

# CARE AND MAINTENANCE

Maintenance Tips For Care And Cleaning  
Windows And Patio Doors

  
**Milgard**  
WINDOWS & DOORS

[Milgard.com](http://Milgard.com)

# THANK YOU FOR CHOOSING MILGARD

Thank you for choosing Milgard windows and patio doors for your home. It's important to provide a routine care and cleaning over time to help ensure your windows and doors continue to perform and look their best. Please review the following care and maintenance tips.



## WINDOW & PATIO DOOR CARE MADE EASY

Ready to do a little routine care and cleaning on your Milgard windows and patio doors?

We have a variety of quick videos that can help.

From adjusting panels and rollers to lubricating the tracks or hardware, even removing and reinstalling a screens, our DIY videos are available any time you need them.

Plus, you can download and print the instructions provided to use while following along with the video.



[BROWSE ALL DIY VIDEOS](#)



HOW TO:  
REMOVE AND REPLACE A WINDOW SCREEN



HOW TO:  
REPLACE AND RESET A SINGLE HUNG BALANCER



HOW TO:  
CLEAN AND LUBRICATE A SLIDING DOOR TRACK



HOW TO:  
ADJUST A SLIDING DOOR LOCK AND HANDLE

## KEEPING IT CLEAN

### Cleaning Vinyl and Fiberglass Frames

Easily wash dirt and smudges from your frames with mild, nonabrasive soap and water. Wipe dry when finished. Never use abrasive or acidic cleaners as they might cause permanent damage to the finish. Always test cleaners in an inconspicuous area first.

### Caring for Wood Frames

Immediately following installation, all bare and primed wood windows and doors must have a top-quality paint, finish, or water repellent wood preservative, applied to the wood surfaces. Periodically refinish or repaint to avoid damage on wood parts, according to the finish manufacturer's

directions. Failure to re-treat properly or adequately voids the Full Lifetime Warranty.

### Glass Care

Whether your window comes with our standard energy efficient SunCoat® Low-E glass or one of our specialty glass options, such as 4th Surface coating that turns double-pane windows into triple-pane performers, an occasional cleaning is necessary.

### Screen Cleaning

When cleaning screens, use only mild soap, water and a soft brush. When finished, rinse with clear water and wipe dry.

**VIDEO:**  
**HOW TO CLEAN A MILGARD WINDOW OR PATIO DOOR**



## MAINTENANCE TIPS

- Periodically lubricate all sliding window and door tracks and rollers with a dry silicone spray. We recommend that you lubricate the hardware components at least once a year, twice a year in areas with high salt air.
- Milgard sliding patio door rollers can be adjusted for proper height clearance. See the "How To" section of [MILGARD.COM](http://MILGARD.COM) for a video on how to perform this function.

- Regularly check weather-stripping to ensure your patio doors and windows seal airtight.
- Occasionally vacuum the tracks on all sliding patio doors and windows to remove any dirt or debris.



**NEVER** USE ANY OF THE FOLLOWING PRODUCTS ON ANY PART OF YOUR WINDOW OR PATIO DOOR

(they may damage the glass surface or insulating seal)



Razor blades, putty knives or abrasive pads (this is especially important for 4th Surface glass)



Caustic chemicals



Petroleum-based chemicals



High-pressure water hoses

CARING FOR YOUR

# PREMIUM EXTERIOR VINYL FINISHES



Milgard Premium Exterior Vinyl Finishes, as with all coatings, need regular maintenance to maintain the beauty of the finish.

Debris, contaminants (i.e. bird droppings), or sand from a coastal environment should be removed immediately. First, remove any large particles with a soft bristle brush. Then wash the surface using warm water, a mild detergent and a soft, wet absorbent cloth. Never use a dry cloth as hard particles can abrade the finish.

If your Milgard Certified Dealer provided you with a complimentary bottle of touch-up paint, please note that the paint is designed to closely match the factory finish and is intended for covering small chips and minor scratches. Due to the differences in the curing process and application technique, the touch up area may not perfectly match the factory finish.

## IMPORTANT NOTE:

Never use abrasive, acidic cleaners or solvents (i.e. acetone) as they may cause permanent damage to the frame finish.

## ENABLING PROPER DRAINAGE

It's normal for water to build up on the sill or the outside track. Our specially designed "weep" drainage system with vented slots on the exterior bottom of our frames help protect the inside of your home by allowing water to drain to the outside as it builds up.

Proper maintenance of your weep system is required to assure proper drainage. Periodically inspect the weep holes on the exterior bottom rails to make certain they are clear of any dirt or debris. Use a soft brush to clear openings, if necessary.

**VIDEO:**  
**HOW TO TEST THE WEEP SYSTEM**  
**ON YOUR VINYL**  
**WINDOWS AND DOORS**



## LEARNING ABOUT CONDENSATION

The insulating properties of the glass used in high performing, energy efficient windows can cause condensation to collect on the glass under certain environmental conditions. Condensation generally does not occur with less energy efficient windows, because heat from the warm interior of the home escapes through the window, keeping the exterior temperature of the glass high enough to prevent condensation. Condensation does not occur on all windows, but it is not uncommon.

## EXTERIOR CONDENSATION

Exterior condensation forms when moist air comes into contact with cool surfaces, such as glass, when the dew point in the air is higher than the temperature of the glass. This is the same environmental condition that causes dew to appear on the windshield of your car when it is parked outside overnight. It's more likely to occur when a cool night follows a warmer day, typically during the spring and fall seasons, but it can happen any time of year.

Exterior condensation is an indication that the insulating glass in your window is performing as it should, reducing heat loss and lowering utility costs.

