



# Maintenance and Care Guide



**LEPAGE**  
MILLWORK

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# INTRODUCTION

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Thank you for purchasing Lepage Millwork products!

Our passion for exceptional craftsmanship is at the heart of Lepage Millwork's heritage. The incomparable quality of a product handcrafted by artisans is our most cherished tradition. With the proper care and maintenance, we are confident that you will enjoy the quality and performance of Lepage Millwork's windows and doors.

This document lists the maintenance tasks and frequencies recommended for your windows and doors to ensure their optimal performance and beautiful appearance over the years. A periodical cleaning and inspection of the various components is usually sufficient to ensure the proper operation and performance of our products.

Do not hesitate to contact your authorized Lepage Millwork distributor should you have any questions.

## RECOMMENDATIONS

You will find below our recommendations regarding the minimum maintenance frequency for your products and components :

| Suggested maintenance   | Standard environment | Saline or highly polluted environment |
|---|----------------------|---------------------------------------|
| Clean wood finishes, aluminum, PVC surfaces and steel doors                   | Once a year          | Once every 6 months                   |
| Check paint and maintain  | Once a year          | Once every 6 months                   |
| Apply regenerator LEPREGEN on stain   | Once a year          | Once every 6 months                   |
| Repaint / Re-varnish wood surfaces (depending on the condition of the finish) | Every 2 to 10 years  | Every 2 to 5 years                    |
| Clean glass   | Once a year          | Once every 6 months                   |
| Clean and lubricate hardware  | Once a year          | Every 3 to 6 months                   |
| Check exposed sealant beads and redo, if necessary                            | Once a year          | Once every 6 months                   |
| Check operation and weatherstripping  | Once a year          | Once a year                           |

Please read the Limited Warranty related to your products carefully as terms may affect coverage. The owner of Lepage Millwork products must respect the recommendations of this Care and Maintenance Guide to avoid any warranty claim disqualifications.



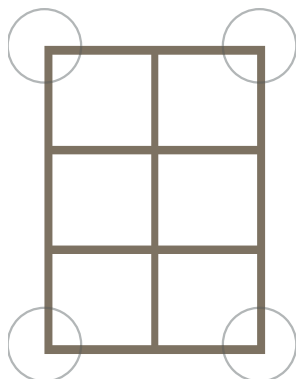
Security is a top priority when it comes to the handling and care of your windows and doors. Please review these safety recommendations before performing any maintenance work :

- > Use appropriate and secure ladders and/or scaffoldings at all times. Work in heights may involve safety hazards.
- > Carry out sanding, coloration, painting, varnishing and other types of works in a well-ventilated place.
- > Wear adequate protective equipment for the job at hand (safety glasses, gloves, masks, etc.).
- > Use gloves to perform maintenance work on aluminum-coated products. These can have sharp corners and edges.
- > Stay safe when you conduct required maintenance on a product that opens to the outside. Falling from an opening can cause serious injuries.

## PRODUCT IDENTIFICATION

We strongly suggest that you keep a copy of your order for your Lepage Millwork products should the need arise for a service request with your distributor.

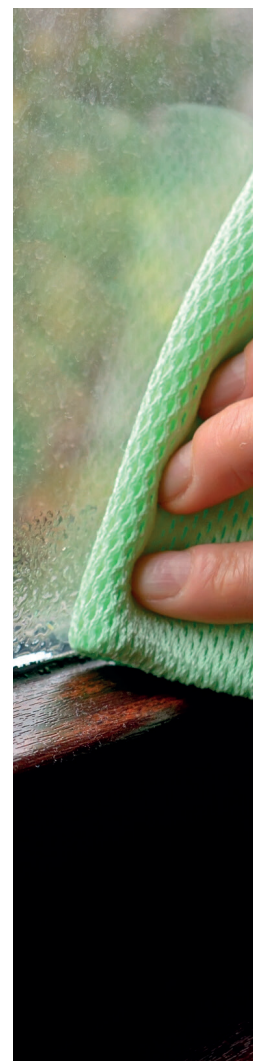
It is also possible to find your order number on the spacer located inside the sealed unit (see image).



Barcode



Old barcode



## IMPORTANT INFORMATION - TO KNOW

### DIRECTIONS FOR USE BEFORE CONDENSATION

It is strongly recommended, when the shutters of your windows and doors are closed, that you always keep them locked with locks, multipoint and locking systems designed to preserve the structural integrity of the product.

Please note:

A stabilization period of one year may be necessary so that the products can adapt to humidity levels and other environmental factors.

### CONDENSATION

Noticeable especially in cold weather, the phenomenon of condensation on the inside of the glass is not a product issue. It is rather due to a too low temperature or a too high relative humidity of the ambient air in front of the product. Please be sure to provide good air circulation in front of your products by leaving an opening at the top and bottom of your curtains/shades and by reducing moisture sources within the room.

