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## Care and Maintenance Instructions

### INTRODUCTION



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**This guide provides important information that will help keep your steel windows and doors looking beautiful and operating smoothly for many years while maintaining warranty coverage.**

The advice offered herein can be done by a homeowner with some mechanical aptitude. If you are unsure, it is recommended that you hire a trained service provider such as a competent and licensed construction contractor or building professional. Portella disclaims all liability associated with the use and/or provision of these instructions. Any reliance upon the information or advice is at the risk of the party so relying. The information contained herein may be changed from time to time without notification.

### CONTACT US

For questions, feel free to contact us by phone or e-mail:  
512.265.7861 or at [customerservice@portella.com](mailto:customerservice@portella.com)

## CARE AND CLEANING

### GENERAL CLEANING

Prepare cleaning solution (1 tsp baby shampoo to one gallon of water or 1 1/2 cups vinegar to one gallon of water).

1. Rinse surface with clean water from top to bottom.
2. Clean with mild soap and water and sponge or soft brush with uniform pressure horizontally, then vertically.
3. Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; do not allow cleaning solution to dry on the surface or collect and puddle).
4. Wipe dry with lint-free dry cloth.
5. If necessary, repeat steps above until clean.
6. Dry window frame and sill with separate cloth

### REMOVAL OF EXCESS PAINT ON GLASS

1. Soak dried paint drips with warm water and a soapy solution.
  2. Wipe with damp cloth or sponge.
- If needed,
3. Scrape gently using a plastic razor blade or plastic putty knife. Repeat soak and scrape if necessary.

Note! For mineral spirit-based paint drips, consult a paint professional.

### PRECAUTIONS AND SAFETY

- Never mix cleaners or solvents. This may be dangerous as well as ineffective.
- Use help when working with a large window sash or patio door panel to avoid injury.
- Use proper/safe equipment and precautions when cleaning and servicing the exterior side of windows above ground level.
- If using commercial cleaning or finishing products or solvents, carefully read and follow safety instructions,
- warnings caution and disposal instructions on manufacturer's labels. Wear appropriate safety gear (e.g. clothing, goggles, gloves) and provide plenty of ventilation.

### RECOMMENDATIONS

- Do not power-wash windows or use a garden hose; this can cause seal failure and allow water to enter the structure.
- When cleaning exterior, multi-story windows, begin with the upper story and work down.
- Avoid using metal tools, razor blades, or other sharp objects and abrasive cleaners. They can damage window surfaces, scratch glass, and remove glass coatings.
- Do not allow aggressive cleaners to come into contact with metal surfaces. Immediately rinse and dry.
- Do not allow cleaners to puddle or collect at glass edges near glazing materials.
- Avoid cleaning in direct sunlight or in temperatures too hot or too cold.
- Avoid excessive rubbing and over-cleaning.
- Do not scour.
- Clean and rinse one area at a time.
- Clean twice a year (monthly in coastal areas) or when dirty.
- After-market tints and films are not recommended, as they may cause damage to the glass and/or sealant.

### LABEL REMOVAL

Slowly peel from one corner. If label tears or sticks, moisten with soapy water and gently scrape with plastic putty knife. Stubborn labels can be soaked with soapy water and covered overnight with plastic wrap. Gently remove with plastic putty knife.

### MORE INFORMATION ON GLASS CLEANING

- The Glass Association of North America (GANA): [www.glasswebsite.com](http://www.glasswebsite.com)

**Most solvents are flammable and/or toxic and must be handled with extreme care. Do not use near open flame, sparks, or electrical motors.**



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## INSPECTION AND MAINTENANCE

Inspecting and maintaining weatherstrip can help avoid costly structural damage from water leakage and energy loss due to air and/or water infiltration. Replace weatherstrip, that is missing, torn, cracked, brittle, discolored, gummy, or that has no "bounce back" when pressed down. Call us for replacement instructions.

