

Southland Windows Inc. Limited Warranty

Effective 07/01/2021

INSULATED GLASS

SOUTHLAND WINDOWS, INC. (SWI) warrants insulated glass units manufactured by Cardinal Industries, incorporating stainless steel spacers against the visible obstruction through the glass caused by the failure of the air seal for a period of twenty (20) years from the date of manufacture.

SOUTHLAND WINDOWS, INC. (SWI) warrants insulated glass products incorporating aluminum spacers against the visible obstruction through the glass caused by the failure of the air seal for a period of ten (10) years from the date of manufacture.

Should there be a failure of the air seal within the limited warranty period, SWI will provide without charge either a replacement piece of insulated glass or a sash glazed with insulated glass, at its sole discretion, delivered to the original point of delivery. SWI will provide a labor allowance on failed lites. The consumer will be responsible for all installation labor after the first two (2) years. All repainting, refinishing, or similar activities involved in the installation of its product is the sole responsibility of the consumer. All insulating glass in high elevations must be manufactured with capillary tubes. Products installed in high elevations without capillary tubes are not warranted.

LAMINATED GLASS

Any laminated glass is warranted for a period of five (5) years against delamination which materially obstructs vision through this product whether it is single glazed and/or is part of the construction of an insulated glass unit. When laminated glass is used in the construction of an insulating unit of glass, the warranty of the unit of “insulating” glass is the same as other insulating glass. Only the laminated glass portion is limited to 5 years against delamination.

SPECIAL GLASS

Decorative, art glass, bent glass and glass installed by others has no warranty.

CRACKED GLASS

All insulating glass, except that known as TDL (True Divided Lite) or cut lite, tempered glass, and/or any glass having an aspect ratio greater than 6:1 in glass size, shall be free from stress cracks for a period of one (1) years from the date of purchase. TDL glass, tempered glass, glass with an aspect ratio greater than 6:1, and/or single glazed (non-insulating glass—including laminated glass) units have no warranty on glass stress crack breakage. A stress crack is a crack in the piece of insulating glass that occurs only on the inside lite of the piece of insulating glass unit, usually from a rapid change in temperature.

These warranties do not cover cracked or broken glass or other damage to the product resulting from accident, abusive handling, improper installation or misuse; nor do they cover glass panes broken from the exterior. The application of films, coatings, or other applications to the glass and any modification of the product by the installation of a security system will immediately void the warranty.

EXTERIOR

SWI warrants all wood components on metal clad products against defects in materials and workmanship that affects product performance for a period of ten (10) years from date of original purchase. SWI warrants for a period of ten (10) years from the date of manufacture the quality of workmanship and materials of all wood exterior and interior products against defects which prevent the product from functioning as designed. Texture and color variations do not constitute defects in wood products and are not warranted. To comply with this Limited Warranty, it is the consumer's responsibility to: (1) ensure that all wood surfaces (interior, exterior, top, bottom, and any exposed sides) are immediately and thoroughly painted, varnished, or sealed in conformity to generally accepted field finishing standards; (2) ensure that the finishes are maintained; and (3) properly care for and protect all wood products against moisture, excessive dryness, and other abnormal exposure. SWI will, without charge, replace or repair any wood products, which fail to conform to the foregoing warranty and will do so in the same condition as originally furnished. SWI will not accept responsibility for the installation and any repainting, refinishing, or similar activities involved in the installation of the product. SWI may defer or delay remedy of any wood product defect addressing warpage in a window sash or door for a period of one (1) full year from the date of the receipt of your claim. This one (1) year period may be used because window and door products may stabilize themselves and return to their original plane as they adjust to various conditions.

PRIMED PRODUCTS

Because any product which has been factory primed but not finish coated is vulnerable to degradation of the surface or damage to the product due to environmental conditions beyond the control of SWI prior to coating, painting, or other field finishing of the product, the surfaces of products sold and delivered by SWI with primed surfaces, whether such surfaces are to be exterior or interior, are not covered by this Limited Warranty, and no product defect caused by failure to promptly and properly apply a finish coat to any such surface is covered by this Limited Warranty.

