

THE HOMEOWNER COLLECTION

Window Care & Operation Guide

Simple care. Confident operation.



FactoryDirect

HOME IMPROVEMENT

FACTORYDIRECT4HOMES.COM

Made for everyday living.

A practical guide to caring for the windows that make your home feel like home.

Clear guidance. Comfortable living.

A little routine care helps your windows operate smoothly and keeps glass, frames and hardware looking their best. Use this guide as a convenient reference for the window styles shown.

BEFORE YOU BEGIN

Check your window manufacturer and model. Hardware, tilt positions, screen retainers and approved cleaners vary. Your product-specific instructions take precedence.

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Factory Direct Home Improvement

Serving Central Indiana since 1991

Tilt with confidence.

Lower sash / Cleaning accessible exterior glass from inside your home.

Start with the lower sash

- 01 Unlock the window. Raise the lower sash at least 3 inches on the design described in this guide.
- 02 Move both tilt latches on the top rail toward the center to release the sash from the frame jambs.
- 03 With both hands, gently pull the top of the sash inward to the cleaning position permitted for your model. Keep the sash supported.

KEEP THE SASH SUPPORTED

Use both hands when tilting. Support the sash throughout cleaning, and avoid leaning on the glass or frame.

For the upper sash and the correct closing sequence, continue to page 4.



01 Release both tilt latches.



02 Support the sash with both hands.

Clean. Return. Secure.

Upper sash / Complete the cleaning process and return both sashes to service.

Tilt the upper sash

- 01** Keep the lower sash tilted and supported. Lower the upper sash to at least 2 inches above the stops in the lower outside track.
- 02** Release both upper-sash tilt latches toward the center. Tilt inward with both hands and support the sash as your manufacturer directs.

Return to normal operation

Return the upper sash first, then the lower sash. Hold each top rail with both hands and guide the sash into its frame tracks.

Confirm both tilt latches fully engage. Close the upper sash completely, then the lower sash, and lock the window.

MODEL-SPECIFIC CLEARANCES

The 3-inch and 2-inch clearances apply to the design in the supplied guide. Follow your model's tilt angle, stop and support instructions. An unlatched sash can fall inward.



03 Clean the supported lower sash.



04 Clean the supported upper sash.

A smooth approach.

Interior sash / Removal for cleaning on compatible lift-out sliding windows.

Remove the interior sash

On the design described here, the right sash is the interior sash. Confirm that your window has the same arrangement.

- 01** Slide the right sash to within 3 inches of the left side to clear the anti-lift block in the upper frame.
- 02** Lift the sash into the upper frame channel as far as it will travel without force.
- 03** Hold the sash securely with both hands. Pull its bottom toward you to clear the rollers and lower track.
- 04** Lower the sash onto a stable, protected surface.

STOP IF THERE IS RESISTANCE

Only remove sashes designed to lift out. Anti-lift blocks and clearances vary. Contact Factory Direct before forcing a sash.



01 Position the sash for removal.



02 Lift first, then bring the bottom inward.

Care from every angle.

Exterior sash / Clean the glass and tracks, then reinstall both sashes securely.

Remove the exterior sash

- 01 Slide the left sash to within 3 inches of the right side.
- 02 Lift it into the upper frame channel.
- 03 Bring the bottom toward you, then lower the sash onto a stable, protected surface.

Clean and reinstall

Clean the accessible glass and remove debris from the tracks. Use the care guidance on page 10 and your manufacturer's approved cleaning methods.

Reinstall the sashes in reverse order. Confirm each sash is fully seated, slides smoothly and locks securely.

HANDLE WITH CARE

Support the full weight of a removed sash. If you cannot handle it comfortably and safely, ask Factory Direct for guidance.



03 Support the removed sash on a safe surface.



04 Lift out the second sash with both hands.

Open up to easy care.

Preparation / Unlock before using the crank operator.

Prepare the window

- 01 Release the screen retainers and remove the screen. On the design described here, clips turn one-quarter turn counterclockwise.
- 02 Clean the interior glass with an approved cleaner and a soft, non-abrasive cloth.
- 03 Unlock the window before turning the crank.
- 04 Crank the sash to its fully open position without forcing the operator.

CHECK YOUR HARDWARE

Egress casements and other hinge designs may operate differently. Follow the screen and hinge instructions for your exact window.

Continue to page 8 for exterior cleaning and the closing sequence.



01 Unlock the window before operating.



02 Turn the crank without forcing it.

A clear finish.

Cleaning & closing / Work within comfortable reach and secure the window afterward.

