

CARE | INSTRUCTIONS

WINDOWS + DOORS + SECURITY SCREENS



MAINTENANCE + CLEANING INFORMATION

The finishes of Dowell Window and Door products are of high quality, extremely durable and weather resistant. To preserve the original appearance of the product, regular maintenance is recommended.

ALUMINIUM WINDOWS + DOORS

External aluminium surfaces of windows and doors should be washed with clean water and a mild detergent at least every three months. A soft sponge or similar should be used to avoid scratching the aluminium or glass.

In coastal, industrial, and exposed sites where the environmental conditions are more demanding, the cleaning program should be carried out monthly.

Abrasive, chemical cleaners or steel wool should not be used as such methods may damage the glass or aluminium surfaces.

SLIDING WINDOWS + DOORS

Sill recesses should be regularly cleaned and kept clear of dust and foreign matter. A brush and vacuum within the track area may be used to do this.

Drainage slots should be checked regularly to ensure they are not blocked with residual dirt or grime to allow maximum drainage. After cleaning, a light silicon spray may be applied to the track and wool-pile seals to ensure a quiet and smooth operation of the sash.

Door locks should be checked from time to time for satisfactory operation and may require adjustment to compensate for building settlement.

Door rollers are factory set and should not require any adjustment. However, if an adjustment needs to be made due to building settlement, the door panel must first be lifted to relieve the weight from the roller assembly. Adjustments should be made using a cross-recess head screwdriver.

AWNING/CASEMENT WINDOWS + HINGED DOORS

With sashes open, the sash and opening perimeter should be cleaned regularly and kept clear of dust and foreign matter.

Drainage holes should be checked regularly to ensure they have not become blocked.

DOUBLE HUNG WINDOWS

Window jamb tracks should be cleaned regularly and kept clear of dust and foreign matter. Window operating hardware should be cleaned and operated regularly to ensure smooth operation.

FLYSCREENS

Flyscreens can be cleaned by vacuuming or washing thoroughly with warm mains water and using a soft brush.

HARDWARE

All door and window operating hardware should be cleaned and operated regularly to ensure smooth operation. Lubricants should not be used on casement stays, as this will affect their operation.

Opening sashes should be operated regularly to ensure the sash hardware continues to move smoothly.

TIMBER CARE

Variations in the colour, texture or grain pattern of the wood should not be considered as defects and are a natural feature of timber.

Timber surfaces exposed to the weather must be sealed using a minimum of two coats of paint, varnish or sealer on both faces and edges top to bottom. Timber finishes should be regularly checked and maintained in order to prevent timber decay.

GLASS SURFACES

It is recommended that all glass surfaces be kept clean by prompt removal of all dirt or contaminants. Clean water and, in some instances, the addition of a small amount of mild detergent should be used.

After washing, any detergent residue must be thoroughly rinsed away with clean water. Under no circumstances is any form of abrasive cleaner to be used. Stubborn dirt or residue should be lightly sponged off to avoid scratching the glass.

The frequency of cleaning will depend on environmental conditions such as proximity to the ocean or industrial areas. As a general guide, glass should be cleaned at least quarterly.

NON-COATED GLASS

- Thoroughly drench the glass with clean water to loosen any residues, deposits or dirt.
- Spray one of the recommended cleaning solutions onto the glass surface.
- Immediately remove the cleaning solution with a lint-free cloth.
- Any stubborn dirt should be lightly sponged off, being careful not to scratch the glass.
- All traces of water and cleaning solution must be removed from the glass, window frames and visible sealant/gaskets. Failure to remove any residue may cause these components to deteriorate as a direct consequence of the cleaning process.

Recommended Cleaning Solutions

- A mix of 1 part vinegar to 10 parts clean water; or
- A mix of 1 part isopropyl alcohol to 1 part clean water.

COATED GLASS

Exterior Surface

Follow the recommended cleaning instructions for non-coated glass.

Interior Surface

Hand clean with a lint-free cloth using one of the recommended cleaning solutions above. Do not under any circumstances use metal scrapers, squeegees or other similar implements on the interior surface as this will damage the product.

SECURITY SCREENS

Washing

Wash screens with warm mains water and mild detergent. Use a soft-bristled brush to scrub the surface gently. This will help remove dirt, dust, and other debris from the screens.

Rinsing

After washing, rinse screens thoroughly with mains water to ensure all detergent residue is removed. Pay special attention to the mesh retaining areas of the frame to ensure they are free from any residue.

Water Source

Only use mains water for cleaning the screens. Avoid using recycled, bore, or tank water, as these may have impurities or chemicals that can cause corrosion. Stick to clean mains water for the best results.

Avoid Excessive Water

When cleaning the screens, be mindful of the amount of water entering the main lock and auxiliary 3-point locks. Excessive water in these areas can lead to potential issues. Use a controlled amount of water during the cleaning process.

Frequency

The maintenance period may vary depending on the environmental conditions in your area. In marine or industrial environments where conditions are more severe, it is advisable to clean screens monthly compared to every three months in normal conditions. Increased dirt, debris, moisture, and other contaminants in these environments can affect the screens' performance.

Follow these maintenance instructions to ensure that your aluminium windows, doors, and security screens remain in good working condition and provide long-lasting protection.



**MADE IN
AUSTRALIA**
SINCE 1860

Note: This information is provided as a general guide only. It does not constitute a warranty. Dowell Windows + Doors disclaims any responsibility for any specific results relating to the use of this guide or any liability for loss, damage or injury resulting from the use of this guide.

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