

Care & Maintenance

ALL PRODUCTS

INSTALLER; PLEASE LEAVE THIS GUIDE WITH THE BUILDING OWNER TO FILE FOR FUTURE REFERENCE

Congratulations! You have just purchased one of the many fine Synergy Group® products. Proper maintenance is essential if the benefits of your Synergy product are to be fully attained. Please read and follow this instruction guide completely. If your abilities do not match this procedure's requirements, contact an experienced contractor. You may direct any questions about this or other products to your local Synergy dealer.

Contact Synergy Monday through Friday, 8 a.m. to 4:30 p.m. Eastern Standard Time (519-951-0909) or email us at customerservice@synergywd.com. Thank you for choosing Synergy.

WARNING!

By nature, wood responds to the level of moisture around it. In a high humidity environment, wood will absorb moisture and swell or expand. Conversely, in an exceptionally dry climate, wood will dry out and may split or crack. In order to maximize the life of your door or window unit and meet the conditions for the limited warranty protection, the product must be properly stored, installed, finished, and maintained.

It is the **responsibility of the installing contractor and/or building owner** to make sure the product is **properly protected** against environmental elements and undue moisture absorption. Failure to properly store, install, protect, finish, and maintain your door or window **may void the limited warranty** and may result in problems such as wood splitting, warping, panel shrinkage, wood joint separation, water penetration between moldings, panels or glass. Synergy cannot evaluate all paints, stains or application requirements. Please contact a paint professional for the coating finish system best suited for your application and region. Select **top quality paints** and finishes and follow manufacturer's application instructions.

WARNING!

Immediately following installation, all bare wood windows and doors must have a top-quality finish applied to the exterior and interior surfaces. Periodically refinish as needed to avoid damage to wood parts. It is the Homeowner's responsibility to select a high-quality interior or exterior paint and/or stain, prime all wood surfaces as necessary, and to follow the paint or stain manufacturer's directions for the proper application of their product.

WARNING!

When applying a finish, do not apply paint or stain to: **weather strip, vinyl, plastic, metal, or any other non-wood parts**. Solvents in paints, stains, and varnishes will cause plastic or vinyl parts, in particular, to become brittle and require replacement. Do not apply a finish to any surface which has an abrasive or sliding contact with another surface.

WARNING!


Synergy treats exposed millwork on windows and doors with a water repellant wood preservative. If any portion of the millwork is cut off or otherwise disturbed (by installation or damage in the course of the product's lifetime), untreated wood will be exposed to the elements and may deteriorate. **Untreated wood must be protected by a water repellant wood preservative** which contains at least 0.5% IPBC. Apply as recommended by the treatment manufacturer. **Failure to treat properly or adequately voids warranty.**

Finishing

**WARNING!**



Metal razor blades can damage glass surface and exterior coating.

**WARNING!**

Acid solutions used for cleaning masonry or concrete will damage glass, fasteners, hardware, and metal flashing. Protect unit and follow cleaning product instructions carefully. If acid contacts unit, wash all surfaces with water immediately.

Caution

Paints, stains, and varnishes contain solvents which, when coming in contact with plastics and vinyl used in weather stripping, cause these materials to lose their flexible qualities, making them brittle. Even momentary contact between the finish and the plastic will cause this to occur. Do not allow strong detergents, ammonia, solvents, chemicals or other harsh cleaning substances to come in contact with painted exterior surfaces as they can be damaged.

Silicone Sealant

Synergy uses a rubber-like material between glass panes and wood sash frames to ensure a weather tight seal. Occasionally, an excess of this silicone sealant, called “squeeze-out”, appears around the edge of the glass. You can safely scrape off “squeeze-out” with a plastic putty knife without damaging the weather tightness of your window or door.

Other Parts

It is extremely important that you do not paint locks, hardware, weather stripping, jamb liners or any surface which comes in contact with another window or door surface.

PAINTING A WOOD EXTERIOR (Window or Door)

A bare wood, brand new Synergy window or door must be painted immediately to prevent possible damage to the wood, even if the window or door is already primed. Primers function to maximize adhesion between the wood and the paint; they do not offer any protective qualities.