SPECIAL ITEMS AND PRODUCTS

While SWI prides itself on its ability to provide special products or special items which are manufactured to meet the specific design, specification, or use requirements of a consumer or construction project, SWI does not warrant or guarantee those products to meet any specific product performance tests. Because of the variety of items and products customers request SWI to provide, SWI cannot foresee how each of these units will perform in various construction and job site conditions. Under these circumstances, where a product does not conform to SWI tested and certified standard product designs, SWI does not warrant or guarantee in any respect the operation or function of these products. This includes, but not limited to, lift and slide sliding doors.

ENTRY DOORS

Entry doors have a five (5) year warranty on wood parts. The standard ten (10) year component warranty applies to all other parts. Glass warranties are covered the same as our standard 5-year and 10-year limited warranty.

EXTERIOR PAINTED ALUMINUM CLADDED SURFACES

Subject to the conditions described below, SWI warrants that the paint film (Kynar Inhibitive Primer & 70% Kynar Coatings) on its aluminum cladding will not crack, check, peel, flake, blister or lose adhesion for a period of ten (10) years from the date of manufacture when exposed to normal atmospheric conditions. This is per AAMA (American Architectural Manufacturer's Association) Specifications 2605. In addition, the paint film is warranted for a period of ten (10) years against chalking in excess of a number eight (8) based on ASTM D4214.07. Chalk rating to be determined by the procedure outlined in test Method A. Fading is warranted for 10 years. Fading is to be determined by ASTM method D-2244 Method 6.3. The paint performance may vary based on orientation, altitude, installation in heavy salt spray environments, and/or other atmospheric conditions.

REQUIRED MAINTENANCE ON CLAD PRODUCTS

Normal, regular maintenance of the product is required to maintain the appearance and extend the finish life on clad units, including hardware, and is therefore required to maintain the Warranty. In order to maintain and extend the life of the Kynar coatings on aluminum, it is recommended to periodically clean the painted finish, at least on a semi-annual basis. The temperature of the parts to be cleaned must not exceed 80° F. Any chips or scratches must be repaired immediately and not left exposed to the elements.

Common surface dirt can be removed with simple washing with plain water using hoses, ideally on a mild cloudy day with temperatures below 80 degrees. The surface should be dried after cleaning with a clean, soft cloth.

Heavy deposits of dirt or mild contaminants can be cleaned by washing with a 5% solution in water of commonly used household detergent (Tide, for example), followed by a clear water rinse. Use a soft brush, cloth, or sponge for application. Never use a wire brush or any abrasive materials such as sandpaper, emery paper, steel wool, etc.

Mildew growth can occur from dirt and spore deposits, usually in areas of high humidity. The following solution is recommended to remove mildew when necessary:

- 1/3 cup dry powdered laundry detergent (Tide, for example)
- 2/3 cup tri-sodium phosphate or TSP (Soilex, for example)
- 1 quart of sodium hypochlorite 5% solution (Clorox, for example)
- 3 quarts of water

Use a soft cloth or sponge, never an abrasive or wire brush. Follow immediately with a clear water rinse.

Salt deposits should not be allowed to remain on the surface of the painted metal for any length of time. Products installed within five (5) miles of salt water and especially within one (1) mile of the coast require special attention since this environment can be extremely corrosive to the metal. The metal should be rinsed with fresh water as often as needed (even daily if necessary).

Non-water soluble deposits (tar, grease, oil, paint, graffiti, etc.), may be removed from the painted surface with a mild solvent followed by a clear water rinse. Use denatured alcohol (ethanol) or isopropyl (rubbing alcohol). Test in an inconspicuous area before use on a large scale.

Other harsh deposits may be removed using the following solvents but they must be used with caution on the Kynar painted surface and should not be in contact for longer than five minutes maximum. Test in an inconspicuous area before use on a large scale.

- VM&P naphtha, mineral spirits, kerosene, or turpentine
- Xylene or Toluene

These solvents are highly flammable and must be handled accordingly. Keep away from open flames, sparks and electrical motors. Use adequate ventilation, protective clothing, and goggles.

The use of other products, not intended for a Kynar finish, may damage the Kynar finish or leave residue behind that may turn the finish dull. The use of commonly sold paint removers, such as Methyl isobutyl ketone (MIBK), Ethyl acetate (nail polish remover), Butyl acetate, lacquer thinner, etc., is not recommended for use on Kynar painted surfaces.

