

FENSTUR - CARE AND MAINTENANCE

This is a comprehensive maintenance manual for Fenstür windows and doors, outlining care instructions for both the construction phase and long-term upkeep.

During Construction:

1. **Protect Windows and Doors:** Keep them covered and shielded from physical damage, dust, paint, dirt, and other contaminants. This is important for protecting not only the finish, but also locking mechanisms, gaskets, and drainage channels from becoming clogged and dirty. We strongly suggest that our products be installed into a climate-controlled environment only. Fenstür is not responsible for movement, changes, or damages to our products as a result of the changing climate around our products.
2. **Keep Windows and Doors Closed:** Ensure they remain fully locked and in position to prevent warping or movement while the environment around it is changing.
3. **Avoid Direct Damage:** Don't weld, grind, or apply adhesives or tape to the units. Do not nail, pin, drill, or compromise the wood surface/finish in any way. This may cause pitting or other damages in the glass, wood, and hardware finish. Touch up any blemishes immediately with the included touch-up finish delivered with your order.
4. **Cleanliness:** Immediately remove dust, dirt, or debris, especially from seals, gaskets, and drainage channels.
5. **Use Temporary Frames:** Install temporary sashes or frames in high-traffic areas to avoid damage. Limit the use of the windows and doors during construction

Post-Construction Inspection and Care:

1. **Inspect Functionality:** Check the units for cleanliness and proper function once construction is complete.
2. **Clean Debris:** Make sure any debris, dirt, or contamination on seals, rubber gaskets, and any place of accumulation is removed.

Wood Finish Maintenance:

1. **Annual Inspections:** Check for UV exposure (pay particular attention to surfaces facing the south), water damage, pooling water, and physical damage such as contact with vegetation, or garden sprinklers hitting the unit.
2. **Cleaning Wood or Cladding Surfaces:** Clean surfaces with non-abrasive, mild diluted soaps and microfiber cloths. Fenstür's specially formulated wood-surface cleaner is available for this purpose which not only cleans the finish on our products, but also protects and rejuvenates it adding years to the lifespan of the coatings. **Our cleaning**

and maintenance kit must be applied to the exterior of all-wood windows and doors once per year to maintain the warranty on the finish.

3. **Touch-up:** Any blemishes should be fixed immediately using the included touch-up finish. You may contact Fenstür to order your original finish type for touch-ups or re-coating which can be done onsite and is very user friendly. Under normal conditions, our finishes will not peel, crack, or flake. Instead, our finishes wear down with weathering and as they actively protect the wood beneath. This allows the finish to remain looking as new throughout its life. **Do not allow the finish to wear away to the point where the lower surfaces/layers are exposed.**

Hardware Care:

1. **Wipe Hardware:** Wipe away any grease, dirt or grime build-up to maintain a clean operation, and do not allow oils, grease or other petroleum products to come into contact with the wood finish. Window and door sills should be wiped clean using fresh warm water, and then dried with a soft cotton or microfiber cloth. Do not use abrasive cleaners or harsh chemicals.
2. **Lubrication:** Applying a light coating of silicone or similar lubricant on the pivot points during annual inspection will ensure free and easy operation.
3. **Plated (coated) hardware:** All bronze, pewter, and anodized finishes will develop their own unique patina over time when exposed to the elements. This may include dulling, pit and peeling, water marks, and natural staining. Additionally, hardware continually touched will wear differently than those that are not. Never use abrasive, ammonia-based, or citrus-based cleaning productions. Butchers wax, applied with a 100% cotton or microfiber cloth, may be used on the finishes to help protect hardware against the elements and extend their look and condition.
4. **Non-plated hardware and stainless steel:** These will weather over time and lose their original look if exposed to the elements. Rinse with plain water and buff dry with a 100% cotton soft cloth. This process also prevents a build up of salt spray on the surface if near the ocean. Wash the hardware with mild soap using a soft cloth. Liquid dish soap will work; however, it must be non-abrasive. If desired, the metal can be gently polished with Metal Polish safe for stainless and aluminum metals; this will remove tarnish and buff out water spots. Protect the finish with pure wax, such as Butchers wax, car wax or Turtle wax. Apply with a soft 100% cotton cloth and buff into the surface. This will help minimize pitting, spots, and water damage. Always test on an inconspicuous area first.

Glass Care:

1. **Gentle Cleaning:** Soak the glass surface with clean water to loosen dirt and debris. Make sure there are no abrasive particles on the glass. Clean glass as needed with soft microfiber or cotton cloth, using warm water with mild diluted soap.

Do not use:

- Acid base cleaners such as Vinegar or Citrus
- Turpentine or Paint Remover
- Industrial Strength Cleaners
- Siding, Concrete, Stucco, or Brick cleaners/washes
- Glass cleaners without diluting with water
- Cleaners or wipes containing metallic substances.

Any of these may damage, remove, or stain / discolor the finish.

2. **Check Seals:** Inspect the silicone and seals around glass and panels for any needed repairs.

Gaskets and Weather Strip:

- **Cleaning:** Clean with mild soap and a non-abrasive cloth. Avoid solvents as they can damage their performance. Ensure they are still effective.

Drainage and Weep System:

- **Drainage Holes:** Ensure drainage holes are clear of any obstructions.

Insect Screens:

1. **Removal:** Carefully remove window screens and lay them on a flat, clean surface
2. **Cleaning:** Remove any dust by lightly spraying the screen with water from a hose or vacuuming with a soft brush extension. Let the screen air-dry completely before reinstalling.

By following these guidelines, you can ensure the longevity and proper function of Fenstür windows and doors, keeping their appearance and performance in top condition throughout their life.