CARE & MAINTENANCE GUIDE

SourcePoint Lucera uPVC Windows

Version 1.0 · Keep this guide with your warranty documents.

> ⚠ THREE THINGS KEEP YOUR COVERAGE
>
> **Install it right** — plumb, square, shimmed at the lock points, with a sill pan and flashing tied into the wall's water barrier. **Never in EIFS or synthetic stucco. Keep the weep holes clear** so the frame drains. **Keep the hardware clean and lubricated** — once a year, and log it.
>
> **And never paint it.** Painting a Lucera window ends the frame and finish coverage on that unit.

Lucera windows are uPVC — rigid, unplasticized vinyl. The frame will not rot, rust, peel, or need painting, and it is warranted for as long as you own and occupy your home. What does need attention is the glass seal, the moving hardware, the gaskets, and the drainage path. None of it is much work. Do it on schedule.

INSTALLATION

Before and During Installation

- **Unwrap and inspect every unit as soon as you receive it — before installation.** Concealed damage is damage you cannot see until the packaging comes off. Report it to your dealer, in writing, within **24 hours of your receipt**. Report any other defect before the window is installed or altered. A unit that has been installed is treated as accepted for anything that could have been seen on inspection.
- **Store units upright, supported, dry, and out of the sun.** Lean them no more than a few degrees against a padded surface, never flat and never stacked. Keep protective film on until the unit is installed and the exterior finish work around it is done — but **remove the film within 30 days of installation**; sun bakes it onto the profile.
- **Lift by the frame, never by the sash, the handle, or the screen.** Lifting by an open sash strains the hinges and gearing before the window is ever installed.
- **Check the rough opening** — square, plumb, and roughly ½" larger than the frame on each side. A uPVC frame will follow a twisted opening; it is not stiff enough to correct one.
- **Set the unit on a sill pan or sill flashing** with a back dam, and integrate head and jamb flashing with the wall's water-resistive barrier. Water that gets behind the window has to have a way out.
- **Shim at every hardware point** — behind the hinges, the lock keepers, and at the meeting rail on sliders and hung units — and at the corners. Unsupported lock points are the most common reason a tilt & turn or casement stops closing cleanly.
- **Fasten without bowing the frame.** Snug, not tight. Check that the sash still operates freely after every few screws. A bowed frame binds the sash and breaks the gasket seal.
- **Use low-expansion foam only, sparingly.** Standard-expansion foam will bow a uPVC frame inward. Fill the gap loosely and let the foam finish the job.
- **Do not cut, drill, or notch the profile** for anything other than fastening. Do not field-mull units unless SourcePoint permits it in writing.
- **Never install in a barrier wall system** — EIFS, synthetic stucco, or any wall with no drainage plane. A window in one of these walls is not covered.
- Professional installation is strongly recommended. Waterproofing — flashing, sill pan, sealant — is the installer's responsibility, not SourcePoint's.

SCHEDULE

Ongoing Care — Required to Keep Coverage

DO THIS	HOW OFTEN
Clear the weep holes and sill track	Every **12 months**, and after any storm that leaves debris on the sill
Clean, inspect, and lubricate the hardware	Every **12 months**
Clean frames and glass	**Twice a year** — monthly within two miles of salt water
Check gaskets, sash fit, and sealant at the perimeter	Every **12 months**

Keep a dated record. Hardware claims may need proof that the hardware was cleaned and lubricated. A photo with the date on it, a contractor's invoice, or the log at the back of this guide all work.

CLEANING

Cleaning the Frame

uPVC cleans with **mild dish soap and warm water** on a soft cloth or sponge. Rinse with clean water and wipe dry. That is the whole job.

Stubborn marks — scuffs, sealant smears — come off with a **non-abrasive vinyl or uPVC cleaner** from a hardware store, tested first on a hidden spot. Foil-laminated colors and woodgrains: soap and water only.

> ⚠ **Do not use** acetone, lacquer thinner, paint thinner, mineral spirits, bleach, ammonia, brick wash, masonry or concrete cleaner, abrasive cleaners, scouring pads, magic-eraser type sponges on foil colors, or any solvent on the profile, the foil, the gaskets, or the glass. **Do not pressure-wash** — it drives water past the gaskets and into the frame, and it will lift a foil edge.

