

HUNG WINDOW



HSEQ

SAFETY REQUIREMENTS, OCCUPATIONAL HEALTH AND ENVIRONMENT

Wear the necessary personal protective equipment for product installation.

Take safety precautions when performing the activity.

Work tools must be used properly.

Check tools conditions before using them.

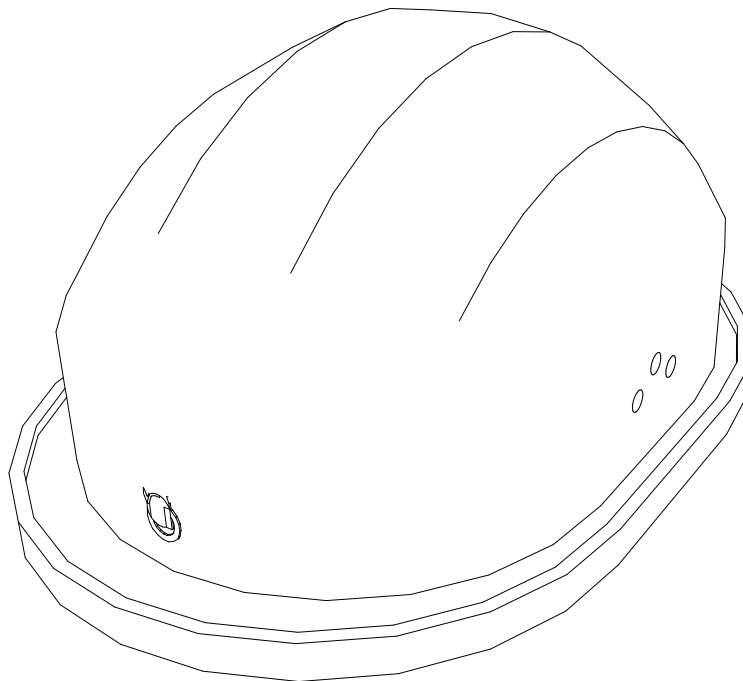
Keep order and cleanness.

INTRODUCTION

A hung window consist of moving and fixed panels in a vertical array. Moving panels move along the vertical axis and connect to the frame through weight opposing elements.

