



CARE AND HANDLING INSTRUCTIONS FOR ALL AG MILLWORKS PRODUCTS

GENERAL

- When not in use, keep doors locked to prevent warp/misalignment of door panels.
- A seacoast or saltwater environment is within three (3) miles of the coastline, lake, river or other body of water which contains saltwater.
- Protective film on glass must be removed within 6 months of product delivery.
- Over time, it is normal for structures to settle, and headers may respond to the weight of the door panels, negatively affecting the smooth, easy operation of your door system. If this happens, immediately STOP using the door and contact your door installer. View our “How to adjust” videos at www.agmillworks.com/video_gallery to learn the steps to properly adjust your door. If your unit remains difficult to operate, please call your installer and/or dealer.

REGULAR MAINTENANCE - SCHEDULE

Aluminum clad, all wood, and Accoya Wood products require regular maintenance to remain in good condition and appearance. The integrity of the interior and exterior finishes must be maintained, with the maintenance documented to insure continued warranty protection.

FREQUENCY (Applies to all processes in this document)

Perform the above procedures as often as necessary to prevent deterioration in the installed environment. However, we recommend the following minimum maintenance schedule:

- General environments: Every three (3) months, but more frequently if needed.
- Seacoast/Saltwater, industrial or corrosive environments: Every month but more frequently if needed.

NOTE: Please keep this guide with your limited product warranty. Follow and document these procedures to maintain warranty protection for your AG Millworks aluminum clad products.

ALUMINUM CLAD SURFACES

Clean the aluminum clad surfaces of your product with a non-abrasive mild detergent soap and water, followed by rinsing with clear water and thorough drying with a soft cloth. Any breaches in the exterior paint coating such as scratches, chips or abraded areas, no matter

how minor in appearance, must be repaired immediately. Do not allow the metal substrate to be left exposed to the elements.

WOOD SURFACES/ACCOYA WOOD SURFACES

Regularly wipe down all wood surfaces with a clean DAMP (not wet) cloth. This will remove airborne dust, dirt and pollution particles, which can scratch, damage and embed in the finish, leaving a dull and dirty appearance. Treat wood surfaces as you would a fine piece of furniture, and never use caustic or abrasive cleaners. Immediately wipe dry any water that contacts wood surfaces, including the top and bottom edges of doors or sashes, where water absorption is most likely to occur. Wood surfaces are NOT designed to be exposed directly to water. Every six (6) months check the wood surfaces, and especially look at the top and bottom edges of doors and window sashes. It is imperative that these critical edges be fully protected with topcoats that are free from cracks or scrapes in the surface of the clear finish. Any void in the topcoats on any surface will allow moisture to get into the wood and may cause cracks, splits and warping. The same is true of painted surfaces. If needed, sand lightly with 280-grit sandpaper, wipe clean and recoat with exterior grade topcoat/paint.

Special Notice regarding Accoya Wood (Acetylated Wood): Fasteners (screws, nails, etc.) made of lesser grade metals may corrode and cause discoloration if used to penetrate Accoya Wood, due to acetic acid contained in the wood as a result of the preservation process.

Therefore, corrosion-resistant stainless steel fasteners and fixtures should be exclusively used when screwing or nailing into Products made with Accoya Wood. Likewise, any component (metal contacts for burglar alarms, door stops, etc.) made of metal other than stainless steel that will remain in direct contact with Accoya wood should be coated with an effective sealer to provide a protective barrier to avoid possible corrosion. Standard paint coatings on the wood may provide some barrier against corrosion, but a sealer such as epoxy or polyurethane on the metal is recommended. For more information, visit https://www.accoya.com/wp-content/uploads/2015/09/WIG_EN_lowres.pdf .

GLASS

For best results, do not clean glass while it is exposed to direct sunlight. Use gentle cleaning solutions and materials. Do not clean glass with abrasive material or cleaners. Dry all cleaning solution from gaskets, sealants, frames, and finishes. Remove labels from glass within seven (7) days after installation. DO NOT USE scrapers or razor blades of any size or type on the glass, as scratching is very likely to occur. Even new blades can scratch glass.

GENERAL CARE AND MAINTENANCE of HARDWARE

Hardware is subject to deterioration from everyday use and from its environment. It is important that routine maintenance be carried out in all environments, and with greater frequency in harsh coastal environments and commercial and/or industrial applications.

Inspect all screws for tightness every six (6) months. Using a low torque setting, tighten screws if necessary, taking care not to strip screw heads. Routinely check parts for wear and if excessively worn, replace the part.

To help prevent surface corrosion, we recommend washing regularly; Stainless steel finishes in coastal environments may show signs of surface corrosion, even if washed regularly. Sheltered areas that are not rain-washed are particularly susceptible. Wash with soap or mild detergent and warm water followed by rinsing with clean cold water and wipe dry.

As a guide, if a window or door requires washing then wash the hardware, however AG Millworks recommends for seacoast/saltwater and industrial environments washing hardware a minimum of every (1) month, and for less corrosive environments washing every three (3) months. In seacoast/saltwater environments (three miles or less from the coast) we recommend applying a light application of corrosion preventative such as **Boeshield T-9, CRC Marine 66, or Inox® for Marine** to all hardware surfaces and using a dry cloth to remove excess. When using lubricant or corrosion protection compounds, be careful to avoid the adjacent surfaces and always follow the manufacturer's instructions. DO NOT allow Boeshield or other corrosion preventatives to contact wood surfaces or other surfaces that tend to absorb oils, as staining may occur.

TRACK

Keep track free from obstruction, sand, dirt or water or any other debris. Clean visible surfaces using a damp cloth and mild detergent, then wipe dry.

