



TAKE CARE.

A HOMEOWNER'S CARE AND MAINTENANCE GUIDE

HELPING YOU PROTECT AND CARE FOR YOUR WINDOWS AND DOORS

MAINTENANCE TIPS | OPERATING INSTRUCTIONS | WARRANTY INFORMATION



WINDOWS. FOR LIFE.
MANUFACTURED SINCE 1961

We have provided some general information on maintenance, operation and condensation that will help you maintain your windows in proper working condition and appearance.

Thank you for choosing Golden Windows.

GENERAL MAINTENANCE

BY FOLLOWING A FEW GENERAL MAINTENANCE TIPS YOU CAN BE ASSURED OF HAVING MANY YEARS OF TROUBLE FREE WINDOWS.

- Clean all operating hardware, hinges and tracks a minimum of twice per year and lubricate with silicone spray or light oil.
- Do not clean glass or other finishes with abrasive materials or cleaners.
- Clean vinyl and clad surfaces with mild soap and water.
- An application of automotive paste wax will help to maintain the original luster of your aluminum window frames.
- Care should be taken to ensure weather stripping and hardware is not painted over. This could result in windows not performing as intended and would not constitute a manufacturing defect.
- Inspect face caulking annually to ensure proper seal against the glass.
- We recommend removing internal screens during the winter months to reduce the chance of condensation forming on the glass surfaces.

OPERATING INSTRUCTIONS

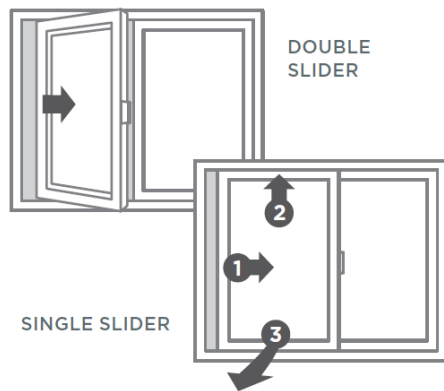
HORIZONTAL SINGLE SLIDER AND DOUBLE SLIDER WINDOWS

Keep tracks clean of dirt and debris.

Check single slider rollers by lifting out sash. Please see the steps shown below.

Before swinging in a sash of the double slider, be sure to slide sash a minimum of 2.5cm (1") past the side frames. Engage latches at top and bottom of sash to rotate. This will prevent damage to the frame.

Check exterior drainage holes to ensure they are clear of dirt and debris.



CASEMENT AND AWNING WINDOWS

To close window, turn handle in clockwise motion. Turn handle **ONLY** until you feel resistance on handle.

DO NOT FORCE HANDLE
(sash should meet frame)

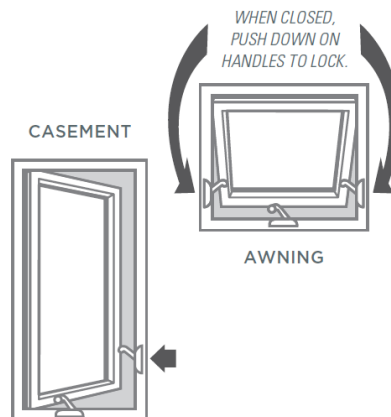
Push down on the lock handle(s) allowing the lock(s) to pull the sash in tightly to the frame.

Forcing the handle(s) will damage the gears in the operating hardware.

Be sure the lock(s) are in the open position before turning the handle counter clockwise to open.

For **AWNING WINDOWS** it is recommended that **BOTH** locks be in the locked position when the window is closed. This will prevent the sash from becoming warped.

Check exterior drainage holes to ensure they are clear of dirt and debris.



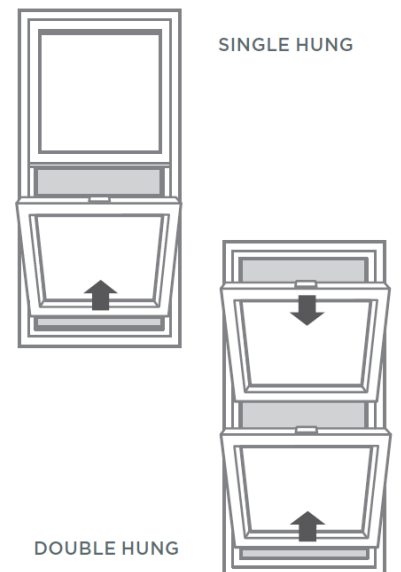
SINGLE AND DOUBLE HUNG WINDOWS

Keep bottom sill clean.

Raise sash a minimum of 2.5cm (1") past the bottom edge of the window before tilting inward for cleaning. This will prevent damage of the frame.

For **DOUBLE HUNG**, you can also slide the top sash down toward the bottom and then tilt inward for cleaning.

Check exterior drainage holes to ensure they are clear of dirt and debris.



