

### Service Repairs

Service Repairs should be submitted to the LAS Service Department for assistance. The LAS Service Department charges minimal fees on all Service Repairs extending past applicable Warranty periods. Please have information regarding the original purchase and specific information regarding the Service Repair available. Please allow reasonable time for assistance.

The original Warranty period will not be extended by any Service Repair, but any remaining time of the Warranty will continue in effect and applicable under the original terms and conditions.

Failure to contact LAS regarding a defect or Service Repair will make Warranty null and void. LAS is not liable for any incidental damage caused by a defect or failure of any warranted product, including all materials and labor associated. Any modifications and/or repairs made by unauthorized persons will make Warranty null and void.



## **WeatherGard Window**

### **User Guide**

LAS Enterprises

T: 800-264-1527

[LASHome.com](http://LASHome.com)

## Care & Maintenance

LAS WeatherGard Windows are designed to provide years of excellent service and protection, with the proper maintenance and care. Maintaining the quality and function of your LAS WeatherGard Window is an important way to protect your investment.

As with any exterior surface or object exposed to the elements, it is necessary to provide the proper maintenance and care. LAS recommends cleaning your WeatherGard Windows at least once **every year**.

**NOTE:** For installations in coastal areas or on/near waterfronts, we recommend a cleaning regimen and care **monthly** to remove salt, other deposits, and debris that can quickly build up on the window.

## Cleaning Instructions

Use water and a mild soap or detergent with a soft brush or sponge for light surface soils. Once the window is cleaned, rinse all surfaces thoroughly with water and dry with a soft cloth.

1. Ensure all drainage flaps are free of any debris and mildew and also, can open and close freely for water to exit weep holes without any obstruction. Debris can collect on the bottom of the window frame and cause blockage of the draining system.
2. Check the caulk around windows for cracks, shrinkage, and settlement. Re-caulk if necessary.
3. Remove any soils, salt, deposits or any other potentially corrosive material formed on the window surface, sill, and screen.

## Moisture Control

Your window is designed to keep cool air inside during the summer and to keep warm air inside during the winter. If any moisture should appear on the window during cooler mornings, this is just normal water vapors caused by warm air inside your house emitted by hot baths, cooking, plants, etc. If an excess of moisture should build up on the window, you must reduce habits that cause humidity in your home.

## Screens

Screens can be removed by simply pulling on screen tabs and pushing inward or outward on the screen frame. Screen tracks should be cleaned once per year.

## Operational Windows

To open an operable sash, unlock the window and move in the motion for the window style's design. To close, return the operable sash to the closed position and lock window.

To tilt an operable sash in, unlock the sash and open approximately five (5) inches from the bottom sill. Slide the tilt latches toward the center of the sash and gently tilt the sash inward. When finished, tilt the sash back into its position and snap into place. For safety, always support the sash while tilted in and keep the tilt latches securely engaged in frame of window when sash is tilted back into position. Do not drop sash as it can cause damage.

To remove and replace an operable window sash, you will need a screw driver.

- a. Remove: Unlock the window and open the operable sash approximately five (5) inches. Slide the tilt latches toward the center of the sash, gently tilt sash to a 90-degree angle, and lift the sash out of the frame.
- b. Replace: First, adjust the clutches one at a time to their correct positions by placing a screwdriver into the clutch slots. Next, make sure both clutches are even with each other and place the sash into each clutch. Make sure the sash is level and the pins are completely inside of the clutches before tilting sash back in and closing window.

\*If the window is Double Hung: to close the bottom sash, you must first make sure the top sash is all the way up in its position and then apply slight pressure outward and lower the bottom sash to engage the interlock. The interlocking feature at the meeting rails must be properly engaged before the window can be properly locked and sealed. If your lock will not operate easily, the interlock is not engaged. Simply restart the process until lock operates easily. This also applies to Sliders.

## Do Not...

- Use a pressure washer; it will cause damage to the window and destroy the caulking and seals.
  - Use soaps or cleaners with high pH levels or citrus-based cleaners or solvents
  - Use abrasive cleaners or cutting compounds
  - Mix cleaners, the result is unknown and can be dangerous
  - Use hard pads or brushes, razors, or scrapers; will cause film damage and will scratch the finish
  - Use any other hardware or accessories to operate window other than the approved LAS hardware and accessories
  - Use after-market tints and/or films, they can cause damage to the glass
- WARNING:** Do NOT under any circumstances use strong solvents such as thinners or solutions containing chlorinated hydrocarbons, esters or ketones.

## Tips

- It is preferable for cleaning to be performed when surfaces are not hot from sun exposure.
- Windows should be cleaned after significant weather events (i.e. hurricanes).
- If green mold has built up on windows, drainage system is not working properly and must be cleaned to prevent window leaking. See Cleaning Instructions.
- Read directions, warning labels, and any other information on cleaners before use.
- Always use gloves and eye protection when using cleaners
- Use proper safety for exterior products above ground levels
- Every WeatherGard Window is built to customer's specifications. Only use your WeatherGard Windows as LAS instructed upon installation of product.