Latex Caulk* Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

*Silicone Caulk* Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop.

### **Ceilings**

The ceilings in your home are easy to maintain. They do not require special attention other than an occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance, you may want to repaint your ceiling

### **Counter Tops**

The counter tops in your kitchen may be constructed of glazed ceramic tile, cultured marble, Formica, granite, Corian or some other synthetic material. They are designed to provide years of use. Any flaws or damage to your counter tops must be noted during your New Home Tour to be covered by your Limited Warranty. After you have moved in, the care of your kitchen counter tops is your responsibility.

We offer the following instructions to assure that your counter tops remain beautiful and functional for years:

- Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.
- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile grout, Formica and cultured marble. In time, the stains can accumulate and become unsightly.
- Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface.
- Avoid abrasive cleaners that will damage the luster of the surface.

- Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.
- Wax is not necessary, but it can be used to make counters gleam.
- Ceramic Tile

Ceramic tile is known for its durability and the variety of colors and designs. Ceramic tiles are purchased in lots that have the same texture and color. Because an exact replacement match of ceramic tile can be impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile on your counter tops. Save any unused tile that you may have for future repairs.

Ceramic tile is brittle and can be broken by a sharp blow from a heavy object. The best way to avoid broken tiles is to use a cutting board and other protection for your ceramic tiles when you are at work in your kitchen. Wipe spills away promptly to avoid staining the grout. Soapy warm water, a detergent or a commercial tile cleaner can be used to keep your tile bright and shiny.

Because the grout between the tiles is porous, in some cases staining may occur.

Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Cleaners specifically designed to clean grout can be found at your local hardware store.

Cracks appearing in the grout at joints or junctions with other materials are common due to shrinkage of building materials. We are not responsible for color variations in grout or discontinued colored grout. We are also not responsible for the routine maintenance of any grout or caulking.

## **Fireplaces**

The fireplaces in your home are designed to add beauty and style. Please note that the fireplaces are not designed nor intended to heat the entire home. We suggest that you use small fires, which will lend a sense of warmth to the room while supplementing the heat from your heating system.

Here are several practical suggestions for obtaining the maximum benefit from your fireplace:

- Your new home is almost airtight. Because fireplaces need a draft to function properly, you should open a nearby window about one inch before you light a fire. This is especially true if your heating system is operating at the time your fire is lighted. Failure to open a window and provide a draft could cause a down draft and smoke may fill your home.
- Always use a fire grate or andirons in your fireplace to allow air to circulate around the fire. Never place the fire directly on the floor of the firebox. Be sure the damper is in the open position before you build a fire. Become familiar with the operation of the damper before you light the fire.
- Use firewood that is intended for a residential fireplace. The logs should not be too long for the firebox. Do not use green or water soaked wood. Do not use construction lumber or other wood that has a creosote or pitch content. The pitch will condense on the chimney and, in time, build up enough to become a fire hazard. Wood that is treated with fire retardant will discolor the walls of your chimney and should be avoided.
- Store wood outside and away from your exterior walls as it may be a home for unwanted insects.

- Close glass doors or fireplace screen doors when the fire is burning. Never leave the fire unattended. Turn off the gas supply and extinguish the fire before going to bed and when leaving your home.
- Never use your fireplace as an incinerator to burn trash.
- After the fire is completely out and the embers are cold, close the damper to prevent heat loss through the chimney.
- Remove built up ashes after you are certain that they are cold. Hot coals in ashes can ignite if the ashes are dumped in a garbage can or other receptacle.
- We suggest that you have your chimney inspected annually. Cleaning by a professional chimney cleaner is recommended. If you use your fireplaces regularly, annual cleaning may be required.

## **Floors**

The flooring in your new home will last longer if you provide routine maintenance and care.

Steps have been taken in the construction of your new home to reduce and eliminate squeaks. In rare instances, the floors, particularly in upper floors, can squeak. Squeaky floors are usually caused by a change in the weather, the shrinkage of the wood materials or settlement of your new home. We will attempt to eliminate any floor squeaks in your home, on a one-time basis, and only during the first year of the Limited Warranty period. To make the most of this service, we recommend that you wait until the eleventh month before submitting your request for service. Please inspect your flooring carefully during your New Home Tour. Any damages or defects in your flooring must be noted at the time of the New Home Tour. Subsequent damages, including broken tiles, scratched wood flooring, torn carpeting and scuffed vinyl are your responsibility and are not covered by your Limited Warranty.

