

POWER HOME REMODELING GROUP



WINDOW/DOOR CARE AND CLEANING INSTRUCTIONS & WARRANTY INFORMATION



WINDOW/DOOR WARRANTY LABEL

- Please do NOT remove this sticker. This sticker contains very important information necessary for years to come, should you encounter any problem with the window/door. Should anything happen to the selling Dealer/Contractor, you would be able to refer to this label for all this important information along with the sales invoice number. Please provide this information to your installing dealer/contractor when and if needing service.

Warranty label

Product Size	Color of Product	Type of Product	Sales Order#	Line Item
26 3/4 x 20 3/4	WHITE	SL2700	CA100507.019.01	
POWER HOME REMODELING GROUP		Batch ID	Sales Ord #	00503366/ 00001
Model Set: KELLYK01 5/12/10	Mfg Date 5/10/10	WARRANTY DO NOT REMOVE		
Selling Dealer/Contractor	Date of Manufacture			

WINDOW FRAME CLEANING

Cleaning windows means more than just cleaning the glass. Here are some helpful tips for cleaning your window and frame effectively without damaging them.

- Make sure to vacuum any dirt from sill and track areas before washing.
- Use a mixture of mild dish soap* and water for cleaning of window frame.
- Rinse completely with clear water and make sure to wipe dry.
- Make certain that drainage or "weep" holes are clear of dirt or obstructions both inside and outside of the window frame.

*Ivory soap is an example of a mild dish soap. Always test cleaners in an inconspicuous area before using.

GLASS CARE

Glass care today has never been more important. Insulating low-e or heat reflective glass requires proper maintenance to ensure complete effectiveness.

- Clean glass with a mixture of mild dish soap and water. Rinse completely with clear water then wipe dry with a soft cloth to avoid water spots.
- Avoid cleaning glass in direct sunlight.
- DO NOT USE any petroleum-based cleaners or caustic chemicals to clean glass.
- DO NOT USE a razor blade, putty knife or any abrasive pad to clean glass.
- DO NOT USE a high-pressure spray nozzle when rinsing windows after cleaning.

SCREEN CLEANING

- Remove screen from window and wash on a clean flat surface with mild soap and water, and a soft brush (if needed). **Rinse, wipe dry and reinstall.**
- DO NOT USE a high pressure spray. It will cause damage, rip screens, and cause window seals to become unstable.

CONTINUED SMOOTH OPERATION

To ensure that your windows continue to open, close, lock and unlock easily, follow these helpful tips.

- Moving parts in hardware components and tracks should be lubricated periodically in accordance with the included manufacturer's maintenance instructions. If you are located in a salt air environment, this can mean cleaning as well as lubricating, monthly.
- Check weather stripping around all operable window panels to be sure it seals evenly.
- Check and clean weatherstripping by lightly brushing the pile.
- Make sure track is kept clean by vacuuming to clear any dirt or debris.

CARE INSTRUCTION

- Check window annually and recaulk (outside and inside) as needed.

CONDENSATION AND MOLD

Window condensation can be a natural occurrence and may be a warning that too much moisture is present and could cause structural deterioration and the potential of mold growth.

- Condensation on the inside of a window is a result of a higher air moisture content contacting the lower temperatures on the glass. Higher interior humidity and the lower outside window temperature can cause condensation.
- Excessive interior humidity can cause structural damage and health concerns if high moisture levels are sustained inside wall cavities. Wood rot, mold and mildew may result.
- Make sure to check all sashes for smooth adequate operation.
- Use exhaust fans, especially when showering.
- Install and use a dehumidifier and ceiling fans to circulate air.
- Periodically open windows and doors whenever practical to allow interior moisture to escape.

