



# CARE & USE GUIDE

**FOR PINNACLE BI-FOLD DOORS**

# Care and Use

The following information has been provided to assist in preserving the integrity and reliability of your Windsor products.

## Installation

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Your product should be inspected and installed following the steps described in the supplemental instruction pamphlet provided with your Windsor unit. Improper installation may cause your unit to perform poorly, which could reduce the life expectancy and/or void the warranty. To receive a copy of the written warranty and/or a copy of the installation instructions, contact your local authorized Windsor distributor or visit [www.windsorpinnacle.com/warranty](http://www.windsorpinnacle.com/warranty).

## Finishing

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All exposed wood surfaces must be sealed or finished within 60 days of installation.

**Surface Preparation** – Prior to finishing, all surfaces should be dry, clean and free from mold and mildew, dust or any other form of surface contamination. Interior finish should be applied while the sash/panel is open or removed from its frame, to ensure complete coverage. The finish should be allowed to dry completely prior to placing it into contact with any other door component.

**Interior Finishes** – Apply a top-quality primer to any bare wood surfaces that will be painted. When applying a topcoat paint finish, follow the manufacturer's instructions. Latex flat wall paints are not recommended as they do not provide adequate protection from moisture penetration. A sanding sealer or pre-stain is recommended if a stain is applied as an interior finish, and 2-3 coats of a top-quality clearcoat finish (varnish or urethane) should follow its application. Consult your local paint supplier when selecting an interior or exterior finish. Follow paint manufacturer's recommendations for surface preparation and topcoat application.

### **DO NOT PAINT HARDWARE OR WEATHERSTRIP.**

We do not recommend painting the exterior aluminum cladding. Painting or staining the exterior aluminum cladding, hardware and/or weatherstrip will forfeit the warranty.

## Cleaning

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**Glass (Routine Cleaning)** – Use a vinegar based solution (10% vinegar and 90% water) or commercially available ammonia-free and alcohol-free window cleaner such as Sparkle Glass Cleaner. Apply a film of cleaner to the glass surface. Rub the glass surface with a lint-free cloth or paper towel to clean. Wipe dry with a clean, dry, lint-free cloth or paper towel. Avoid getting cleaning agents on any non-glass components.

Never use a razor blade or other metallic object to clean or remove residue from your window or door products. These can scratch the glass leading to obstruction of clarity and/or glass breakage.

**Spot Removal** – Occasionally spot cleaning may be required to remove stubborn dirt or foreign materials that have adhered to the glass surface(s). First, follow the Routine Cleaning instructions above; if contaminants remain, apply a small amount of non-abrasive cleaner (such as Bar Keeper's Friend®) or organic solvent (such as Goof Off®) to a clean, dry, lint-free cloth or paper towel. **DO NOT APPLY CLEANER DIRECTLY TO THE GLASS.** On the area affected, work the cloth in multiple directions until spot is removed. Avoid getting cleaning agents on any non-glass components. Repeat the Routine Cleaning instruction above to remove any residual cleaner residue. For cleaning of Dual Low-E glass with the room side Low-E coating, please see the cleaning instructions listed next.

**Room Side Low-E** – Products purchased with the Dual Low-E glazing option have a Low-E coating applied to the room side of the windows. Never use a metallic object to remove debris from the Low-E coating. The room side Dual Low-E glass surface is to be cleaned with a solution of vinegar and water, soap and water, or a standard household window cleaner, such as Windex®. Caution should be taken when using anything abrasive on the Dual Low-E room side surface.

**Exterior Clad** – Use a mild detergent and water solution to clean the exterior surface of your unit. Never use abrasive cleaners or cleaning pads. Stubborn stains or deposits may be removed with a small amount of mineral spirits. Again, follow up by washing the area with a mild detergent and water solution. Rinse area with clean water. A number of these cleaning recommendations were derived from the AAMA 610.1 specifications for aluminum windows and doors. If the exterior surface of your clad unit appears to be dull, the application of a nonabrasive, polymer-based automotive wax would restore the shine.

**Salt Spray Environment** – If your unit is located in a salt spray environment, a quarterly rinse of the exterior surface and operating hardware with fresh water is recommended.

