



Maintenance of Loewen Products

including Coastal and Harsh Environments

While Loewen products are made with the highest grade materials and coatings, the combination of constant moisture, salt, and powerful UV rays create an environment for accelerated degradation of all building products, including metal, wood and painted surfaces. While some of the harshest environmental conditions are coastal regions, other geographic locations can provide atmospheric salts and alkaline contaminants combined with extreme weather conditions that will aggressively attack building materials.

As described in the American Architectural Manufacturers Association Cleaning Guides (AMMA 609 & 610) for architecturally finished aluminum: (excerpt) "Although aluminum possesses exceptional resistance to corrosion, discoloration and wear, its natural beauty can be marred by harsh chemicals, rough conditions or neglect. However, the marks resulting from such mistreatment may be permanent."

For optimal long-term performance and to maintain the appearance of your home, scheduled and regular inspection and cleaning of your building envelope and specifically your windows and doors is required. Windows and doors (especially those in coastal and other harsh environments) that are not adequately maintained are vulnerable to corrosion or excessive degradation and are not covered by the Loewen warranty.

Loewen warranties: <https://www.loewen.com/professionals/installation-maintenance-warranty/>

Cleaning records must be maintained throughout the warranty period.



Frequency of Cleaning and Maintenance

TYPICAL ENVIRONMENTS - Every 6 Months

COASTAL & HARSH ENVIRONMENTS - Every 3 Months *(or more frequently if necessary)*

1. **Wash and rinse of all exterior frames and surfaces.**
 2. **Inspect the thresholds and tracks of doors – clean excessive dirt and grit**
 3. **Inspect and remove sand, salt, and grit from operating mechanisms**
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1. **Cleaning Painted Window and Door Frames and Sashes**

- Apply a low to medium pressure water rinse from top to bottom, rubbing lightly with a soft automobile brush or sponge.
- Use a mild detergent. Mild detergents that are safe for bare hands should be safe for painted windows; always spot test any detergent before using.
- Detergents should not be allowed to collect or puddle on the horizontal surfaces or in the joints. These surfaces should be flushed with water and dried.
- Rinse thoroughly with clear water. If the detergent is permitted to dry, it may be necessary to lightly sponge the surface while rinsing.
- Allow the surfaces to air dry or wipe dry with a chamois cloth.

Precautions for cleaning painted finish

- Use cleaners sparingly; always follow cleanser manufacturer's instructions
- Avoid dripping or splashing detergents on surrounding surfaces and vegetation; thoroughly rinse immediately
- Make sure sponges, brushes, rags and chamois are free of dirt and grit

Do not use as they can be damaging

- Glass cleaners containing ammonia
- Use of stiff bristle brushes, steel wool or scrubbing pads
- Use of knives, putty knives, or scrapers
- Use of high pressure nozzle
- Avoid ketones, Lacquer thinners or paint removers

**Anodized finishes should only be cleaned with soap and water.*

2. **Door Thresholds**

Wipe and wash the surface of the threshold using a mild detergent, this area should be kept free from dirt, insects, leaves and debris.

3. **Hardware Care**

To maintain the proper hardware operation, accumulations of salt and grit should be cleaned and removed. Use compressed air to remove sand and salt.

Frequency of Cleaning and Maintenance

TYPICAL ENVIRONMENTS - Annually

COASTAL & HARSH ENVIRONMENTS - Every 6 Months *(or more frequently if necessary)*

- 1. Clean and lubricate window operating mechanisms**
- 2. Clean and lubricate door tracks, locksets and pivots**
- 3. Inspect and clean drainage and weep system**
- 4. Inspect all perimeter seals and repair any caulk and sealant failures**

1. Window Hardware Care

To maintain the proper hardware operation, Loewen recommends lubricating hardware monthly.

Roto Gear Operators

Lubricate gear arms and pivot points using waterproof lubricant. The roto gear mechanism should be lubricated using high performance marine grade grease. Lubricate gear arms and pivot points using waterproof lubricant.

Casement and Awning Hinges, Arms and Tracks

Use compressed air to remove sand and salt from tracks. All operable parts should be lubricated and wiped down with waterproof lubricant. Apply a small amount of lubricant and work the vent open and closed to completely lubricate the tracks. Wipe off any excess

Lubricant Requirements

We recommend using waterproof marine lubricant and marine grade grease for long term performance. Avoid the use of silicone based sprays or lubricants. Silicone can cause some plastic parts to become brittle.

2. Door Hardware Care

Door Hinges, Flush Bolts and Pivots

After cleaning, all operable parts should be lubricated and wiped down using waterproof lubricant. Apply a small amount to the hinges and move the door panel back and forth several times to work in the lubricant. Wipe off any excess.

Locksets

All operable parts should be lubricated and wiped down using waterproof lubricant. Operate the handle a few times to allow the lubricant to penetrate the latch assembly. Place a small amount of lubricant in the lock cylinder. Place the key in the cylinder and work the lubricant into the locking mechanism.

Multipoint Mechanism

Use compressed air to remove sand and salt from the multipoint lock mechanism. All operable parts should be lubricated and wiped down using waterproof lubricant.

3. Drainage and Weep Systems

It is normal for water to accumulate and drain out of weep holes found at door sill and thresholds. To allow for adequate drainage, this area should be kept free from dirt, insects, leaves and debris.

- Vacuum the sill and remove any debris
- Check sills for sealant adhesion and make sure that any setting screws are sealed
- Use a small soft brush to clean any debris from the door threshold weep holes

4. Perimeter Inspection

Caulking should be repaired or replaced if any cracks or divots are present or if sealant has pulled away from the surface. Follow sealant manufacturer's instructions.

MAINTENANCE

Example Warranty Maintenance Log

In the event of a warranty claim, you will be required to show evidence of performing the mandatory maintenance as documented on this form. This maintenance must be completed as per the required schedule as a minimum, and more frequently if required.

Property Owner Name: _____

Address: _____ City: _____

State/Prov: _____ Zip/Postal Code: _____ Product Installation Date: _____

Month/Day/Year	Description of Maintenance Performed (Including Materials)	Person/Firm Conducting Work
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