



Window Care, Warranty & Service



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Window Care Service Hotline

(888) 630-4100



CONGRATULATIONS!



All of us at United Window & Door wish you warmth and happiness in your new home. We are happy that the excellence of our windows and doors will add to your comfort and enjoyment for many years to come.

Windows and doors are an essential part of a home's livability, so we take great pride in the quality of our products. Therefore, we wish to take this opportunity to increase your pleasure in your home by familiarizing you with your United Window products.

This booklet provides the contact information you will need to get in touch with us. You will also find other useful information, such as:

- Our warranty
- Window operation instructions
- Maintenance tips
- Condensation information

Please review this information. If you have any questions or concerns regarding the United Window products in your home, please don't hesitate to call us. We're eager to assist you!

UNITED WINDOW & DOOR

888.630.4100

24-36 Fadem Road, Springfield, NJ 07081,

www.unitedwindowmfg.com



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Window Operation & Maintenance

How to clean your windows



Our vinyl has a natural lubrication that prevents dirt, grease, or stains from penetrating its surface. But, as with any window, abrasives can dull the finish. Use a cream wax cleaner or polish for everyday cleaning. For stubborn spots, a “non-abrasive” cleaner is best. Slight scratches can be “polished” out with a small amount of scouring powder. Finish off with cream wax or polish. Use any standard glass cleaner on the glass surface.

How to tilt in a sash for easy cleaning



Each double hung window has 2 recessed tilt latches mounted on the top of each sash. Raise the lower sash about 3” and using both hands, disengage the tilt latches on both sides simultaneously. While sliding the latches in towards the center of the window with your thumbs, gently pull the top of the sash towards you until the latches are clear of the frame. Holding the sash firmly, continue to tilt the sash in. To tilt the top sash, lower the top sash about 3” and follow the same procedure as above. To return the sashes to their operating positions swing the sash back up and while retracting the tilt-latches push the top of the sash gently until it snaps back into place in the jambs (side of window).

WARNING

Screens will not prevent objects or a child from falling out of a window. Keep children away from open windows. Insect screens are intended to provide reasonable insect control and are not intended to provide security or provide for the retention of objects or persons from the interior.



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How to remove a sash



Each sash can be completely removed from the window. Sashes are heavy, so be careful when removing them. Tilt the lower sash in as described above. Tilt the sash in until it is parallel with the floor. Slide your hands about half way along the sides of the sash and lift the bottom of the sash (the part still in the window) straight up and out of the balance shoes.

Lower and tilt the top sash as described above. Tilt the sash in until it is parallel with the floor. Slide your hands about half way down the sides of the sash and lift the bottom of the sash (the part still in the window) straight up and out of the balance shoes. To put the sashes back into the window, reverse the process making sure you get the metal pivot bars on the sashes back into the balance shoes correctly. If the pivot bars are not in the balance shoes, the window will not operate.

How to remove screens



On double hung windows with half screens, raise the lower sash all the way. Unlock the screen and raise it about 3". While holding the right screen lock in the unlocked position, pull the entire screen to the left while pushing the screen out of the screen track. Once the right side of the screen is disengaged, the left side will come out and you can bring the screen inside

through the window. For double hung windows with full screens, remove both sashes as described above. Pull the push pins and lift the screen out of the window frame. Reverse these procedures to reinstall the screens.

A Word about Common Condensation Situations

Outside condensation

Condensation on the outside of your windows or patio doors may occur during Spring and in the Fall, usually when cool nights follow a warm day. It is a result of moisture in the air exceeding certain limits and the temperature of the glass falling below the dew point in the air.

Condensation on the exterior glass panes is a natural phenomenon. It evaporates as the day warms.

Inside condensation

Condensation on the inside of your windows is a result of too much moisture in your home's air. This condition is common in new homes, where it may take months for the moisture from paint and fresh building materials to dissipate.

This condition is also common in winter. Humidity levels in winter months should not exceed 30 – 35%. To maintain these levels in your home, you may want to:

- Use a dehumidifier to remove excess moisture
- Turn your humidifier or furnace down or off
- Turn on exhaust fans during showers
- Allow ceiling fans to circulate air

When using window shades

When window shades or blinds are employed over a window they provide a second insulating space equivalent to or greater than the insulation provided by the insulating glass unit. This causes the temperature of the interior glass surface to drop significantly.

This produces two effects. First, condensation and ice may form on the lower surface of the window. Second, because of the large difference in temperature between the glass surface and the back surface of the shade, convection currents are set up and cold air will “fall out” from the bottom area between the window and the shade. You may feel this cold air coming out from beneath the blind or shade and think the window is leaking. (This condition can be worsened by the use of accordion or thickly insulated blinds.)



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LIMITED LIFETIME PRODUCT WARRANTY

United Window and Door Manufacturing, Inc. warrants as follows:

1. Its windows and doors are free from material defects in manufacture, and will not peel, corrode, rot, warp, blister or flake; and
2. Its insulating glass units will be free from material obstruction of vision as a result of dust or film formation on internal glass surfaces caused by failure of the hermetic seal due to faulty manufacturing. (Condensation on external glass surfaces does not indicate a faulty product).

The limited warranty period for windows and doors (including glass and hardware) shall be for the lifetime of the original purchaser. This limited warranty is transferable. In the event of transfer, the warranty period for windows and doors shall be for ten years (10) after the original date of manufacture and the period for insulating glass units and hardware shall be five years (5) after the date of manufacture.

United will provide free repair or replacement, at its option, of any part that is proven defective due to manufacturing defect after inspection by United. In order to obtain performance of this limited warranty, contact the dealer where you purchased the product or ship the product prepaid, along with proof of purchase, to United Window and Door Manufacturing, Inc. 24-36 Fadem Road, Springfield, NJ 07081. The repaired or replaced product will be returned to you at your expense. United will bear no other expenses such as labor costs of any kind, freight, removal or reinstallation. This is the exclusive remedy available for any and all warranty and other claims.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER GUARANTEES AND WARRANTIES, EXPRESSED OR IMPLIED. UNITED MAKES NO OTHER EXPRESS OR IMPLIED REPRESENTATION OR WARRANTY OF ANY KIND, WHETHER AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, OR ANY OTHER MATTER. UNITED SHALL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

This limited warranty does not apply to any of the following:

1. Damage incurred during or after installation, including but not limited to cut, ripped, torn or bent screen wire; or breakage, cracks or scratches in glass;
2. Drafts or water leakage through storm windows and storm doors;
3. Normal wear and tear;
4. Faulty or improper installation, building construction design or handling; or
5. Abuse, misuse, accidents, flood, fire, acts of God.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above exclusion and limitations may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

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Made in USA



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