**Brass Handle Set** – Clean handle set with a solution of mild soap and water. Do not subject to harsh abrasives or solvent based cleaning products. Due to normal wear and tear through everyday use, certain hardware finishes may lose their protective coatings and begin to tarnish. This is not a manufacturer's defect and does not affect the operation of the hardware. Consult the maintenance section for recommendations on ways to refurbish and protect your hardware.

## Inspection

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A yearly inspection of your window/door unit should be performed. Special attention should be made to:

**Sealants** – Inspect sealants for any cracking, peeling or gaps, which may have opened up over time.

**Paint** – Check for damage, deterioration, checking or peeling.

**Finish** – Check for deterioration of interior topcoat wood finishes and finishes applied to hardware.

**Glass** – Check for any cracks or fogging between the panes on an insulated glass.

**Hardware** – Check for any dirt or grime build-up, which may cause poor operation or excessive wear.

**Door Sills** – Check for any dirt or grime build-up, which may cause poor operation or excessive wear.

**Gaskets/Weatherstrips** – Check gaskets/weatherstrips for any voids or deterioration.

## Maintenance

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**Interior Finishes** – Typically, any varnish or urethane topcoat will require a reapplication over a period of time. Wipe away any flaking topcoat material, and any other dust or debris, from the sash. Sand the surface with a fine grit sandpaper. Wipe the surface with a tack cloth. Apply a topcoat, following the manufacturer's instructions.

**Exterior Finishes** – Prior to any repair, the surface to be finished must be clean and free from moisture. Unsightly dings and dents to aluminum clad units can be repaired by cleaning the surface, lightly sanding the affected area, applying a body filler if necessary (sanding smooth if used), priming, lightly sanding and applying a color match touch-up paint.

**Track and Bearings** – Using a spatula or similar tool (not your finger), apply a small amount (typically 1/4 teaspoon) of white petroleum jelly (Vaseline®) or similar lubricant to the inner lip of each side of the track. Ensure that the wheels pass through the lubricant and it is distributed evenly along the track. Put additional lubricant around bearings. Lubricant reduces wear, improves smoothness and further protects against corrosion of track and bearings. Remove all surface contaminants by wiping all visible track surfaces with a damp soft cloth and a mild detergent, then wipe clean with a clean cloth. In severe environments, apply a thin film of a corrosion preventative, such as CRC Marine 66®, Innox or WD-40®, by wiping with a soft cloth moistened with one of these products. Stainless steel bearings are manufactured from hardening grade

stainless steel; although this material performs considerably better than plated steels, it is still susceptible to corrosion unless maintained as described above.

**Hangers, Pivots and Brackets** – A light spray application of a corrosion preventative, such as CRC Marine 66®, Innox or WD-40®, followed by a light wipe with a dry cloth to remove excess, is recommended for all hangers, pivots and brackets. Exposed surfaces should first be wiped down with warm soapy water and a soft rag, and then rinsed clean before applying preventative.

**Hinges** – Wipe down the visible surfaces with warm soapy water on a soft rag and then rinse off by wiping with a clean, damp rag. Application of a thin film of a light machine oil or one of the corrosion preventative sprays mentioned above will help to maintain the original luster of the metal finish. Be careful not to get these compounds on the woodwork itself as they may cause staining.

**Dropbolts** – Spray application of a suitable lubricant such as CRC Marine 66®, Innox or WD-40® to the sliding pin inside the bolt and to the lock cylinder is recommended. A tube attached to the nozzle will help to concentrate the spray where you want it to go. There are access holes or slots on all dropbolt products, so spraying can be done without removing the locks from the doors.

**Door Hardware** – Apply dry graphite to the key cylinder.

**Gaskets** – If voids or deterioration exist at the frame corner(s), a bead of sealant must be applied. Tool the sealant into the corner(s).

**Brass Finish** – You can refurbish and protect any tarnished brass surface by:

- 1) Removing the hardware.
- 2) Brushing the parts with a lacquer remover, following the manufacturer's recommendations.
- 3) Using a 000 steel wool to wipe the finish from the parts.
- 4) Rinsing off the parts with a mild soap solution.
- 5) Applying a quality, nonabrasive, polymer-based auto wax to seal the surface. Reapply periodically.

