

CARE, MAINTENANCE, AND USAGE GUIDELINES FOR RINGER WINDOWS, INC. PRODUCTS

Caring for your new window – RINGER WINDOWS, INC. (“Ringer Windows”) uses high quality materials and workmanship, giving you one of the best windows available. Proper usage, cleaning and maintenance will result in many years of extended service.

Care & Cleaning – Guidelines

Great care should be used when cleaning glass. Glass cleaning should only be performed with cleaners specifically designed for glass. If possible, use a dry and soft lint-less cloth to dry the glass after cleaning. ANY type of glass can be scratched and great care should always be exercised when choosing a cleaning method.

Your Ringer Windows vinyl frame and sash parts should be cleaned with a mild household dishwashing soap and water and a clean sponge. Rinse completely with clean water and wipe dry with a soft lint-less cloth if possible. Avoid using outside garden hoses to clean windows, especially if the water is hard. Hard water deposits from hoses are difficult to clean. Care should be used when adjusting landscaping sprinkler systems as well. Water from sprinkler systems, especially hard water, can permanently damage the glass surface. While a number of hard water remover products exist, some Ringer Window clients have reported success with using a mixture of lemon juice and water to remove hard water stains from the glass.

- **Never use any abrasive object or cleaner on glass or vinyl.**
- **Never use any petroleum-based cleaners or caustic chemicals on your glass or vinyl.**
- **Never use a razor blade, abrasive pad or putty knife to clean your glass or vinyl.**
- **Never use a high-pressure nozzle when rinsing or cleaning your glass or vinyl.**

Please consult Ringer Windows if you have any questions or encounter any unique cleaning issues with glass or vinyl.

Single Hung and Double Hung jamb balance tracks should be cleaned periodically to prevent dirt and dust buildup. A light spray of clear, dry, Teflon lubricant may help improve the operation.

Elite 5400 Series

Casement/Awing/Double-Hung/Single-Hung/Single-Slider, 3-Lite Slider, (Fixed) Picture Window

The bottom sash of both the Elite 5400 Single Hung and Double Hung windows tilt in for easy cleaning. To tilt in the bottom sash, raise it 2” from the sill. Release the tilt latches on the top of the sash corners and tilt in. Always support the sash while cleaning.

The upper sash of our Elite 5400 Double Hung windows also tilts in. While the bottom sash is tilted in, lower the upper sash approximately 5” from the top of the window frame. Next release the tilt latches at the upper sash corners and tilt in. Again, make sure to support both the upper lower sash while cleaning.

For cleaning a fixed-lite window, this will require cleaning from the outside and inside since there is no operable sash

For cleaning the operable sash in a Ringer Window slider model, simply slide open the window, snugly grasp operable sash on the right and left edges, then lift up and remove off the tracks. Replace it in a reverse manner. The fixed portion of the Ringer Windows slider must be cleaned in place.

For cleaning a Ringer Windows Casement or Awning window, it is recommended to clean it as a picture window, from the outside and inside. The Elite 5400 Casement features a “washability” hinge that swings open to create a 5”/6” gap that allows the user to clean this window from the inside. Awning windows do not open far enough to allow for exterior cleaning so they must be cleaned from the inside AND outside.

Additional pictures, information, and “self-help” videos on how to operate windows, repair racked sashes, etc., may be found on the Ringer Window Website under the Windows & Doors Pulldown, under “Self-Help Videos”.

Performa 3300 Series

Single-Hung/Single Slider/3-Lite Slider/(Fixed) Picture Window

The Performa 3300 Single Hung window features a removable non-tilt bottom sash. The sash on this window is removable but not recommended unless for a specific reason. To remove the bottom sash, the window must be in the closed and locked position. Pull the sash clips, inside the left and right track, until they snap into position at a slight outward angle. Unlock the window and raise the sash, lifting it up and past the sash clips. While lifting the sash, the Apex Balances will disengage and the sash will be unattached from the window. To replace, reverse these instructions. When the sash clips are in a closed position, the sash cannot be removed.

Cleaning and operational instructions for the Performa 3300 windows are identical for the Sliders and Fixed Glass Windows.

Operating Guidelines

Ringer Windows high performance windows are designed to provide style, thermal efficiency and long lasting performance. Very little care is needed to keep them in top operating condition for many years.

Sills should be kept clean and when practical, windows should be locked for maximum weather seal and performance. Excessive dirt and debris can clog a windows drainage capacity so it should be cleaned out from time to time.

Slider window sills should be kept clean so that they glide easily and seal tightly. Drainage holes located in each glider track should be open kept free of debris. Should there ever be a need to get under the glide track, remove the sash and use a semi-sharp object, like a crochet needle to hook the drain hole and pull the glide track up and out. Please consult with Ringer Windows if there are any questions about this operation.

Due to the nature of vinyl slider windows, water will can set inside the outer slider track, and it will be visible from inside your home during heavy rains. It is NORMAL for the exterior slider track to accumulate water during heavy rains. This water will drain out through the frame and weep holes as it was designed. The appearance of water in the slider track may be unsettling but it is designed to drain away.