We offer these recommendations for routine maintenance of your flooring:

### *Carpeting*

Vacuum carpeting frequently to avoid the build-up of dirt and grime. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Eliminate carpet-shedding fibers as they appear. Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibers as part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12-foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a new home before it has been furnished and occupied. As your carpet wears, the fibers will meld together eliminating many of the seams. Visible seams are not a defect unless they have been improperly made or the material is defective.

Remove spills immediately. Stain removal is easier if it is done promptly. Consult a home center or a carpet professional for stubborn stains. Cleaning products should be tested on a section of carpeting that is not obvious. Do not use cleaners that have not been tested and certified for the carpeting materials in your home.

Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. The professional equipment, materials and experience will add yours of life to your carpets.

- Shedding - New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.
- Snags - Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.
- Sprouting - Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.
- Stains - No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.  
Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.
- Static - Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

#### *Ceramic*

Ceramic tiles are available in a wide variety of colors and sizes. There are two types of ceramic tile: glazed and unglazed.

Glazed ceramic tile is recognized by its shiny, smooth finish. It is cared for in the same manner as ceramic tile counter tops. Wash glazed tile with warm water and vinegar to eliminate spotting and hard water build-up, or use a commercially prepared product. Like your counter top, the grout will need sealing to be resistant to stains.

Unglazed ceramic tile is noted for its uneven and porous finish. It is a beautiful tile that adds a look of style to any room. Because the tile is porous, it should be sealed to prevent moisture penetration and to aid in proper cleaning. Periodic buffing of the floor will restore its beauty and luster. A professional flooring contractor should be sought for more extensive cleaning.

#### *Hardwood*

Follow these steps to care for your hardwood floors:

- Clean your hardwood floors as often as you vacuum your carpets. Sweep the floors and mop with a soft, dry mop or cloth. Do not use water or water-based cleaners.
- Do not permit water to stand on hardwood floors. Do not flood hardwood floors with water. This will cause stains, warping and the destruction of the flooring.
- Do not permit water or other liquids to stand on hardwood flooring. Wipe up spills immediately. Do not use water-based detergents, bleach or one-step floor cleaners on hardwood floors. Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches in the finish can result. Ladies' high-heeled shoes can dent hardwood flooring.
- Waxing and buffing hardwood floors should be done according to the manufacturer's instructions for materials and procedures. Consider having this done by a professional.

Burns from cigarettes can be difficult or impossible to remove from your hardwood floors. Small burns can be removed by sanding lightly and staining with a commercial wood stain. Apply wax after the wood stain dries. Large burns should be referred to a flooring professional.

### *Vinyl Flooring*

Modern, resilient vinyl flooring adds beauty and comfort to your home. The following are tips for proper care of your new vinyl floor.

Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped tools and by rough use. This damage is permanent and cannot be repaired. Ladies' high-heeled shoes can be particularly damaging to vinyl. Such shoes can cause permanent dents and gouges.

Do not use abrasive cleansers or full strength bleach on vinyl floors. Abrasives will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.

Clean vinyl flooring with a solution of warm water and a commercial vinyl flooring cleaner.

Remove spills immediately to avoid staining. Use a sponge or soft cloth. Dry the floor after removing the spill.

### **Garbage Disposal**

Follow the instructions for proper operation of your garbage disposer. Do not load the disposer with food items before turning it on. For proper operation, turn on the cold water and start the disposer. Then, drop the food items slowly into the unit. When the unit sounds clear, turn the disposer off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines.

Only foods that are non-fibrous and easily pulverized should be placed into the disposer. Examples of foods not to place in the disposer are cornhusks, celery, onionskins, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens, follow these corrective measures:

1. Turn off the disposer and the cold water.
2. Wait three minutes for the unit to cool, and then press the reset button usually located on the bottom of the disposer.
3. If this does not correct the problem, your unit is probably obstructed. Follow these steps for proper removal.
4. Unplug the disposer before attempting a repair yourself.
5. Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped circuit breakers.
6. If your disposer has a service wrench, insert one end of the wrench into the bottom of the unit. Work back and forth until the disposer turns freely. If your disposer does not have a service wrench, insert a broom handle or mop handle into the throat of the unit and rotate the impeller back and forth. The obstruction will be loosened so that it can be removed.
7. Remove the obstruction, plug the disposer in, press the reset button and proceed with the above steps for proper use.