HANGERS AND PIVOTS (BIFOLD DOOR SYSTEMS ONLY)

All hangers are fitted with lubricated ball bearings or plain bearings, requiring no greasing. If the doors 'settle' and door clearance is reduced causing friction, raise the door by the hanger adjustment nuts. View our "How to adjust" videos at: www.agmillworks.com/video_gallery to learn the steps to properly adjust your door.

Wash per the above recommendations.

GUIDES

Guide roller and guide channel must be kept clear and free of sand, dirt, water and other debris or obstructions.

Wash per the above recommendations.

ROLLERS

All sill guide tracks and header channels must be free from obstruction and excessive dirt and water. Clean visible surfaces using a damp cloth and mild detergent, then wipe dry. All rollers are fitted with sealed precision bearings requiring no maintenance, but clean exterior surfaces and protect as recommended above.

HINGES

Clean visible surfaces using a damp cloth and mild detergent, then wipe dry.

SURFACE MOUNTED LOCKING MECHANISMS

It is recommended to spray WD40 to the sliding pin inside the drop bolt and to the lock cylinder (if applicable). There are access holes or slots on all drop bolts at the top and bottom of door panels so that this can be completed without removing the locks from the doors. Wipe away any excess lubricant. Clean visible surfaces using a damp cloth and mild detergent, then wipe dry.

HANDLE SETS

Standard Hardware Finishes and Surfaces

To clean, use water and a soft cloth. Clean as necessary or when surface deposits are visible. DO NOT use brass cleaner. DO NOT use household cleansers, abrasive cleansers, or steel wool at any time to clean the surface.

Oil Rubbed Brass and Oil Rubbed Bronze

Oil rubbed brass and oil rubbed bronze finishes are intended to change color and appearance by design. Clean only if necessary, by rinsing with water. Rigorous cleaning or use of a cloth may alter the surface appearance.

Stainless Steel

Stainless Steel is rust-resistant due to the alloy components of chrome and nickel. Regular care and maintenance, however, are still required to ensure the longevity and appearance of this material. Since the base material is a form of steel, surface staining can occur in aggressive environments and/or when in contact with other metals or materials. Wash surfaces

per the schedule above with warm, clean water and a mild detergent followed by a thorough rinse with clean water especially when surface deposits are visible. If any surface staining does occur, use only a stainless steel cleaner to remove the staining per the manufacturer's instructions. DO NOT use household cleaners, abrasive cleaners, or steel wool at any time to clean the surface.

General Hardware Care and Maintenance

Maintain proper door operation at all times to ensure correct hardware function. This may require adjustment of hinges, strikes, rollers, cams, and/or other adjustments as instructed by the applicable manufacturer. Carpentry or other repair may be necessary to account for misalignment, warping, sagging, or other problems preventing normal operation of the door or window. Clear any debris from strike openings, grooves, rails, moving parts or other areas where hardware is engaged, particularly any applicable areas on the sill.

Where keyed cylinders are used, apply dry graphite (available at most hardware stores or locksmiths) to the keyway once a year or more often if usage is frequent.

DO NOT paint or apply wood stain over hardware.

DO NOT allow paint, wood stain, drywall compound, stucco, silicone, putty, or other finishing materials to seep into or become lodged in the hardware. Cover or mask hardware and glass during finishing processes. Use fasteners originally supplied with the hardware or as specified by the installation instructions. Clean and maintain hardware surfaces as noted above.

SCREENS

Dust and debris can collect in the guide channels over time. Keep screen channels at head and sill free of pet hair, fur, dust, sand and other debris at all times. Removal of such build-up is important to the screen's continued smooth movement. While the screen is retracted, remove any debris from the channel with a soft cloth, or low suction vacuum cleaner with a soft brush attachment, being careful not to disturb any tensioning cords. Dusty or coastal environments will require frequent cleaning. The screen mesh should be lightly dusted to maintain an unobstructed view and airflow. While the screen is extended, remove any build-up with a light-suction vacuum cleaner with a very soft brush attachment; exceptional care should be taken not to tear or rip the mesh or disturb the horizontal tensioning cords.

Retractable screens are fitted with tensioning cords running horizontally across the opening that provide stability to the screen, control the vertical orientation of the handle bar and help prevent the mesh from blowing out of its channel in windy conditions. Should the screen mesh blow out of the track at top or bottom, gently retract the screen, and the mesh should self-feed

back into the channels. If not, simply pop the mesh back in the channel gently. On large openings the screen mesh can act like a sail; do not use the screen in gusty or windy conditions. If the screen does not glide smoothly, do not force it. Stop using the screen immediately and contact your installer or dealer. Operating the screen while there is an obstruction or resistance will cause damage.

If the mesh gets damaged or a tension cord breaks, the screen will need to be replaced at the owner's expense. The screen has been designed to be interchangeable with a replacement screen cartridge assembly that can be reinstalled into the existing channels. **SCREENS ARE NOT INTENDED OR DESIGNED TO KEEP PETS OR CHILDREN SAFELY CONTAINED AND MUST NOT BE SO USED.**

WEEP SYSTEM IN RAISED SILLS

Keep the drainage holes (weep system) in the raised sill free of dirt and debris so that water can easily exit the channels to keep water from building up and entering the house in heavy rain. A pipe cleaner or small bottle brush works well for this purpose, or you can use a can of compressed air with a narrow tube attachment to force dirt and debris through the tubes and out of the holes at the front of the sill. See our "How to free debris from weep holes" video at www.agmillworks.com/video_gallery . Do not allow dirt and debris to collect in the recessed track in the sill.

Do not use a water hose or pressure washer to clean doors, as damage to Product and/or water infiltration may occur.