

# MAINTENANCE GUIDE

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A CLEAR DIFFERENCE

Our promise to you is a clear difference in quality, performance and service.



# MAINTAINING YOUR WINDOWS AND DOORS

Your new Jason window and door frames come with our renowned 10 year structural warranty. However, like everything, windows and doors need regular care and maintenance to maintain the performance and life of these products.

Our aluminium and glass experts have put together a set of guidelines to ensure you will get the most out of your Jason Windows products for years to come.

Please ensure you clean and maintain your Jason Windows products in accordance with the information and guidelines provided to maintain your warranty on the powder coat finish.

# HOW TO CLEAN STANDARD GLASS

## ROUTINE CLEANING

1. All cleaning should be conducted wearing gloves and all items of jewellery such as watches should be removed beforehand.
2. Ensure the glass is cool to touch, and soak the surface with clean water to loosen any residues, deposits or dirt. Do this before applying the recommended cleaning agent.
3. Spray the recommended cleaning product either onto the glass surface or a cloth to apply. Wash the wetted surface with a lint free cloth or towel and lightly sponge off any leftover dirt.
4. Once you have finished washing, don't allow water or cleaning materials to remain in contact with the glass, frame, sealants or gaskets. Doing this can cause deterioration to the components over time.
5. Dry the glass by wiping with a clean lint-free cloth being careful not to scratch the surface of the glass. To prevent streaking, stop wiping the glass when it is almost dry and a uniform film of moisture is left on the glass surface. The film will quickly evaporate leaving the glass surface clean.
6. Remove any paint spots on the glass with a solvent or graffiti removal solution. Solvent based cleaners should not come into contact with the powder coated aluminium frames or hardware.



### Recommended Cleaning Solutions for Standard Glass

- Mix 1 part distilled white vinegar to 10 parts clean water; or
- Windex Multi Surface Cleaner (colourless)

Only use the recommended cleaning products as others may cause damage to your glass. Ammonia or alcohol based cleaners are not recommended and will leave streaky residue on the surface.

# HOW TO CLEAN LOW-E & LAMINATED GLASS

Special care needs to be taken when cleaning high performance glass such as Low E and Laminated glass. In particular, Low E glass (e.g. ComfortPlus, SmartGlass, Sunergy) has a very thin coating on the interior glass surface that requires alternative cleaning methods to normal glass.

## ROUTINE CLEANING

1. When cleaning, ensure jewellery and watches are removed and gloves are worn.
2. Spray the glass surface with the recommended cleaning solution. Be generous with the amount of solution applied.
3. Scrub the wetted surface with a clean, lint free towel or cloth. Wipe dry with a dry, clean lint free towel or cloth. Do not use a squeegee on the coated (interior) surface.
4. To prevent streaking, stop wiping when the glass is almost dry and there is a uniform film of moisture left on the glass surface. The film will quickly evaporate leaving a clean surface.

### Recommended Cleaning Solutions for Performance Glass

- Mix 1 part distilled white vinegar to 10 parts clean water
- Windex Multi Surface Cleaner (colourless); or
- Renu Glass Cleaner available from Jason Windows

Only use the recommended cleaning products as others may cause damage to your glass. Ammonia or alcohol based cleaners are not recommended and will leave streaky residue on the surface.



# HOW TO PREVENT THERMAL FRACTURE

Thermal fracture occurs when glass is exposed to extreme temperature changes causing a fracture within the glass that can lead to further cracking. Here's how to prevent this:

- Never clean glass when fully exposed in sun. Start cleaning when the glass is cool to touch and not in direct sunlight or extreme heat conditions.
- Don't wash on hot or extra cold days, and avoid severe heat changes being inflicted on your glass such as hot water being poured on cold glass or cold water being poured on hot glass.
- Don't store objects or materials in contact with the glass while in direct sunlight. For example, close fitting blinds or curtains can significantly add to the risk of thermal fracture. Rather, maintain a minimum 50 - 150mm space between the glass surface and blinds, a gap of 50mm at the top and 25mm at the sill to ensure adequate ventilation.

# HOW TO SPOT CLEAN

Spot cleaning may be required to remove stubborn dirt or markings from grease, oil, tape adhesive and crayons or other waxy materials as well as paint and rub-off marks from plastic. All spot cleaning should be followed by a routine clean.