- Carefully follow paint instructions.
- Safety first; wear adequate hand and eye protection.
- Keep paint away from children.
- Make sure all bare wood window and door surfaces are clean and dry.
- Remove any handling marks, debris or effects of exposure to moisture by sanding lightly with fine sandpaper and wipe clean before applying paint.
- Before finishing, run a strip of masking tape along the edge of the glass, leaving a 1/16” (1.5mm) space between the tape and the wood. This will allow you to lap the finish coat onto the glass for a proper seal.
- To make sure you get good paint adhesion, high-quality primer should be used.
- Apply one coat of primer and two coats of top-quality paint according to the paint manufacturer’s instructions.
- Use only a high-quality oil base or latex paint.
- Paint windows with sash or panels opened (or removed altogether) and do not close (or reinstall) until thoroughly dry.
- Windows and doors with a wood exterior should be inspected and repainted periodically. Any signs of blistering, peeling or cracking in the finish should be immediately repaired to protect the wood underneath. Consult with a local paint store or house painting contractor for the best solution for your needs. If you notice any cracks, they should be caulked prior to repainting with a high-quality caulking material or a paintable grade caulking compound.

Finishing

WARNING!

Finish wood surfaces immediately after installation. Unfinished wood will deteriorate, discolor, and/or may bow and split. Do not stain or paint weatherstrip, vinyl, glass, or hardware. Product damage may occur.

WARNING!

Abrasive cleaners will damage glass surface.

STAINING A WOOD EXTERIOR (Window or Door)

If you have a new, bare wood Synergy window or door, you must finish it immediately to prevent possible damage to the wood.

- Carefully follow stain instructions.
- Safety first; wear adequate hand and eye protection.
- Keep stain away from children.
- Make sure bare wood window and/or door surfaces are clean and dry.
- Remove any handling marks, debris or effects of exposure to moisture by sanding lightly with fine sandpaper and wiping clean before applying your choice of finish.
- Before finishing, run a strip of green or blue painters' masking tape along the edge of the glass.
- If you are using paint, leave a 1/16" (1.5mm) space between the tape and the wood head which will allow you to lap the paint onto the glass for a proper seal.

TREATING EXPOSED PARTS

Synergy treats exposed millwork (wood) on windows and doors with a water repellant wood preservative. If any portion of the millwork is cut off or otherwise disturbed (by installation or damage in the course of the product's lifetime), untreated wood will be exposed to the elements and may deteriorate. Untreated wood must be protected by a water repellant wood preservative which contains at least 0.5% IPBC. Apply as recommended by the treatment manufacturer. Failure to retreat properly or adequately voids warranty.

WHEN TO MAINTAIN OR RE-STAIN YOUR WOOD WINDOW OR DOOR

In order to enjoy the beauty of your door or window for many years to come and comply with all conditions of the limited warranty, the finish on your door or window must be properly maintained to resist moisture absorption. It is recommended that the condition of the finish be inspected at least twice a year. If any of the following symptoms are detected, it is important to restore the finish immediately.

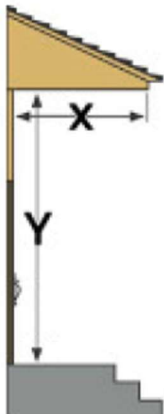
- Hairline cracks in the topcoat of the finish
- Changes in color or dulling of the finish
- Changes in texture of the finish such as flaking, scaling, chalking, or bubbling
- Water penetration between wood moldings, panels, or glass
- Wood joint separation

To restore the finish:

- Lightly sand with 220 grit sandpaper and wipe away dust using a clean cloth dampened with mineral spirits
- Apply at least two coats of a good quality exterior grade polyurethane topcoat finish
- Lightly sand between coats with 220 grit sandpaper using a tack cloth, wipe away dust
- Finish all sides and edges of door panel or window sash

PROTECTION

An adequate overhang covering your entryway will help significantly reduce the amount of maintenance required, particularly with west or south facing exposure. Improper overhang protection may void the warranty.



OVERHANG CALCULATION

Adequate overhang is very critical to the life and performance of a wood stile and rail door. A proper overhang will help protect your door from the elements and extend the life of the door. In most climate conditions the following formula can be used to determine the appropriate amount of overhang: $X = \frac{1}{2}Y$ (where X is the length of the overhang and Y is the distance from the bottom of the door to the base of the overhang).

For example, if the measurement from the bottom of the door to the base of the overhang is 8 feet, then the required overhang is 4 feet. For **more severe climates**, very wet or dry areas, the following formula should be used: $Y = X$.

PAINTING OVER A PAINTED CLAD FINISH

Synergy's clad-wood products feature low-maintenance, extruded aluminum exteriors on both the sash and frame, and a commercial grade paint finish that exceeds AAMA 2605-03 and/or 2605-05. Our cladding is resistant to chalking and erosion, keeping paint looking fresh and vibrant for years. Painting over Synergy's factory-applied clad finish voids any warranty, written or implied. Synergy Windows and Doors Inc. will not be responsible for any window or door which has had paint applied over its clad finish.