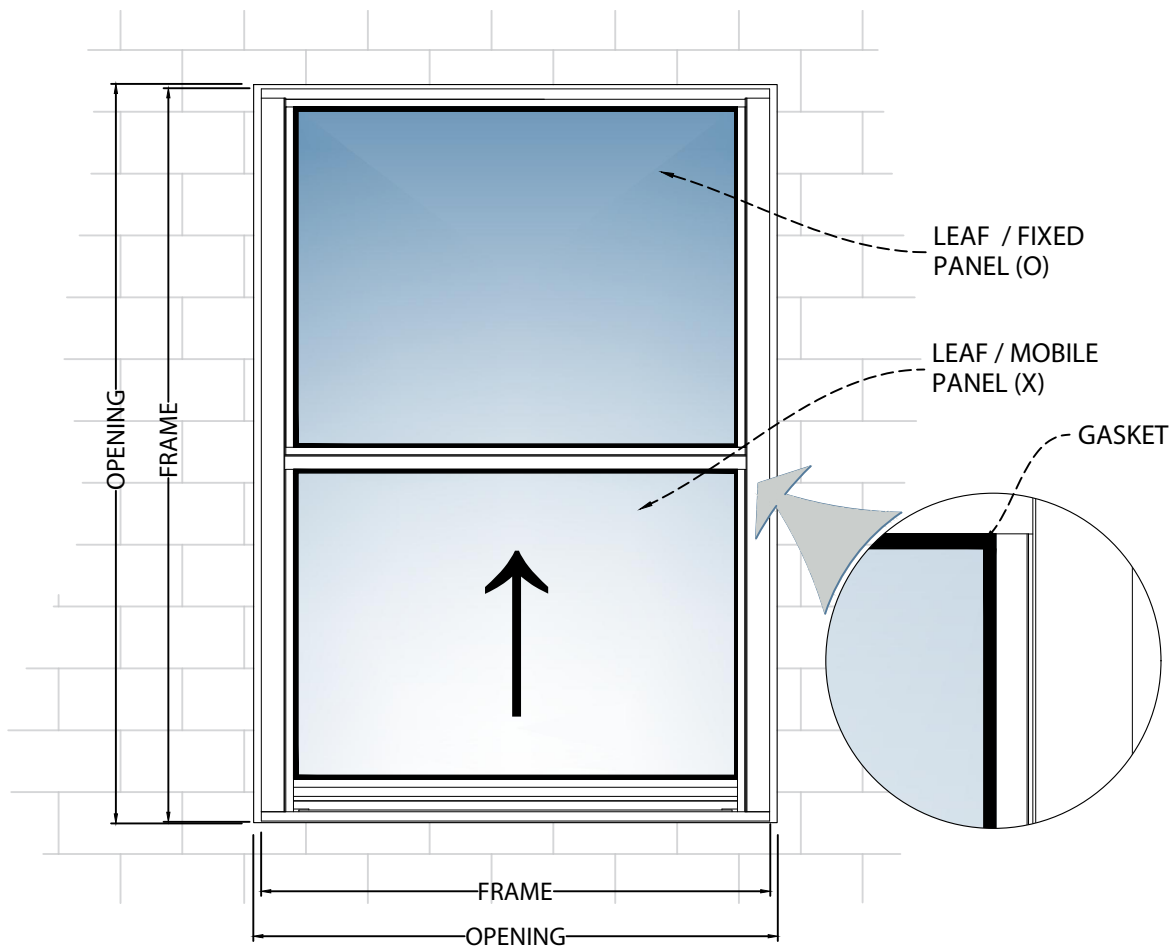
Maintenance and proper use is important for the correct operation of the system, as well as for ensuring its service life and guarantying secure handling for the user and passersby.

Please read this guide and abide by use, cleaning and maintenance as indicated in this document.



DEFINITIONS

- **Opening:** Aperture in a wall for the purpose of installing a window.
- **Jamb:** Vertical members of the window's frame.
- **Sill / threshold:** Horizontal lower member of the window's frame.
- **Head:** Horizontal upper member of the window's frame.
- **Glass Stop:** Small section part for the sole purpose of fixing the glass panel. Not all windows have this part.
- **Leaf:** Refers to the main actuating component of the window; can be fixed or movable.
- **Gasket:** Seal between frame and glass to prevent filtrations.



RECOMMENDATIONS

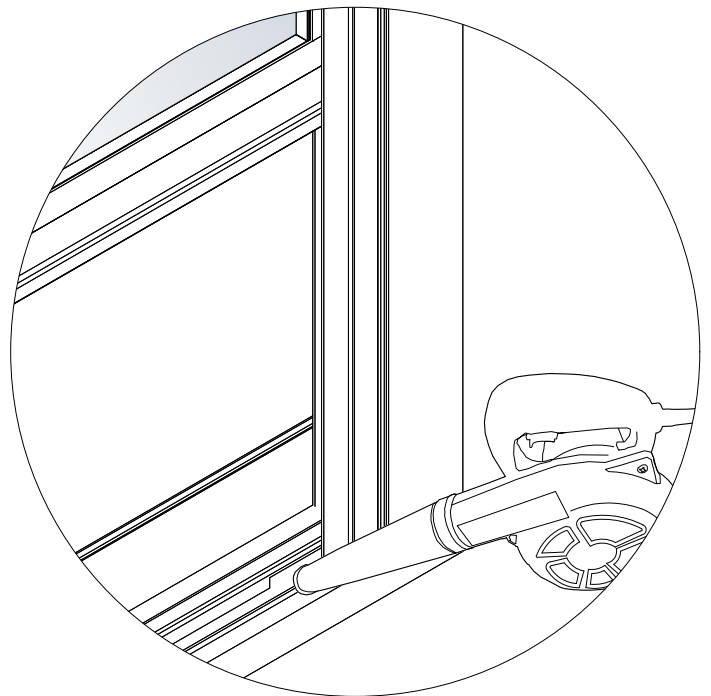
- Verify all mechanisms work properly.
- Verify no objects obstruct opening path while opening.
- Clean thoroughly, removing dust or other particles from operating parts.
- In case debris is found in between the frame, remove using a brush or compressed air.
- Preventive maintenance is necessary every 4 months. Part such as hinges, pivots, closers, panic devices, flush bolts, screws and weather-stripping should be cleaned. Applicable parts should also be lubricated.
- In case of wear and tear, change damaged parts. Remember the first recommendation.
- Avoid door panel removal. If support needed, contact ESR.