A proper maintenance record must be kept and documented. This documentation must contain the date, name and address of party performing the maintenance, description of cleaning procedure and detergents used. Signature on the document of the person performing the cleaning procedure.

Anodized finishes are warranted to be free from manufacturing defects for a period of 5 years. Anodized finishes are not warranted in coastal environment (within two miles of seacoast). Coast environments can be extremely corrosive, and some finish deterioration is normal and should be expected.

Aluminum anodized products, especially door sills, should not come in contact with such chemicals as chloride, as these are highly corrosive to aluminum. Even chemicals in tile grout should not be in contact with aluminum. These chemicals can cause corrosive damage in a short period of time.

COMPONENTS OTHER THAN GLASS AND WOOD 10 YEAR LIMITED WARRANTY

Non-glass portions of SWI windows and doors (including non-electric operators, locks, lifts, aluminum cladding material, balance systems, hinges, handles, insect screens, weatherstripping, sash and frame members) are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the date of purchase. This limited warranty does not apply to SWI electric window operators, retractable insect screens or finishes on bright brass and satin nickel door hardware which are not warranted. The non-glass portions of the SWI architectural doors with wood exteriors and commercial doors are subject to a limited warranty with a five (5) year period, but otherwise identical to the ten (10) year limited warranty described above. In the event a component other than glass fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, SWI, at its option, will: (1) provide replacement parts to the original shipping address; or (2) provide a factory-authorized repair to the existing component at no cost to you; or (3) refund the original purchase price. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period. Installation labor assistance is covered for the first two (2) years only. No re-finishing or similar activities included.

Bronze and oil rubbed hardware finish can be affected by humidity, airborne salinity, and pollutants. The rate of change, color variations, or uniformity of the naturally occurring process is expected and excluded from warranty coverage. Coastal environments and areas of high salt concentration can expedite the process.

SCREENS

Screens are not designed to prevent falls.

MATERIALS SUPPLIED BY OTHER MANUFACTURERS

All products manufactured by others and sold by SWI, will be limited to the original manufacturers stated warranty. SWI will not be responsible for painting, refinishing, delivery, or other similar activities to complete the replacement of products manufactured by others.

DISCLAIMER—WHAT THIS LIMITED WARRANTY DOES NOT COVER

Southland Windows is not liable for:

- Normal wear and tear, fading or discoloration of finish from product usage and age.
- Naturally occurring corrosion or tarnishing of hardware finishes; damage to metal surfaces caused by chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants).
- Variations in the color and grain of natural wood parts
- Mechanical abrasion to finishes
- Non-factory applied finishes, applied sealants or caulking
- The appearance of field finished windows/doors.
- Damage caused by failing to finish your products in a timely manner to protect them from UV rays and the elements.
- The buyer's choice of finish, or whether the chosen finish is a match to other or existing finishes.
- Product or finishes exposed to excessive localized heat, high moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Structural settlement, movement, or vibration.
- Damage caused by inappropriate finishes, solvents, brick wash, power washing or cleaning chemicals.
- Failure due to the application of non-SWI hardware (e.g. locksets, trim sets, hinges, panic hardware, closers, etc.)