1. Ensure jewellery and watches are removed and gloves are worn.
2. Apply a small quantity of acetone solvent to a clean, wet cloth or towel. Rub on areas of glass needing spot cleaning.
3. Finish by wiping with a dry, clean, lint free towel or cloth.

### Recommended Product for Spot Cleaning

Acetone solvent available from hardware stores. Must be used strictly in accordance with the manufacturer's recommendations.



# GUIDE TO SPECIALISED CLEANING

Specialised cleaning may be required and can be effective for splashed concrete or hard water stains when routine or spot cleaning has been attempted first. All specialised cleaning should be followed by a routine clean.

1. When cleaning, ensure jewellery and watches are removed and gloves are worn.
2. Carefully follow the chemical manufacturer's use and safety instructions. Apply a small quantity of the specialised cleaning product to a cotton bud. Ensure the cleaner does not come into contact with the aluminium frames.
3. Dab the solution onto the area of glass. Wipe clean using a dry, clean, lint free towel or cloth.
4. Rinse the area with soapy water after using Hydrochloric Acid. This will remove any residue or smell.

### Recommended Product for Specialised Cleaning

Hydrochloric Acid available from hardware stores. Must be used strictly in accordance with the manufacturer's recommendations.



**CAUTION** Do not use razor blades, steel wool, scouring bristles or other metallic or abrasive objects on the glass surfaces or aluminium frames. If metallic objects contact or scratch the interior surface of performance glass it can result in a discoloured stain which is difficult to remove using normal cleaning.



Cleaning tracks reduces damage and keeps your windows and doors functioning properly.



When cleaning, ensure jewellery and watches are removed and gloves are worn.

# HOW TO CLEAN ALUMINIUM WINDOW & DOOR FRAMES

1. All cleaning should be conducted wearing gloves. Remove any items of jewellery such as rings and watches.
2. Use a non-abrasive sponge or cloth to wash the aluminium frame and to dry, preferably use a chamois or a soft cloth. The use of abrasive cream cleaners or cleaning material will damage the painted surface of the frame.
3. All tracks and sills must be cleared of any sand, dirt, grit and even pet hair. These can cause damage and restrict the proper function of rollers, guides and drop bolts. Weep holes must be kept clear to enable maximum drainage.

To properly clean window tracks, first spray your tracks with warm soapy water, wiping the tracks down with a soft cloth. Use a screwdriver on the cloth to reach the bottom of the track. Spray a touch of silicone spray to finish off.

### Recommended Cleaning Solutions for Aluminium Frames

Jason Windows recommend clean, warm soapy water, or car wash for powder coat finishes. Harsher solutions can damage the finish and will void your warranty.

Never use Solvent based cleaners. Alcohol or citrus cleaner solvent based cleaners should only be used in isolation to remove stubborn marks such as tape residue, and always followed by rinsing.

**TIP** Take advantage of the washing process to inspect the seals, drainage, weep holes and the frame. Refer page 10.

# CLEANING FREQUENCY

How regularly you clean your windows, doors, security screens and hardware depends on your homes location. Below are some guidelines to follow:

ENVIRONMENT	CLEANING FREQUENCY	NOTES
Rural/Suburban Environments	Recommended cleaning every 3 months. Maximum period between cleaning is 6 months.	Over time, dirt and various materials will come into contact with your frames. Maintenance will help to prevent gradual deterioration and corrosion.
Coastal/River/Pool/Industrial Environments	Monthly cleaning is advisable. Maximum period between cleaning is 3 months, 1 month for hardware.	Windows & doors within 8km of the coastline, rivers or within close proximity to swimming pools or industrial environments have a higher risk of corrosion.
Extreme Conditions (e.g.: heavy industry, quarries etc)	Maximum period between cleaning is monthly.	Exposure to heavy grime deposit and atmospheric pollution, e.g. sulphur compounds or salts, will quickly corrode your frames and cause visible deterioration if maintenance isn't carried out regularly.

# CLEANING PRECAUTIONS

Leaving water or cleaning materials in contact with your glass, frames, seals or gaskets can cause deterioration of your windows and doors.

Chemical based cleaners can corrode the surface of the glass.

Cleaning your glass with an abrasive cloth can scratch or damage the surface.

At no time should a window or door be hit with the full force of a hose nozzle using a jet setting or similar. The full force of water can get under the frame and has the potential to damage window gaskets or sealed joints.

