

Care & Maintenance

Before initiating any cleaning or maintenance activity, carefully review the entire "CARE & MAINTENANCE INSTRUCTIONS" document. Contact the manufacturer with any questions or concerns.



Every RAM Industries window product has been designed and tested to meet or exceed industry performance and engineering standards. The key to preserving this performance is the proper installation, care and maintenance of these products. Failure to perform regular maintenance will cause degradation of your window product and will void the manufacturers warranty.

HOW TO CLEAN AND CARE FOR YOUR WINDOW FRAMES

As with any building product, aluminum requires reasonable care during the installation process as well as periodic cleaning and maintenance after installation. Although both painted and anodized aluminum has excellent corrosion resistance properties, its natural beauty can be marred by harsh chemicals, abrasive materials or neglect. Such conditions usually affect only the surface appearance and do not reduce the service life of the product, however the marks resulting from such mistreatment may be permanent.

During and Immediately after Installation:

- Protect all surfaces. It is especially important to not allow stucco or other concrete materials to set on the anodized or painted finish. These building materials are caustic and will permanently damage the finish.
- Clean metal surfaces with mild soapy water, using a sponge or soft cloth.
- Rinse thoroughly by lightly spraying with clean water and repeat as needed.
- Wipe dry with a soft cloth.
- Make sure all weep slots, drain holes and tracks are unclogged.
- If after cleaning the painted / anodized surface, some debris still exists, we recommend the following steps:
- Use isopropyl alcohol and a soft cloth, applying moderate pressure, in a circular motion, on the areas needing cleaning.
- If debris remains, try using a "non-abrasive" cleanser such as "Soft Scrub". First test in an inconspicuous area.
- DO NOT USE ANY CHEMICALS, SOLVENTS OR ABRASIVE CLEANERS
- DO NOT USE A RAZOR BLADE, METAL SCRAPER OR ABRASIVE PAD
- DO NOT USE A HIGH PRESSURE SPRAY NOZZLE

Care and Regular Maintenance:

- Apply a non-abrasive high quality car wax to clean and dry frame surfaces. Applying the wax is a good way to prolong and enhance the natural appearance.
- All exposed surfaces should be lightly sprayed and brushed with clean water at least bi-annually (every 6 months). High moisture or coastal environments should be cleaned more frequently.
- Inspect to make sure all weep slots, drain holes and tracks are unclogged at least bi-annually.

HOW TO CLEAN AND CARE FOR YOUR WINDOW GLASS

To preserve the visual and energy performance of your window, the glass units require reasonable care and attention. The glass surface, especially tempered glass, can be easily scratched or permanently damaged by improper cleaning.

During and Immediately after Installation:

- Protect all surfaces. It is especially important to not allow stucco or other concrete materials to set on the glass surface. These building materials are caustic and will permanently damage the glass surface.
- Clean glass surfaces with mild soapy water, using a sponge or soft cloth.
- Rinse thoroughly by lightly spraying with clean water and repeat as needed.
- Wipe dry with a soft cloth.
- HELPFUL TIP: WINDOW STICKERS CAN BE MORE EASILY REMOVED IF SOAKED BY WATER FOR FIVE MINUTES PRIOR ATTEMPTED REMOVAL
- Make sure all weep slots, drain holes and tracks are unclogged.
- If after cleaning the glass surface, some debris still exists, we recommend the following steps:
- Use a non-ammonia based cleaner designed for glass surface cleaning and a soft cloth, applying moderate pressure, in a circular motion, on the areas needing cleaning.

- If debris remains, use isopropyl alcohol and a soft cloth, applying moderate pressure, in a circular motion, on the areas needing cleaning.
- If debris remains, spray the area with a non-ammonia based cleaner and gently remove the debris using a small, flat, sharp razor blade. Apply moderate pressure, applying the blade at an angle parallel to the glass surface. Use short hand strokes in one direction only and clean the razor blade after each stroke.
- DO NOT WASH GLASS IN DIRECT SUNLIGHT
- DO NOT USE ANY CHEMICALS, SOLVENTS, CAUSTIC OR ABRASIVE CLEANERS
- DO NOT USE A METAL SCRAPER OR ABRASIVE PAD
- DO NOT USE A HIGH PRESSURE SPRAY NOZZLE

Care and Regular Maintenance:

- All exterior glass surfaces should be lightly sprayed and brushed with clean water at least bi-annually (every 6 months). High moisture or coastal environments should be cleaned more frequently.
- Clean interior and exterior glass surfaces as needed with a non-ammonia based cleaner designed for glass surface cleaning and a soft cloth.
- Inspect to make sure all weep slots, drain holes and tracks are unclogged at least bi-annually.
- Inspect insulated glass units for any moisture between the panes at least annually.
- DO NOT PLACE OUTDOOR SPRINKLER HEADS CLOSE TO WINDOWS OR POINTED AT WINDOWS.

HOW TO CLEAN AND CARE FOR YOUR WINDOW COMPONENTS

The internal and external components of your window are essential to the proper function and overall performance of your window. While these components have been designed for rugged durability, they still require regular inspection and maintenance to insure proper operation.

During and Immediately after Installation:

- Vacuum out and clean any dirt or debris from the sill, roller assembly and track areas.
- Lubricate the hardware components, roller assembly and track with a wet silicone spray using a straw applicator.
- Inspect the weather-stripping around each window to make sure it is clean and not torn or brittle.
- Inspect the lock to make sure it pulls the sash tight to the frame. Contact the manufacturer to adjust the lock if the sash does not pull tight to the frame.

Care and Regular Maintenance:

- Vacuum out and clean any dirt or debris from the sill, roller assembly and track areas at least bi-annually.
- Lubricate the hardware components, roller assembly and track with a wet silicone spray using a straw applicator at least annually.
- Inspect the weather-stripping around each window to make sure it is clean and not torn or brittle at least annually.
- Lubricate the operator arm and gears with white lithium grease as needed.
- Remove the screen and wash on a flat, clean surface with mild soapy water and a soft brush as needed. Rinse, wipe dry or air dry and reinstall.

HOW TO REDUCE WINDOW CONDENSATION

Condensation on the inside of a window is the result of a higher air moisture content contacting lower temperatures on the glass. The higher the interior humidity and the lower the outside window temperature, the more condensation can occur. Excessive interior humidity can lead to structural damage and health concerns if high moisture levels are sustained inside wall cavities. Wood rot, mold and mildew can occur.

- Use manufacturer-approved exhaust fans, especially when showering.
- Install and use a dehumidifier.
- Use ceiling fans to circulate air.
- Open windows and doors whenever possible to allow interior moisture to escape.
- Do not point interior air conditioning vents directly at windows.

By following these simple steps, you will add to the life of your windows and they will continue to function like new.