- Failure to properly install SWI hardware.
- Condensation, frost, and/or mold on exposed surfaces. (Condensation, frost, and/or mold is not a defect in the product, but a result of excessive humidity).
- Damage caused by failing to properly seal the exposed wood portions of a product and maintain joints. This includes, but is not limited to, the exposed wood on all sides of a door panel (e.g. exterior, interior, top, bottom and both sides).
- Acid rain or other corrosive elements
- This limited warranty does not apply to SWI installed in structures that do not allow for proper management/drainage of moisture. For example, exterior insulation and finish systems (“EIFS”), also known as “Synthetic Stucco.”
- Products which have non-SWI products mulled/attached to them and/or field-mulled units if not mulled to SWI’s specifications.
- Units improperly assembled by others.
- Warp or twisting shall not be considered a defect unless it exceeds 1/4” in the plane of the door on doors 3’-0” wide and 8’-0” tall or smaller. Warp and twisting shall not be considered a defect unless it exceeds 3/8” in the plane of the door on doors greater than 3’0” in width and 8’0” in height up to 3’6” in width and 9’0” in height. No warranty is provided on doors wider than 3’6” and taller than 9’0”. The warranty is for the door itself and not the relation of the door to the jamb in which it is hung.
- Warp or twisting of window sash shall not exceed 1/4” up to a sash size of 3’-6” wide and/or 7’0” tall. Operating sashes over 3’0” and/or 7’-0” tall have no warranty.
- Glass breakage and/or failure due to misuse or abuse; or due to alteration or modification to the window (e.g. customer applied tints or films, paint finishes, security systems).
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Slight imperfections or wavy distortions in the glass that do not impair structural integrity.
- Component parts which have been damaged by accident, mishandling or improper use.
- Component parts which have been subject to negligent operation.
- Damage resulting from improper storage, handling, or installation.
- Damage caused by fire, flood, earthquake, storm, tornado, acts of nature, or any other cause beyond the control of SWI.
- Insulated glass units manufactured by Cardinal Industries over 92 square feet in size are not covered by SWI glass warranty.
- Insulated glass units not manufactured by Cardinal Industries has a 60 square foot maximum warrantable coverage.
- Product performance to the extent that the product has been modified and/or ordered in any way other than by which the product was tested and/or certified by SWI.
- Damage that occurs in delivery by someone other than SWI.
- Panel shrinkage in a door as this is a normal condition of wood.
- Cutting into mortise and tenon joints and/or door dowels will void any door warranty.
- Surface grain separation or “checking” of door panels, stiles and rails.
- Custom doors of any style, species, size, and quantity are excluded from this warranty under the provision herein on Special items and Products.
- Any door slab that contains a panel (not including clad to the exterior door panels), whether flat or raised panel, shall be limited to a period of one (1) year under this warranty, allowing for other exclusions herein.
- Door unit performance for air and water infiltration when supplied with optional ADA sills, adjustable sills, flush track or u-channel tracks.
- Minor glass imperfections that do not materially affect normal vision or product performance, including curvature of glass due to atmospheric conditions.
- Solid wood sills on door frames
- Pitching of wood, as this is a natural occurrence of wood
- Retention of argon or other inert gases from the time of insulated glass unit manufacture is not warrantied
- Conditions that exceed SWI product performance testing.

GENERAL PROVISIONS

This limited warranty is effective for all products manufactured by SWI on or after 07/01/17, and all previous warranties shall be considered null and void as to such products. Of course, any previous warranties will continue to apply according to their terms to products manufactured by SWI prior to 07/01/2021.

The express warranties set forth herein are in lieu of all other warranties, express or implied, including, without limitation, any warranties of merchantability of fitness for a particular purpose. All such other warranties, to the extent permitted by law, are hereby disclaimed and excluded by SWI. Any implied warranties which are not excluded hereby, due to operation of law, are limited in term to the duration of the express warranty provided herein for the product warranted.

The remedies set forth above are the sole and exclusive remedies provided hereunder, and SWI shall not be liable for any further loss, damages or expenses, including incidental or consequential damages, directly or indirectly, arising from the use of its products.

THIS WARRANTY DOES NOT COVER PRODUCT SHIPPED OUTSIDE THE CONTINENTAL UNITED STATES AND CANADA.

IN NO EVENT SHALL THE DURATION OF ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE BE LONGER THAN THE PERIOD OF THE APPLICABLE EXPRESS WARRANTY SET FORTH ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

LIMITATION OF WARRANTY

This Limited Warranty is the only express warranty provided by SWI. No dealer, employee, representative, or agent of SWI, nor any other person, has authority to assume or incur on behalf of SWI any liability, obligation, or responsibility in place of or in addition to this Limited Warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary by from state to state. For instance, California purchasers or products exceeding \$50 wholesale price may have additional rights under 1793.3 of the Civil Code.

CLAIM PROCEDURE

To make a claim under SWI's Limited Warranty, you must provide the following information to the company at the time of the claim:

- a) your name, address and telephone number;
- b) description of product for which claim is made;
- c) date of purchase of product (approximate if exact date not known);
- d) nature of the product failure

You may also make your claim by telephoning us at (714) 689-2244 ext. 2242 or writing Customer Service, Southland Windows, Inc. 3430 W. Carriage Drive, Santa Ana, CA 92704.

