

# RECOMMENDED MAINTENANCE GUIDE



**VAILLANCOURT**  
DOORS AND WINDOWS

**All products sold by Vaillancourt Doors and Windows exceed the minimum standards required by the industry, being manufactured to strict, precise standards to ensure optimal performance for their owners.**



Although we select all components and all labour and assembly techniques with great care, we recommend performing minimum maintenance to ensure your products continue to work properly.

This guide provides practical tips for keeping your products performing at a high level for years to come. We trust that these recommendations will assist you in enjoying the unique comfort and quality of Vaillancourt Doors and Windows products.

## CLEANING

Summer or winter, your doors and windows protect you from weather conditions and temperature changes. Air pollution, pollen, smoke and other airborne particles can build up on the exterior surfaces of your doors and windows.

We recommend cleaning them regularly with warm water, mild soap and a non-abrasive microfibre cloth. Do not use abrasives of any kind on Vaillancourt Doors and Windows products. The use of abrasives, strong solvents or acidic cleaning materials could void the warranty on product finishes.

Before cleaning your products, we recommend rinsing off any surface dirt or debris to avoid streaking. Clean from the top down with smooth, straight movements. Rinse the cloth regularly to keep it free of dirt.

## SEALED UNITS

Clean your sealed units with a solution of warm water and a mild soap or detergent and wipe with clean, lint-free cloths. Do not use scrapers, steel wool or metal tools to loosen stubborn substances or stains. If help is required, try using a Magic Eraser.

## **PAINT FINISH**

Try to avoid cleaning the paint finish in direct sun. High temperatures can make the water and soap evaporate more quickly than usual which can leave traces or an irregular finish on the surface.

Pay special attention to the edges of the paint finish while cleaning. The use of pressure washing is not recommended. Excessive rubbing or pressure near the edges of finishes could cause the paint to lift or peel, compromising product performance and appearance.

## **MAINTENANCE**

As tempting as it may be, do not use wax or waterproofing products on your doors and windows to enhance their shine. These products are not recommended as they can interfere with the paint finish appearance and performance.

Cigarette smoke will gradually cause the interior surfaces of doors and windows to yellow. Nicotine is a direct cause of yellowing. This discolouration is not covered by the warranty.

## **INSPECTING THE PAINT FINISH**

Periodic inspections play an important role in maximizing the lifespan of paint finishes. We recommend inspecting the paint finish on your windows every six months. When inspecting, look for signs of wear, bubbling, peeling or discolouration. If you notice any damage to the paint finish, it is very important to address it proactively to prevent the issue from becoming worse. It is always a good idea to contact our after-sales service team for professional advice.



## **HARDWARE**

To keep the hardware working properly, we recommend lubricating the closing and crank mechanisms once every season. Use a spray silicone lubricant. Since silicone is water soluble, you will need to apply it three or four times a year. Silicone lubricant can also be used on your door hinges (inside and out) to eliminate squeaks and premature wear.



## SCREENS

We recommend removing window screens before winter arrives. For casement windows, doing so also reduces the risk of condensation, mould development and ice buildup that can cause thermal breakage. For hung windows, it helps prevent the weatherstripping (brush-style) from lifting.

## STRESS FACTORS AND THERMAL BREAKAGE IN SEALED UNITS

We recommend maintaining optimal air circulation over the indoor surfaces of windows at all times to minimize thermal stress and any risk of breakage. In cold weather, keep blinds, curtains and drapes clear of windows to prevent heat from getting trapped on the glass surface. In hot or cold weather, keep window coverings open to promote proper air circulation and prevent any overheating of materials that can cause warping. Avoid affixing cardboard or paper signs, posters or decorative objects directly on the glass. Coatings or films applied post-installation will void the warranty. Ensure that any heat sources are directed away from and positioned at least 50 mm from glass surfaces. It is important to follow these recommendations carefully to prevent heat stress breakage.

## VISUAL CHECKS OF CAULKING

During cleaning and maintenance, you should check the condition of the caulking around the outside of your doors and windows. Over time, caulking can peel off, no longer providing proper protection. If this happens, be sure to advise the appropriate persons or have the caulking repaired promptly. Loose caulking can let in cold air and drive up heating costs as well as let in rain, potentially causing major damage to your home or, in multi-unit buildings, to downstairs neighbours' homes.

*For any situation requiring assistance or advice, do not hesitate to call our after-sales service department at 1-800-567-3826.*