Mask the window during masonry and stucco work. Brick wash and muriatic acid etch uPVC and glass on contact, and that damage is not covered.

Never Paint It

uPVC is not designed to take paint, and dark paint especially traps heat the profile was not extruded to carry. **Painting, staining, or coating a Lucera window — frame, sash, or foil — ends the frame, sash, and finish coverage on that unit.** If you want a different color, talk to your dealer about extruded or foil color options.

DRAINAGE

Weep Holes and Drainage

Every Lucera frame is designed to let water that gets past the sash drain out through **weep holes** at the exterior of the sill. If they clog, water sits in the frame.

- Find the weep holes on the outside face of the sill — small slots, some with a flap cover. Clear them with a soft brush, a pipe cleaner, or a blast of water from a hose aimed *at* the slot, not at the window.
- On sliding and hung windows, vacuum the sill track and wipe it clean. Grit in the track wears the rollers and the gasket.
- Never caulk over a weep hole. If a painter or stucco contractor has sealed them, open them.

HARDWARE

Hardware

Hardware is what moves, and it is what gets used a thousand times a year. Once a year:

- **Clean it.** Wipe hinges, gearing, locks, keepers, tracks, and rollers with a soft cloth and mild soap, then dry.
- **Lubricate it — after it is clean and dry.** A light **white lithium spray grease** in the hardware tracks and gear channels at the locking points, and on hinge pivots and roller tracks. Wipe off the excess. **Do not grease the locking pins or mushroom cams themselves** — grease there collects grit and grinds the keepers. **Do not use** penetrating oils or oil-based lubricants on uPVC — they attract dirt and can stain the profile.

- **Tighten it.** Snug any visible hardware screws. Do not over-tighten into uPVC.
- **If it is hard to operate, it needs adjustment, not more lubricant.** Most Lucera hardware is adjustable — hinge and keeper eccentrics on tilt & turn and casement, roller height on sliders. If a sash has started to drag or the lock has become hard to throw, a quarter-turn adjustment is usually all it needs. Lucera units use **HOPPE** hardware; ask your dealer for adjustment guidance for your unit before forcing anything.

Clean glass from the top down so runoff does not streak a pane you have already cleaned, and dry it completely — soap residue left on the glass attracts dirt.

Tilt & turn windows

The handle has three positions and it has to be moved **only with the sash fully closed against the frame:**

HANDLE	SASH
Down	Locked
Horizontal	Swings open (turn)
Up	Tilts in at the top (tilt)

Close the sash fully before moving the handle between positions. Turning the handle with the sash partly open disengages the top hinge and lets the sash hang on the bottom one — that is misuse, it is not covered, and it is the number-one tilt & turn service call. If the sash ever hangs from one corner, do not force it: hold it against the frame, return the handle to horizontal, close it, and lock it. If it will not seat, call your dealer.

Use the **tilt** position for ventilation and for leaving the window open unattended. Use **turn** for full opening and for cleaning the exterior glass from inside.

Casement and awning windows

- Crank the sash open and closed with the operator; do not push or pull the sash by hand with the operator engaged.
- Unlock **before** cranking. Cranking against a locked sash strips the operator gear.
- Do not leave a casement fully open in high wind. It is a sail.
- Close the sash fully before locking so the lock draws the sash into the gasket rather than forcing it.

Sliding and hung windows

- Keep the sill track and the balance channels clean. Grit is what wears rollers and balances.
- Lift and tilt sashes only with both tilt latches released, and support the sash while it is tilted. Do not leave a sash tilted in.
- If a hung sash will not stay up, the balance has worn or lost tension. Your dealer can supply a replacement; do not prop the sash.

SEALS

Gaskets and Weatherstrip

Gaskets are what seal the sash to the frame.

- Wipe them with mild soap and water on a microfiber cloth when you clean the frame, and dry them. Grit left in a gasket abrades it.
- **Once a year, re-dress them with silicone spray — sprayed onto the rag, not onto the gasket** — so they stay supple and release from the sash cleanly instead of sticking. Overspray on the glass or profile just needs wiping off; overspray on the hardware tracks does not.
- Do not paint, oil, or solvent-clean them.
- A gasket that has cracked, pulled out of its channel, or gone hard and no longer springs back is due for replacement — your dealer can supply it.
- **Seasonal change in sash fit is normal.** A sash that is snug in August and slightly looser in January is the house moving, not the window failing.