Southland Windows, Inc.

3430 W. Carriage Drive, Santa Ana, CA 92704 ♦ (714) 689-2244 ♦ Fax (714) 689-2231

Please read instructions thoroughly before beginning. Failure to follow instructions may void your warranty.

Exterior Wood Windows, Doors and Door Frames Handling, Moisture Control, Installation, Finishing and Maintenance Instructions

Storage And Handling

- ◆ Store in a clean, dry, well-ventilated building; not in damp, moist or extremely humid environments. Avoid high temperature storage, such as a metal storage container.
- ◆ Handle with clean canvas gloves or clean hands so product remains clean and oil-free.
- ◆ When moving window or door units, carry them; do not drag them.
- ◆ Do not drop or jar window or door units; any jar or shock may break the glass or glazing seal.
- ◆ While in storage, cover to keep clean. It is important that wood is kept DRY and free of water, dirt and oil so that the finish will adhere to the primer. Store windows off the floor by at least 3" in a vertical position and allow for proper circulation under and around stack.
- ◆ Do not use caustic or abrasive cleaners on wood or glass. Do not use sharp instruments to clean glass.
- ◆ Door Frames with oak sills should not be allowed to come in contact with floor until oak sill is completely sealed, as the oak sill can absorb moisture. (See finishing instructions)
- ◆ Special Instructions for Book Doors: Always stack book doors in a vertical position. Stand up as close to vertical as possible. Do not stack more than 10 deep. Keep bottoms off of floor so door will not absorb ground moisture. If stacking flat (not recommended) be sure the pile is level.

Moisture Control Systems—All Products

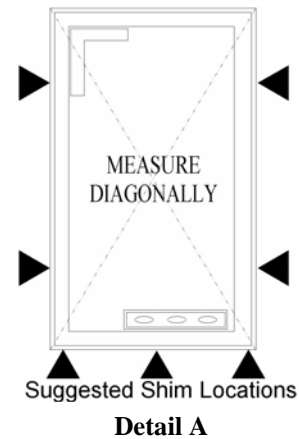
All installation of moisture control systems including, but not limited to, flashing, sill pans, caulking, fasteners, etc. must conform to the guidelines of the ASTM E2112-07 standard.

The design and installation of flashing, sealing, and moisture control systems are the responsibility of the architect, engineer, contractor, installer and/or manufacturer of those systems. Southland Windows, Inc. is not responsible for the problems and/or damage caused by deficiencies in building design, construction or failure to install our products in accordance with approved industry methods, or the use of products in systems which do not allow for proper management of moisture within the wall system.

Wood Exterior Casement, Awning, Fixed, Double Hung and Horizontal Slider Installation

- ◆ Remove the protective corners and/or packaging around the perimeter of the frame (if applicable). Remove any exterior frame mounted shipping blocks.
- ◆ Check the rough openings to be sure they are correct. The rough opening should be approximately 3/4" wider and taller than the net window frame and/or subsill. Make sure the rough opening is plumb, square and level.
- ◆ The sill plate **must** be level.
- ◆ We require the use of sill pans. We recommend "Jamsill" brand or equivalent.
- ◆ Be sure sash is **closed** and **locked**. Units must be installed in a **closed and locked** position.
- ◆ If windows are shipped with shipping blocks in place between the sash and frame, leave in place until installation is complete.
- ◆ Center the window in rough opening.

- ◆ Ensure the unit is level across the head. If unit does not sit level, raise one corner to level and secure.
- ◆ Shim as needed. It is **critical** to shim the window to maintain squareness (see Detail A). Install shims at a maximum of 18" O.C. Do not over or under shim.
- ◆ If unit has **equal** sash reveals, complete installation by nailing through interior jambs at 12" intervals. Finish nailing exterior trim. Be cautious not to nail into locking mechanism on operating windows.
- ◆ Install a head flashing over brick/stucco molding or head jamb (if no trim is applied). This is a **required** step.
- ◆ Use appropriate materials for head flashing.
- ◆ Remove shipping blocks, if installed, and check window for proper operation.
- ◆ Insulate around the window. Do not pack insulation too tightly, as it can bow the window frame. **Do not use expandable spray foam insulation.** The expansion can cause the frame to bow.
- ◆ We recommend covering the interior and exterior surface of each window with plastic sheeting during plastering and masonry construction steps to keep units clean and dry.
- ◆ If units have roll down screens, do not nail at head jamb.