**Frequency** – The procedures mentioned above need to be carried out as often as is necessary to prevent deterioration in the installed environment; however, we recommend the following minimum frequency of application: general environments, six months; marine and industrial environments, three months. Regular maintenance is required for all hardware, even stainless steel, otherwise the manufacturer's warranty may be forfeited.

## Panel Adjustment

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Prior to any adjustment, an evaluation should be made of the door framing and installation integrity. Is the rough opening plumb, level and square? Is the header straight and level? Is the unit installed correctly and shimmed properly?

The panels may be adjusted using the adjustment points in the carrier sets (these adjust up and down) and in the concealed wall pivots (adjust laterally). To adjust the vertical height of a door panel, retract the Sure-Lock clip with a flat screwdriver and turn the adjusting mechanism in the hinge pin to raise or lower the panel.

**IMPORTANT:** Ensure the Sure-Lock tab is tightly seated after completion of adjustments. While dealing with any pivot or carrier vertical adjustment, always support the weight of the door panels with a flat/pry bar or similar tool. Horizontal adjustments are made on the concealed pivots. On floor and head pivots, adjust horizontal screws so that the jamb panels are precisely plumb. Note that the door panels must be fully open to prevent damage to adjusting screws and to allow for horizontal adjustments.

# Condensation

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During the process of creating a tighter, more energy efficient home, an increase in elevated indoor humidity presents itself. Older homes were unwittingly designed and constructed with random gaps, which would allow for the release of warm, moist air and the replacement of cool, drier air. Newer construction methods do not allow for this natural air-to-air exchange, thus trapping any internally created humidity within the structure. Elevated amounts of humidity can cause condensation to form on cold surfaces. Sweaty, frosted or icy windows are all forms of condensation problems. Most assume that these are a problem with the window but, in fact, these are a symptom of excess humidity in the home. Condensation on your windows could be an indicator that other moisture problems could develop, including mold or mildew on cold exterior wall surfaces, peeling paint, wood rot and the failure of wall insulation.

Relative humidity is a measure of how much moisture air will hold relative to the maximum it could hold at a given temperature. Warmer air can hold more moisture than cool air. When warm, moist air comes into contact with a cold surface, it takes on its liquid form, much like a glass of ice water on a hot summer day. Indoor humidity must remain at a level that will not permit air to condense on the glass surface.

Indoor humidity level should be monitored to eliminate the possibility of condensation. The chart below illustrates recommended winter humidity levels:

| <b>Outdoor Temp.</b> | <b>Indoor Humidity@70°F</b> |
|----------------------|-----------------------------|
| -20°F or below       | not over 15%                |
| -20°F to -10°F       | not over 20%                |
| -10°F to 0°F         | not over 25%                |
| 0°F to +10°F         | not over 30%                |
| +10°F to +35°F       | not over 35%                |

These are the recommended humidity levels, and may not be applicable for every household. Differences in glass types (LoE vs. clear) will allow for variances in humidity levels. Window condensation is a good indicator as to the maximum allowable humidity level. If your windows begin to sweat, the humidity in your home is too high.

# Warranty Claim Procedure

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If you have any questions regarding this warranty or have a claim under the provisions of this warranty (your “Claim”), please contact your local authorized independent Windsor distributor or one of our manufacturing facilities listed on the back of this brochure. To process a Claim, you must furnish the glass code (numbers and/or letters printed within/upon the insulated glass unit). If you have questions about locating the glass code, please contact one of the Windsor facilities OR REFER TO THE SUPPORT PAGE ON OUR WEBSITE. You must notify your local independent Windsor distributor or Windsor of any defects within a reasonable time, but no later than 30 days after the defect is discovered or reasonably should have been discovered, and within the period covered by the warranty. Windsor may require any defective parts be returned to Windsor or our closest distributor. In order to process a Claim, Windsor reserves the right to inspect the product before it is removed or modified in any way. Windsor field visits may result in service charges if a non-warranty site survey is required and/or requested.

## **Response by Windsor**

Windsor will have 30 days to respond to your Claim, with an explanation of what Windsor is willing to do relative to your Claim. Please keep in mind that this response may include an explanation of some action Windsor would like to take, such as conducting further investigation, or it may state that Windsor is not willing to take any action. We point this out to make it clear that Windsor is committing to respond to your Claim, not agreeing to remedy the problems described in every Claim it receives. If you are in any way dissatisfied with Windsor’s response to your Claim, you must follow the steps of Windsor’s Dispute Resolution Process as outlined below.