### **Heating & Air Conditioning**

Your new home is equipped with a high quality heating and air conditioning system that complies with local and state energy codes. With proper care, the systems will provide many years of enjoyable, dependable service. Please read the instructions and become familiar with the heating and air conditioning systems before you use them.

Your heating and air conditioning systems can play an important role in the first year after you move in. By maintaining an even temperature, you can minimize the contraction and expansion of the materials in your home.

The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating

and air conditioning system:

- Change filters as needed or according to the manufacturer's directions. In areas with heavy dust more frequent changes may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system. Check the operation of your system well in advance of peak operating seasons. Notify the appropriate subcontractor of problems before seasonal service demands are the greatest.
- Keep all vents and registers clean and free of dust, cobwebs and debris.
- Keep plants and grass trimmed well away from the outdoor unit.

### **Interior Walls**

The walls in your new home are constructed of wood and other materials that are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is minimal and is the responsibility of the homeowner. Replace warped molding and trim. Reset nails that have popped out of position.

Use touch-up paint and, if necessary, the appropriate caulking material to repair minor cracks or dents. Use care when you hang pictures and other decorative items. The wallboard will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of spackle or putty.

The walls in your home are textured for beauty and style. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. Small finger smudges may be removed from walls with a solution of warm water and a mild soap. Wash gently with a soft sponge or cloth. Rinse and dry the excess water carefully. Do not permit the wallboard to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

### **Light Fixtures**

Your kitchen ceiling may include a luminous light fixture. Do not use cleaning solvents or other strong chemicals on the plastic panels or grids. We recommend that you wash the panels in a mild solution of dish washing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel dry the panels and grids to remove any soap residue and water spotting.

### **Plumbing**

Your plumbing system features modern design and materials. We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shutoff and individual shutoffs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must immediately close the main water shutoff. Flowing water can cause severe damage to your home and its contents.

The main water shutoff is located at the water meter. The Customer Service Representative will identify the water shutoffs during your New Home Tour.

Other water shutoffs are located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff is located on the top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shutoffs are and how they work.

Each plumbing fixture in your home has a drainpipe specially designed to provide a water vapor barrier between your

home and the sewer. The drainpipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water that prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged.

If you detect the odor of sewer gas from a sink, contact your plumbing contractor.

### **Bathtubs and Showers**

The bathtubs and showers in your home may be made of steel coated with porcelain, ceramic tile, or fiberglass. While they are a hard, durable surface, all can be chipped or scratched by blows from a heavy or sharp object. Like other components in your home, your bathtubs and showers require routine maintenance.

Clean bathtubs and showers using a non-abrasive cleaner designed for bathroom use. Rinse the surface thoroughly to remove all traces of the cleaner. After each use, rinse the tub thoroughly with clean water to remove soap build-up.

The ceramic tile in your tub or showers should be cared for much like your ceramic tile counter tops. Routine cleaning with a product designed for ceramic tile in bathrooms is recommended. After each use, rinse the walls of the shower to prevent the build-up of soap residue.

You should inspect the grout and caulking around the tiles periodically. Do not wait to re-caulk if your caulking should deteriorate.

### **Fixtures**

Faucets and other plumbing fixtures are designed to add beauty and trouble-free use. Most of the fixtures are plated with polished brass, bright chromium or a combination of the two, materials which are resistant to water corrosion. The brass and chromium plating materials are, however, relatively soft and can be damaged with abrasive cleansers, scouring pads and tools. Clean the fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting.

If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry.

Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Avoid excessive force when you turn your faucets on and off. The seals in the faucets can be damaged and will require repair or replacement in a short time.

Faucets are equipped with aerators that mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every several months.

### **Toilets**

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

In the event of a stoppage of a toilet, we suggest you call a plumber and not use a plunger. A plunger may damage the toilet seals and cause a leak. Stoppages that occur due to construction debris are covered by your Limited Warranty. Stoppages that are not construction related are the responsibility of the homeowner.

Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

The flush valve in your toilet should last for many years. If it fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task.