Additional Instructions for Horizontal Sliders

- ◆ On horizontal sliders, check sill and head; and shim as necessary to ensure sill and head are straight and level. Ensure neither are bowed or crowned.
- ◆ Do **not** nail through plastic parts, if applicable.
- ◆ Adjust rollers as necessary for proper operation and fit. Roller are at cover rail at the end of the sash.

Additional Instructions for Double Hungs

- ◆ Ensure side jambs are plumb and not bowed inward or outward.
- ◆ Check jamb sides for equal width at sill, head and center. Shim as necessary.
- ◆ Do **not** nail through plastic parts, if applicable.

Exterior Wood Swing and Sliding Doors (Assembled)

- ◆ Remove the protective corners and/or packaging around the perimeter of the frame (if applied).
- ◆ Check the rough openings to be sure they are correct. The rough opening should be approximately 3/4" wider and taller than the net door frame. Check to be sure opening is plumb and square.
- ◆ Make sure existing sub-floor is level. If not, correct the problem before installing the door.
- ◆ We require using a sill pan under the sill. We recommend "Jamsill" brand or equivalent.
- ◆ Also as noted in the finishing instructions, the oak sill needs to be completely finished before installing in the rough opening. This includes bottom, ends and top.
- ◆ Place door frame within the rough opening. Shim so that the frame is plumb, square and level. Particular attention should be paid to shimming behind the lock strike and hinge areas of the frame.
- ◆ Make sure door operates properly and has the proper and **equal** reveals around door frame and door.
- ◆ Make sure door provides a weather-tight seal when closed.
- ◆ If frame and door have **equal** reveals, anchor the frame to the rough opening. Use the proper fasteners to nail through the frame to provide proper anchorage and maximum holding strength.
- ◆ Insulate around the door frame. Do not pack insulation too tightly, as it can bow the door frame. **Do not use expandable foam spray insulation.** The expansion can cause the frame to bow.

Additional Instructions For Sliding Doors

- ◆ Install operating door hardware
- ◆ Check operation of door. If adjustment is required continue to step 2.
- ◆ Adjustments are at each end of the operating door at bottom.
- ◆ Insert a large Phillips head screwdriver into the hole and rotate adjustment screw clockwise to raise door.
- ◆ Make sure leading edge of operating door is plumb with frame.
- ◆ Check lock operation and adjust strike, if necessary. On quads, doors must meet in center correctly.
- ◆ To remove operating door, raise rollers and remove upper interior head stop by removing screws, lift door out of track.

Note: Make sure sill track is always kept clean for proper operation of door. Lubricating the rollers and locks with lubricating spray periodically will also ease the operation of the door.

Fitting and Hanging of Book Doors (Not Prehung)

- ◆ Do not cut doors down in height by more than 2" (1 1/2" maximum from bottom, 1/2" maximum from top).
- ◆ Caution should be used when installing mortise locks. Be sure to leave at least 1" of wood at back of mortise.
- ◆ Immediately after cutting and fitting (before hanging) seal all cut surfaces and ends of door with an effective quality sealer (this includes the door lock bores). Primer is **NOT** to be considered a sealer.

Exterior Finishing Instructions for Wood Exterior Products

Please read instructions thoroughly before beginning. Failure to follow instructions may void your warranty.

