

Stain Fighting Solutions

For stains that prove to be difficult to remove with mild soap and water, use the readily available household cleaners listed in the following table. Be sure to closely follow the manufacturer's instructions for each cleaner. The manufacturer does not guarantee nor warrant effectiveness of each individual product.

This list is based upon research of household products and their successful use on vinyl and polymers used in fiberglass pultrusion. Substitute products made by other manufacturers may or may not be as effective. Cleaning materials are listed in alphabetical order.

Always be sure to test the effects of any cleaner on a small, unseen portion of the window before proceeding.

Do not use cleaners containing aggressive organic solvents because they could affect the surface appearance of the paint and polymers used on fiberglass pultrusion. Examples of such cleaners are: chlorine bleach, liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover and furniture polish and cleaners.

Problem Stain	Possible Solution
Bubble Gum	Fantastik [®] , Murphy's Oil Soap [®] , Solution of Vinegar (30%) & Water (70%), Windex [®]
Crayon	Lestoil [®]
DAP (oil based chalk)	Fantastik [®]
Felt-tip Pen	Fantastik [®] , Water Based Cleaners
Grass	Fantastik [®] , Lysol [®] , Murphy's Oil Soap [®]
Lipstick	Fantastik [®] , Lysol [®] , Murphy's Oil Soap [®]
Lithium Grease	Fantastik [®] , Lestoil [®] , Murphy's Oil Soap [®]
Mold & Mildew	Fantastik [®] , Murphy's Oil Soap [®] , Solution of Vinegar (30%) & Water (70%), Windex [®]
Motor Oil	Fantastik [®] , Lysol [®] , Murphy's Oil Soap [®] , Windex [®]
Oil	Soft Scrub [®]
Paint	Brillo Pad [®]
Pencil	Soft Scrub [®]
Rust	Fantastik [®] , Murphy's Oil Soap [®] , Windex [®]
Tar	Soft Scrub [®]
Top Soil	Fantastik [®] , Lestoil [®] , Murphy's Oil Soap [®]



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Caring For Your Fiberglass
Alpen Windows[™] and Doors

It Is Easy To Maintain the Beauty Of Your Fiberglass Windows

Alpen Windows™ fiberglass windows and doors are virtually maintenance free. However, as with any product exposed to atmospheric conditions, they will become dirty and require cleaning. With very little effort your fiberglass windows and doors will retain their “just new” look for years to come.

In most cases, exterior dirt and grime will wash away during the next heavy rain storm. However, if Mother Nature is unable to clean your windows, follow these guidelines.

⚠ Caution!

Most severe window accidents occur on the first floor. If in doubt about precautions and dangers, hire a licensed, and insured professional window cleaning service.

1. Avoid washing windows with high pressure sprays, guns, and hoses.
2. Your window may have special coatings applied to the glass. Do not use metal razor blades to clean the glass as it can damage the glass surface and/or the coating.
3. Do not lean out of the window to clean the exterior glass surface.
4. Do not use the screen for support or retention. Screens will not prevent someone from falling out of a window.
5. Do not use aggressive or highly abrasive cleaners or solvents on the glass surface.
6. Do not allow any sealants to make contact with the glass surface. Sealants may cause damage or spotting of the glass.

Cleaning the Exterior Glass Surface

Be careful! Use common safety methods to minimize the risk of hazard. Clean both sides of your glass with any popular non-ammonia glass cleaner and a soft lint free cloth or paper towel.

1. Always wash the frames and sashes with a soft cloth, micro fiber cloth, sponge or ordinary long-handled soft bristle brush.
2. For removal of most common dirt and grime, use a solution of mild dish washing detergent and warm water.
3. Rinse the window with clean water.
4. Use a clean lint free cloth or squeegee to dry the glass.
5. For best results, avoid cleaning glass in direct sunlight.

Vertical Sliding Windows (Hung – DH and/or SH)

To tilt-in the lower sash (Double-hung and Single-hung)

1. Be sure the window locking mechanism is in the unlocked position.
2. Raise the window sash approximately 3 inches.

3. Grasp each side of the sash and use your index finger to disengage tilt latches.
4. Slowly lower the sash to a convenient cleaning level.
5. Clean the exterior surface (using a popular glass cleaner and a soft lint free cloth or paper towel) by supporting the sash with one hand and cleaning with the other.
6. Press in on both tilt latches and return the sash to its original position. Be sure both tilt latches have engaged into the track properly.

To tilt-in the upper sash (Double-hung only)

1. Tilt-in the lower sash by following the previous instructions.
2. Support the lower sash by using a chair, step ladder, or some other stable support. Be sure to pad the support to prevent damage and be sure the sash is supported by the sash frame. Do not support the sash by resting the glass on the support.
3. Pull the upper sash down approximately three inches.
4. Grasp each side of the sash and disengage the tilt latches with your index fingers.
5. Slowly allow the sash to tilt-in.
6. Clean the exterior surface (using a popular glass cleaner and a soft lint free cloth or paper towel) by supporting the sash with one hand and cleaning with the other.
7. Press in both tilt latches and return the upper sash to its original position. Be sure that both of the tilt latches click into place.
8. Press in both tilt latches and return the lower sash to its original position. Be sure that both tilt latches click into place.

Horizontal Sliding Windows

1. Unlock the locking mechanism on the sash.
2. Slide the sash to its fully opened position.
3. Grasp the sash on either side and lift it into the head of the window until the bottom of the sash clears the sill.
4. Tilt the bottom of the sash out and remove the sash from the frame.
5. Place the sash on a soft padded surface and clean the exterior glass surface using a soft lint free cloth or paper towel.
6. Replace the sash into the frame by repeating steps 1-4 in the reverse order.

Casement Windows

1. Raise the lock lever to its unlocked position.
2. Crank the sash to its fully opened position.

3. Wash the exterior glass surface by using a common glass cleaner and a soft lint free cloth or paper towel. (Egress operation clean glass from exterior.)
4. Crank the window to its closed position and lock window.

Cleaning the Screen

Screens can be cleaned by vacuuming with a brush attachment or using a sponge or microfiber cloth, with mild soap and water. Rinse the screen with clean water. Allow to dry completely before inserting back on the window.

Casement and Awning Operating Hardware

Inspect and clean dirt and debris from the track on the exterior of casement and awning windows. This allows the track to move freely.

Inspecting the Weep System

Periodically inspect the weep holes on the Sliding, DH and SH windows to make certain they are clear of any dirt or debris. A soft brush may be used to clear openings if necessary.

Window Example: (Double-Hung)