REPAIRING NICKS OR SCRATCHES TO EXTERIOR CLAD FINISHES

Small nicks and scratches to Synergy's factory-applied exterior clad finishes can be repaired using touch-up paint which can be ordered through your local Synergy retailer.

GLASS CLEANING

For best results, do not clean glass when it is exposed to direct sunlight.

- Start cleaning glass at the top of the building and continue to lower levels.
- Soak the glass surface with a clean water and soap solution to loosen dirt and debris.
- Use a mild, non-abrasive window washing solution and apply with a spray bottle.
- Immediately after washing the glass, remove all of the cleaning solution with a soft, clean cotton rag.

WARNING: Do not use scrapers for cleaning glass. Glass scratched by a scraper or other metal tool is not covered under the Synergy Window and Door warranty.

Synergy Stain & Paint

CLIENT EXPECTATIONS

Stained wood windows and doors will have a smooth, even appearance; but **will not resemble the surface** of a new car body. Wood is a hard, fibrous structural tissue; an organic material, a natural composite of cellulose fibers. Slight imperfections, texture and grain patterns are inherent with any wood species. Stain can absorb slightly different from one area to another; the stain may be deeper in certain sections and lighter in others. These **slight imperfections are not considered defects**.

CLEANING

All surfaces can be rinsed by lightly spraying with fresh water. **DO NOT** use high pressure devices or garden hoses. Use a car wash brush, clean all surfaces with mild soapy water, e.g. dish soap, and rinse. Drying is not required but recommended.

NOTE REGARDING SCREEN MESH: To clean fiberglass mesh, remove the screen frame from the window or door and lightly spray with water to remove dirt and debris. If additional cleaning is required, use mild soapy water and a car wash brush to gently remove dirt and debris.

It is especially important to **not allow** stucco or other materials to set on the window, door frame or glass. These building materials are caustic and will “**dissolve**” the finish. Masonry stuck to the glass (stucco, concrete, etc.) should be knocked off before any pressure is applied with brushes. Soak these areas with water and use a fingernail or plastic putty knife to jar it from the glass surface.

Use a **non-ammonia based cleaner** designed for glass surface cleaning. Apply moderate pressure, in a circular motion, on the areas that need cleaning. Your glass may not be safety glass (tempered or laminated) therefore do not apply too much pressure to the glass. Serious injury can result from broken glass.

If the above efforts are unsuccessful, use isopropyl alcohol, applying moderate pressure, in a circular motion, on the areas that need cleaning. Your glass may not be safety glass (tempered or laminated) therefore do not apply too much pressure to the glass. Serious injury can result from broken glass.

If stubborn debris remains, carefully apply a light coat of lacquer thinner to a rag and apply moderate pressure until debris is gone. Do not use any chemicals on rubber or plastic surfaces.

As a final effort to remove stubborn debris, we suggest using a polishing cleaner designed for hand cleaning (e.g. “Fast Orange Hand Cleaner”).

Painted Finishes: If after cleaning the painted surface, some debris still exists, we recommend the following steps:

- Use **isopropyl alcohol**, applying moderate pressure, in a circular motion, on the areas needing cleaning.

As a final resort to remove stubborn debris, we suggest using a polishing cleanser designed for hand cleaning that contains pumice (e.g. “Fast Orange Hand Cleaner”) or equivalent. Only use a moist cotton cloth to apply the cleanser because abrasive instruments (e.g. Scotch Brite pads) may scratch the anodic surface. First test for colorfastness in an inconspicuous place.

Painted finishes, Optional (Aluminum Clad products only): Applying car wax to clean, dry painted finishes is a good way to prolong life and enhance appearance. Follow the wax manufacturer’s instructions.

Sub Sill-pan: Make sure all drainpipes are free of debris that can prevent the proper drainage of water.

Components: After cleaning, it is important to make sure all major components are working properly and are properly lubricated (if applicable). Stainless steel parts exposed to the elements are to be kept clean and dry. Because stainless steel relies on the passive protection of chromium-oxide, it is imperative that all exposed stainless steel be kept as clean and dry as soon as possible.