Do not use razor blades, steel wool, scouring bristles or other metallic or abrasive objects on glass surfaces. Attempting to remove paint spots with a blade or sharp object can cause severe damage to the glass.



Remember to thoroughly wash away any soap residue with clean water.

# DID YOU KNOW?

Glass has specific cleaning requirements depending on the glass type - specialised glass products have different cleaning requirements than standard glass.

The build up of dirt and grit on your glass can damage and reduce visibility and light transmission.

The finish of a powder coated aluminium frame will last longer if cleaned regularly.

Some cleaning solutions and cloths can damage the surface of the frame. A soft sponge with clean water and car wash or a small amount of mild detergent is ideal.

Build-up of dirt and debris can limit the functionality of the windows & doors and cause damage to the tracks and sills.

Regular cleaning and maintenance can greatly minimise the risk of salt damage and corrosion caused by swimming pools and coastal environments.

Consistent exposure to water from sprinklers can increase the chances of corrosion of your window and door frames. A subsoil watering system is a recommended alternative.



Regular cleaning and maintenance can greatly minimise the risk of salt damage and corrosion like this.

# HOW TO MINIMISE THE RISK OF CORROSION

Corrosion can occur in aluminium which is the result of the environment not the quality of the product. Aluminium has a natural level of resistance against corrosion however, particular environments can increase the risk of corrosion, such as homes near the coast or estuary, and homes with swimming pools.

Regular maintenance and cleaning as outlined in this guide will reduce the risk of corrosion within these environments. Here are some tips to consider before planning out your new home's garden that can reduce the risk of corrosion:

- Keep sprinklers away from your window and door frames. If you want a garden bed close to a window, use irrigation drippers instead.
- If you are considering installing a pool or spa, ensure your window and door frames are clear of the splash zone.

# PREVENTATIVE MAINTENANCE

## DRAINAGE SYSTEMS

Jason Sliding Doors and Windows have drainage systems just like your home has a gutter system. The drainage system uses weep holes which are small openings in your frames that allow water to drain from the framing assembly during rain or cleaning.

### Did you know?

- Sliding door weep holes are most commonly blocked by pet hair
- Blocked weep holes can give the impression your frames are holding water or leaking

### What are weep holes?

Weep holes perform an essential function and it's important to ensure they remain clear from dirt and debris such as dust, pet hair or leaves.

If your weep holes get blocked it can cause the water to fill your window or door track and overflow into your home. This can give the impression that your frames are leaking when in fact, it is likely the weep holes are blocked.

### Clear your weep holes regularly

A good method to test your weep holes for adequate drainage is to run your hose over your windows or sliding door, checking your weep holes are letting the water flow out freely and not overflowing. Use a fine spray on your hose from a distance of 2 metres rather than a full blast when performing this test.

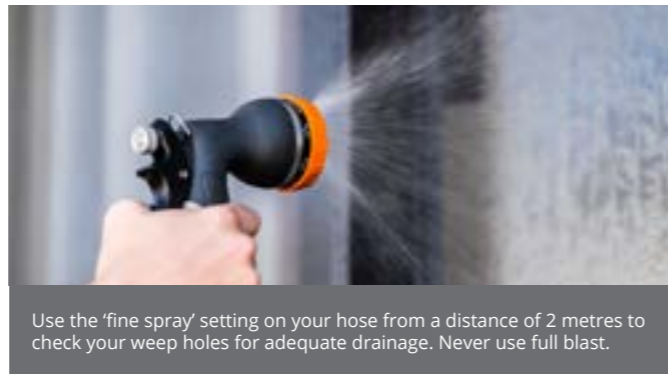
### Are my windows leaking?

In most cases when our service technicians are called to investigate a suspected leak, the issue is in fact either blocked weep holes or the result of an unusually heavy downpour of rain. Excessive rain can fill the frames faster than the weep holes can drain. In this instance, water may start to flow into the tracks until the rain eases and the water can drain away through the weep holes.