CONDENSATION CAUSE AND PREVENTION

Today's building practices and better building products have given homeowners a tighter sealed and warmer home than in years past. These advancements have contributed to moist air being trapped inside the home. When the moist warm air touches a cold surface condensation will occur. We have all experienced condensation in the summer when drinking an ice cold drink. Condensation forms on the outside of the drinking glass where the warm, moist air comes into contact with the cold glass.

The same principle applies in a home during winter months when there is a greater difference between the inside and the outside temperatures of a home. Condensation is more likely to occur on a window surface because it is the coldest surface within a home.

Golden Windows has taken the first step in the prevention of condensation forming on window surfaces by manufacturing its thermal glass with warm edge technology. Warm edge technology incorporates a thermally broken spacer system (material that separates the two panes of glass). This spacer system with reduced conductivity and dual seal design provides you with one of the warmest glass surfaces on the market. The warmer the glass surface, the less potential for condensation to form. The second and largest step in the prevention of condensation is the control of humidity levels within the home.

When outside temperatures dip to -23°C (-10°F) and inside temperature is 21°C (70°F) the relative humidity should not exceed 25%. Anything higher will result in condensation forming on the glass surfaces. In order to reduce humidity we must first understand where the moist air comes from.

CAUSES OF CONDENSATION

- Day-to-day living: 4 occupants will create 1-1/2 gallons of moisture/day
- New construction: drying building materials, concrete, drywall, paint, etc.
- Use of humidifiers
- Hanging clothes to dry
- Gas appliances (stoves, fireplaces, dryers)
- Cooking, boiling water
- Use of hot tub or spa
- Bathing, showering
- Large number of plants
- Aquariums, water fountains
- Dishwasher use

THE MAIN CAUSE OF CONDENSATION IS THE RESULT OF MOIST WARM INDOOR AIR TOUCHING COLD SURFACES.

CONTROLLING INTERIOR MOISTURE

THE FOLLOWING ARE A FEW TIPS TO HELP PREVENT AND CONTROL CONDENSATION IN THE HOME.

- Improve air circulation in your home to keep the warm air moving.
- Opening windows slightly throughout the home for a short time each day during winter months will allow for humid air to escape for drier air to enter. This will also provide you with a healthier living environment.
- Heat registers located in front of windows should remain unobstructed and clear.
- Add ventilation fans in high humidity areas such as laundry, kitchen and bathrooms.
- Open blinds, draperies, interior shutters during the night to allow air to circulate near the glass surfaces.
- Vent dryers, stove top hood fans and all gas appliances to outside.
- Turn off furnace humidifiers.
- Open fireplace damper to allow moist air to escape.
- Run a dehumidifier if necessary.
- Remove interior screens on the windows during winter months.
- Install an in-house air exchanger system like a HRV or GRV
- Turn on furnace fan only to circulate air in home.

GOLDEN WINDOWS RESIDENTIAL WARRANTY

Golden Windows is dedicated to performance, innovation and style. Using time-tested craftsmanship, engineered designs, premium grade components and quality-centered manufacturing process, we are confident that its products will perform effectively and efficiently, now and for years to come.

Golden Windows takes great pride in its products, we ensure that each and every one of our windows and doors exceeds your expectations and we guarantee that they will continue to do so.

We stand behind our products, support our customers and deliver on our performance guarantee by providing you with our exclusive 20 year residential warranty.

THE GOLDEN WINDOWS EXCLUSIVE 20 YEAR WARRANTY INCLUDES:

INSULATED GLASS COVERAGE		
	GOLDEN WINDOWS	CUSTOMER
Up to 2 Years	Installation & Material Costs	No Costs Incurred
3 to 20 Years	Material Costs	Shipping & Installation Costs

* For a period of one (1) year from the original date of purchase, GOLDEN WINDOWS extends a limited warranty against stress cracks to the insulating glass unit.

MATERIAL AND WORKMANSHIP COVERAGE		
	GOLDEN WINDOWS	CUSTOMER
Up to 2 Years	Installation & Material Costs	No Costs Incurred
3 to 10 Years	Material Costs	Shipping & Installation Costs

Additional warranty details are available upon request. This warranty is effective on doors and windows ordered after September 1, 2023 and supersedes and all prior published warranties.

If you experience any problem with your new windows or doors, please contact our service department and we will work with you to resolve the issue.

KANATA SHOWROOM

1112 March Road, Kanata ON K2W 1B9
Phone: 613-592-9111
Fax: 613-592-0888

KITCHENER HEAD OFFICE AND SHOWROOM

300 Bridge Street East, Kitchener ON N2K 2Y5
Phone: 519-579-3810 or 1-800-265-2290
Fax: 519-579-8900

LONDON SHOWROOM

309 Exeter Road, London ON N6L 1C1
Phone: 519-652-1677
Fax: 519-652-9110

SERVICE DEPARTMENT

300 Bridge Street East, Kitchener ON N2K 2Y5
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www.goldenwindows.com

