



SUNRISE

COLLECTION™

CARE AND MAINTENANCE

TIPS FOR CLEANING WINDOWS
AND PATIO DOORS

By MITER Brands™



Why we're the right choice.

Our exacting manufacturing and thoughtful innovation come together to deliver windows and doors you can count on to perform year after year. With the Sunrise Collection, you'll experience a higher level of quality, care, and service, all backed by a lifetime warranty for lasting peace of mind.



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CARE MADE EASY

It's important to provide routine care and cleaning over time to help ensure your windows and doors continue to perform and look their best. Please review the following care and maintenance tips.



KEEPING IT CLEAN

CLEANING FOR YOUR WINDOW TYPE

VINYL

Easily wash dirt and smudges from your frames with mild, nonabrasive soap and water. Wipe dry when finished. Never use abrasive or acidic cleaners, as they might cause permanent damage to the finish. Always test cleaners in an inconspicuous area first.

WOOD FRAMES

Immediately following installation, all bare and primed wood windows and doors must have a top-quality paint, finish, or water repellent wood preservative applied to the wood surfaces. Periodically refinish or repaint to avoid damage on wood parts, according to the finish manufacturer's directions. Failure to re-treat properly or adequately voids the Full Lifetime Warranty.

GLASS CARE

Whether your window comes with our standard energy efficient Low-E glass, or one of our enhanced glass options, an occasional cleaning is necessary.

SCREEN CLEANING

When cleaning screens, use only mild soap, water, and a soft brush. When finished, rinse with clear water and wipe dry.

RECOMMENDED VINYL CLEANERS

- AquaClean
- CLR®
- Endust®
- Fantastik® Orange Action
- CRC® HydroForce® Glass Cleaner
- Lysol® All Purpose Cleaner
- Mr. Clean® Magic Eraser Pad
- Murphy® Oil Soap
- Nu Vinyl®
- Pine-Sol®
- Simple Green®
- Soft Scrub®
- STARPOWER Degreaser®
- Vinyl Doctor Cleaner
- Windex®

For painted vinyl, only use mild soap and water





ADDITIONAL MAINTENANCE TIPS

- Periodically lubricate all sliding window and door tracks and rollers with a dry silicone spray. We recommend that you lubricate the hardware components at least once a year, twice a year in areas with high salt air.
- Regularly check weather-stripping to ensure your patio doors and windows seal airtight.
- Occasionally vacuum the tracks on all sliding patio doors and windows to remove any dirt or debris.
- Never use any of the following products on any part of your window or patio door: razor blades, putty knives or abrasive pads (this is especially important for 4th Surface glass), caustic chemicals, petroleum-based chemicals, or high-pressure water hoses.





CARING FOR YOUR PAINTED EXTERIOR VINYL FINISHES

Sunrise Collection painted exterior vinyl finishes, as with all coatings, need regular maintenance to maintain the beauty of the finish. Debris, contaminants (e.g., bird droppings), or sand from a coastal environment should be removed immediately.

- **1** – Remove any large particles with a soft bristle brush.
- **2** – Then wash the surface using warm water, a mild detergent, and a soft, wet absorbent cloth.
- **3** – Never use a dry cloth, as hard particles can abrade the finish.

If your Sunrise Collection Certified Dealer provided you with a complimentary bottle of touch-up paint, please note that the paint is designed to closely match the factory finish and is intended for covering small chips and minor scratches. Due to the differences in the curing process and application technique, the touch-up area may not perfectly match the factory finish. Never use abrasive, acidic cleaners or solvents (e.g., acetone,) as they may cause permanent damage to the frame finish.

ENABLING PROPER DRAINAGE

It's normal for water to build up on the sill or the outside track. Our specially designed "weep" drainage system with vented slots on the exterior bottom of our frames helps protect the inside of your home by allowing water to drain to the outside as it builds up.

Proper maintenance of your weep system is required to assure proper drainage. Periodically inspect the weep holes on the exterior bottom rails to make certain they are clear of any dirt or debris. Use a soft brush to clear openings, if necessary.



Weep Hole System

FROM GAS TO LIQUID

LEARNING ABOUT CONDENSATION

The insulating properties of the glass used in high-performing, energy efficient windows can cause condensation to collect on the glass under certain environmental conditions. Condensation generally does not occur with less energy-efficient windows because heat from the warm interior of the home escapes through the window, keeping the exterior temperature of the glass high enough to prevent condensation. Condensation does not occur on all windows, but it is not uncommon.

EXTERIOR CONDENSATION

Exterior condensation forms when moist air comes into contact with cool surfaces, such as glass, and the dew point in the air is higher than the temperature of the glass. This is the same environmental condition that causes dew to appear on the windshield of your car when it is parked outside overnight. It's more likely to occur when a cool night follows a warm day, typically during the spring and fall seasons, but it can happen any time of year.

Exterior condensation is an indication that the insulating glass in your window is performing as it should: reducing heat loss and lowering utility costs.

INTERIOR CONDENSATION

High-performance, energy-efficient windows are designed to be air tight, reducing heat loss. Condensation on interior surfaces of windows and doors can occur due to high humidity and low air exchange inside the home.





THREE WAYS TO FIGHT INTERIOR CONDENSATION:

1 Reduce moisture sources

Such as humidifiers, plants, aquariums, etc.

2 Increase ventilation

Open windows for a few minutes each day, especially during steam-producing activities such as showering, laundry, and cooking.

3 Interior window coverings

Constructed from die-cast zinc, making it strong and built to last.

OTHER FACTORS AFFECTING CONDENSATION

- **Window size**

Larger windows may have a higher tendency to show condensation.

- **Window location**

Minor differences in conditions can cause condensation to form on one window and not another, even when they are side by side (i.e. sun and wind exposure).

- **Air circulation**

Good air circulation can help reduce the occurrence of condensation.

- **Screens**

Windows protected by exterior screens may allow condensation to form.

- **Temperature changes**

Condensation on windows can be a seasonal occurrence, or take place overnight when glass temperature changes.



HERE TO SUPPORT YOU

You can find support resources quickly and easily on our website 24 hours a day 7 days a week. Simply visit sunrisecollection.com and click the **CARE AND WARRANTY** tab at the top of the page. From there you can find Frequently Asked Questions (FAQS), watch Do-It-Yourself videos for window and door care, download a copy of your existing warranty, and submit a service request.

BEFORE YOU REQUEST SERVICE

Before you submit a service ticket on our website, be sure to locate the Sales Order (SO) number first. This will help expedite your service request once you complete the form online. It is located in the top corner of the window or patio door, between the two panes of glass, on the metal spacer.

GOLD		RESTORATIONS SERIES			CODE MTL-2		MFG. Date
AA MA CERTIFIED	Fert Grade	+ DP (ASD)	- DP (ASD)	Water	Max Test Size	AAHA CPD	April 2015
	R-20	20.05	20.05	5.43	48.00 X 88.00	5002	
This product has been tested in accordance with: AAHA/WDMA/CSA 101/I.S.2/A440-05 and NFRC 100							Order # 121278235.30
							DO NOT REMOVE

Sales Order Number

RECEIVING YOUR NEW PART

Submit a service ticket on our website, sunrisecollection.com, and ask the service representative if a DIY solution is available for your repair. You will then receive your part in the mail along with instructions that walk you through the process.

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SUNRISE COLLECTION™ CARE AND MAINTENANCE GUIDE



Success means getting it right in every detail, every time. Choose the Sunrise Collection.

sunrisecollection.com

By MITER Brands™

A family of leading window and door brands, united by our passion for quality and relentless pursuit of 100%.

miterbrands.com

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