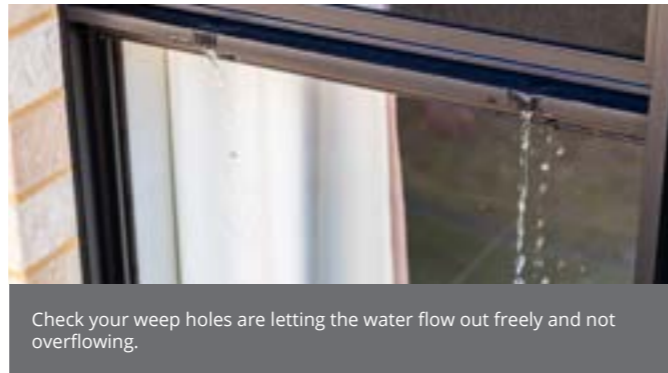
If the water doesn't start to drain away once the rain has eased, then it's likely the weep holes are blocked.



Weep holes perform an essential function and it's important to ensure they remain clear from dirt and debris such as dust, pet hair or leaves.



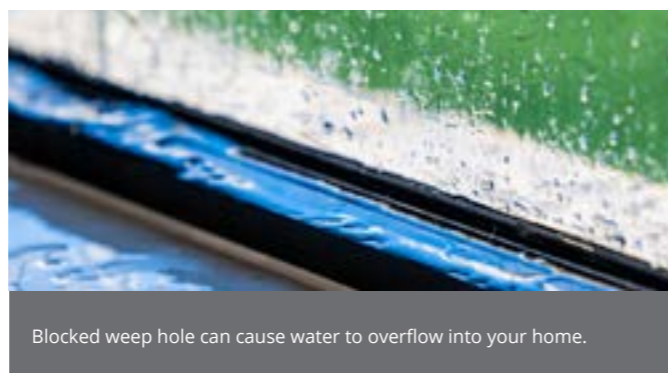
Use the 'fine spray' setting on your hose from a distance of 2 metres to check your weep holes for adequate drainage. Never use full blast.



Check your weep holes are letting the water flow out freely and not overflowing.



Blocked weep holes don't allow water to drain away externally and can result in water entering the home.



Blocked weep hole can cause water to overflow into your home.

# HARDWARE MAINTENANCE

To ensure your Jason products continue to work well for years to come, it's important to keep your hardware well maintained. Hardware includes handles, catches, rollers and door hinges.

- Locks, catches and rollers should be kept free of any materials that may affect their function.
- The internal workings of locks, handles and catches should be maintained by applying a light spray of silicon based lubricant when necessary into the areas of any moving parts.
- Ensure the external finish of all hardware are kept clean by removing any harmful residue, such as salt spray. These should be removed from the surface using a non-abrasive cleaning agent and wiped down with a soft cloth moistened with inox, available from hardware stores.
- Ensure that when maintaining handles the lubricant doesn't come into contact with the finished surface of the product.
- Rollers will either be of an axle design or pre-greased, meaning they don't require lubrication.
- All tracks and sills must be cleared from any sand, dirt, grit and pet hair. These can damage the product and restrict the proper function of rollers, guides and drop bolts. Weep holes must also be kept clear to enable maximum drainage.

# SECURITY SCREEN MAINTENANCE

The finishes that are applied to Jason Security products are of high quality and are extremely durable and weather resistant. Like all fixtures around the home some maintenance is required to preserve the original appearance of the product:

- Surfaces should be kept clean by prompt removal of all dust, dirt, grime and any foreign matter using a soft sponge with clean water and a small amount of mild detergent.
- Thoroughly wash off any residue of detergent with clean water to avoid deterioration of the coating which will occur as a result of soap deposition.
- Do not under any circumstances use any abrasive type cleaning agent (Ajax® or similar).
- If small scratches occur, they can be buffed out using a good quality car polish. Care must be taken to ensure the coated surface is not removed.

### Fall Prevention in Double Storey Homes

Wondering why your window won't open fully? In order to protect children's safety throughout the country, the NCC has implemented regulations that restrict the opening space of windows above the ground floor.

Since 2013, any window that has a fall of 2 metres or more should be restricted so that a sphere of 125mm (12.5cm) cannot pass through the opening at a force of 250N or 25kg of force. These changes came into effect in Western Australia during 2014.

If you would like more airflow through your upper floor levels, there is a solution.

Jason Windows offer security screens that comply with fall regulations and are designed to fit your existing Jason frames seamlessly, allowing you to have the window restrictors removed and open your windows all the way, letting more air into your home - and keeping your children on the safe side.

Contact the Jason Windows Security Team for a quote. Best of all, we can provide a quote without inconveniencing you with a house visit!

