

## Operating and Maintenance Instructions

### Windows and Sliding Doors

Thank you for your purchase from DUXTON Windows and Doors.

The following practices are recommended for long-term performance of fiberglass windows and doors:

- Cleaning: The glass and frames should be washed occasionally with a non-abrasive detergent solution. Warning: Do not use scrapers. Glass scratched by a scraper is not covered under the DUXTON Windows & Doors Warranty.
- Maintaining the seals: Rubber weather stripping should be sprayed about a year apart with clear silicone and wiped with a rag for even coat to prolong elasticity and performance indefinitely.
- Managing indoor humidity: Particularly in the winter on the coldest days, reduce indoor humidity if moisture or ice is accumulating on window or door surfaces. Helpful steps may include adjusting your mechanical systems, raising blinds, using fans, or running a dehumidifier. The location within the home (such as kitchens, bathrooms and basements) can also affect condensation potential.

Recommended Indoor Relative Humidity		
Outdoor Air Temperature in Fahrenheit <sup>1</sup>	Outdoor Air Temperature in Celsius <sup>2</sup>	Indoor Relative Humidity (%RH) <sup>3</sup>
<b>Dual Glazed</b>		
20° to 40°F	-7° to 4°C	≤ 40%
10° to 20°F	-12° to -7°C	≤ 35%
0° to 10°F	-18° to -12°C	≤ 30%
-10° to 0°F	-23° to -18°C	≤ 25%
-20° to -10°F	-29° to -23°C	≤ 20%
Below -20°F	Below -29°C	≤ 15%

Triple Glazed		
20° to 40°F	-7° to 4°C	≤ 50%
10° to 20°F	-12° to -7°C	≤ 45%
0° to 10°F	-18° to -12°C	≤ 40%
-10° to 0°F	-23° to -18°C	≤ 35%
-20° to -10°F	-29° to -23°C	≤ 30%
Below -20°F	Below -29°C	≤ 25%

<sup>1</sup> Home Energy Resource of Minnesota

<sup>2</sup> CSA A440.2 User Guide

<sup>3</sup> For reference only. Other factors can influence maximum recommended Indoor Relative Humidity, such as the technical glazing specifications or product type. (n.b. a fixed, casement, or awning window will typically perform better than a sliding window, sliding door, or swinging door)

- Ease of operation:
  - Casement and awning hardware hinges and locking mechanisms should be lubricated about once a year.
  - Pile weather stripping on windows/patio doors should be lubricated about once a year for smoother operation.
  - Sliding door tracks and sliding window tracks should be kept clean of dust and debris.
- Basic Single Hung Operation:
  - Camlocks must be in a fully open position before sliding sash up OR down.
  - Interlock should be engaged prior to closing and lock sash into place. A good seal will only be accomplished when the interlock is effectively engaged.
  - Sash can be cleaned by tilting the sash inward.



45 Higgins Ave.  
Winnipeg, MB R3B 0A8  
T. 204.339.6456  
F. 204.334.1800  
[www.duxtonwindows.com](http://www.duxtonwindows.com)

## Limited Warranty Windows and Sliding Doors

DUXTON Windows & Doors Ltd. (DUXTON) Fiberglass Windows and Sliding Doors (Products) are made to the highest standards. When properly installed and maintained these products are designed to withstand many years of normal use.

**FIBERGLASS FRAMES:** DUXTON warrants to the original purchaser of DUXTON fenestration products that its pultruded fiberglass frames will be free from material rot, shrinkage, twisting or bowing under normal use for period of TWENTY (20) YEARS from the date of shipment. Labor costs are covered for a period of ONE (1) YEAR from the date of the shipment in areas within 50 kilometers from the original point of purchase.

**INSULATING GLASS UNITS:** The sealed insulating glass units are covered by the manufacturer's limited warranty for a period of: TWENTY (20) YEARS for single-family homes, and TEN (10) YEARS for all other applications, from the date stamp found on Cardinal Glass Industries units; or TEN (10) YEARS from the date stamp found on AFG/AGC units; or FIVE (5) YEARS from the date stamp found on RockGlass units. For specialty/custom insulating glass, request the warranty coverage period from DUXTON. This warranty is for failure of the hermetic seal only, and covers the formation of water and/or dust formation on protected surfaces of the glass. The warranty covers DUXTON products installed in normal conditions and excludes areas with excessive humidity. The warranty is only valid when units are glazed using silicone and setting blocks (shims) supplied by DUXTON. In cases such as swimming pool enclosures, the warranty against failure of the hermetic seal will be for a period of ONE (1) year from the date found on the spacer between the lites of glass. Exclusions to the warranty include glass breakage; glass scratched by a scraper; and glass imperfections consistent with industry standards, which do not affect structural integrity. This warranty covers the replacement unit only, of the defective Insulating Glass Unit, F.O.B. DUXTON plant. Labor costs are covered for a period of ONE (1) YEAR from the date of the shipment in areas within 50 kilometers from the original point of purchase.

**HARDWARE AND SEALS:** DUXTON warrants that the hardware and weather seals will be free of defects for a period of FIVE (5) YEARS (TEN (10) YEARS on all Truth Hardware) from the date of shipment of the product. Truth Marvel operators and other electrical products to drive manual hardware systems are covered by the manufacturer's warranty for a period of ONE (1) YEAR. All hardware warranties are limited to the repair or replacement of defective materials only, and are F.O.B. DUXTON plant. Labor costs are covered for a period of ONE (1) YEAR from the date of the shipment in areas within 50 kilometers from the original point of purchase.

### **LIMITATIONS:**

This warranty is limited to defects in material and/or workmanship and specifically excludes the following:

1. Damage caused by improper handling, abuse, vandalism, or other causes beyond DUXTON's control;
2. Glass breakage or screen cloth tears regardless of cause;
3. Defects or malfunction resulting from improper installation, inappropriate application or lack of maintenance;
4. Damage or malfunction resulting from settlement of the structure;
5. Fading, chalking or accumulation of dirt or stains regardless of cause;
6. Defects or damage resulting from excessive wind, hail, fire, lightening, or other acts of God; intentional acts, accidents, negligence or exposure of caustic chemicals or pollutants;
7. Defects or damage resulting from unauthorized modification of the product;
8. Condensation on any window component, which may occur as the natural result of humidity within the building area.

The foregoing, limited warranties are the only warranties applicable to the Fiberglass windows and sliding glass door products manufactured by DUXTON and is granted in lieu of any warranties otherwise expressed or implied by law or equity. DUXTON's liability is limited, solely and exclusively, to the repair or replacement, at DUXTON's option. Under no circumstances will DUXTON be liable for incidental or consequential charges such as, but not limited to: costs of any purpose, inconvenience, damage or injury of persons or property or any other expenses.

Where products are located beyond 50 kilometres from the original point of purchase, all warranty coverage is restricted to the supply only of defective products to the original point of purchase and excludes labour and transportation costs.

DUXTON reserves the right to discontinue, modify, or re-design any DUXTON product without notice. Should replacement be required under the terms of this warranty and an exact replacement part not be available, DUXTON reserves the right to substitute a part or parts at its sole option.

This Warranty supersedes any and all other warranties, either expressed or implied. This Warranty is non-transferrable.  
Effective: Date of purchase from DUXTON Windows & Doors.