**ATTENTION!** ARBITRATION AGREEMENT; JURY TRIAL WAIVER; CLASS ACTION WAIVER. By purchasing, installing, or using this product, you agree to arbitrate any dispute you may have with Windsor relating to your Windsor products, and to waive your rights to a jury trial and to participate in class-action or class-arbitration proceedings, relating to any such disputes. For more details, and to learn how YOU CAN OPT OUT OF THIS ARBITRATION AGREEMENT AND THESE WAIVERS, please go to [www.windsorwindows.com/support/Dispute Resolution](http://www.windsorwindows.com/support/Dispute%20Resolution).

### **Dispute Resolution Process**

You and Windsor agree that any Dispute arising out of or related to the Windsor products shall be resolved pursuant to the terms of the Dispute Resolution Process defined in this warranty. The term “Dispute” shall mean any and all claims based on any theory (including, but not limited to, contract, warranty, tort, product liability, strict liability, fraud, consumer protection, subrogation or any other applicable statute, regulation, ordinance or common law) arising out of or related to your Windsor products (including, but not limited to, the design, manufacture, sale, distribution, marketing, warranty, service, use, performance, installation or purchase of your Windsor products) and/or the validity or enforceability of this Warranty and/or the Arbitration Agreement.

### **Notice of Dispute**

The first step in the Dispute Resolution Process is for you and Windsor to attempt to resolve your Dispute informally. To initiate the Dispute Resolution Process, you must provide Windsor with a Notice of Dispute. You can do so either by visiting [www.windsorwindows.com/support](http://www.windsorwindows.com/support), which will take you to a form that you need to complete, or by calling Windsor at 1-800-218-6186.

### **Response by Windsor**

Windsor will have 60 days to respond to your Notice of Dispute by providing a written explanation of what Windsor is willing to do relative to your Dispute.

### **Arbitration Agreement and Jury-Trial and Class-Action Waivers**

If you and Windsor are unable to informally resolve your Dispute to your satisfaction, you may seek to formally resolve your Dispute through arbitration. BY PURCHASING, INSTALLING OR USING THIS PRODUCT WITHOUT OPTING OUT AS PROVIDED BELOW, YOU AGREE TO ARBITRATE ANY DISPUTE YOU MAY HAVE WITH WINDSOR RELATING TO YOUR WINDSOR PRODUCTS AND TO WAIVE YOUR RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN CLASS-ACTION OR CLASS-ARBITRATION PROCEEDINGS RELATING TO ANY SUCH DISPUTES. The full terms and conditions applicable to this Arbitration Agreement and these waivers are set forth in Windsor’s “Arbitration Agreement,” which is incorporated herein by reference and is available at [www.windsorwindows.com/support](http://www.windsorwindows.com/support) or by calling Windsor at 1-800-218-6186.

### **Arbitration Opt-Out Option**

YOU CAN OPT OUT OF THE ABOVE ARBITRATION AGREEMENT AND WAIVERS. To do so, you must notify Windsor within 90 calendar days of the date you purchased or otherwise took ownership or other interest in your Windsor products either by visiting [www.windsorwindows.com/support](http://www.windsorwindows.com/support) and completing the Opt-Out Form located there, or by calling Windsor at 1-800-218-6186. Opting out of the Arbitration Agreement will not affect the coverage provided by any warranty applicable to your Windsor products.

### **Failure to Follow Procedures or Processes**

The failure to follow any of the steps outlined in the Claims Procedures or Dispute Resolution Process sections of this document does not alter, waive or void any of the terms of this document. Opting out, as described above, is the only way to alter, waive or void the Arbitration Agreement and waivers described herein.

### **Applicable Law and Severability**

This Dispute Resolution Process, including, but not limited to, issues related to its enforceability and effect, will be governed by the laws of the State of Minnesota without regard to conflict of law principles. If any term(s) of this Dispute Resolution Process, Arbitration Agreement and/or waivers is/are found to be invalid or unenforceable in any particular jurisdiction, that term will not apply to that issue in that jurisdiction. Instead, that term will be severed with the remaining terms continuing in full force and effect.

**Effective on Pinnacle products manufactured after 1/1/2024.**



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