OUTDOOR Condensation: Under some climate conditions, condensation may occur on the exterior glass surface of a window. This is more likely to occur on higher-performance windows with Low-E coatings and low-conductance gas fills that create very low factors. For exterior condensation to occur, the glass temperature must be below the outdoor dew point temperature. This is most likely to happen when there is a clear night sky, still air and high relative humidity, in addition to the right temperature conditions. Like other dew formed at night, exterior window condensation will disappear as surfaces are warmed by the sun. It is the excellent thermal performance of the well-insulated glazing that creates the condition where the outer glass surface can be cold enough to cause condensation to form.

- Please go to www.nbpcorporation.com for more information.

ENTRY DOOR CLEANING

Care and Maintenance

Doors should be cleaned periodically with either water or diluted soapy water. NO SPRAY CLEANERS such as Windex, Glass Cleaner, 409, etc should be used at any time to clean the doors.

Stained doors are factory finished with a clear coat product containing UV inhibitors to protect the stain. We recommend periodically monitoring the door unit's exposure to the elements; direct sun, high vehicle traffic, salt air, etc. Inspect the door for any fading or a loss of its clear coating. The clear coating may have to be reapplied every one to two years to prevent peeling or discoloration due to sun exposure. Failure to do this (will) may cause the stain finish to peel or discolor. The use of a clear polyurethane product with UV inhibitors and following the product's application instructions is recommended.

Operating/Cleaning a Double Hung Window

Your Double Hung window is designed to be able to tilt into the house for easy, convenient cleaning. In order to operate and tilt in the sashes please follow these few easy steps:

- Unlock the window lock at the center of the window. If two (2) locks are present, you must unlock both.
- Always use lift rails to raise or lower sashes.
- Raise the lower sash at least six (6) inches before you attempt to tilt in the sash.
- Hold lower sash firmly with both hands.



- Squeeze both tilt latches toward the center of the window. This will release the lower sash from the master frame (top of the sash only). The bottom of the sash will remain in the window master frame, provided it was in the right position prior to starting.

- Holding the top of the lower sash in both hands, pull the top of the lower sash in toward you to a horizontal position. Support it either holding it in your hands or resting it gently on the sill while cleaning.



- Slide the interior sash (the sash closest to you) to the opposite side. Lift the sash with both hands up into the head (top) master frame as high as it will go.
- Open sash at least 6 inches before you attempt to lift and remove the sash.
- Pull the bottom of the sash in toward you, gently and slowly.



- If you wish to clean the top sash, while the lower sash is already tilted in, lower the top sash at least six (6) inches down and follow the same instructions above.



- To remove the other sash (exterior sash), follow same instructions as above.

- YOU CANNOT TILT THE TOP SASH UNTIL YOU LOWER AND TILT THE LOWER SASH.

- To close sashes, firmly hold the top rail of the sash with both hands, and push it all the way back into the master frame track, until it "clicks" in place.



- Make certain that the tilt latch buttons "click" back into the master frame, which will ensure that the sash is back in its proper place.
- FAILURE TO PROPERLY SECURE THE SASH BACK INTO ITS ORIGINAL POSITION MAY CAUSE THE SASH TO FALL INTO THE HOUSE WHEN OPERATING THE WINDOW UP AND DOWN.

Operating/Cleaning a Slider Window

Your Slider window is designed to be able to slide from side to side, and can be cleaned safely and conveniently from inside the house. In order to clean the sashes just follow these quick easy steps.



- Unlock the window sash lock.

Operating/Cleaning a Casement Window

Your Casement window is designed to be cleaned easily from the interior of your home. In order to clean it, follow these quick easy steps:

- Turn screen clips up or down to allow the screen to be easily removed.
- Unlock the window at the locking mechanism found near the bottom on the opposite side of the crank handle (also know as a casement operator). Unlock the handle by lifting the lock handle up.

- Turn (Crank) the operator clockwise so that the casement sash opens all the way out.



- The casement sash should be opened far enough so that you are able to reach your arm through the space between the master frame and the sash.



- When finished cleaning the sash, use the crank handle (operator) to close the casement sash. Push down the locking handle to make certain that the window is once again locked.