For more information regarding the phenomenon of condensation, please consult our latest technical bulletin to that effect.

## FINISH - IMPORTANT INFORMATION

Regular cleaning, inspection and maintenance of factory-painted and stained finish are essential to maintain the durability of your products over time.

### FINISH INTEGRITY AND PRODUCTS DURABILITY

Paint warranties provided for extruded aluminum are different from those provided for wood products. Despite these differences, all the warranties are conditional to a proper inspection and a regular maintenance of the finish. Failing to clean up and to inspect periodically the finish may result in a lack of minimum maintenance required to keep the products in good condition and maintain Lepage Millwork's warranty.

In the days following the installation of your products, an inspection of both the interior and exterior finish is essential to detect and repair immediately any damage, scratch, crack or peeling that might have occurred in the handling and the installation.

### EXTERIOR PAINT/STAIN DURABILITY

The life of any exterior wood finish will vary based on the level of exposure to bad weather (rain, snow, condensation, sand), to direct sunlight and the accumulation of dirt, dust or salt on the surface. The most intense exposures are normally found on the southern and western faces of buildings, on roof skylights and when the products are located near the coastline, another saline body of water or in a highly polluted area.

Evidence of a dull or dry feel, raised grain and minor surface cracks are all signs that a partial surface restoration is needed. A lack or loss of sheen is also a sign of required finish maintenance.

### INSPECTION AND PERIODIC MAINTENANCE

**Paint on aluminum:** Once the area is cleaned, inspect the paint for any signs of damage, scratch or other types of defects. Use the paint touch-up bottle to seal the cracks and minor glitches. Document and report any finish discrepancies to your authorized Lepage Millwork distributor in order to obtain more care and repair instructions.

**Paint and stain on wood:** Paints and stains on wood products also need regular cleaning and periodical inspection. Any crack, split, peeling or break in the finish should be repaired quickly in order to avoid water and humidity ingress that can cause product deterioration and premature discoloration of the wood. Special attention should be paid to junctions between the sill, jamb, brick mouldings as well as to the junctions between the stiles and rails. For touch-up work, apply quality paint designed for wood or the original varnish (LEPVSCN) for the stain finish.

**Stain regenerator on wood:** Annual application of a regenerator (LEPREGEN) on the stain finish allow to maintain the sheen and the efficacy of the stain over the years. It also contributes to reducing the frequency of more expensive maintenance.



## CLEANING AND INSPECTION

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Here are the recommended steps to clean the finish:

- > Use a clean cloth and mild detergent to remove dirt and stains.
- > Rinse your cloth regularly with clean water to prevent debris on your cloth from scratching surfaces.
- > Open sashes and remove any accumulated dirt and debris.
- > Use the enclosed form to document your cleaning activities and inspection results.

For any question, please contact your authorized Lepage Millwork distributor.



- > DO NOT use a high-pressure washer.
- > DO NOT use harsh detergents containing ammonia, bleach or abrasives.
- > DO NOT use solvents to clean a surface.
- > DO NOT brush the surface, if needed, use a brush with soft bristles.

## APPLICATION OF A FIELD PAINT ON A FACTORY-APPLIED PAINT

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When a finish coat is field-applied on a factory-applied primer or paint, it is essential to:

- > Clean the entire surface with a clean damp cloth.
- > Remove stains and accumulated pollution with soapy water, common household degreaser or TSP (trisodium phosphate). NOTE: To ensure proper adhesion, thoroughly rinse the degreased surface with clean water to remove any residue from the cleaning solution.
- > Fill any holes or cracks.
- > Sand the factory finish with 180 fine sandpaper or a Scotch Brite™ to ensure adequate adhesion.
- > Wipe off any dust.
- > Follow the paint manufacturer's recommendations to apply the finish.
- > Never apply paint on weatherstrips or hardware. Make sure the new finish does not interfere with the products' proper operation.
- > Remove all door handles during the finishing process to avoid damaging their finish.

## IMPORTANT NOTICES

- > We recommend using wood paint finishes from reputable paint companies like Sherwin-Williams®, Benjamin Moore® and PPG.
- > You should always perform an adhesion test on a small surface before doing the work. It might take up to 10 days for a paint before reaching its maximum adhesion, according to application conditions and drying time.
- > It is possible to use an adhesion promoter on the factory finish prior to paint application. If possible, colour the adhesion promoter with the same colour than the paint to reduce the thickness of the overall finish. Do not hesitate to consult your paint supplier to this effect.



## MAINTENANCE OF FACTORY-STAINED FINISH

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Regular cleaning and maintenance of factory-stained finish is essential to maintain the optimal protection of the underlying wood components. Evidence of dulling, loss of sheen and a dry feel should be addressed as follows:

- > Clean the finish, rinse well with fresh water and let dry.
- > Apply the Lepage Millwork approved stain regenerator (LEPREGEN) with a lint-free cloth or paint brush.
- > Remove any excess product after 30 minutes with a clean cloth.

