

VISTA POINTE

ARCHITECTURAL SYSTEMS



Operation, Care & Maintenance

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I. Installation & General Care Notes.

Your Vista Pointe product should be installed, inspected & adjusted following the detailed installation instructions sent with your system. Improper installation will cause performance issues and will void the warranty and likely shorten the life expectancy of the system.

Your safety is important to us. Before attempting any cleaning, maintenance, adjustments, finishing, etc., please consider the safest way to perform the work. Always wear personal protective equipment and clothing, such as appropriate gloves, long sleeves, and safety glasses. Make sure your work area is clear of debris, clutter or furniture. Flag off working area and avoid leaving openings unattended if there is a fall risk when the system is open.

When working with chemicals (primers, paints, stains, sealants, etc.) be sure to read and follow the manufacturers' instructions and Material Safety Data Sheets (MSDS).

DO NOT under any circumstances, use abrasive cleaners, brushes, soiled cloths/sponges, steel wool or the like when cleaning or finishing the product.

AVOID temperature extremes when applying finishes, applying or removing protective tape for adjacent construction or when cleaning the product. Heat can accelerate chemical reactions, evaporate water faster and can generally make things more difficult.

II. Finishing.

WARNING - Unfinished wood products must be finished (including the edges – paint, varnish, stain, sealer, etc.) within 7 days of receipt of product. Failure to comply may void the system warranty. Exposure to the elements for an extended period of time can cause potential wood rot, deterioration to factory applied primers and/or fungal decay.

WARNING – Painting, staining, sanding or other finishing procedure should always be done in a well-ventilated area.

DO NOT COAT HARDWARE OR WEATHERSTRIPPING (mask or remove/reinstall after coatings have dried).

Preparation:

- All surfaces should be clean, dry and free from any surface contaminants prior to finishing.
- Glass can absorb stain. Tape glass edges with painter's tape prior to coating. DO NOT rely on the glass film. Be sure to remove the painter's tape immediately. If you wait until the coating is 100% dry, the coating may peel off when you pull the tape.
- Fill any holes in the glazing stops with a quality wood filler.
- Lightly sand all surfaces with a fine 180 grit sandpaper by hand to remove any marks from handling the system during installation. WARNING: using an orbital or belt sander will likely cause damage. A sanding block is sufficient.
- Wipe off all dust and you are ready to finish.

Painting, Staining & Sealing:

- All exposed wood surfaces must be sealed or finished.
- Select high-quality coatings with good **block resistance** and resistance to moisture penetration. Good **block resistance** helps keep a door from sticking to the jamb, or a window from sticking to its frame. Standard waterborne **paints** have poor **block resistance**. Consult a qualified coating specialist to help select your coating.
- NOTE: For improved consistency in staining, use a sanding sealer prior to applying stain.
- Apply coatings following the manufacturer's instructions.
- Allow time to dry between coats. For staining, be sure to apply 2-3 coats of top quality clearcoat finish.
- Painted systems should always be primed prior to painting. For best results, we recommend 2 coats of paint over the primer.
- Latex flat paints are NOT recommended, as they do not provide adequate moisture protection.

WARNING: We do not recommend painting the aluminum clad surfaces of your product. Painting these extrusions will void the warranty.

III. Inspection of System & Sample Checklist

An annual inspection should be performed on your system to ensure operation and performance for the entire warranty period. Below is a sample checklist that can be used to perform your inspection:

- 1. Inspect weatherstripping on your product (panels & frame) for effectiveness in preventing water & air leakage. If cracked, ripped or there are gaps, take photographs and share with your dealer for replacement.
- 2. Examine interior & exterior surfaces. Touch-up and repair any damages or exposed areas with stains or paints to match your finish.
- 3. Inspect exterior caulking around the frame for voids, cracks or loose areas. Remove and re-apply caulking as necessary.
- 4. Check all hardware (handles, rollers, hinges, pivots, locks) to ensure function. Clean exposed hardware and adjust as necessary according to hardware manufacturer instructions. A small brush, vacuum and/or a damp, soft cloth with a mixture of mild soap and water may aid your cleaning efforts. After cleaning hardware, apply dry silicone spray lubricant. DO NOT use heavy oil lubricants which can collect corrosive particulates over time.
See original installation instructions for your product for direction on how to adjust.
- 5. Tighten all exposed screws. Take care not to overtighten or strip the screw heads.
- 6. Clean all dirt, dust, sand, etc. from all tracks, sills, hinges.
- 7. Check glass for chips, cracks or fogging between panes.
- 8. Clean cladding & glass per instructions in section IV. of these instructions.

NOTE: Have a camera handy and take photos and/or video of anything out of the ordinary. Notify your distributor of any inspection item that does not appear to be up to par. Photos go a long way in resolving the root cause of an issue so proper action can be taken to make corrections to ensure the same issue does not arise again in the future.

IV. Cleaning Glass & Cladding

CAUTION: Keep all cloths, brushes and sponges clean of any grit. Rinse out frequently to avoid scratches to your product.

General Tips –

- Overcleaning or excessive rubbing can do more harm than good.
- DO NOT USE Strong solvents or solutions as they will cause damage to painted surfaces.
- Avoid abrasive cleaners.
- Avoid abrasive tools/cloths like steel wool, razor blades on the glass, stiff brushes, etc. as these will scratch the finished surfaces.
- DO NOT MIX cleaners.
- DO NOT pressure wash the product. You can and should rinse the exterior of the system to loosen any build up dirt prior to cleaning.

Routine Glass Cleaning – Use a vinegar-based solution (10% vinegar and 90% water) or a commercially available ammonia-free and alcohol-free window cleaner. Apply a light amount of cleaner on the glass. Take care to avoid getting glass cleaner on adjacent surfaces (cladding or wood). Using a paper towel or lint-free cloth rub the glass surface. Wipe dry. Repeat as necessary on both sides of the glass.

Film Removal – Remove the protective film on both the exterior and interior sides of the glass by starting in a corner and peeling it off. If needed a plastic scraper can be used. DO NOT USE a metal tool on the glass.

WARNING – Static can be created when peeling off the protective film. This can ignite flammable materials or cause a shock. Prior to removing the film, ensure no hazardous chemicals are in the area. Be sure to discharge any static electricity from your body prior to touching anything combustible.

Label & Residue Removal - Remove all labels and adhesive residue as soon as possible after installation. To remove, soak the label with rubbing alcohol or acetone by gently rubbing the label or adhesive. After removal, clean the glass surface with a vinegar-based solution (10% vinegar and 90% water) or a commercially available ammonia-free and alcohol-free window cleaner. Rinse with clean water and wipe off with a dry cloth.

Routine Cladding Cleaning – Rinse the cladding with water to loosen and remove built up dirt. Apply denatured alcohol or mineral spirits to a cloth and rub the surface of the cladding. Wipe off with a dry cloth.