Avoid door handling during construction. If necessary, make sure to keep clean at all times. Accumulation of construction materials might permanently damage some parts and accelerate aging and oxidation of metals.

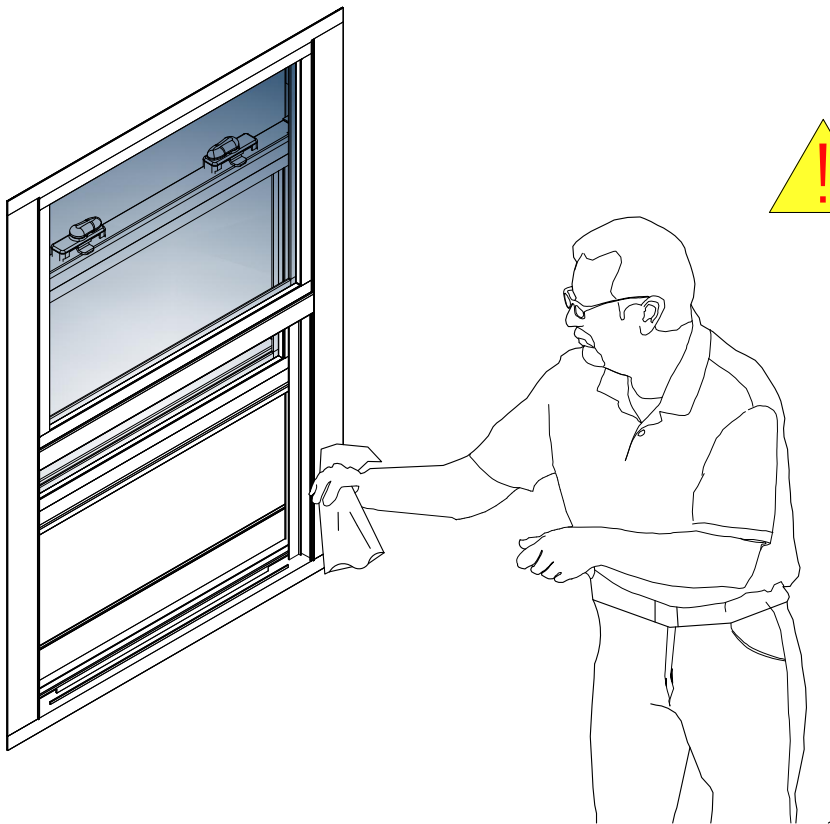


Keep receipt for warranty purposes.



ALUMINUM MAINTENANCE

- Pressurized water must be used with moderate pressure and adequate distance to clean the window. Excessive pressure or proximity can compromise the integrity of the seals and product components. For a thorough cleaning use soft sponges or soft bristle brushes.
- Cleaning should be done with uniform pressure and with vertical or horizontal movements.
- Avoid the use of strong alkaline or acid cleaners. Do not use cleaning solutions containing trisodium phosphate, phosphoric acid, hydrochloric acid, hydrofluoric acid, perchloric acid, fluorides or similar components.
- If necessary, test cleaning solutions in a small spot to prevent staining.
- Maintain an appropriate ambient temperature (between 60 and 75 degrees Fahrenheit) while cleaning; cleaning at high temperatures might cause stains and damages.
- Avoid applying cleaning solutions at freezing point temperatures since condensation might take place.
- In order to solve any concerns, contact ESR.