*** Instructions prior to applying primer, finish coats or stain and clear finishes. ***

- ◆ All joints and exposed seams must be caulked with a high quality exterior grade caulking. Pay particular attention to frame/subsill or frame/sill nose, mull covers both vertical and horizontal; and frame/exterior molding. Apply sufficient caulking and paint to bridge any joints where wood parts come together to minimize the possibility of moisture penetration.
- ◆ Units glazed with mastic have a thin bead of squeeze out on the visible surface. This is done intentionally to maintain a good moisture seal. Excess material greater than 1/8" may be trimmed from the glass. Use care in trimming, as scratched glass will result if razor blade or other metal scraping devices are used.
- ◆ Fill any open joints that may appear where glass meets the sash with a high quality, exterior caulking before finish paint. This is a very important step.
- ◆ Finish must be applied when product is dry and free of dust, oil or any other contaminants. Follow paint manufacturer instructions on surface preparation. Use moisture meter to check moisture content. Moisture content must be below 12% in all areas before finishing.
- ◆ Temperature and humidity have a major effect on drying and may affect paint film characteristics. Paint should be applied at product, surface and air temperature between 50° F and 90° F unless product label specifies differently. Relative humidity should be below 85%. Allow paint to dry properly between coats. Do not paint in windy conditions.
- ◆ Always follow the paint manufacturer's application instructions and recommendations.
- ◆ **DO NOT PAINT THE WEATHERSTRIP.** Paint products can break down the flexible properties of the weatherstrip resulting in loss of performance and causing the windows to leak and not operate properly. Remove unwanted paint from the weatherstrip before it dries.
- ◆ We recommend removing weatherstripping on operating window sash and frames before painting. Do not remove weatherstripping on fixed windows.
- ◆ Also remove weatherstrip on door frames prior to finishing.
- ◆ Before removing weatherstrip please note type, length, and location of weatherstrip to be removed so reinstallation will be easier.
- ◆ It is wise to clear excessive finishing material from weatherstrip kerf before it dries. This will speed reinstallation of weatherstripping.
- ◆ Lap the finish coat 1/16" onto the glass for a proper moisture seal. This step is HIGHLY IMPORTANT to keep water from getting between the glass and the wood. Do not remove lapped paint when cleaning the glass. **Note to homeowner: Check with your contractor for directions on how to properly lap paint onto glass.**
- ◆ Do not allow sandpaper to come in contact with the glass as it will scratch the surface.
- ◆ It is important to finish all exposed surfaces. This includes top, bottoms, sides, and back of frame of product. It is very important to paint sides of exterior molding before applying stucco or siding processes. Be sure to finish under applied sill nose or subsill as water tends to congregate in this area. We recommend one coat of finish material on back of frame that will be covered upon installation.
- ◆ Doors and windows should not be tightly closed for long periods until recently applied paint has time to thoroughly cure. It can take days, even weeks, for paint to thoroughly cure depending upon the weather and other moisture conditions to which freshly painted product is exposed. Sash and doors should be opened from time to time to break the paint seal.
- ◆ When cleaning glass remember that sharp steel and abrasives can easily scratch glass. Be very careful when cleaning paint, cement, stucco, plaster, dirt and other obstructions from glass surfaces as it is possible to scratch the glass when trying to remove such materials which have dried on glass.
- ◆ We do not recommend the use of dark colored paints or stains. The heat generated by dark colors can dry out the wood and cause damage. Also, the finish life is much shorter because of the heat.

◆

FACTORY PREPRIMED PRODUCTS

- ◆ It is very important that all preprimed products be painted immediately following installation on all surfaces. Put one coat of finish on back of frames that will be covered up, prior to installation.
- ◆ Before applying finish coats check factory primer for missed areas. Reprime any bare wood as necessary with high quality latex primer. Two coats of 100% high quality, acrylic latex semi-gloss exterior house paint and trim enamel should be used. It is imperative that tops, bottoms, and sides of window sashes and doors are painted properly. Be sure that any holes bored in doors for hardware are sealed. Avoid dark colors as they subject the product to great heat extremes and can cause product and paint failure.
- ◆ Although a base primer may have been applied, to most products, repriming may be needed to exterior surfaces if the exterior has been exposed to the elements for more than thirty (30) days. When repriming, we recommend Latex (water based) primer. If repriming be sure to prepare the old surface properly, follow paint manufacturer instruction. If not painted in the required time frame, the factory primer may need to be removed prior to repriming.
- ◆ We do not recommend the use of alkyd paints or primers on our **preprimed** products.

