

MAINTENANCE & HANDLING INSTRUCTIONS

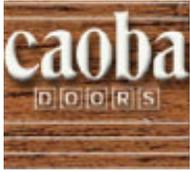
In order to maintain your warranty, carefully read the maintenance & handling instructions below, initial each page at the bottom, sign and date the last page and return with your sales contract.

Even though your CAOBA windows and doors are built with care to last a lifetime, proper

HANDLING, INSTALLATION and ROUTINE MAINTENANCE is required to help keep them . operating smoothly and looking as beautiful as when they arrived from the factory .

Handling & Storage

- Always have enough manpower and proper equipment to off-load and handle product safely.
- Upon receiving your Caoba products, inspect the packaging on all units for signs of shipping damage. Photograph damaged packaging and immediately remove all packaging to inspect the unit for signs of damage. Submit claims to: info@caobadoors.com.
- Broken or cracked glass should be reported immediately.
If installation is not scheduled immediately, carefully store all units in a clean and dry location to protect against warping and damage.
- Do not lean units against walls! To prevent bowing, stand units vertically and secure to prevent from falling over.
- Store handles and hardware in a secure location.
- In order to prevent product failure, correct installation is extremely important. Errors in installation will place excess strain on components and will lead to improper functioning. All installations should be **plum, level and square**.
- Once a unit is installed it is recommended to take measures to protect the units from dust, debris and damage. Make sure all operable units are locked and sealed to prevent warping and movement.
- Factory finished units which are exposed during the construction process must be washed frequently in order to preserve the finish. Use a mild soap and water mixture.
- Damage to the factory finish must be addressed immediately in order to maintain the integrity of the wood. Consult the factory for repair instructions.
- Please note that any modifications or alterations to product upon installation will void our warranty. Complete Caoba Warranty information can be viewed on line at www.caobadoors.com.



Routine Maintenance

Caring for your Caoba windows and doors begins when product is received on the jobsite. Routine maintenance should be performed every 6 months. Units installed in areas with moderate salt exposure should be maintained every 3 months, and if products are installed within 1 mile of coastal water, maintenance should be performed every month.

When performing maintenance always consider your safety first. Use caution on ladders, and always wear protective eyewear and clothing. When working with primers, paints, stains, cleaning solutions, etc., follow all recommended safety precautions and dispose of these materials according to manufacturer's instructions.

NOTE: Do not clean or scrub exterior surfaces excessively. Refrain from using wire brushes, pressure washers, or cleaning tools which will scratch or harm surfaces. Always test cleaning agents on small inconspicuous areas. When cleaning a unit start first with wood or clad surfaces followed by glass and finally with weatherstripping, hardware and locking points.

Wood and Clad Surfaces

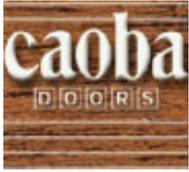
- To maintain the integrity of the wood, any scratches or damage to the finish must be addressed immediately. Contact your sales agent for information about the finish coatings specific to your project.
- Weather and the environment can place tremendous strain on finished product- inspect units and repaint and stain as needed. This will prevent product from becoming vulnerable to weather and environment. Repair any scratches, chips or wear on finishing immediately, see ICA instructions or paint manufacturer for maintenance or repair on stain and painted products
- Surface dirt on cladding can be removed with a wash and rinsed of clear water, using a soft clean rag.
- Use a mild detergent to remove any bugs, grime, dirt or dust that may gather on the cladding
- A thorough rinse should follow all cleans
- Over-cleaning or scrubbing a coated aluminum or bronze surfaces can cause permanent damage
- Do not use solvents or abrasive-type cleaners on any coated surface.

Glass Cleaning

- If glass surface has dust or debris, first wash with water to avoid scratching glass. Do not use dirty rags which can cause scratches and only use designated glass cleaners. Do not use glass cleaners on wood surfaces. Difficult to remove debris can be removed with denatured alcohol which can be purchased at most hardware stores. Care should be taken to protect wood or clad surfaces from any harsh chemicals or solvents.
- DO NOT USE METAL SCRAPERS OR RAZOR BLADES TO CLEAN GLASS. Use of any metal tool or abrasive cleaner or other methods which may be destructive to the glass is at the risk of the user
- Caoba strongly recommends the published guidelines by GANA (Glass Association of North America) www.glasswebsite.com maintenance

Hardware, Weatherstripping and Locking Points

- Check that all hardware (locks, opening mechanisms, etc.) operate smoothly.
- It's important to use a clean soft rag when washing hardware. Use mild soap and water unless manufacturer says otherwise. To keep all lock points operating properly lightly apply white lithium grease. Oil rubbed bronze finishes will develop their own patina with time, this is a normal aging process. Hardware exposed within 1 mile of the sea should be cleaned every month.
- Clean any sand, dirt or dust from unit hinges, sills and tracks.
- Damaged components will decrease protection from air and water infiltration; it will also create stress in certain parts of the unit resulting in product failure. Replace worn or damage components as soon as possible to prevent above.
- It is important to remove any dust or debris on gaskets and weatherstripping to make sure they are setting and conditioned properly.
- For in swing units clean as necessary any dust/clean debris that is obstructing weep holes.
- Weather-strip is a resilient material designed to act as a barrier in the space between the sash and frame to reduce air and water infiltration. Make sure it is still effective. For weather-strip replacement, contact CAOBA DOORS.
- Inspect the exterior caulking around the outer edges of the window frame. Trim off any old, loose caulking and seal any gaps with a good quality caulk. (Contact your installation contractor for detailed information)
- Make sure any exposed hardware screws are tightened securely.
- Any movement in a building will cause the units to misadjust. This can cause stress in certain parts of the unit making it not function properly. Immediately have a qualified technician come inspect your units, adjustments may be necessary.



Miscellaneous Maintenance:

Removing Caulk:

- Caulk and similar substances can be removed with mineral spirits. Use a soft rag with medium pressure. A clear water rinse should follow. Be sure to follow label directions for use and disposal of mineral spirits, and wear protective eyewear and clothing.

Cleaning Screens

- Cleaning screens is best done by removing the screen and frame altogether if possible, laying them on a flat clean area, and spraying off any dust with low to medium pressure.
- Allow the screens to completely air dry before installing them.
- If you live in a cold climate, it is recommended that you remove exterior screens during the winter. The mesh may collect snow and ice, causing the screen to sag.

Ocean Front Properties

Coastal properties within 1 mile of the ocean are at higher risk of corrosion which will cause rapid deterioration. To ensure longevity proper care must be applied.

- Make sure to operate all units once a month and inspect all surfaces.
- Make sure all hardware is operating smoothly locking tightly.
- For sliders and bi/folds make sure no water is building up in tracks.

Windows and doors are one of the central components of a home or building and we appreciate that you chose Caoba for your project. It's important to us that the product you purchased from Caoba provides the same craftsmanship, beauty and functionality for many years into the future. Our maintenance guidelines are designed to reassure that. If you have any questions or need additional information, please feel free to contact us at info@caobadoors.com, or you may also visit us on line at www.caobadoors.com

Please initial each page and return a copy with your sales contract at the time of purchase.

Purchaser _____ **Date** _____