### **Precautions**

- Solvents such as mineral spirits or petroleum-based products may damage or dissolve weatherstrip or weatherstrip adhesion.
- When using alcohol, always test small area first to avoid product damage.
- Do not allow solvents or silicone to surfaces around the weatherstrip.
- Do not use abrasives, sanders, or anything sharp near weatherstrip.

### **Non-Water-Soluble Cleaning**

1. Clean with damp cloth or mild soap and water.
2. Rinse and dry thoroughly.
3. Repeat if necessary.

### **Weatherstrip Repair**

If weatherstrip is loose, or coming off:

1. Carefully pull back weatherstrip.
2. Apply thin bead of primer 3M Tape primer 94 allow 5 minutes for drying time, then press firmly for just a few seconds.

### **Oxidation Residue**

If any brown residue is noted on the surface of the product, or oxidation is left untreated, the corrosion process will expand into the product. When this happens, your product warranty is nullified.

## **COASTAL CARE AND MAINTENANCE**

**NOTE:** *In coastal applications and in any harsh environments such as near salt water, Portella Steel Windows and Doors recommends quarterly inspections and maintenance. Salt and other corrosive or abrasive substances must **not** be allowed to build up on exterior surfaces.*

Clean the exterior with a mild detergent soap and water a minimum of once every three months and more frequently, if necessary, to prevent any corrosive material build up. Any scratches, chips, or areas of abrasion to the exterior coating must be repaired immediately.





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#### Primers:

- Some paint manufacturers offer low temperature primers that may still be applied below 50°.
- Select oil-based primers for steel.

#### Paints:

- Use paint designed for metal only. Ask your local paint supplier for paint recommendations.
- Use only paints designed for use on metal'.

#### **STEP-BY-STEP painting recommendations.**

This paint and touch up instructions must be followed to achieve the closest match to the factory paint on your Portella Doors and Windows. Portella paint comes from our exclusive provider for our product; therefore, you may not get the exact blend if you do not procure from the same source. Our paint is a blended paint from PPG; our paint on the Portella windows and doors has a clear coat to lessen the shine and get that dull factory finish. If you need to touch up the paint on your new Portella window or door, please follow the steps.

1. **Remove any window or door hardware.**
2. **Sand the door or window to prepare it for painting using a fine grit sandpaper such as 220g or a 320g.** Scrape away any thick paint or flaking paint before sanding. Use a damp cloth to remove particles left over from sanding.
3. **Cover any glass or other non-removable items on the door with painter's tape and newspaper.** Removed tape every 7 days to prevent damage to the paint finish.
4. **It is recommended that you re-prime your product prior to painting.** Next, stir the paint in the can with a paint stick to thoroughly mix the paint.
5. **Paint the edges of the door first.** Next, paint all the panels that are part of the door. A good technique is to then paint from the top of the door to the bottom. Apply the touch-up paint with an aerosol sprayer. Do not use a brush, and this will leave brush marks that will damage the finish. An HVLP sprayer is ideal for this task. Or the aerosol (PREVAL SPRAYER).
6. **Repeat the spray paint three times.**
7. Apply two light coats of clear lacquer low matt to the fresh paint when fully dried.
8. **Re-install all window and door hardware after the paint is thoroughly dry.**

**Note: Over time, most colors will fade or lose their intensity to a varying degree, depending upon how much exposure to harsh atmospheric conditions takes place during the life of the coating system**

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#### **GLASS REPLACEMENT**

**Portella Steel Windows and Doors** recommends that you hire a trained service provider such as a competent and licensed construction contractor or building professional for all glazing requirements. Glazing should only be performed by a trained professional.

If your product came factory glazed, Portella Steel Windows recommends contacting our office to talk with one of our service manager.



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#### **PORTELLA DISCLAIMER**

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Failure to comply with the required periodic maintenance of the product will nullify all Portella Warranties.

Actual

#### **CUSTOMER NOTES:**

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#### **INSPECTION DATES:**

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**Customer Acknowledgement Signature**

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