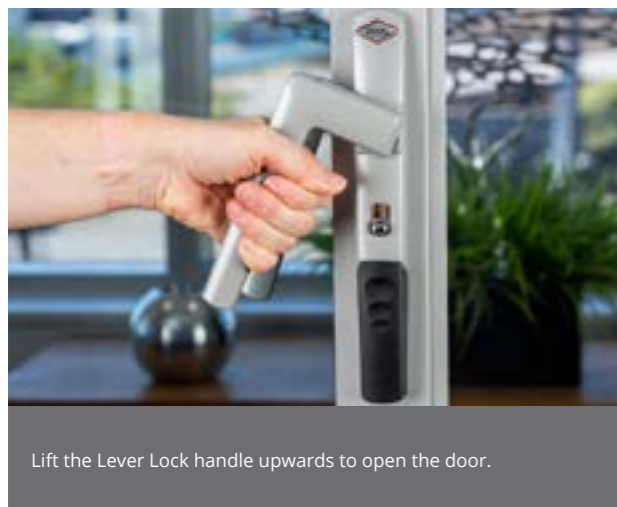
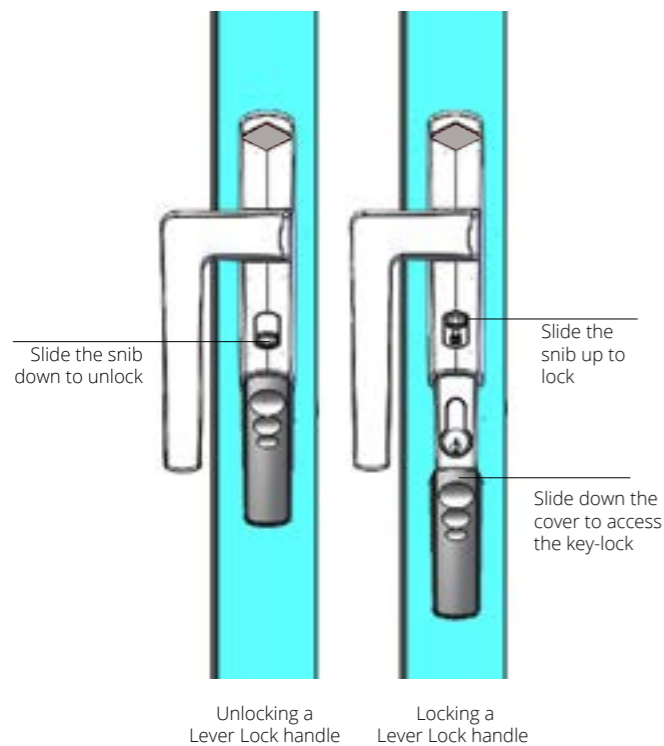
# HARDWARE OPERATION

## LEVER LOCK HANDLES

Lever Lock handles can be locked or unlocked with the key from either inside or outside after sliding down the key lock cover.

When the door has been unlocked with the key, it can be snib locked or unlocked manually from the inside by using the snib.

The key-lock overrides the snib feature and offers a better level of security.



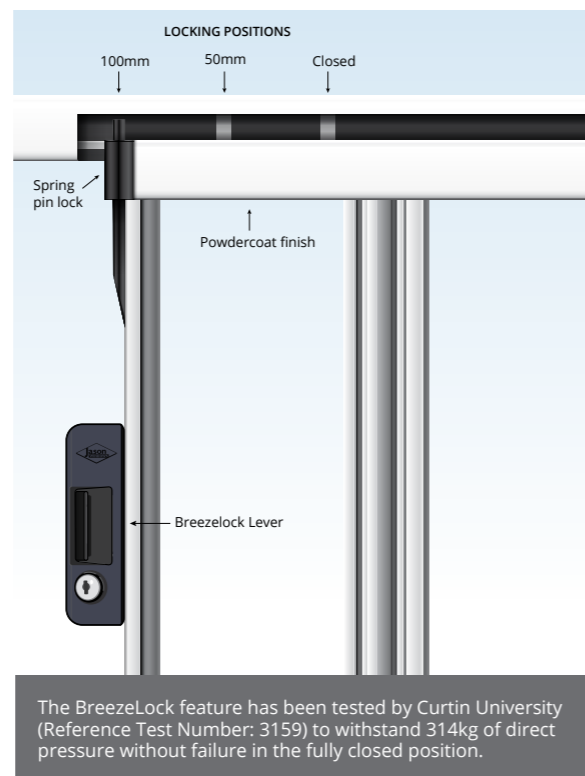
Lift the Lever Lock handle upwards to open the door.