## INTERIOR CONDENSATION

High-performance, energy efficient windows are designed to be air tight reducing heat loss. Condensation on interior surfaces of windows and doors can occur due to high humidity and low air exchange inside the home.

Three ways you can fight interior condensation are as follows:

- **REDUCE MOISTURE SOURCES**  
Such as humidifiers, plants, aquariums, etc.
- **INCREASE VENTILATION**  
Open windows for a few minutes each day, especially during steam-producing activities such as showering, laundry and cooking.
- **INTERIOR WINDOW COVERINGS**  
Leave closed interior shades up a couple inches above the window sill to allow for air movement between the shades and the window.

## OTHER FACTORS AFFECTING CONDENSATION:

### WINDOW SIZE

Larger windows may have a higher tendency to show condensation.

### WINDOW LOCATION

Minor differences in conditions can cause condensation to form on one window and not another, even when they are side-by-side. (i.e. sun and wind exposure)

### AIR CIRCULATION

Good air circulation can help reduce the occurrence of condensation.

### SCREENS

Windows protected by exterior screens may allow condensation to form.

### TEMPERATURE CHANGES

Condensation on windows can be a seasonal occurrence, or take place overnight when glass temperature changes.



# ADDITIONAL SUPPORT

Did you know, you can find support resources quickly and easily on our website 24 hours a day 7 days a week? Simply visit [MILGARD.COM](http://MILGARD.COM) and click the SUPPORT tab at the top of the page. From there you can:

- **Find Frequently Asked Questions (FAQs)**
- **Watch Do-It-Yourself videos for window and door care**
- **Download a copy of your existing warranty**
- **Submit a service request**

## WHAT TO DO BEFORE YOU REQUEST SERVICE

Before you submit a service ticket on our website, be sure to locate the Sales Order (SO) number first. This will help expedite your service request once you complete the form online.

## WHAT IF I NEED A NEW PART?

Easy!

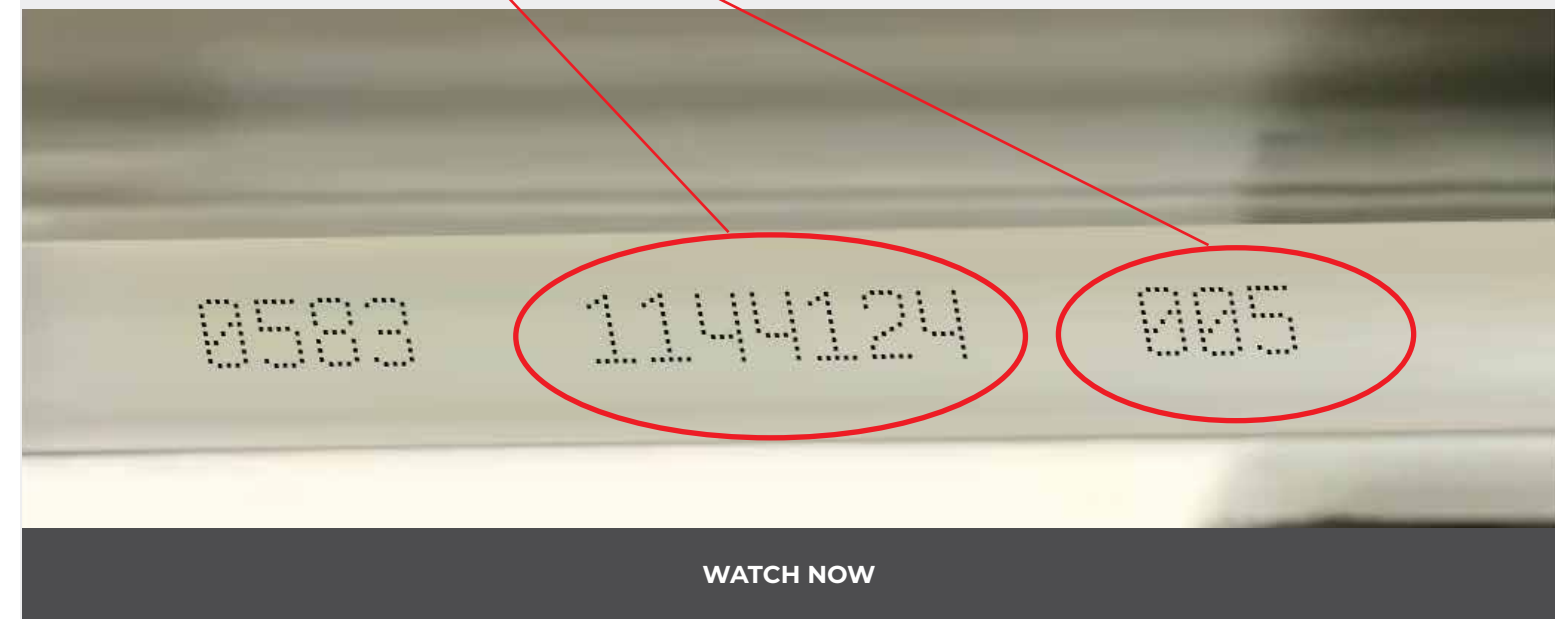
- Submit a service ticket on our website at [MILGARD.COM](http://MILGARD.COM)
- Ask the Service Representative if a DIY Solution is available for your repair
- Receive your part in the mail along with instructions that walk you through the process

## NEED HELP FINDING YOUR SALES ORDER NUMBER?

It is located in the top corner of the window or patio door, between the two panes of glass, on the metal spacer. It consists of a five to eight digit number followed by a decimal and three digits.

**SALES ORDER NUMBER:**

**VIDEO:  
LOCATING YOUR MILGARD  
SALES ORDER NUMBER**





# CARING FOR WINDOWS & PATIO DOORS

—○—  
**NEED MORE HELP?**  
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