Restore a coating finish showing signs of partial degeneration such as cracks, splits, varnish wear, small damages and excessive dryness as follows:

- > Use soapy water to clean surfaces, rinse well with fresh water and let dry.
- > Lightly sand the affected areas using Super Fine 400 sandpaper. Make sure you do not completely sand through the varnish layer.
- > Wipe off any dust.
- > Add stain colour touch-ups, if needed.
- > Apply one or more coats of compatible clear exterior varnish to reseal the surface with a small brush.

**If the finish coating has not been properly maintained and is showing signs of remarkable deterioration, striping and recoating may be necessary. You can obtain the necessary base stains and varnishes from your authorized local Lepage Millwork distributor. The list of products that have been approved by Lepage Millwork can also be found in this document under the section "Approved products".**

## HARDWARE

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Cleaning hardware finishes and lubricating their mechanisms are necessary to maintain them in good working condition for years. It will also extend their useful life. The frequency of cleaning and lubrication varies based on local environmental conditions. Dust and debris carried by the wind can hinder their smooth operation and may lead to premature wear and corrosion. Routine maintenance is even more critical in coastal areas and more industrial environments where harsher environmental conditions and heavier pollution are typical.

## CLEANING

We recommend the following steps to clean hardware:

- > Open the sash of the window or the door and vacuum the sill to remove dust and debris on:
  - > Hinges and sliding tracks of casements and push outs.
  - > At the base of jamb tracks on hung windows.
  - > Inside the thermal break of In-Swing French casement windows.
  - > Inside multipoint receptacles, water drainage grooves and holes of the thermal break of doors.
- > On sliding door tracks and sliding screens.
- > Use a mixture of water and mild detergent to loosen up stubborn dirt and deposits.
- > Always rinse with clean water.



- > Wipe interior facing hardware with a damp soft cloth to remove dust and finger prints.
- > Pay special attention to products exposed to strong winds or installed close to the ground level.



- > DO NOT USE harsh cleaners that contain vinegar, citrus fruit, chlorine or that are ammoniac-based, industrial strength or abrasive. These cleaners can remove or damage hardware finishes.
- > You can also periodically apply car wax on exterior door hinges and hardware to diminish the impact of sun exposure and renew the sheen.

## LUBRICATION

Once the hardware is clean and dry, lubricate the lock cylinders, moving parts and hardware mechanisms. Avoid lubricant overflow and overspray to surrounding areas.

We recommend using the following lubricant types:

- > For butt hinges, multipoint shootbolts and receptacles:
  - > Clear plumber silicone grease
- > For lock cylinders and mortice:
  - > Lock lubricant such as 3-IN-ONE® Lock Dry Lube
- > For casement hinges, sliding tracks, multipoint systems on casements balance tracks on hung windows, weather strips on the edge of the PVC casement sash, Polyflex™ weather strips on the jamb of steel doors:
  - > Silicone-based lubricant spray compatible with plastic and PVC, such as Jig-A-Loo original version (orange can) or Jig-A-Loo Nano.

## SCREENS

We recommend removing screens in the winter. In addition to protecting them by keeping them indoors, removing them will allow the air to better circulate to the surface of the glass, thus reducing the risk of condensation.

If the screens are mounted on a wood frame, we recommend not storing them directly on cement floors to prevent damage from the humidity.

We recommend that you clean the screens before reinstalling them in the spring. Water them to lift dirt and soil from the surface and gently rub with a soft brush and soapy water. Thoroughly rinse and let dry before installing them back.

- > Screens are designed to keep insects out. They will not hold back children or pets. Falling from an opening may cause serious injuries and even death.
- > Do not leave wall or windows openings unattended when small children or pets are present.



## CLEANING GLASS

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Cleaning glass of common surface debris, including fingerprints, dust and typical deposits is easy to do using soap and water, common household glass cleaners or a mix of water with vinegar (10 for 1).

We recommend the following cleaning steps:

- > Carefully rinse all glass surfaces thoroughly with clean water to remove as much dust, sand, tiny rocks and any other kind of dirt as possible.
- > Such debris may scratch the surface of the glass and should be removed periodically.
- > Apply a generous amount of cleaning solution to the glass surface.
- > Scrub the wet surface with a clean, lint-free cloth.
- > Remove the solution using a rubber squeegee. Make sure you do not scratch the glass surface with any metal parts of the tool.
- > Dry all cleaning solutions from window gaskets, sealants and frames with a cloth.