## BREEZELOCK SECURITY FEATURE

All Jason Sliding Windows have the BreezeLock security feature which allows you to ventilate your home without fully opening the window.

### Follow these steps to operate your BreezeLock:

1. Hold the BreezeLock lever to unlock the window from the closed position.
2. Start to slide the window open
  - a. To open the window at 50mm, release the BreezeLock before the window slides to the 50mm position.
  - b. To open the window at 100mm, release the BreezeLock before the window slides to the 100mm position.
3. The BreezeLock will remain locked into the selected position of 50mm or 100mm. To unlock the BreezeLock, simply hold the BreezeLock lever as you slide the window to the desired position.
4. The BreezeLock can also be key-locked for additional security.



## PALLADIUM 4 POINT HANDLES

The Palladium 4 Point Handle has four locking points (top locking rod, bottom locking rod, snib latch, key lock) and can be locked or unlocked with the key from either inside or outside.

### Follow these steps to lock your Palladium handles from either inside or outside:

1. With the door in the closed position, lift the Palladium handle upwards to engage the internal locking rods at the top and bottom of the door stile, and then let the handle return to its original position.
2. Turn the key to lock the door.
  - The order of these steps can be reversed but we recommend engaging the locking rods first.
  - **Important Note:** Although you can use the snib latch to lock the door from inside it is recommended that you always use the locking rods and key to ensure your door is deadlocked.
  - If you have used the snib latch and then use the key to deadlock the door, the snib will flick back to the left but the door will remain locked.

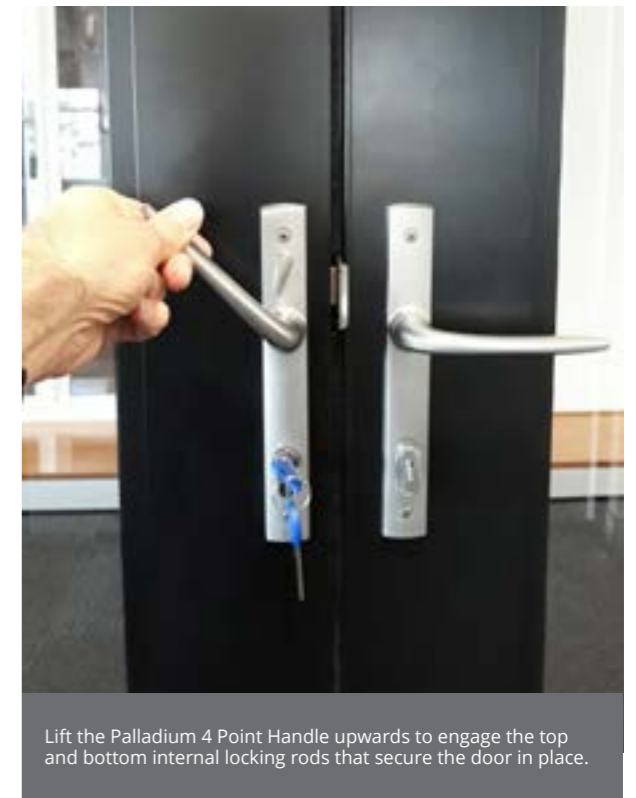
### Follow these steps to unlock your Palladium handles from either inside or outside:

1. Turn the key to unlock the door.
2. Activate handle downwards to disengage the top and bottom locking rods, and open door.

### If you have a double door, follow these steps to unlock your non-active second door with Palladium handles:

1. Open the first door as described above.
2. Twist the lower snib on the second door to unlock the handle.
3. Activate handle downwards to disengage the top and bottom locking rods, and open door.

Palladium 2 Point Handles do not have locking rods at the top or bottom, and the handle does not lift up to activate them.



Lift the Palladium 4 Point Handle upwards to engage the top and bottom internal locking rods that secure the door in place.



Turn the key to lock the door.

# AFTER SALES SERVICE

## DEDICATED SERVICE, SUPPORT & SPARE PARTS TEAM

When you have Jason Windows, Doors, and Security Screens in your home you can rest easy knowing our products are backed by a dedicated team of Service Technicians, Service Administrators and Spare Parts Coordinators.