Northeast Building Products Corporation

Entry Door Warranty

Lifetime Limited Warranty

Northeast Building Products Corporation ("NBP") warrants its Entry Doors ("Product") to be free from defects in material and workmanship as a direct result of the manufacturing process which significantly impair operation and usage as specified below. Upon determining that the Product does not conform to the warranties herein, at its exclusive option, NBP will provide necessary replacement component(s) or Product. No labor or installation is included and such labor and/or installation shall be the exclusive responsibility of the retailer or purchaser. NBP reserves the right to discontinue or make changes in any of its Products at any time without notice to the consumer or anyone else. If the part or component originally installed is not available, NBP shall have the right to substitute a part or component that, in NBP's sole discretion, is of equal quality or value.

This Lifetime Door Warranty is made only to the original consumer purchaser of this Product at the address and date recorded on the Lifetime Limited Warranty Certificate of Registration for as long as they own and reside in their single family home ("LIFETIME"). In order to qualify for the benefits under and thereby validate this warranty, the original purchaser homeowner must fully complete the attached certificate of registration and mail it to Northeast Building Products Corp, 4280 Aramingo Avenue, Philadelphia, PA 19124 within thirty (30) days from date of installation.

Note: Different warranty periods apply to this warranty. Please read this document closely. All warranties assume normal and reasonable use of installed Product or components.

NBP Entry Doors carry a LIFETIME warranty not to rust, shrink, swell, warp, or split under normal usage. The door will be replaced at no charge for material, if upon inspection by our company representative, it appears that these conditions have impaired operation and usage and were not caused, in whole or part, by abuse, negligent care, improper installation or forced entry.

The paint or stain finish, frame, hinges, threshold, door trim and magnetic weather stripping are warranted for a period of five (5) years from date of installation. Dark colored glass trim is not warranted when the NBP Entry Door is used in conjunction with a storm door. The space between the two doors, when subjected to direct sunlight or extreme heat, becomes a solar heated chamber. The excessive temperatures may cause dark colored glass trim to distort or melt. NBP recommends light colored trim on doors that are used with a storm door.

Glass: The Clear/Low E Insulated Glass units are LIFETIME warranted against condensation within the insulated unit due to seal failure.

The Decorative Leaded Glass units are warranted against condensation within the unit due to seal failure and glass defects for a period of ten (10) years from date of installation. GLASS BREAKAGE IS NOT COVERED UNDER THIS WARRANTY.

Our Kwikset Signature Series Hardware under normal usage is warranted LIFETIME against mechanical failure and has a ten (10) year finish warranty from date of installation. Other hardware is warranted for one (1) year from date of installation. Electronic Products have a one (1) year warranty from date of installation.

This Limited Lifetime Warranty does not provide for replacement materials due to conditions caused, in whole or in part, by improper installation or installation in an un-workmanlike manner, misuse, abuse, fire, flood, extreme weather, or other acts of God, atmospheric pollutants, building settlement or structural failure of walls; nor does it apply to paint, enamel, varnish, or other harmful compounds that are not applied by NBP, or any other cause beyond the control of NBP. Installation shall be in accordance with ASTM E 2112-07 (www.astm.org) or InstallationMasters™ (www.installationmastersusa.com).

Installation, removal, painting, repair, adjustment, tampering, or re-installation of any Product or components by other than the original contractor who installed your Product eliminates any and all warranty remedies available under this warranty, and NBP expressly disclaims liability for any costs, defects, or damages relating to such actions.

The natural aging of parts subject to friction or the elements shall not constitute a failure nor require response under this warranty. Minor color or textural variations from lot-to-lot of Product are not Product defects.

Labor, inspection and/or transportation costs are not included and NBP will not be responsible for any costs incurred in the removal, replacement, installation or reinstallation of any Product and/or component parts. If the retailer is unable to service the Product and service is agreed to by NBP, charges to consumer will apply, and advance payment may be required. The consumer's charge, if any, will be based on all non-warranty materials received plus labor and mileage charges, at prevailing rates. GLASS BREAKAGE and DENTS ARE NOT COVERED under any circumstances after the Products leave NBP's shipping platform if not delivered by NBP, or after Product leaves NBP's truck if delivered by NBP.