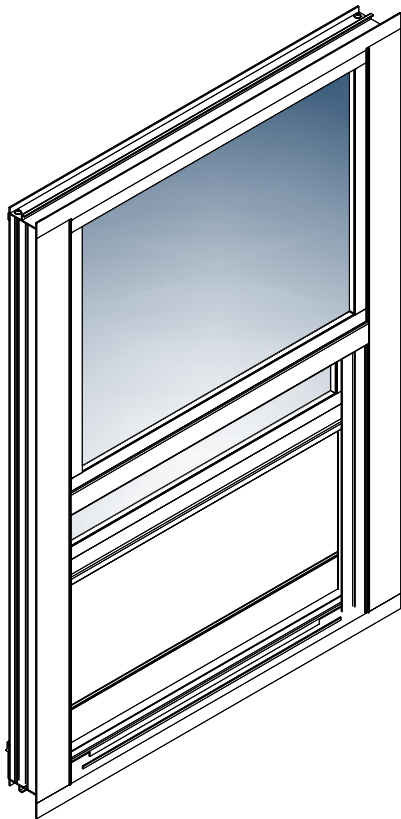


Avoid contact with cement, concrete or any abrasive compound. Aluminum will suffer permanent damage if exposed.



PVC MAINTENANCE

- Regularly clean off dust, dirt, and contaminants using a soft cloth or sponge. It's advisable to steer clear of strong cleaning agents that might damage the surface coating. Avoid using sharp tools or abrasive materials when cleaning.
- Do not use cleaning products containing organic solvents, petroleum, and its derivatives, such as methylethylketone, acetone, benzene or other aromatics like xylenes/toluene, and ethers.
- Test cleaning solutions in a small spot to prevent staining.
- Maintain an appropriate ambient temperature (between 60 and 75 degrees Fahrenheit) while cleaning; cleaning at high temperatures might cause stains and damages.
- Avoid applying cleaning solutions at freezing point temperatures since condensation might take place.



Avoid direct contact with cement, concrete or abrasive compounds. PVC may suffer permanent damage if exposed to abrasive products.



GLASS MAINTENANCE

- Pressurized water must be used with moderate pressure and adequate distance to clean the window. Excessive pressure or proximity can compromise the integrity of the seals and product components. For a thorough cleaning use soft sponges or soft bristle brushes.
- Glass must be cleaned periodically to prevent its contamination
- During construction handle glass carefully to prevent contamination and stains.
- Clean glass with water while and after the construction stage to prevent scratches, stains and impurities.
- Use high pressured water to clean the door or window. For a thorough cleaning use sponges or soft bristle brushes.
- It is recommended to use soft soap and water for the cleaning routine. Clean the glass surface with a rag or sponge and the cleaning solution. then wipe the glass with a rag, sponge or window cleaner.
- Reflective glass panels must be clean carefully to prevent any damage, reflective glass is more vulnerable to damage.
- Reflective glass panels should be cleaned every four months.



Avoid use of metal blades, sandpaper, abrasive sponges or spatula; glass surface could be damaged by those implements.



