

Product Maintenance Guide

Congratulations on your purchase of Centra Windows and Doors! Helpful product tips and 'how-to' videos are available on our website: centra.ca/academy

How to Care for Centra Products

CLEANING ALL GLASS AND VINYL SURFACES: The best way to clean glass and vinyl surfaces is with a mixture of mild dish soap and water. Rinse with clean water and wipe dry with a soft cloth. See more at: centra.ca/glassandvinyl

CONDENSATION ON WINDOWS: This may be normal. It does not indicate there is any problem with your windows, but may indicate excessive indoor humidity. Your insulating glass is designed to reduce the amount of heat that flows from inside your home through the glass to the outside during cold weather. Visit our website for more information on condensation and recommended dehumidistat settings. See more at: centra.ca/condensation

CLEANING TRACKS AND FRAMES AND PVC DOOR JAMBS: Wash with mild, non-abrasive soap and water and wipe with a clean soft cloth. A soft bristle brush may be used to loosen any material that became trapped in the track. See more at: centra.ca/tracksandframes or centra.ca/cleanddoors

SCREEN CLEANING: Screens may be vacuumed with a soft brush attachment or wiped with a soap and water solution. For information on how to remove screens for various products check out our 'how-to' videos on our website. See more at: centra.ca/screens

HARDWARE CLEANING AND LUBRICATION: Use a diluted household cleaner and wipe clean hardware components including locks, hinges and handles. Be sure to rinse with clean water and wipe dry to remove any cleaner prior to lubricating. See more at: centra.ca/hardware

INSPECT WEATHER-STRIPPING AND CAULKING: Check caulking for cracking or shrinkage and replace as needed. Look for missing or damaged weather-stripping. See more at: centra.ca/inspect

HOW TO LOCK YOUR MULTI POINT DOOR: Ensure door is fully closed. Pull up on handle to engage multi-point locking system, then use key to lock the door; remove key and push down on handle to ensure the door is locked; if not repeat locking procedure.

To request a service call please visit our website at centra.ca/ServiceRequest and you will be contacted by a Customer Care Representative.

Thanks for Sharing!



Share a photo of your new Centra Windows and Doors and tag us on Facebook or Instagram. If we share it you'll receive a \$20 Starbucks gift card!



How did we do? Please write a review!

If you name your Centra owners that went the extra mile to make your experience hassle free, Centra will give them each a \$10 gas card. A tip from you they would certainly appreciate!

\$10 GAS

Your Centra Installation Team:



Where to Write a Review:



Post directly on our Facebook page!



Google "Centra Windows" and click "Write a Review" on our Map Listing!

Your Favourite Review Website!



HomeStars



Watch out for our Customer Experience Email.

Your thoughts are shared throughout the company, including our CEO and leadership team. We value your feedback and want to hear about your Centra experience.

