

The background of the page is a photograph of a modern, two-story house with light-colored vertical siding. The house features large, black-framed glass windows and a glass-enclosed porch area. The porch has a glass railing and is furnished with a table and chairs. The interior of the house is visible through the glass, showing a living area with a sofa and a coffee table. The overall aesthetic is clean and contemporary.

**MAINTENANCE & CLEANING
MANUAL | RESIDENTIAL U.S.**



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One of the most important factors to consider when it comes to cleaning new windows and doors is to check the manufacturer's care and maintenance guide. For your convenience here are some resources and important tips in caring for HERRERO doors and windows. Your windows and patio doors may continue to look great and perform at their best with a little routine cleaning and care.

The advice offered herein can be done by a homeowner with some mechanical aptitude. If you are unsure, it is recommended that you hire a trained service provider such as a competent and licensed construction contractor or building professional. HERRERO by Viroks disclaims any and all liability associated with the use and/or provision of these instructions. Any reliance upon the information or advice is at the risk of the party so relying. The information contained herein may be changed from time to time without notification.

Care and Cleaning

GENERAL CLEANING

HERRERO manufactures the entire window and patio door including the glass. Whether your window has a standard energy-efficient, Vitro Low E-Glass or any other specialty glass option, you will require an occasional cleaning in order to ensure clarity as well as exceptional performance.

Prepare cleaning solution (1 tsp baby shampoo to one gallon of water or 1 1/2 cups vinegar to one gallon of water).

1. Rinse surface with clean water from top to bottom.
2. Clean with mild soap and water and sponge or soft brush with uniform pressure horizontally, then vertically.
3. Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; do not allow cleaning solution to dry on the surface or collect and puddle).
4. Wipe dry with lint-free dry cloth.
5. If necessary, repeat steps above until clean.
6. Dry window frame and sill with separate cloth

REMOVAL OF EXCESS PAINT ON GLASS

1. Soak dried latex paint drips with warm water and a soap solution.
2. Wipe with damp cloth or sponge.

If needed,

3. Scrape gently with plastic putty knife. Repeat soak and scrape.

4. Repeat if necessary.

Note! For oil-based paint drips, consult a paint professional.

PRECAUTIONS AND SAFETY

- Never mix cleaners or solvents. This may be dangerous as well as ineffective.
- Use help when working with a large window sash or patio door panel to avoid injury.
- Use proper/safe equipment and precautions when cleaning and servicing the exterior side of windows above ground level.
 - If using commercial cleaning or finishing products or solvents, carefully read and follow safety instructions, warnings, cautions and disposal instructions on manufacturer's labels. Wear appropriate safety gear (e.g. clothing, goggles, gloves) and provide plenty of ventilation.
 - Immediately clean spills.
 - Most solvents are flammable and/or toxic and must be handled with extreme care. Do not use near open flame, sparks, or electrical motors.

Recommendations

- Do not power-wash windows or use a garden hose; this can cause seal failure and allow water to enter the structure.
 - When cleaning exterior, multi-story windows, begin with the upper story and work down.
 - Avoid using metal tools, razor blades, or other sharp objects and abrasive cleaners. They can damage window surfaces, scratch glass and remove glass coatings.
 - Do not allow aggressive cleaners to come into contact with metal surfaces. Immediately rinse and dry.
 - Do not allow cleaners to puddle or collect at glass edges near glazing materials.
 - Avoid cleaning in direct sunlight or in temperatures too hot or too cold. • Avoid excessive rubbing and over-cleaning.
 - Do not scour.
 - Clean and rinse one area at a time.
 - Clean twice a year (monthly in coastal areas) or when dirty.
 - After-market tints and films are not recommended, as they may cause damage to the glass and/or sealant.

Managing Condensation inside the Home or Building

If you notice condensation inside of a window, it is an indication of the humidity level in the room. In fact, humidity inside the room is higher than the outside. This excess moisture is unsightly and will obstruct your view. These easy steps will help you reduce the risk of excessive condensation inside of a window.

1. Check the airtight seals and smooth operation of all the windows and patio doors.
2. Remember to use exhaust fans in the rooms that have high humidity such as the bathrooms, kitchen, swimming pool enclosures, etc.
3. Use a ceiling fan so that it will circulate the air on a continuous basis.
4. Use a dehumidifier to reduce the amount of moisture inside the house.

5. Opening the windows and doors whenever possible will allow reduction of the excessive moisture inside your house.

LABEL REMOVAL

Slowly peel from one corner. If label tears or sticks, moisten with soapy water and gently scrape with plastic putty knife. Stubborn labels can be soaked with soapy water and covered overnight with plastic wrap. Gently remove with plastic putty knife.