ACCESSORIES MAINTENANCE

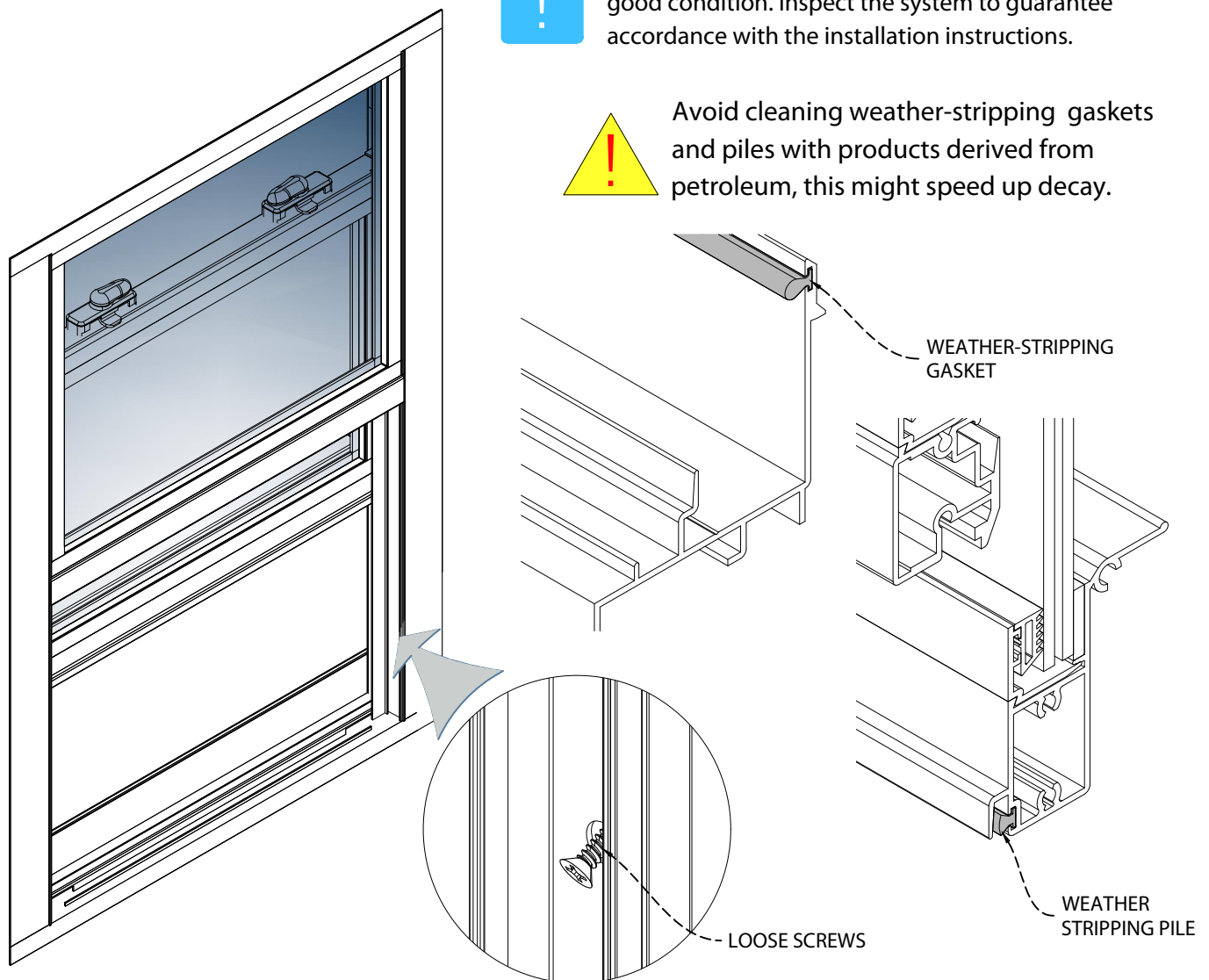
- In order to extend service life, it is recommended to clean weather-stripping gaskets, piles and screws bi-monthly.
- Soft soap and water should be used for cleaning.
- Weather-stripping gaskets and piles should be replaced if crystallized or broken.
- Check for missing screws. If all screws are in place, check if the silicone seal around them is in place.



Verify that all accessories, piles, seals, and screws are in good condition. Inspect the system to guarantee accordance with the installation instructions.



