



**RENEWAL**  
by **ANDERSEN**

FULL-SERVICE WINDOW & DOOR REPLACEMENT

## **Multi-Panel Sliding Doors**

**CARE AND  
MAINTENANCE GUIDE**

# Renewal by Andersen™ Multi-Panel Sliding Doors

## CARE AND MAINTENANCE GUIDE

Ongoing maintenance is required for warranty coverage. Regular care also helps keep your unit clean and operating smoothly. A documented maintenance schedule is required under the terms of the limited warranty.

### **Maintenance Schedule**

- Marine environments – next to a pool area or within five miles of a body of water: Every month
- All other environments: Every three (3) months

### **Cleaning Frame and Panel Components**

Clean frame and hardware with a solution of mild soap and water and a soft, non-abrasive rag or brush.

### **Cleaning Glass**

Clean glass with a soft, dry cloth to wipe away the dust and grime. Once the glass is wiped clean, apply a mild cleaning solution such as soapy water, diluted vinegar, or a liquid window cleaner, and wipe clean in a circular motion. For best results, always use a clean, lint-free cloth. To minimize residue, do not apply glass cleaner in direct sunlight. Clean between temperatures of 40°F and 85°F.

## Corrosion-Preventative Spray Schedule

- Marine environments: next to a pool area or within five miles of a body of water: Every three (3) months
- All other environments: Every six (6) months

## Cleaning Handles and Hardware

Wipe down the visible surfaces with warm, soapy water and a soft cloth and then wipe with a clean, damp cloth. Spray a thin film of corrosion-preventative spray or machine oil on any exposed hardware, including but not limited to: handles, locking mechanisms, unpainted or uncoated metal components, exposed screws, etc.

## Sill Maintenance

To keep your door opening and closing properly, vacuum or wipe all dirt and debris from sill surfaces and tracks with a damp cloth and mild detergent, and dry with a clean, soft cloth. In addition, check the weep holes on the bottom exterior of the sill for dirt and debris and clean as needed, so water will drain away from the door.

Using a corrosion-preventative spray or machine oil, spray underneath the panels and into the roller assembly. Operate the door across the tracks to make sure they receive lubrication/anti-corrosion spray from the rollers. Repeat as necessary until the rollers and tracks are covered. Wipe down any overspray using a soft cloth to buff out any excess residual film.

### NOTICE

Be careful to avoid overspray and be sure to wipe down any overspray that does occur. Take care to avoid spraying nearby wood components, as staining may occur.

### NOTICE

- Keep door sill free of any obstructions or debris for proper function of the sill sealing system. Failure to do so could result in product damage and/or impact product performance.
- Acid solutions used for cleaning masonry or concrete will damage all components of window or doors. Protect window or door and follow cleaning product manufacturer's instructions. If acid contacts window or door, wash all surfaces immediately with clean water.
- **DO NOT** use or apply solvents, abrasives, harsh chemicals or cleaners to window or door components. Doing so will result in product damage.
- **DO NOT** use metal razor blades to clean glass surface. Glass damage could result.



### IMPORTANT

Power washing/pressure washing exceeds design pressure ratings and is not recommended.

For a list of approved cleaning products and other helpful cleaning information, please visit the Help Center at [andersenwindows.com](http://andersenwindows.com).

## Questions?

**We're here for you.** At Renewal by Andersen, we've always taken great pride in our start-to-finish process, allowing customers total peace of mind from the initial phone call through installation day.

However, we understand that true customer service is never "finished." Instead, we hope to start customer relationships that last a lifetime. Because we want each customer to get the most out of their doors, we make ourselves available to all of our customers and are happy to help in whatever way we can.

If you have questions or concerns about care and maintenance that are not covered in this manual, please don't hesitate to contact your local Renewal by Andersen representative or, if you prefer, our Warranty Service Line at 800-441-1109.

For warranty information, visit [renewalbyandersen.com](http://renewalbyandersen.com).