From the time you take hand-over of your new home or renovation project, Jason Windows will handle all warranty maintenance enquiries directly with you and continue to manage all maintenance and servicing needs outside of the warranty, for the life of your home.

Our Service team can be contacted via the Jason Windows website, [jasonwindows.com.au/contact-us](http://jasonwindows.com.au/contact-us).

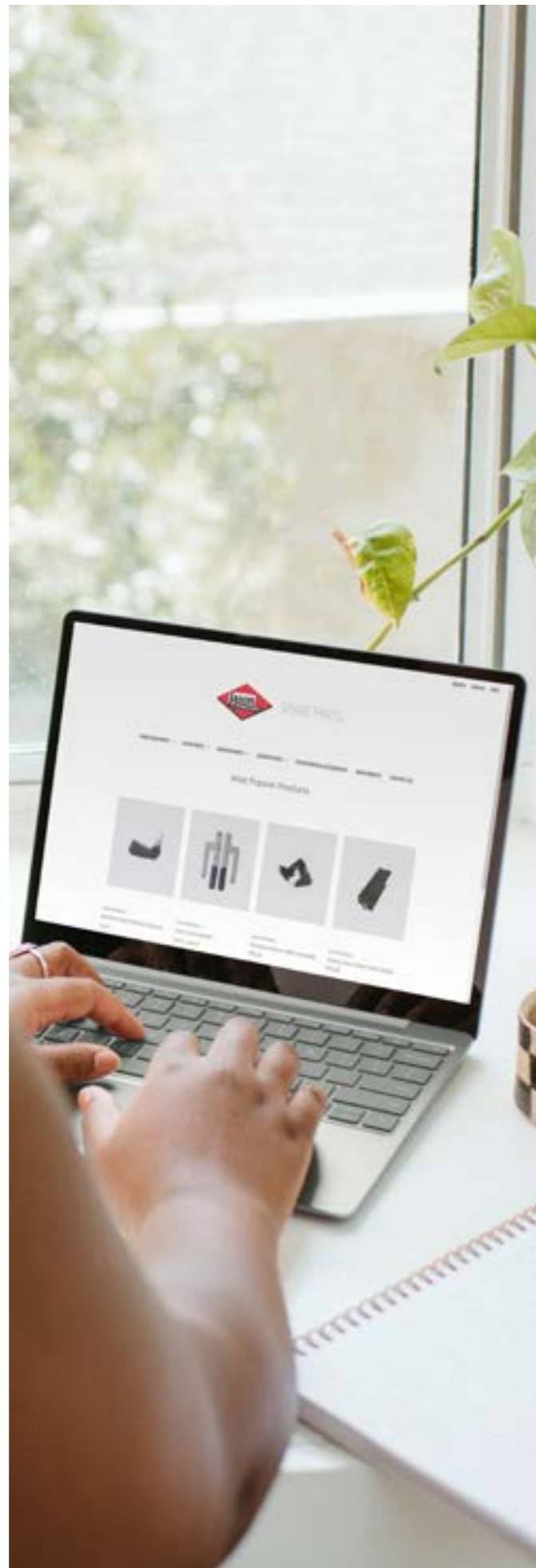
We also provide a comprehensive library of DIY videos with step-by-step instructions via our website, [jasonwindows.com.au/resources/diy-videos/](http://jasonwindows.com.au/resources/diy-videos/).

## SPARE PARTS ONLINE SHOP

Need a spare part for you Jason Windows, Doors or Security Screens? Our Online Spare Parts Shop stocks all of the parts you need, from replacement flydoor rollers and flyscreen clips to sliding door handles and locks.

Can't find what you're looking for? Simply contact our Spare Parts team and they'll be able to tell you whether a part is available.

In store pick-up is available from our Bunbury and Welshpool locations, or we can post your new part to you.



## WARRANTY

Jason Windows Pty Ltd as a member of the Australian Window Association is required to comply with an Industry Code of Conduct which includes a requirement to conduct Third Party auditing to ensure its products are manufactured in accordance with Australian Standards.

The Jason Windows Pty Ltd product range is designed to meet the performance criteria outlined in a number of Australian Standards in alignment with the National Construction Code.

As required by Australian Standards, performance labelling of Jason Windows Pty Ltd products confirms the structural and water performance capabilities of each individual product.

Subject to the conditions and limitations below Jason Windows Pty Ltd guarantees its products against defects arising from faulty workmanship or materials for 10 years from the date of practical completion.

