STERGIS WINDOWS • DOORS

Frequently Asked Questions

Should you have any further questions, please contact a Sales Representative at 1-888-STERGIS.

My double-hung window sash came out when cleaning?

Using a regular straight screwdriver, turn the metal cam in the pivot shoe so the cam slot is horizontal or in the unlocked position. Using the screwdriver, position the left side 3 inches above the top of the sill and rotate the cam so the cam opening is at the top. This activates the brake and the shoe will remain in this position. Repeat on right side.

Hold the sash in a horizontal position and locate the sash tilt pins into the metal cams in the pivot shoes. Make certain they are engaged completely.

Once both tilt pins are in metal cams in the pivot shoe the sash should be level and horizontal. Using two hands tilt the sash upward into the operational position. Make sure both tilt release buttons on the top corners of the sash are completely engaged.

How do I Tilt-In my double-hung windows for cleaning?

Raise the bottom sash up three inches above the sill. Using the tilt release latches at the top corners of the sash, push them towards the center of the sash and tilt the sash inward and allow it to rest on interior window sill. This will allow you to clean and it will not become disengaged from the pivot shoe. *Holding the sash horizontally or parallel to the floor can allow the sash to come out of its pivot shoe while cleaning*.

Lower the top sash three to four inches above the bottom sash. Using the tilt release latches at the top corners of the sash, push them towards the center of the sash and tilt the sash inward and allow it to rest on the bottom sash. This will allow you to clean and it will not become disengaged from the pivot shoe. *Holding the sash horizontally or parallel to the floor can allow the sash to come out of its pivot shoe while cleaning*.

How do I remove my half screens from the window?

- Raise the bottom sash
- Unlock the screen and raise it to the middle of the window
- Lower bottom sash to 3 inches from sill then tilt-in bottom sash
- Lower top sash within 3 inches of tilted bottom sash and tilt in top sash
- Now you should be able to access the screen easily
- The screen is spring loaded on the right side (Inside looking out)
- While holding the lock pin in (Locking Screen) on the bottom left, grab the screen on top and bottom
- Pull/Push the screen towards the right side to collapse the springs
- Now you can remove the screen on the left side towards the exterior
- To replace the screen follow directions in reverse

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What is condensation and why is it happening to my windows?

Condensation on New Windows: New windows often seal air leaks and a tighter house can mean elevated humidity. Water forming on your new windows can because one of several things. The humidity of your indoor air is quite possibly much higher now with your new windows because the air leaks around your old windows were eliminated once the new windows were installed. Prior to new windows the colder, drier air that leaked into homes from the outdoors lowered the humidity level indoors.

Inside Condensation: Condensation within the home occurs when warm, moist air comes in contact with a cooler surface. Cool air can not hold as much moisture as warm air and droplets of water become visible on the window glass. The window does not cause this; it is the moisture that is already in your home. Consider this as a warning sign that your home has too much moisture in the air. Chances are, if condensation is visible on the windows, it may also be occurring in other areas of the home. Many types of condensation are temporary, such as condensation from a warm shower. Changing seasons from humid summers to cooler falls can also be a cause of temporary condensation. Lots of other things around your home also contribute to the addition of water vapor in the air. Uncovered ground in crawl spaces, indoor plants, laundry hung out to dry, cooking activities, aquariums, humidifiers, etc. all add water vapor to the air. Add to this the natural humidity that Mother Nature contributes to the air all around us and you can see that elevated humidity can be a very common occurrence.

Outside Condensation: Condensation on the outside of an insulated glass or insulating unit is not an indication that the glass or insulated unit is defective. Under the right set of atmospheric conditions it is possible to get condensation on the exterior glass surface of an insulated unit.

Specifically, if the conditions are as follows:

Glass temperature below dew point temperature Clear night sky Still air

High relative humidity Well insulated glazings.

Exposure to these conditions, the exterior surface of the glass can radiate heat away into the night sky such that the glass temperature falls below the dew point of the ambient air. When this occurs, moisture from the air condenses on the glass surface. Only when the glass temperature rises above the dew point will the condensation evaporate back into the air. Dew forms on grass, car hoods and roofs, building roofs and walls, are common and accepted as a fact of nature.

The presence of moisture indicates that the specific set of atmospheric conditions exist and that the insulated glass is indeed doing its job-that of insulating the building from the environment. In this case, that insulation capability is what retards the flow of building heat through the glass and prevents warming of the exterior above dew point.

If exterior condensation occurs on insulated glass, there is little or nothing that can be done to prevent its recurrence. Draperies should open to allow as much heat transfer through the glass as possible. Trees or buildings can block the radiation view to the sky. Shrubbery immediately adjacent to the glass can increase the local humidity and may need to be moved. The exterior surface of the glass will warm and the condensation will evaporate when the heat loss to the sky is blocked (i.e. clouds), the wind picks up, or sunlight is absorbed on the glass.

In Short: High performing Low E glass does its job of holding the heat inside the home. Exterior condensation generally only occurs a few of times per year, when the conditions are ideal for it.

Note: Air conditioning set to keep the home very cool will accelerate exterior condensation.

If you have a condensation problem, there are many simple steps you can take to reduce the humidity level in your home:

•Vent clothes dryers, gas burners, etc. to the outdoors.

•Check that all ventilation equipment is adjusted properly.

•Use kitchen and bathroom exhaust fans.

•Air out the kitchen, bathroom and laundry room during and after use by opening a window for a few minutes.

•Make sure attic louvers remain open all year round and that crawl spaces are properly ventilated.

•Consult a local heating and ventilation contractor to help determine whether ventilation is adequate and whether it can be improved.

•Insure humidifiers are correctly set according to the outside temperature.