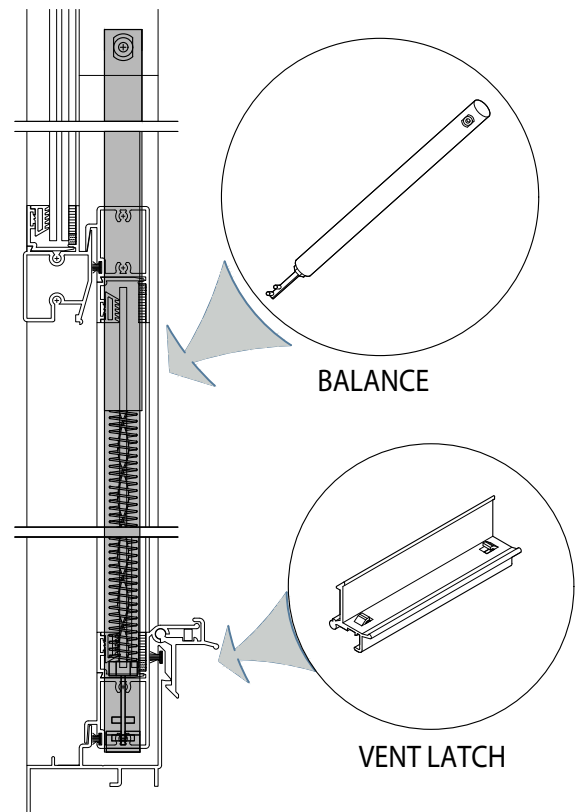
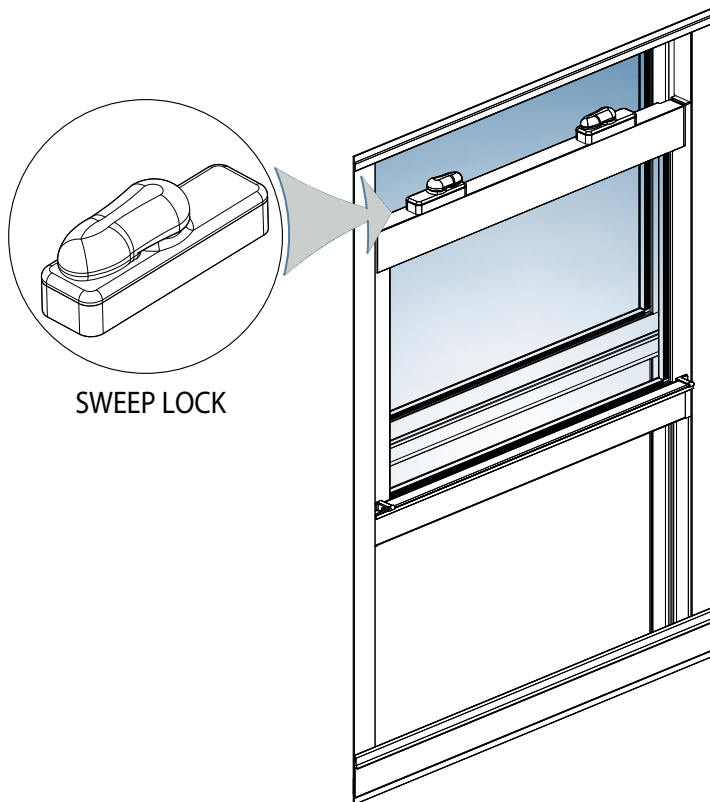
Avoid cleaning weather-stripping gaskets and piles with products derived from petroleum, this might speed up decay.



- Balances, Vent Latch and sweep lock should be checked every 4 months or earlier if necessary.
- Balances should not be exposed to water.
- If needed, spiral balances must be lubricated with grease, not oil.
- Handles, locks and flushbolts should be checked every four months.
- Consult your maintenance company to lubricate the balance accessory.
- Gently clean handles, locks and flushbolts with a cloth, removing dust or any other residues. Verify correct functionality and replace damaged parts.



Avoid the use of chemical solvents that derive from vinegar, citric or chlorine, since those might deteriorate finish or cause corrosion.



Make maintenance at least three (3) times a year. Keep receipt for warranty purposes.

REVIEW No.	DATE	DESCRIPTION	PAG.
1	12 /12 /2014	Translation Spanish - English	All
2	09/12 /2015	Maintenance every six moths changed to every four moths. Glass maintenance updated.	2
3	12/ 01 /2021	General update: document format was updated.	All
4	02/ 06 /2023	Accessories maintenance note added.	5
5	12/ 04 /2024	Format update.	All
6	06/ 08 /2024	PVC maintenance and cleaning page added.	4
7	27/ 10 /2025	Updated the description of the pressurized water cleaning system.	3,5

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