

# Using and Caring for Your Harvey Vinyl Windows

## Cleaning Vinyl Products

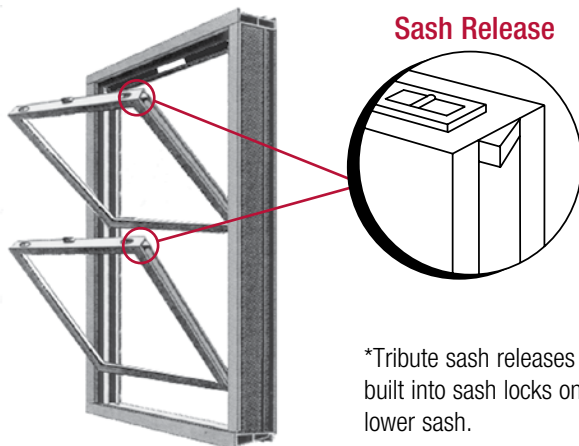
Airborne dirt, dust, smoke, salt spray, etc. can usually be removed by using a mild detergent and warm water solution with a soft rag or brush. Grease, oil, or other industrial solids that have built up for some time may require stronger solutions such as Mr. Clean®, Soft Scrub®, or isopropyl alcohol (rubbing alcohol). Other cleaning agents that work well are Mineral Spirits, Naphtha Solvents, and Lanolin Cleaners.

**CAUTION:** The use of sandpaper, razor blades, steel wool, or emery paper will leave fine scratches on the vinyl surface and could be damaging. To avoid damage to the vinyl, sample test an inconspicuous area with the cleaning solution and method of your choice.

## Operating Double Hung Windows

- 1.) Raise the lower window sash approximately 4 to 6 inches above the sill before tilting in. Failure to do so may result in damage to the tilt mechanism.
- 2.) Retract the window sash release latches on the top of the sash and gently tilt the window sash toward you until it rests on the sill.\*
- 3.) Lower the top window sash to approximately 8 to 10 inches above the sill. Retract the latches until it rests on the lower sash.
- 4.) After cleaning, simply return the window sashes to their original positions. The latches will automatically lock the window sash in place. Verify sash release latches are fully engaged into frame jambs before operating.

(For best results, we recommend only glass cleaner when cleaning the glass surface of the window.)



\*Tribute sash releases are built into sash locks on lower sash.

## Cleaning Glass Products

Soap solution with clean water, mild detergent, or a standard commercial household glass cleaning product applied to a grit free cloth or sponge can be used to clean glass surfaces. It is recommended to remove any excess cleaning solution with clean water and, using a squeegee or lint free dry cloth, remove excess water from the glass.

**CAUTION:** Do not use rust removal products, abrasive cleaning agents, razor blades or other sharp instruments. Be careful not to damage glazing or insulating unit seals by overgenerous application of cleaners. If any cleaner or solvent is used on the vinyl or wood window surface, care should be taken to avoid overspray on glass. If overspray does occur, it should be wiped off immediately.

## Warranty Label

Order number, license number, date manufactured and product type can be found on the warranty label affixed to all Harvey products in an inconspicuous place (e.g., in the window header, under the top sash).



## Need More Information?

For further information on other Harvey window and door products such as casement, awning, rolling and hopper windows, including how to remove and reinstall screens, please call or visit our website.

[harveybp.com](http://harveybp.com)

800-9HARVEY

# Harvey Vinyl Windows



Dear Homeowner,

Thank you for choosing the finest windows available for your home! Your new Harvey vinyl windows will provide years of energy efficient and trouble-free performance. For your convenience, this packet contains:

- Warranty Certificate
- Condensation Causes and Cures
- Use and Care Tips
- Contact Information

Thank you again for selecting our products.



Thomas F. Russell  
Sr. Vice President, Manufacturing

## Condensation Causes and Cures

### Windows Do Not Cause Condensation

The moisture that builds up on the glass interior surfaces of your windows and doors is only an indication that the air inside your home contains too much moisture.

### What is Condensation?

Condensation naturally occurs on window glass when the humidity level in your home is high and the surface temperature of the glass has reached the dew point. This typically happens in winter when the temperature drops outdoors and the warm, moist air in your home cools quickly when it comes into contact with the colder glass. When this happens, the air is cooled and can no longer support the extra moisture, so the moisture forms condensation on the glass.

### What Causes Humidity Inside Your Home?

Normal, everyday activities and household items such as:

- Cooking
- Using the dishwasher
- Taking a bath or shower
- Indoor plants
- Running water
- Breathing and speaking
- Washing and drying clothes
- Fish tanks

### Why Might Condensation Form on Your New Harvey Windows?

Your new Harvey windows are designed to prevent air infiltration into and out of your home. Your old, drafty windows allowed the moisture in your home to escape (along with your heat)! Your new Harvey windows are tight and do not allow the moisture in your home to escape, so in order to reduce condensation on your windows, you will need to control the humidity in your home.