MORE INFORMATION ON GLASS CLEANING

- The Glass Association of North America (GANA): www.glasswebsite.com
- Managing Condensation inside the Home or Building

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Mother Nature is unforgiving at times. Fortunately, for the customer, our windows and doors are specially made with weep drainage systems that have vented slots on the bottom exterior of the frame. This will protect inside your home. You need to maintain the weep system properly in order to assure proper drainage.

1. The weep system will allow the water to drain outside as it builds up. Water would usually build up on the outside track or sill. This is why it is important to keep the sill and track clean of any debris or dirt.
2. Make sure to inspect the weep holes on the bottom of the exterior. This will ensure that there is no dirt or debris there. Use a soft bristle brush to clean the openings.
3. The best time to do this is when you expect excessive rains.

How to Get Rid of the Condensation that Appears on the Window and Patio Door Glass Panes?

There are different ways depending on whether the condensation is on the exterior, interior or between the panes.

Exterior Pane

Exterior pane condensation appears mostly during spring and fall. This happens when a cool night follows a warm day. This usually happens when the moisture in the air exceeds certain limits, and the temperature of the glass falls below the dew point in the air. This is a natural phenomenon for energy efficient, High Performance insulating glass.

It will restrict the airflow between the panes of glass. The condensation will usually evaporate during the day. Visit our Care and Maintenance Section on the website to receive a brochure about this phenomenon.

Interior Pane

This is a result of too much of moisture in the air inside your home. It is quite common in most of the new homes. This is because it can take months for the moisture from the paint and fresh building materials to dissipate. The condition is also common during winter months. Humidity levels during winter should not exceed 30-35%. Follow these tips to maintain these levels in your home. Check the venting in your home, turn on the exhaust during showers, use a dehumidifier, turn the dehumidifier and the furnace off, allow the ceiling fans to run and circulate air inside your home, etc.

What is the Best Method for Removing Residue or Stubborn Materials from Glass?

IMPORTANT – Do not clean glass while it is being exposed to direct sunlight, wait until it is shaded.

Cleaning Patio Doors and Windows with Soap and Mineral Spirits to Remove Stubborn Residue

Apply LEPTYNE solvent, mild soap, mineral spirits, mild detergent or a naphtha solvent to the glass. Do it by spraying or using a clean piece of cloth or sponge. Saturate it with the cleaning solution.

- CAUTION: Do not use too much of any type of solvents. It can damage the insulating unit seals in the process.
 - After you clean the glass with a solvent, make sure you clean the frame using water and soap in order to prevent it from staining.
 - Make sure you always follow the solvent manufacturer's directions laid down on the label for handling, toxicity and flammability warnings.
1. Make sure to wipe the cleaning solution in a circular motion. Apply light to moderate pressure during this exercise. You may require about 3-5 passes on the affected area in order to remove the residue.
 2. Use a generous amount of clean water to rinse the glass immediately. This will allow you to remove the cleaning solution immediately from the surface of the glass.
 3. Wipe the water off the glass using a clean piece of lint-free dry cloth.
 4. If you find the residue still present, repeat steps 1-4.

Cleaning With Non-Gel Toothpaste

1. Use can try using a damp cloth with toothpaste to clean glue, pitch, hard water spots or any other lesser harsh contaminants to buff them away.
2. Apply the non-gel toothpaste to a damp cloth and wipe in a circular motion until clean.

Important Information and Tips about using Polishing Compounds to Clean Windows

If you are stuck with harsher scratches or contaminants, you may find polishing compounds on the market. Some of them include cerium oxide, which is effective in clearing scuffmarks and fine scratches. Rare Earth is another product that could be purchased at most hardware stores out there. It can be purchased directly from the manufacturer



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(Sommer and Maca Industries, sales department 1-800-323-9200 or 1-708-863-5446), if you cannot find it in your area. Heed to product warnings and follow direction for best results.

Important: HERRERO BY Viroks will not be responsible for any damage caused by misusing of cerium oxide, or any other solvent you use.

Inspection and Maintenance

WEATHERSTRIP

Inspecting and maintaining weather-stripping can help avoid costly structural damage from water leakage and energy loss due to air and/or water infiltration. Replace weather-strip, that is missing, torn, cracked, brittle, discolored, gummy, or that has no “bounce back” when pressed down. Call us for replacement instructions.

