Care and maintenance

for your Ava Window windows and doors

FRAMES

- Vacuum loose grit out of the sills and sliding tracks first, so it cannot scratch the surface while you wash.
- Wash vinyl frames and sashes with warm water, a few drops of mild dish soap and a soft cloth or sponge.
- Rinse with clean water and dry with a soft towel so no soap film stays behind.
- Scouring powders, abrasive pads and solvents such as acetone or thinner dull the surface and can harm gaskets and color finishes. Do not use them.

WEEP HOLES AND DRAINAGE

- Small slots at the bottom of each frame, called weep holes, carry rainwater that gets into the sill back outside.
- A little water standing in a sill or track during wind-driven rain is normal. It runs out through the weep holes once the rain and wind ease.
- Each spring and fall, look at the weep holes inside and out, and clear dirt, sand, insects or leftover building material with a soft, narrow brush or a pipe cleaner.
- Never seal, caulk or paint over a weep hole. Leakage through blocked weep holes is not covered by the warranty.

GLASS

- Clean the glass with water and a little mild dish soap, or with a non-abrasive glass cleaner, and dry it with a lint-free cloth or a squeegee.
- Wash glass in the shade or on a cool day. In strong sun the cleaner dries before you can wipe it and leaves streaks.
- Keep razor blades, scrapers, steel wool and abrasive pads away from the glass and its coatings.
- Petroleum-based products and harsh chemicals can mark the glass and attack the seals, and a pressure washer can force water past them. Rinse with a garden hose at low pressure instead.
- Fog or film between the panes of an insulated glass unit points to a failed seal. Contact us: glass is warranted for 5 years against seal failure and visible obstruction.

SCREENS

- Take the screen out of its frame and lay it flat on a clean surface, such as a towel on the floor or a table.
- Wash both sides gently with mild soapy water and a very soft brush, rinse at low pressure and let it dry fully before you put it back.
- Each spring, before insect season, check the mesh for tears and the frame for bends.

HARDWARE AND GASKETS

- Once a year, open, tilt and lock each sash and door. It should move smoothly and close evenly against its gaskets all the way around.
- Put a little acid-free grease on the moving parts and locking points and wipe off the excess. In lock cylinders use a dry graphite or PTFE lubricant, not oil.
- Wipe the rubber gaskets with soapy water when you clean the frames. Do not paint them or treat them with solvents.
- If a sash drags, a gasket tears or a lock feels stiff, do not force it. Call us and we will tell you what to do.

CONDENSATION AND MOLD

- Water on the room side of the glass forms when humid indoor air meets a cold surface. It shows that the air indoors is damp; it is not a defect of the window, and the warranty does not cover it.
- Run the kitchen and bathroom exhaust fans while you cook or shower, and for a while afterwards.
- Air each room briefly every day (the tilt position is enough) and let ceiling fans keep the air moving.
- In a damp house, a dehumidifier brings indoor humidity down, which matters most in winter.
- Leave a gap between heavy curtains or blinds and the glass, and wipe sills dry before mold can start on them.

DO AND DON'T

Do	Don't
Wash frames with mild soap and water.	Scrape with razor blades, putty knives or scouring pads.
Clean glass with mild soapy water or a non-abrasive glass cleaner.	Reach for petroleum-based products, solvents or a pressure washer.
Keep sills, tracks and weep holes clear.	Seal, caulk or paint over weep holes.
Check locks, hinges and gaskets once a year.	Oil lock cylinders, or put up with a sash that drags or a door that will not seal. Call us.

AVAWINDOW

10-YEAR AVAWindow LIMITED WARRANTY

Window and door **limited warranty**

CARE · COVERAGE · CLAIMS

Vinyl frame: 10 years
Hardware: 5 years
Glass: 5 years

REGISTER YOUR WINDOWS

Purchaser name: _____

Dealer or installer: _____

Dealer phone: _____

Ava Window order #: _____

Date of installation: _____

Send these details to office@avawindow.com or through avawindow.com/warranty/ once your windows and doors are in, and keep this booklet with your order papers. Your warranty does not depend on it.

Window and Door Limited Warranty

AVA WINDOW

This limited warranty applies only to windows and doors sold by Ava Window, and only within the exclusions and limitations set out below.

WHAT IS COVERED

We cover defects in manufacturing, materials and workmanship that keep an Ava Window window or door from working and being used as it should.

WHO IS COVERED

The warranty belongs to the person who buys the windows and doors from Ava Window. On residential properties it then passes to every later owner of the products for whatever time is left in each period.

WHEN COVERAGE BEGINS

Each warranty period counts from the date of purchase.

HOW LONG IT LASTS

Component	Original owner	Later owners
Vinyl frame	**10 years**	Rest of the 10 years
Hardware	**5 years**	Rest of the 5 years
Glass Seal failure and visible obstruction	**5 years**	Rest of the 5 years
Labor For repairs and installation	**Not covered**	Not covered

The frame term applies to vinyl (uPVC) frames, including aluminum-clad vinyl frames. Later owners: residential properties only, once Ava Window has been told of the sale within 30 days.

TRANSFERRING YOUR WARRANTY

On a residential property the warranty stays with the windows and doors when the home changes hands, for the time left in each period.

To keep it, the new owner or the seller must contact Ava Window within 30 days of the change of ownership. Please give us both owners' names, the property address, the date of the sale and, if you have it, the order number.

WHAT WE WILL DO

If a covered defect appears within the warranty period, Ava Window will, at its option:

1. supply replacement parts (the same product or a similar one);
2. repair the product; or
3. refund the purchase price (an equal or lesser amount).

Replacement parts and repairs stay under warranty for the rest of the original period. Labor for repairs and for installation is not covered.

WHAT IS NOT COVERED

Damage, defects, maintenance failures and anything outside the control of Ava Window are not covered by this limited warranty. This includes:

- Normal wear and tear, minor scratches and minor visual imperfections.
- Vandalism, civil unrest, war, terrorism and acts of God.
- Extreme weather or localized heat.
- Improper handling, installation or finishing.
- Misapplication, faulty building design or construction, building settlement or structural failure.
- Misuse, modification, negligence or accident (for example, breaking the glass).
- The caulking used to seal the frames.
- Warping of 3/8 inch or less.
- The percentage of argon gas in the insulating glass, on which no warranty is given.
- Condensation.
- Leakage through weep holes that have been blocked.

DISCLAIMER

This limited warranty is in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Every warranty is limited to the duration set by law and in no case extends beyond the limited warranty period.

LIMITATIONS

Ava Window will in no event be liable for any consequential or incidental damages, and its liability will in no event exceed the price of the covered product.

This limited warranty gives you specific legal rights. You may have other rights as well, depending on the state where you live.

This limited warranty is not a promise of future performance or a statement of how long any Ava Window product will last; it is only a promise to repair, replace or refund.

HOW TO MAKE A CLAIM

1. Contact us as soon as you notice the problem, by phone, email or mail (details below).
2. Tell us your name, the property address and your order number, and describe what happens. Photos help.
3. We review the claim and, for a covered defect, repair it, supply parts or refund at our option, as set out above.

CONTACT

Ava Window LLC
44855 Grand River Ave
Novi, MI 48375
(888) 410-4746
office@avawindow.com
avawindow.com/warranty/

© 2026 Ava Window LLC · Edition 11/2026