Note: Condensation on the Product is the natural result of the level of moisture in the air and does not indicate a defective Product or faulty installation. Additional information is available upon request.

NBP is not responsible for any loss or damage caused by or related to the presence of condensation or the presence of any form of fungus or mold or their remediation, whether or not related to condensation, the installation or performance of any door.

Where the structure in which the Product is installed is not a single family residence owned and occupied by the purchaser, or is owned by a public or private corporation, for profit or non-profit, an unincorporated association or other legal entity of any type recognized by law, a church, school, a governmental or public authority, the time periods stated in this warranty shall be limited as follows: Entry Door Slab-5 years, Door Frame and Frame Components-1 year, Paint and Stain Finishes-1 year, Hardware-1 year, Internal Mini Blinds-1 year, all from date of installation.

Note: NBP shall not be liable for permit, local building code or particular building requirements.

Note: Product performance specifications and certification results are derived from industry standard tests and related mandatory requirements. To maintain consistency, NBP manufactures Products for sale utilizing the same processes and materials that are used in fabrication of a Product for testing. A range of tolerance is inherent in manufacturing processes and some variance may exist among individual Product performance values.

IMPORTANT LIMITATIONS: EXCLUSIVE REMEDY

NBP MAKES NO OTHER WARRANTY OR PRODUCT COMMITMENT EXCEPT AS STATED ABOVE. This warranty is not assignable outside its stated terms.

IN NO EVENT SHALL NBP BEAR ANY RESPONSIBILITY UNLESS IT RECEIVES PROPER NOTICE UNDER THIS WARRANTY AND AN OPPORTUNITY TO PERFORM. NBP'S OBLIGATION SHALL NEVER EXCEED PROVIDING WITHOUT CHARGE A REPLACEMENT FOR OR THE LAST MANUFACTURED COST OF ANY PART OR PARTS OF DOORS THAT DO NOT COMPLY WITH THE TERMS OF THIS WARRANTY.

THE OBLIGATIONS AND LIABILITIES OF NBP UNDER THIS LIMITED WARRANTY ARE EXCLUSIVE AND IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS, NEGLIGENCE AND LIABILITY FOR DAMAGES, WHETHER GENERAL OR SPECIFIC, DIRECT OR INDIRECT, CONSEQUENTIAL OR INCIDENTAL, EXEMPLARY OR OTHERWISE.

SOME STATES DO NOT PERMIT ANY LIMITATION ON THE LENGTH OF AN IMPLIED WARRANTY, THEREFORE THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THEREFORE SOME OR ALL OF THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

No agent, employee, or representative of NBP has any authority to bind NBP to any affirmation, representation, or warranty concerning NBP Products or parts, except as stated herein. State laws vary and in the event any provision of this warranty is unenforceable then all remaining provisions shall be enforced.

This warranty extends to the original consumer purchaser and to no other person or entity whatsoever. The warranty may not be transferred or assigned. NBP makes no warranty with respect to any Products for which complete payment has not been received or any installation outside of the United States.

THIS WARRANTY PROVIDES THE PURCHASER SPECIFIC LEGAL RIGHTS. THE PURCHASER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Obtaining Warranty Performance by NBP

Contact the contractor who installed the NBP Product for inspection. If that contractor or inspecting party determines a condition falls within this warranty, he will contact NBP. Any claim must be received by NBP in writing during the period of ownership/occupancy, within the applicable warranty period and the notice must be accompanied by homeowner's proof of purchase of NBP Entry Doors, date of installation, contractor's name and address and the date the condition was discovered. If the contractor is not available write certified mail/return receipt requested to NBP, 4280 Aramingo Ave., Philadelphia, PA 19124.