Precautions

- Solvents such as mineral spirits or petroleum-based products may damage or dissolve weather-strip or weather-strip adhesion.
- When using alcohol, always test small area first to avoid product damage.
- Do not allow solvents or silicone to surfaces around the weather-strip.
- Do not use abrasives, sanders, or anything sharp near weather-strip.

Non Water-Soluble Cleaning

Clean with denatured alcohol on soft cloth. Test on inconspicuous area first. If denatured alcohol does not work:

1. Clean with small amount of lacquer thinner on soft cloth. Follow all instructions.
2. Repeat if necessary.
3. Clean with mild soap and water, then rinse. If unsuccessful, consider replacing the weather-strip.

Light Cleaning

1. Clean with damp cloth or mild soap and water.
2. Rinse and dry thoroughly.
3. Repeat if necessary.

Weather-strip Repair

If weather-strip is loose, or coming off:

1. Carefully pull back weather-strip.
2. Apply thin bead of super glue, then press firmly for just a few seconds.

Oxidation Residue



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If any brown residue is noted on the surface of the product, or oxidation is left untreated, the corrosion process will expand into the product. When this happens, your product warranty is nullified.

COASTAL CARE AND MAINTENANCE

NOTE: *In coastal applications and in harsh environments, such as near salt water, HERRERO by Viroks Steel Windows and Doors recommends quarterly inspections and maintenance. Salt and other corrosive or abrasive substances must not be allowed to build up on exterior surfaces.*

Clean the exterior with a mild detergent soap and water at least every three months and more frequently if necessary to prevent build up. Any scratches, chips or areas of abrasion to the exterior coating must be repaired immediately.

RE-FINISHING OF HERRERO BY AMIGHINI PRODUCTS

When preparing to refinish your HERRERO by Viroks steel products, consider the tools and materials you will need for the entire project. Listed below are some common painting/ re-finishing product types to consider. Specific tools or materials may vary.

Note! Areas with extreme climates and corrosive environments (coastal and humid areas) require specially designed products that offer extra protection.

RECOMMENDATIONS ON HOW TO RE-FINISH YOUR HERRERO BY AMIGHINI PRODUCT

There are many different options for painting. Visit a local paint store for recommendations on types of materials, colors, sheens and application methods. Many paint stores offer color sample cards you may take home.

Primers

- Some paint manufacturers offer low temperature primers that may still be applied below 50°.
- Select oil based primers for steel.

Paint

- Use paint designed for metal only. Ask your local paint supplier for paint recommendations.
- Use only paints designed for use on metal.

STEP-BY-STEP painting recommendations;

1. Remove any window or door hardware
2. Sand the door or window to prepare it for painting using a fine grit sand paper such as 220g or a 320g. Scrape away any thick paint or flaking paint before sanding. Use a damp cloth to remove particles left over from sanding.
3. Cover any glass or other non-removable items on the door with painter's tape and newspaper.



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4. It is recommended that you re-prime your product prior to painting. Next, stir the paint in the can with a paint stick to thoroughly mix the paint.
5. Paint the edges of the door first. Next, paint all the panels that are part of the door. A good technique is to then paint from the top of the door to the bottom.
6. Go over the painted surface lightly with the paint brush. Do this after you paint each section to remove any brush marks.
7. Re-install all window and door hardware after the paint is thoroughly dry.

GLASS REPLACEMENT

HERRERO by Viroks Steel Windows and Doors recommends that you hire a trained service provider such as a competent and licensed construction contractor or building professional for all glazing requirements. Glazing should only be performed by a trained professional.

If your product came factory glazed, HERRERO by Viroks Steel Windows recommends using “DOW 795 Silicone Glazing Sealant”.

Window and Patio Door Tips for Years of Easy Operation

1. Make sure you periodically lubricate all sliding windows, rollers and door tracks. The hardware component should be lubricated at least once a year. If you live in a high salt area, make it twice a year.
2. Check the weather stripping on a regular basis in order to ensure your patio doors and windows are airtight.
3. Vacuum the tracks on all sliding windows and patio doors occasionally. Remember to remove all debris and dirt during such time.
4. HERRERO sliding door rollers are adjustable for proper height clearance. Insert a screwdriver via the access at the bottom of the door to adjust it.

HERRERO BY VIROKS DISCLAIMER

HERRERO by Viroks Steel Windows and Doors disclaims any and all liability associated with the use and/or provision of these instructions. Any reliance upon the information or advice is at the risk of the party so relying. The information contained herein may be changed from time to time without notification.

Failure to comply with the required periodic maintenance of the product will nullify the [warranty](#).