

Kolbe's Forgent® Series products are made with high-quality materials, and proper care, maintenance, and cleaning are essential. Failure to follow the recommended cleaning guidelines may void your product warranty. For more details please refer to our separate Express Limited Warranty for Window and Door Products.

## CLEANING

For Forgent Series products with wood interior please reference our separate Care and Maintenance of 'Factory-Applied Wood Exterior and Interior Finishes' and/or 'Finishing Your Kolbe Windows and Doors.'

All other Forgent Series products can be cleaned using the instructions below.

- A general cleaning of all surfaces and edges of the product on a bi-annual basis is necessary. Depending on local conditions more frequent cleaning is required to prevent buildup of soil, dirt, salt or industrial deposits.
- Never allow stucco or other concrete materials, corrosives, solvents, or wet packing material to set on exterior finished surfaces as they may permanently damage the surface.
- A tap water rinse from the top down is recommended prior to the application of any cleaner application.
- All surfaces should be cleaned with a soft, neutral colored wet cloth, very soft brush, or sponge with mild unscented soapy water ruled safe for bare hands, which is non-abrasive, and contains less than 0.5% phosphate. The washing should be done with tap water with uniform pressure (DO NOT USE A HIGH-PRESSURE SPRAY NOZZLE). Clean from the top down, cleaning first with a horizontal motion and then a

vertical motion. (Apply cleaners only to an area that can be conveniently cleaned without changing position. UNDER NO CIRCUMSTANCES should you scrub or scour, as this will scratch the surface.)

- The surface must be thoroughly rinsed with hot tap water and dried with a soft cloth. It may be necessary to sponge the surface while rinsing, particularly if cleaner has dried on the surface.
- Run-down of cleaner (from any operation) to the lower portions of the building should be minimized and these areas should be rinsed as soon as possible and as long as necessary to lessen streaking. Do not allow cleaning chemicals to collect on surfaces or "puddle" on horizontal surfaces. Cleaning residues may result in long term damage of the finish if not fully rinsed.

DO NOT USE ABRASIVE CLEANERS OR ABRASIVE SPONGES OR CLOTHS. NEVER WORK THE SURFACE DRY OR MECHANICALLY (E.G., ROTATING BRUSHES).

CONTAMINATIONS NOT CAUSED BY NATURAL WEATHER CONDITIONS SHOULD BE REMOVED IMMEDIATELY.

AGGRESSIVE CLEANERS OR CLEANERS CONTAINING UNKNOWN SOLVENTS SHOULD NOT BE USED.



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## Care and Maintenance of Forgent Series Products

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Kolbe may require your maintenance records be submitted if a claim is filed.

### OTHER PRODUCT CONSIDERATIONS WHILE CLEANING

- Make sure all weep slots and drain holes are unclogged. Due to orientation and installation in a building, door thresholds and window sills are especially susceptible to surface debris accumulation and corrosion if not kept clean.
- Lubricate hardware components, roller assemblies, and tracks as outlined in our CARE AND MAINTENANCE OF WINDOW AND DOOR HARDWARE informational bulletin.
- Always keep stainless steel parts that are exposed to the elements clean and dry.
- DO NOT ALLOW SPRINKLER SPRAY TO REACH WINDOWS OR DOORS.
- Inspect sealant around the exterior perimeter of the unit, remove any loose sealant, and apply new sealant.

### HIGH SALT CONCENTRATION AREAS

Conditions in high salt concentration areas (an area is deemed a High Salt Concentration area if the structure is located within 5,000 feet of a saltwater shoreline at mean high tide and/or other saltwater source) are very corrosive. Units installed in a Coastal or High Salt Concentration regions/areas require the exterior of the finish and unit to be inspected and cleaned as described by these Care and Maintenance requirements at least every three months and more frequently if necessary to prevent buildup of salt deposits. Salt and other corrosive or abrasive substances must not be allowed to build up on the exterior surfaces or components of the products.