- Moving parts which are subject to wear as part of normal use are guaranteed for a period of two (2) years from the date specified above.
- The product must be installed and maintained in accordance with Jason Windows installation and maintenance recommendations, and the relevant Australian Standards ([www.standards.org.au](http://www.standards.org.au)).
- Manufacturing standards and tolerances are not deemed defects.
- The customer must not carry out any remedial work to allegedly defective products without first obtaining the written consent of Jason Windows to do so.

### The Jason Windows Pty Ltd Warranty against defects does not cover:

- Products that have been subjected to abuse, misuse or neglect.
- Colour variations or shades that may occur with powder coat or anodised finishes.
- Products that have not been maintained in accordance with the Care and Maintenance instructions specified by Jason Windows (<http://jasonwindows.com.au/cleaning-and-maintenance-windows-doors-glass/>).
- Products which have been supplied according to a required specification, where such specifications are subsequently determined as inappropriate.
- Products that have been subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar.
- Products which have been supplied but not installed in accordance with the requirements of the National Construction Code.
- Products subjected to corrosive environments.
- To the extent permitted by law, any consequential loss arising from defective or faulty products supplied by Jason Windows Pty Ltd

### Jason Windows Pty Ltd:

- Accepts no responsibility for glass breakage once installed, for example thermal cracking or spontaneous breakages. Glass breakages caused by faulty installation or materials are the exception.
- Assumes no liability for damage to whole of product caused by cleaning agents or brick cleaning acids.

## Claims

- The structure of the Building and Construction industry results in Jason Windows Pty Ltd providing a warranty to an initial customer (the Builder) and a secondary customer (the Home Owner). In both situations -
- All customers are required to forward their warranty claim, in writing, to Jason Windows Pty Ltd at the address specified below, within 72 hours of the product defect arising.
- The customer is responsible for all costs associated with lodging the warranty claim.
- Jason Windows Pty Ltd will investigate all warranty claims and undertake, the repair or replacement of any defects identified as covered by this warranty using authorised Jason Windows Pty Ltd service technicians and / or nominated installation personnel.
- The customer will be liable for all costs incurred by Jason Windows Pty Ltd, if the issue is not covered by the provisions of this warranty or your statutory rights as detailed below.

## Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits given to the customer under this warranty against defects are in addition to other rights and remedies under a law in relation to the goods or services to which the warranty relates.

## Address Details

Customers should send their claims to:

Warranty Claims  
Jason Windows Pty Ltd (ACN 060 974 138)  
Locked Bag 3  
Welshpool DC  
Welshpool WA 6986

or via email to: [warranty@jasonwindows.com.au](mailto:warranty@jasonwindows.com.au)

## WARRANTY REQUIREMENTS

**Aftermarket Tinting:** Aftermarket tinting applied to Jason Windows glass will void your glass warranty. However, as tinting is applied internally, when applied to Low E glass, it will need to be Low-E glass compatible film. Applying a non-compatible film can cause thermal stress damage to the seals or glass. Bear in mind that the glass may feel hotter as a result of adding tint, not cooler as its stopping the unwanted heat at the window.

It is recommended tint film is supplied by an accredited tinter aligned to the Window Film Association. Check the product warranty for the tint film extends to the glass the film is applied ([www.wfaanz.org.au](http://www.wfaanz.org.au)).

**Cleaning Agents:** The use of a non-approved cleaning product or abrasive cleaning agent can damage the surface of aluminium doors and windows. Using either of these against the recommendations of this information pack will void your warranty on the finish.





Sign up for maintenance reminders & more: [jasonwindows.com.au/updates](https://jasonwindows.com.au/updates)  
Cleaning & Maintenance FAQs: [jasonwindows.com.au/service-maintenance](https://jasonwindows.com.au/service-maintenance)

PERTH SHOWROOM: 31 Sheffield Road (cnr Dampier Rd), WELSHPOOL | Tel (08) 9351 3400  
BUNBURY SHOWROOM: 21 Worcestor Bend, DAVENPORT | Tel (08) 9726 2213  
HOME BASE (Display Only): 55 Salvado Rd (cnr Harborne St), SUBIACO

[jasonwindows.com.au](https://jasonwindows.com.au)



Jason Windows will manage all maintenance and servicing needs  
Outside of the warranty, for the life of your home.