Urban areas have varying degrees of air pollution. To ensure smooth and continuous service, it may be necessary that all hinges and operators should be protected annually with a clear dry Teflon spray lubricant. This can be performed as needed.

Vent stops, often called privacy stops, are installed on our double hung windows. When installed, they restrict the amount of travel that the bottom sash can move upward. *Vent stops add a minimal level of security but are not full-proof deterrents for unauthorized entry to and from the building.* Any open window invites possible risk and vent stops are not designed as a full-proof security measure. To use a vent stop with a Ringer Window, shut and press on the vent stop slide and pop it out. Reverse steps to close. Please contact Ringer Windows for all questions about vent stops.

Screens, when fitted, should be washed as needed. Mild soap and soft-bristled brushes are recommended. Screens are not designed to last a lifetime and they will wear and deteriorate over time. Extra care should be given to older screens. They become much thinner and more susceptible to tearing and failure.

All Ringer Window Hung Windows are fitted with superior "easy-to-lift-and-use" balance systems. Whatever the position of the window, you should only need minimal pressure to open or close the window. No window should ever be slammed or forced into any position that does not come easily. For all issues regarding windows that do not operate smoothly with regards to the balance system, please call Ringer Windows for assistance.

While casement and awning windows provide excellent ventilation, you should be aware that under extreme windy conditions, the windows may become damaged if left open. If in doubt, close and lock the window.

Ringer Windows are efficient and should provide years of use with limited maintenance. Should condensation occur on the interior-facing pane of glass, it's a warning sign that your home's interior humidity levels are high (as evaluated by building authorities, such as the National Warm Air Heating Association). The most common occurrence of interior condensation happens in small un-ventilated bathrooms after a steamy shower. Once the air is vented, the moisture subsides rather quickly. **IT IS EXPECTED AND NORMAL FOR MOISTURE TO COLLECT ON THE EXTERIOR GLASS DURING HUMID DAYS.**

This Chart shows recommended humidity levels, based on 70 degrees interior temperature. Should you experience frequent interior moisture on any Ringer Window, please call our office for guidance on how to correct the issue.

Outside Temperature	Inside Relative Humidity
-20F AND BELOW	15%
-10 to -20	20%
0F to -10F	25%
10F to 0F	30%
20F to 10F	35%
40F to 20F	40%

Replacement of Broken Glass

All Ringer Windows contain a specially manufactured Insulated Glass Unit. Unlike older window technology, an Insulated Glass Unit contains 2 panes of custom glass that are hermetically sealed together with an advanced Spacer System for superior insulation. When one or both of the panes are broken, the hermetic and functional seal is breached and does not properly insulate. If this occurs, Ringer Windows recommends you contact your original installer, Ringer Windows, or locate a licensed glass service that is trained and knowledgeable on the steps to de-glaze and re-glaze your window.

The efficiency of Ringer Windows depends on the type of glass used in its' original construction. Different glass packages have different appearances and thermal ratings, thus they may look different and perform differently when using another type of glass package. To ensure the same thermal performance and appearance, interested parties should call Ringer Windows to verify the type of Low-E and glass features before replacing an insulated glass unit. Ringer Windows will be happy to assist if at all possible.

Drainage Systems

Ringer Windows have a drainage system for excess water that might build-up on the sill or around the sashes. This system is designed into the frame of our windows, with exit ports at the base of the sill on the exterior. These exit ports are called weep holes. We install small weep covers over these ports, which use a one-way door for water to exit. These water drainage pathways and weep covers must be kept clean and clear of any obstructions to operate efficiently. It is normal for water to accumulate in the sill or track during a period of wind driven rain. The weep system allows the water to drain to the outside as it builds-up or the outside pressure subsides. Clogged weep holes may prevent or impede proper drainage. Over time, standing water could possibly damage your window from mold, mildew, and/or rot.

With normal maintenance your window should perform for many years. It is important to:

1. Keep all sills and track surfaces clean of dirt and debris.
2. Make sure that your exterior weep covers are clear of any debris or obstructions.
3. Never cover or alter your weep hole system or covers.
4. If clogged or otherwise obstructed, re-open by cleaning with gently rubbing with an old toothbrush.

5. If unable or unsure about any phase of the operation of your weep holes or covers, contact Ringer Windows for assistance. We will mail new weep hole covers to any existing Ringer Windows client if the old ones become damaged or detached. Replacement weep covers are provided at NO CHARGE to our clients.

Caulks and Window Sealants

Virtually all windows utilize caulk at the perimeter areas to ensure a tight and weatherproof seal. **Caulk is not part of the window but often an integral part of the window performance not covered by Ringer Windows' warranty.** Periodic inspections of caulk should be performed. Replacement and or repairs should be maintained as needed to ensure proper weatherproofing.

Contact Ringer Windows

Ringer Windows may be contacted during normal business hours on our toll-free number for answers to care and maintenance questions. A variety of additional information about the maintenance, use, and warranty is available online at the Ringer Window website. Thanks for choosing Ringer Windows. 512-989-7000

Ringer Window Care & Maintenance Guidelines