Screens

- Remove screens for the winter if you can; store them flat, out of the sun.
- Clean mesh with a soft brush and mild soapy water. Rinse and let dry before reinstalling.
- Screen mesh is not covered. Tears, pet damage, and sun degradation are wear.

⚠ **Screens are not a safety barrier.** They will not keep a child or a pet in.

GLASS

Glass

- Clean with mild soap and water or a **non-ammonia** glass cleaner on a soft cloth. Ammonia and abrasive cleaners can dull the exterior Low-E coating and the caming on decorative glass.
- Do not scrape glass with a razor or blade. Do not let a masonry cleaner touch it.
- **Do not apply films, tints, or coatings.** They stress the insulated unit, cause seal failure, and end glass coverage.
- Fog or moisture **between** the panes that does not wipe off is a seal failure — contact your dealer. Moisture on the **room-side surface** is condensation — see below.

Condensation

A tight, well-insulated window shows condensation more readily than a leaky one, because less warm air escapes past it. Moisture or frost on the **inside surface** of the glass means indoor humidity is high for the outdoor temperature. It is not a defect and it is not covered, but left standing it will stain the sash and the sill. Wipe it up, lower indoor humidity, run kitchen and bath exhaust fans, and keep blinds and drapes open enough for air to move across the glass.

Condensation on the **outside** surface on a cool morning is a sign the glass is doing its job; it burns off as the day warms.

THE MATERIAL

What to Expect from the Material

- **A dark sash in afternoon sun can bow slightly and flatten back overnight.** This is heat, not warp, and it is normal. Warp is measured with the window cool.
- **Components will not be a perfect color match.** Extruded uPVC, foil, gaskets, hardware, and screen frame are different materials, and a replacement part will not match a weathered original.
- **Fading is uneven.** South and west elevations fade first.
- **Operating effort changes with temperature.** Hardware runs slightly stiffer in cold weather; this is not a defect.
- **Minor extrusion lines and weld-clean-up marks at the corners** are part of how the frame is made and are not defects if they are not visible from six feet.

Seasonal Checks

- Clear the weep holes and wipe the sill track.
- Operate every sash through its full travel and lock it. Note anything that drags, binds, or will not lock without effort — and adjust or call your dealer before forcing it.
- Check the gasket contact all the way around each sash.
- Check the perimeter sealant outside for gaps or separation and recaulk with a paintable, uPVC-compatible sealant as needed. Do not caulk the weep holes.
- Confirm no film, tint, or paint has been applied.
- Within two miles of salt water: rinse hardware with fresh water **monthly** and dry it. Corrosion of hardware in a coastal location is not covered.

COVERAGE

What Voids Your Warranty

- Installing the window in a **barrier wall system** — EIFS or synthetic stucco
- Installing out of plumb, sloped, or in any non-vertical application
- **Painting, staining, or coating** the frame, sash, or foil (ends frame, sash, and finish coverage on that unit)
- Cutting, drilling, or notching the profile, or field-mulling units without SourcePoint's written permission
- Applying films, tints, or coatings to the glass (ends glass coverage)

- Storing units flat, stacked, or in the sun before installation
- Failing to clean and lubricate the hardware on schedule, or failing to keep records

What Is Not Covered

These do not void your warranty. The specific damage is simply not covered:

- Water entering **around** the window — flashing, sill pan, sealant, and installation are the installer's responsibility
- Frames bowed by over-driven fasteners or standard-expansion foam
- Damage from heat build-up on a **dark exterior color** (LRV below 40), and from sunlight reflected off a neighboring surface
- Hardware damaged by forcing a tilt & turn handle, moving it with the sash partly open, or cranking a locked casement
- Damage from brick wash, masonry cleaners, solvents, abrasives, or pressure washing
- Corrosion, pitting, or tarnish of hardware within two miles of salt water, and the finish on any hardware
- Screen mesh
- Condensation and damage resulting from it
- Glass breakage and scratches
- Normal fading within tolerance, uneven fading, and temporary heat bow

RECORDS

Maintenance Log

DATE	WHAT YOU DID	PRODUCT USED

Questions about your windows? Contact your SourcePoint dealer. They are your first point of contact for product questions, adjustment sheets, replacement parts, and warranty claims.

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