Stubborn marks on the glass left by stickers, other adhesives or crayons may be difficult to remove with typical glass cleaners. These can be removed using a mild solvent-based cleaner. We recommend using:

- > Goo Gone®
- > Turtle Wax® Label or Sticker Remover

## SELF-CLEANING GLASS

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The exterior face of self-cleaning glass is specially coated to decompose organic residues on the glass surface exposed to sun rays. The coat also allows dirt to easily rinse off the glass surface when exposed to rain. If a glass is less exposed to the sun and rain, the 'self-cleaning' performance of the coating will be reduced. For manually cleaning this type of glass, follow the steps listed above for regular glass.



- > DO NOT use cleaning solutions with harsh abrasives or strong solvents.
- > DO NOT use scrapers, metal blades or any other sharp objects, including steel wool, sandpaper, abrasive pads or acid.
- > DO NOT clean tinted or coated glass surfaces in direct sunlight.
- > DO NOT use a high-pressure washer.
- > DO NOT apply a film on the sealed unit (glass). Those films can cause excessive heat build-up within the sealed unit. This heat accumulation may cause undesirable cracking (thermal breakage) or a seal failure. Using these films will also void your warranty.

## CAULKING AND WEATHERSTRIPS

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### CAULKING

Verify the condition of all caulking and redo as needed. Damaged caulking may cause air leakage or water infiltration.

Exposed caulking applied at the perimeter of products during the installation must also be inspected once or twice per year and replaced when necessary. A defective bead of caulking can cause water infiltration around the product and cause damages to the product and even to the building structure.



## WEATHERSTRIPS

Verify the condition of all weatherstripping and make sure they are clean, undamaged (cracks, tears, etc.) and still flexible.

Pay special attention to dirt deposits at weatherstripping junctions as this will hinder its sealing performance. If the weatherstrip is damaged, please contact your authorized Lepage Millwork distributor for more information regarding replacement parts.

## LIST OF CARE PRODUCTS RECOMMENDED BY LEPAGE MILLWORK

Regular cleaning and maintenance of factory-stained or painted finishes are essential to maintain the optimal protection of the underlying wood components. Your authorized Lepage Millwork distributor can provide you with paint touch-ups, base stains and varnishes.

### CARE PRODUCTS FOR FACTORY PAINT

Finishing systems applied by the factory as well as its application method are very specific to Lepage Millwork. Field application of these systems being complex, we encourage the use of alternative products for maintenance.

For the annual maintenance of your Lepage Millwork painted wood products, the use of high-quality products (for wood) produced by well renowned company – such as Benjamin Moore and Sherwin Williams – is strongly recommended. Moreover, consider using paints/pigments that reflect the heat (as VinylSafe from Sherwin Williams) to minimize the impact of sun exposure on wood substrate.

Please refer to the instructions mentioned previously in this document (page 7) to properly apply paint coats as part of your periodical maintenance. Do not hesitate to contact your Lepage Millwork authorized distributor should you have any other care questions.

### CARE PRODUCTS FOR FACTORY STAIN (from 2016)

| Product number  | Description   | Application   |
|---|---|---|
| <b>LEPSWS</b><br><b>Stain (Sealant)</b><br>Touch up<br>250 ml<br>1 liter<br>1 Gallon <b>for US it is Not available</b>                    | Stain with original pigmentation to put color on wood during repairs or to stain pieces of wood. Specify the color of the original stain color when ordering. | Apply with a paintbrush, opening time of 2-5 minutes to even out the color on a large area with a clean cloth<br>Format: Touch up bottle or in 1 liter                                    |
| <b>LEPVSCN</b><br><b>Exterior Super Clear Nano Varnish</b><br>Touch up<br>250 ml<br>1 liter<br>1 Gallon <b>for US it is Not available</b> | Original super clear varnish with UV protection for touch ups   | Apply with a paintbrush or foam brush   |
| <b>LEPVSSColored</b><br><b>3-in-1 Colored varnish</b><br>Touch up<br>1 liter  | Consider this product to enhance colors. Specify the original color of your product when ordering.  | Clean the surface and do a light sandblasting with a 400 sandpaper. Remove all dust. Apply with a paintbrush or HVLP gravity gun. 1 to 3 layers depending on the desired degree of color. |
| <b>LEPREGEN*</b><br><b>Varnish regenerator</b><br>1 liter   | Use as an annual or semi-annual maintenance product to maintain the original performance of the varnish over the years  | After surface cleaning, apply with a soft, lint-free brush or cloth. Let dry for 30 minutes and wipe off the excess with a clean and dry cloth  |
| <b>Kit d'entretien (LEPSKIT)</b><br>Compleat kit<br>1 liter   | Includes 250 ml of stain (LEPSWS), 250 ml NANO varnish (LEPVSCN), and 1 liter of regenerator (LEPREGEN)   |   |

Ship per Lepage truck? Yes

Purolator shipment? Yes





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