### Steps You Can Take to Control Humidity Inside Your Home

There are a number of things that you can do to control humidity in your home. The following are just a few:

- Install a dehumidifier
- Ventilate your attic
- Install exhaust fan(s) in bathroom(s)
- Limit the number of indoor plants

For more information on condensation and tips on how to control indoor humidity, visit our Frequently Asked Questions section on [harveybp.com](http://harveybp.com).



VINYL WINDOWS

LIFETIME LIMITED TRANSFERABLE WARRANTY

Harvey vinyl windows are manufactured from raw materials of the highest quality using the most up-to-date and modern production techniques. They are warranted for residential installations as follows.

#### LIFETIME WARRANTY

The extruded, solid vinyl members, screening and component mechanical parts, including locks, keepers, balances, and sash retainers are warranted against defects in material and workmanship for as long as the original purchaser owns and resides in the house in which they are installed.

#### TWENTY YEAR WARRANTY

Insulating glass is warranted against material obstruction of transparency resulting from film formation or dust collection on the interior surfaces for a period of twenty years.

#### TRANSFERABILITY

In the event the original purchaser sells the property in which the vinyl windows are installed, the coverage provided by this warranty will be limited to only the next subsequent owner and will be twenty (20) years from the date of manufacture.

#### EXCLUSIONS AND LIMITATIONS

The above warranty periods commence on the date of shipment from the manufacturing facility.

This warranty does not cover broken glass; torn screening; damages resulting from improper installation; damages caused by airborne pollutants such as salt or acid rain; negligence or unreasonable use (including failure to provide reasonable and necessary maintenance); stress resulting from localized application of heat that causes excessive temperature differential over the glass surface or the edges of the unit; damage resulting from fire, lightning, windstorms, earthquakes, windborne objects, strain applied to the unit by movement of the building or inadequate provision for expansion or contraction of framing members; condensation on windows, which is a natural result of humidity within the house and the difference between the internal and exterior temperatures; installation in ships, vehicles, or outside the continental United States; seal failure if the seal has been subject to immersion in water; acts of God or other causes beyond the control of the manufacturer.

This warranty covers only manufacturing defects, is limited to repairing or replacing defective parts or components, and providing return transportation to the manufacturer's nearest place of business, and does not include labor or other costs incurred in the removal, replacement, installation, or reinstallation of the product or any part or component of the product. Harvey Building Products reserves the right to discontinue or modify any of its products without notice and will not be liable under this limited warranty as a result of such discontinuance or modification and will have the right to substitute products which, in its sole discretion, are of equal value and quality. Locking or non-locking screens will not stop a child from falling out a window. Screens are not intended to act as a human barrier.

This warranty is intended to cover individual homeowners and does not apply to products purchased by or installed in commercial applications such as property owned by, corporations, governmental agencies, partnerships, trusts, religious organizations, schools, or cooperative housing arrangements, or installed on apartment buildings or any other type of buildings or premises not used by individual homeowners as their residence. For such purchasers or entities to which this coverage does not apply, the warranty period will be (10) years following the date of original installation.

This warranty applies to the following Harvey vinyl window products only: double hung, single hung, casement, awning, hopper, rolling, picture and designer shapes. Bay and bow configurations are also covered; however wood components are limited to a 10 year warranty. Acoustic vinyl windows are limited to a 10 year non-transferable warranty. This warranty does NOT apply to garden windows.

The statements contained herein set forth the only express warranties of the above products. Any implied warranties imposed by law, such as implied warranties of merchantability or fitness for a particular purpose, are limited in time to the duration of the above express warranties.

The manufacturer shall not be liable to the buyer for incidental or consequential damages for breach of any written or implied warranty.

Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

#### CONTRACTING COMPANY

Name \_\_\_\_\_

City, St, Zip \_\_\_\_\_

Installation Date \_\_\_\_\_

Order # \_\_\_\_\_

Phone \_\_\_\_\_

#### HOMEOWNER / PURCHASER

Name \_\_\_\_\_

Address \_\_\_\_\_

City, St, Zip \_\_\_\_\_

#### CONTACT INFORMATION/CLAIMS PROCEDURE

The product should first be inspected by the company that sold and installed the product to the homeowner within a reasonable time after discovery of a problem to determine if the problem is installation or product related.

To make a claim under this warranty for a product defect, either the contracting company or the homeowner should notify Harvey Building Products by calling our Field Service Dept at 1-800-822-0437, visiting our website at [harveybp.com](http://harveybp.com), or sending an email to [fieldservice@harveybp.com](mailto:fieldservice@harveybp.com). The claim must identify the company that the product was purchased from, the window type, installation date, license number and the specific defect.

Rev 2/16

HOMEOWNER: PLEASE KEEP FOR YOUR RECORDS