Clean accessible glass

If your model provides an easy-clean opening, clean the exterior glass through the gap between the sash and frame.

Keep your body inside the home and work only within comfortable reach. Never lean outside to reach the glass.

Close and secure

- 01 Crank the sash closed, then engage the lock.
- 02 Place the screen back in its opening. On the original clip design, turn the retainers one-quarter turn clockwise to secure it.

A GENTLE TOUCH

Do not force the crank or the screen frame. If the sash will not close or lock normally, stop and contact Factory Direct.



- 03 Open to the permitted cleaning position.



- 04 Clean only surfaces you can safely reach.

Good habits. Better care.

Everyday practices that help protect your windows, hardware and finishes.

01 / DO

Support every sash.

Use both hands while tilting or handling it. Keep it supported while cleaning.

Check every latch.

Confirm tilt latches are fully engaged before returning a window to service.

Close completely.

Raise the upper sash fully before locking a double-hung window.

Ventilate thoughtfully.

Use upper and lower openings when conditions permit.

Keep tracks clean.

Use only lubricants approved for your specific window.

02 / AVOID

Closing against a locked keeper.

Disengage the lock before closing the sash.

Removing double-hung sashes.

Routine cleaning does not require sash removal.

Harsh products and tools.

Avoid oil-based sprays, abrasive cleaners, solvents and sharp scrapers.

Forcing the operator.

Unlock casements before cranking.

Pressure washing.

Avoid high-pressure hoses around windows.

Unsupported air conditioners.

Use adequate, approved support.

Unapproved coatings.

Do not paint or varnish vinyl without manufacturer approval.

Care & cleaning.

Gentle methods. Compatible products. Consistent attention to the details.

01

GLASS

Remove loose dirt first. Use an approved glass cleaner and a soft, non-abrasive cloth. Rinse as directed and dry with a fresh cloth. Coated, tinted and specialty glass may need different products.

For label or tape residue, confirm compatibility before using alcohol-based cleaner on small glass areas. Rinse thoroughly; keep removers away from frames, seals and coatings.

02

FRAMES & FINISHES

Clean vinyl with mild soap and water, a soft cloth and a gentle rinse. Avoid solvents, paint removers, abrasive pads and sharp objects.

For mildew, use a cleaner approved for the finish and follow its label. Unapproved paint, varnish or chemicals can damage vinyl and affect warranty coverage.

03

TRACKS & HARDWARE

Remove dirt, leaves, sand and grit with a vacuum or nylon brush, then wipe with a soft cloth. Keep drainage openings clear.

If permitted, use a light amount of the manufacturer-recommended silicone lubricant on specified tracks or hardware only. Keep it off glass, seals and surrounding finishes.

CHOOSE CARE FOR YOUR MATERIAL

This guide focuses on the vinyl designs shown. Wood, fiberglass, composite and other products require their own manufacturer care instructions.

Fresh air. Thoughtful care.

Handle screens by the frame and keep them supported during removal and installation.

Vacuum loose dust with a soft brush attachment. Follow your manufacturer's instructions for deeper cleaning. Do not press hard against the mesh. Screens are not fall protection.

Double-hung screens

REMOVE

- 01 From inside, raise both sashes to their highest operating position.
- 02 Raise the screen enough to grasp its lower aluminum frame.
- 03 On this spring-loaded design, push left to compress the springs.
- 04 Support the frame. Gently push the right side outward to free it, then disengage the left side and bring the screen inside.

Reinstall with care

- 01 Place the left-side springs into the left screen track.
- 02 Push the frame left to compress the springs.
- 03 Bring the right side inward, align it with the right track and seat it fully.

Sliding screens

For the lift-out design shown, grasp the lower frame and raise it fully into the upper track. Push the bottom outward to clear the lower track, then disengage the top.

Reinstall in reverse order and check that all edges are seated.

CONFIRM YOUR MODEL

Spring locations and retainers vary. Do not force a screen or let it fall outside.

Here for your home.

Factory Direct Home Improvement / Serving Central Indiana since 1991

Let us help you keep things working.

For operation, care or a service concern, contact our team through:

factorydirect4homes.com

HAVE THESE DETAILS READY

- 01 Your name, installation address and preferred contact details.
- 02 The window location, style and manufacturer, if known.
- 03 A description of the issue and when it occurs.
- 04 Photos of the full window, the affected area and any serial-number label.



KEEP YOUR RECORDS

Save your order documents, manufacturer warranty and product-specific care instructions together for future reference.

If operation feels unsafe or a sash will not latch, stop using the affected window and contact Factory Direct. Photography is illustrative; procedures vary by product.