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## Homeowners Guide: Use and Care

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Trust. Quality. Service.  
The Casa Bella Advantage



## Casa Bella Windows & Doors

At Casa Bella, we know that replacing windows and doors in your home can be a time of anxiety for you. Allowing installers into your residence, verifying their credentials and capabilities, guarding the privacy and cleanliness of your home; these are all genuine concerns and we are mindful of them. Our team of factory-trained and certified installers ensures seamless installation to deliver long term cost savings through reduced energy consumption. When you use our services, you will experience the Casa Bella Advantage.

## Notes

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**Thank you for choosing Casa Bella Windows & Doors**

We'd love to hear from you on how your experience was with us. We would appreciate if you could take a minute to answer a few questions by going to the website below.

[casabellawindows.ca/reviews](http://casabellawindows.ca/reviews)

Thank you.



## Door Care & Maintenance

Casa Bella offers a wide range of door sizes and styles to suit your specific needs. Regardless of the configuration of your entry system, you can rest assured that it is up to the challenges that our harsh environment demands. Industry leading, high quality components and innovative designs make Casa Bella the absolute Leader in entrance technology. Casa Bella entry systems are virtually maintenance free, however, there are a few tips that can ensure peak performance.



### Adjustments

**Sliding patio doors:** The operating panel glides on adjustable, tandem steel ball-bearing roller assemblies. These rollers can be adjusted for height using a #3 Robertson (square head) screwdriver. The screen wheels can be adjusted in a similar manner using a Phillips (star head) screwdriver.

### Drainage Ports

The aluminum sill of your entry system has a grey drainage area located directly below the door slab, which connects to exterior drainage ports. A piece of tape is used to protect this area while under construction. Tape should be removed after floor installation. It is crucial that these drainage areas are unobstructed. This will allow any water to flow away from the interior of your home. These areas should be cleaned of debris or obstructions on a regular basis. A failure to allow for adequate drainage can lead to water penetration and potential property damage.

### Striker Plates

Although Casa Bella may not supply or install your lockset striker plates, they are an important part of the overall performance of your entry system. These plates may need to be repositioned periodically so that the door slab firmly contacts the weather stripping on the door frame. Due to normal house deflection, you may be required to reposition these plates to maintain optimal performance.

### Cleaning

A mild dish soap and water solution applied with a soft cloth will remove most dirt from vinyl surfaces. After application, rinse soap off with water. Harsh solvents, abrasives or pressurized washers should never be used to clean your doors. Use of these products can permanently damage components and void warranties.

**Sliding patio doors:** Keep interior sills clean and ensure all drainage ports are unblocked.

### Lubricating

**Sliding patio doors:** An application of dry silicone spray along the sash and screen guides can ease the operation of the door.

### Paint and Finishing

Whether the door is wood, metal, or fiberglass, use only exterior paint on exterior doors. Before painting, properly prepare the door surface. This might entail sanding, repairing holes, dents, scratches, dings and cleaning the surface using a solvent specifically made for that purpose. When using a brush on wood doors, paint in the direction of the grain. If paint gets on hardware, wipe off immediately. If hardware was previously painted, soak overnight in paint remover.

# Vinyl Window Care and Maintenance

In order to keep your new windows looking and performing their best, proper maintenance and cleaning must be adhered to. Please follow the steps below to ensure your windows last a lifetime.



## Adjustments

Due to normal house deflection and construction variances, it may become necessary to adjust the locking mechanisms (keepers) on your operating windows.

**Casement windows:** Remove the upper set screw on the keeper, loosen the slide screws and adjust the position up or down. After testing the lock operation, tighten and replace all components.

**Sliding windows:** Use a #2 Robertson (square head) screwdriver to loosen the keeper. The keeper can then be repositioned and tested for correct location.  
DO NOT OVER TIGHTEN SCREWS.

## Cleaning

A mild dish soap and water solution applied with a soft cloth will remove most dirt from vinyl surfaces. After application, rinse soap off with water. Harsh solvents, abrasives or pressurized washers should never be used to clean your vinyl windows. Use of these products can permanently damage components and void warranties.

**Sliding windows:** It is imperative that the track insert area which the operating (sliding) sash operates within be cleaned and well lubricated. Cleaning should be done with a mild soap and water mixture.



## Controlling Moisture

- Improve air circulation in your home to keep the warm air moving.
- Open windows slightly throughout the home for a short period during the winter months to allow humid air to escape.
- Heat registers in front of windows should remain unobstructed and clear.
- Add ventilation fans in high humidity areas such as laundry, kitchen and bathrooms and leave running.
- Open blinds, draperies, interior shutters during the night and or day to allow air to circulate near glass surface.
- Turn off furnace humidifiers.
- Run a dehumidifier if necessary
- Remove interior screens on windows during winter months.
- Install an in-house air exchanger system (HRV).
- Turn on furnace fan only to circulate air in the home.

## Warm Edge Spacer

Casa Bella Windows utilize “warm edge” technology to combat condensation issues. The spacer bar between the two glass panels is a non-conductive material, providing the warmest glass surface possible. The warmer the glass surface, the less potential for condensation to form.

## Maximum Humidity Levels

Outside Temperature	Relative Humidity
-28C	Not Over 15%
-28C to -23C	Not Over 20%
-23C to -17C	Not Over 25%
-17C to -12C	Not Over 30%
-12C to -6C	Not Over 35%
-6C to -4C	Not Over 40%



## Condensation on your windows?

Today's building practices and better building products have given homeowners a tighter sealed and warmer home than in past years. These advancements have contributed to moist air being trapped inside the house. 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 outside temperatures of a home.

One of the best steps in preventing condensation is to control the humidity levels inside your home. When the outside temperature dips to  $-17^{\circ}\text{C}$ , the relative humidity should not exceed 25%. Anything higher will result in condensation forming on the glass frame surface, which over time may lead to fungus growth.

## Causes of Condensation

- 1.5L gallons of moisture daily
- New Construction
- Drying of building materials, concrete, drywall, paint, etc.
- Use of humidifiers
- Hanging clothes to dry inside your house
- Gas appliances (stoves, fireplaces, dryers)
- Boiling water
- Use of a hot tub or spa
- Bathing/showering without fan
- Large number of plants
- Aquariums / water fountains
- Dishwasher



## Sash Removal

**Sliding windows:** The operating portion of this window can be easily removed. Merely slide the sash to the center of the window frame, grip both sides and lift up. The bottom portion of the sash will now be free to swing out of its frame and into the house. Reverse the process to reinsert the sash.

## Screen Cleaning

Clean screens by first removing, then washing on a flat surface using a mild soap and water mixture. Rinse, wipe dry and reinstall. Insect screens are not intended to stop children or other objects from falling out an open window.

## Lubricating

Operating components (hinges, guide arms, tracks and rotor gears) should be inspected and lubricated using a silicone release spray or light machine oil (3 in 1) on a yearly basis. Sliding windows: Lubricate sliding track with a silicone or teflon spray on a yearly basis. **DO NOT SPRAY LUBRICANTS OR OILS ON ANY GLASS SURFACE.**