UNPRIMED PRODUCTS

- ◆ On unprimed products, it is extremely critical to prime and paint, or stain and seal all wood surfaces of the product prior to installation, this includes back of frames, or all areas that will be covered upon installation. This must be done within seven days of delivery.
- ◆ When painting products provided unprimed, we recommend either using a latex primer with 100% high quality acrylic latex semi-gloss exterior house paint and trim enamel. We do not recommend latex (water based) products be used with alkyd (oil) based products. We have found acrylic latex paints last the longest. Alkyd paints may have a higher maintenance requirement. Be sure to use **exterior** finishes for the exterior of the product.
- ◆ When a stain-and clear finish is being used on our product, the following guidelines should be implemented:
Stain-and-Clear Finish
The first coat should be a stain-and clear-sealer, a combination of stain and sealer which colors the wood and seals the surface. It is available in a wide range of colors. Under no circumstances should a lacquer-based finish be used. The second coat should be a spar urethane resin based product.
- ◆ Penetrating stains are not recommended for exteriors. They do not adequately protect the wood. Clear and semi-transparent exterior finishes must be protected from UV radiation and moisture. Failure to adequately finish and maintain exterior surfaces will void the limited warranty.

Special Instructions For Doors

- ◆ Doors should not be considered ready for finishing when initially received. Before finishing, remove all handling marks, raised grain, scuffs, burnishes and other undesirable blemishes by block sanding all surfaces in a horizontal position with 180 grit or finer sandpaper.
- ◆ On stain grade doors, a thinned coat of sealer may be applied prior to staining to promote a uniform finish and avoid sharp contrasts in color or a blotchy appearance. SWI is not responsible for the final appearance of field finished doors. It is expected that the painting contractor will make adjustments as needed to achieve desired results.

Special Instructions For Oak Sill

Any frame that has an oak sill needs special attention prior to installation. The oak sill needs to be completely sealed on all surfaces. This includes tops, bottoms, sides and ends. This is critical to extend the life of the sill. This process must be completed before installing the door frame.

Maintenance

Exterior and Interior Finishes

- ◆ You must maintain the finish to provide continued protection of the wood. Not maintaining the exterior and interior finishes can cause permanent damage to the product. Lack of proper maintenance can cause product performance to deteriorate. We recommend an inspection every six months on painted surfaces and every 90 days on stain-and-clear finish surfaces. If necessary, reapply coat(s) of paint after properly preparing the old painted surfaces in accordance with the paint manufacturer's requirements. Be sure to maintain any and all caulked joints before refinishing.
- ◆ Most wood products should be repainted every 2 to 4 years. Dark colored paints will need repainting more often than light colored paints. On wood products using stain-and-seal finish the need might be every 6 months.

Hardware

- ◆ Casement and awning operator, hinges and locks should be lubricated every 2 years. Use white Lithium grease on the hardware gears and silicone spray on hinge tracks and locks. Be sure to clean the areas needing lubricant prior to applying the lubricant.
- ◆ Sliding door hardware should be lubricated on a yearly basis. This includes the lock mechanism and door roller wheels and track. Use silicone spray. Clean track before applying lubricate.
- ◆ Horizontal sliding and double hung windows using plastic tracks should be cleaned and lubricated every 2 years using silicone lubricate. A light spray on the tracks is sufficient.
- ◆ Horizontal sliding windows using metal tracks need both the track and roller wheels cleaned and lubricated on a 2 year interval using silicone spray.
- ◆ Remember that a small amount of lubricate goes a long way.

Weatherstripping - All products

- ◆ Check weatherstripping on a 2 year schedule. Replace as needed. The weatherstripping is an **important** part of the product. It helps keep water and air from penetrating to the interior of the home.

Joint Maintenance

- ◆ Be sure to inspect all exterior wood joints. This includes, but not limited to, the stucco/brick mold joint, sub-sill/frame joint or frame sill nose joint. Recaulk as necessary to maintain a watertight joint.

EXTERIOR PAINTED ALUMINUM CLADDED SURFACES & SHERWIN WILLIAMS POLANE® PAINTED PRODUCTS

Normal, regular maintenance of the product is required to maintain the appearance and extend the finish life on clad units, including hardware, and is therefore required to maintain the Warranty. Consumers in areas of high salt concentration, such as those adjacent to the seashore and/or industrial atmospheres, must implement a systematic fresh water cleaning program so as to prevent the accumulation of concentrated salt deposits. **DO NOT POWER WASH ANY SWI PRODUCT.**

FAILURE TO COMPLY WITH THESE INSTRUCTIONS MAY CAUSE THE WARRANTY TO BE VOIDED

(Please refer to Southland Windows, Inc. Limited warranty for details)