CLEANING, continued

Stainless Steel Track Insert and Hardware Components (not available in all products):

- Keep clean of dirt and grease. We suggest using a polishing cleanser designed for hand cleaning that contains pumice (e.g. “Fast Orange Hand Cleaner”). Only use a moist cotton cloth to apply the cleanser because abrasive instruments (e.g. Scotch Brite pads) may scratch the anodic surface. Always apply light and uniform pressure, moving the cloth in the same direction as the grain of the stainless steel. **Use extreme care not to scratch paint or anodized finishes.**
- **Sash Balances:** Must be completely dry before this next process. Remove balances from the frame (hire a professional or follow installation instructions) and spray white lithium grease into all metallic areas and re-install the balances. Replace if damaged or corroded.
- **Roto Operator Lever & Base:** Wax all exposed metal, painted or anodized finishes; making sure to follow the wax manufacturer’s instructions.
- **Roto Operator Arm(s) & Gear(s):** Cover exposed, unfinished metal surfaces with a thin coat of household oil or silicone spray. For cracks and seams, use the straw applicator and insert liberal amounts of white lithium grease on all metal surfaces, especially the gears. If the arms are made of stainless steel, follow the instructions above for “Stainless Steel”.

Window and Door Hardware Components:

Bi-Annual (Every 6 Months) Maintenance Required:

- In order to prevent build-up of surface contaminants that can result in hardware surface deterioration and in some cases, appearance of rust; all visible surfaces should be wiped down with a soft cloth with warm water and mild soap. Wipe the same surfaces again with a clean cloth and warm water only and let surfaces dry completely.
- Avoid use of caustic cleaners or chemicals

Door Handlesets:

- including covers, escutcheons, and levers, of all finishes, except Oil Rubbed Bronze, it is strongly recommended to apply a non-abrasive automotive wax to protect the surface.
- In order to ensure the smooth operation of the lock over a long period of time, it is necessary to lubricate all moveable parts and locking points using acid and resin-free lubricants (a dry lubricant) such as Jig-A-Loo (found at most hardware stores or on Amazon).
- The frequency of lubricating a lock cylinder depends on usage and environment. Lubricating **every 5 years** is adequate under normal conditions and use, such as in single-family residential housing.
- Lubricate **more often** if key insertion / extraction becomes rough or more difficult over time.
- The following conditions might affect the frequency of application:
 - High usage doors with frequent keyed entry
 - Dusty environments, particularly those near construction or along dirt roads where dust and dirt might be common in the air
 - Coastal areas and areas of high corrosive environments such as pool areas
 - Extremely low key usage on doors on the exterior such as exterior storage sheds.

MAINTENANCE REQUIREMENTS FOR PRODUCTS WITHIN 5 MILES OR 8 KILOMETRES OF THE OCEAN



Quarterly (Every 3 Months) Maintenance Required (Within 5 Miles or 8 Kilometers of the Ocean)

Painted Finishes: If the products are within **5 miles of the ocean**, the products should be cleaned at least once every three months. This will assist in the prevention of the spread of any corrosion which is not covered in the warranty. Corrosion can be prevented with regular maintenance but if you do notice any, please seek professional remedy.

Components: If the products are **within 5 miles or 8 kilometers of the ocean**, the products should be cleaned at least once every 3 months. If the exterior surface indicates any deterioration, problem areas must be touched up immediately to prevent further damage. Fill, sand and apply paint as necessary.

MAINTENANCE REQUIREMENTS FOR ALL PRODUCT LOCATIONS

Bi-Annual (Every 6 Months) Maintenance Required (All Product Locations)

- **Vinyl Surfaces:** The products should be lightly sprayed with clean water.
- **Frame & Panels:** Make visual inspections around the installation looking for:
 - Water leaks around frame
 - Making sure all weep holes are free of blockage.
 - All components are properly working.
 - If the exterior surface indicates any deterioration, problem areas must be touched up immediately to prevent further damage.
- Fill, sand and apply paint as necessary.

Every 5th Year Maintenance (All Product Locations)

- Glass: Inspect each lite
- For insulated glass, check for moisture between the panes and any cracks or runs. Report any such findings to the Authorized Dealer through whom you purchased the products.
- For laminated and annealed monolithic glass, check for cracks or runs. Report any such findings to the Authorized Dealer through whom you purchased the products.

NOTE: SEALANTS AND WEATHER-STRIPPING BREAKDOWN OVER TIME: EVERY 5 YEARS A COMPLETE INSPECTION IS REQUIRED!

- Inspect all exposed sealant in each frame corner and reseal if needed with a compatible sealant. Worn weather-stripping should be replaced.
- Check newly sealed joints, after drying, for water leaks.

NOTES



Address: _____

Local Synergy Dealer: _____ Phone: _____

[illegible]

Homeowner Name: _____

Address: _____

Local Synergy Dealer: _____ Phone: _____

MAINTENANCE RECORD				
DATE	LOCATION OF DOOR/WINDOW	TASK PERFORMED	NOTES	INITIALS