



Congratulations on enhancing your home's style, protection, and comfort. We are committed to crafting beautiful energy-efficient windows and doors for homeowners like you. Before our installers enter your home, we thoroughly inspect each product to ensure they adhere to both our standards and industry-wide requirements.

To guarantee optimal performance, proper cleaning and maintenance are essential. Conducting regular inspections and providing your products with the appropriate care will increase their lifespan and keep your product warranty valid.

This guide offers key recommendations, and outlines what to avoid when caring for your products.

## Cleaning Tips

- Wipe your products gently to avoid damaging the weather stripping/scratching the glass.
- Fully clean and rinse each window or door one at a time to keep cleaning agents from sitting on the surface too long.
- Keep your products free of paints, stain treatments, or other marking tools.
- Hang any treatments or blinds above your products rather than adhering them to any part of your windows/doors.

## Recommended Schedule

You'll want to clean your products consistently to ensure the tracks remain free of debris, the units stay operational, and the vinyl and glass are clear.

Your products should be cleaned, at minimum, once per year.

Depending upon the climate you live in, you may need to clean them more often to prevent cracking.

## What to Avoid

The following items should not be used on your windows or doors.

They can damage the products and void your NewSouth warranty.

- Pressure washers
- Abrasive cleaners
- Razor blades, putty knives, or other sharp objects
- Petroleum-based chemicals or distillates

## Your Step-by-Step Cleaning Guide



### Glass

1. Before washing your products, rinse the glass with water to remove any debris that could cause damage during the cleaning process.
2. Using a soft cloth saturated with warm water or a store-bought glass cleaner, wipe down the inside and outside glass panels.
3. If you're using a store-bought glass cleaner, be sure to rinse the product off quickly to avoid leaving behind any residue.

### Frames

1. Before washing your products, rinse the frames with water to remove any debris that could cause damage during the cleaning process.
2. Using a soft cloth saturated with bleach and warm water, wipe down the interior/exterior of your frames.
3. Rinse everything with clean water to remove any remaining debris or residue.

### Hardware

1. Clean your weatherstrip using a soft cloth saturated with mild dish soap and water. Check the weatherstrip to ensure it is in good condition. If needed, replace it promptly to keep the seal in place.
2. Use a gentle vacuum hose on the tracks and sills to remove any dirt or dust. Then wipe them down with a soft, damp cloth.
3. Clean the weep systems on the outside of your windows to ensure proper drainage.

## Understanding Condensation

When condensation forms on your windows or doors, you may wonder if it is normal.

Condensation is created when warm, moist air and cool, dry air meet. The difference in temperatures and moisture levels can cause a sweating or fogging effect on your products.

### What's Causing It?



Condensation is normal in Southern climates.

You may find that more condensation is forming on your windows because they were built with newer technology than your home's previous windows.

Your new windows have a stronger insulation design that prevents air from seeping through, which makes it easier for any moisture inside your home (from things like showers and dishwashers) to increase and cause condensation to form.

### Should I Be Worried?

If you see any condensation form between the layers of glass in your windows, it is likely due to the airtight seal breaking. In this instance, you will need to reach out to our team to replace the glass.

However, if you start finding problems like moisture on the walls, rotting wood, or mold or mildew growing, you'll want to reach out to a heating and cooling professional.