### **Smoke Detectors**

Smoke detectors have been installed in your new home. The selection of the smoke detector, the installation procedure and the location of the smoke detectors are done to meet the requirements of local and state building codes. Please do not move or disable the smoke detector. If you feel the need for additional protection, consider purchasing another smoke detector to be installed in another location.

The purpose of your smoke detector is to detect the possible presence of fire in your home so that you will have time to call for help and evacuate the house.

At the first indication of fire, evacuate your family and call the Fire Department from a neighboring home.

### **Water Heater**

Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides. In the event of a leak in your water heater, close the shutoff valve on the top of the water heater and turn off the pilot light. On an electrical unit, disconnect the power before turning off the breaker. Call the manufacturer listed on the front of the water heater to request service.

While some water heaters do not require additional insulation, we suggest that you consider an inexpensive water heater blanket when it is appropriate. This will save significantly on the cost of operating the water heater. These products are available at home centers and hardware stores. Check the operating manual that came with your water heater before you add an insulating blanket.

Your water heater should be drained and flushed according to the manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

### **Windows and Sliding Glass Doors**

Windows and sliding glass doorframes are made to last for years, but they do require routine maintenance. Perhaps the most important step is to keep the window and door tracks free of dirt and debris. The tracks are soft and can become damaged if they are not kept clean.

Use a broom or a brush to loosen collected debris. Vacuum thoroughly as a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch the surface. After cleaning, apply paraffin (wax) to the locks and rollers to prevent corrosion. If doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. Do not use any oil-based lubricant. Oil attracts dust and dirt that become embedded in the lubricant and may damage the frames.

Windows and sliding glass doorframes have small weep holes at the bottom to permit water to drain from the track. Keep the weep holes open and free of debris. Avoid flooding window and doorframe tracks. Excessive water can overflow the track and back up into your home.

Please note that your sliding glass doors are more difficult to slide during the last six to eight inches of movement. This is normal and is required to obtain a tight seal when the door is closed. We cannot make adjustments to make the doors easier to close. A few simple maintenance tasks will help your windows to provide years of trouble-free service:

- Do not apply window-tinting materials made of film to double-glazed windows and doors. The use of these materials can cause a build-up of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes. Your Limited Warranty does not cover any defects or damages arising out of applying window tinting to your windows.
- The seal formed with wood or metal frames and glazed glass can be broken by natural expansion and contraction. If this happens, the windows should be re-glazed immediately. Your hardware store or home center can provide glazing materials and complete instructions.
- Aluminum foil also causes a heat build-up between windowpanes and should not be used.
- Review your CC&R's before you install window coverings that are visible from the street or other areas of your neighborhood.
- Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows, prevent fogging from moisture and enhance the service life of your windows.
- Inspect the interior and exterior paint on your windows and window trim annually. Use touch-up paint as required. Repair every two years or as necessary.
- Vinyl Windows

The windows in your new home may have vinyl frames. Vinyl window frames were selected because they are durable, have good insulating properties and retain their ease of use and beauty for years. Vinyl window frames are extremely resistant to fading from sunlight and to damage from moisture. With proper care, your vinyl window frames will be attractive and functional for many years.

Opening and closing double glazed vinyl framed windows requires a special technique. These windows are sealed to prevent the entry of moisture between the panes of glass. Always use two hands, widely spaced to open and closed vinyl framed windows. Avoid jerky and uneven movements when opening and closing vinyl framed windows. Such movements can warp the frame and break the seal. This will allow moisture to enter the space between the glass panes and condense on the glass. Condensation between the panes of glass is unsightly. Vinyl window frames that are warped or bent from abuse are not covered by your Limited Warranty.

Clean vinyl window frames with a damp cloth and water. Do not use abrasive cleansers, caustics or acids on vinyl windows. Stubborn stains can be removed with warm soapy water. Rinse well after using soapy water.

If your windows appear to be stuck, do not force them open or closed. Inspect the tracks at the top and the bottom to identify the cause of the problem. If you find debris such as small twigs or lint in the tracks, gently move the window up and down while you vacuum the tracks. If the blockage persists and the window is stuck, contact your window subcontractor or, during the first year of the Limited Warranty period, Customer Service for assistance.

Always keep the window tracks clear of debris. Use a vacuum cleaner or small brush to clean the window tracks.



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