

New Construction / Retrofit

1. What is the difference between new construction and retrofit?

The difference is in the overall jamb depth and required components: For new construction, the flash flange on the head of the unit is left intact; for retrofit, it is removed.

Also, on a new construction unit, three more flash flange pieces are supplied (in addition to the one shown in the photo). They are installed on the sides and bottom of the unit during installation.

A retrofit unit requires no additional components and should be sized as noted in the photograph below and in the drawings on page 3.

2. How do I determine the size of unit to order?

You should order it sized 1/2" less in height and 1/2" less in width than the rough opening.

3. What is insulboard/What is an insulated seat?

Insulboard is a 1-inch thick piece of foamboard covered with vinyl on the exposed side and wrapped with a vinyl J. It is attached to the bottom of the seat board to increase the "R" value of the unit (see page 5).

The standard insulboard spans the length of the unit. It is 17" wide for retro units, 18.375" wide for new construction.

For example: On a 36" x 36" retrofit unit with an 8" jamb, the insulboard would be 36" x 17."

On a fully insulated seat, the insul-board will be 17" wide plus the jamb width.

For example: On a 36" x 36" window with an 8" jamb, the insulboard would be 36" x 25."

A double insulated seat board simply uses two foamboards instead of one.

4. Do I have to order insulboard?

It is highly recommended that insulboard (with an "R" value of 5) be installed under the seat board to increase the "R" value to 6.22.

Insulboard must be installed on all painted units.

5. Do I have to allow for insulboard in the size of the rough opening?

No, the insulboard is only as wide as the unit projection (17" for retrofit, 18.375" for new construction).

6. This unit is going over a sink and between cabinets. How much clearance do I have for trim; what is the daylight opening?

The opening equals the width minus (1.25" x 2).

For example:

$35.5" - (1.25" \times 2) = 33"$ daylight opening

7. What is the clearance between the seat board and the operator? Do I have room to lay tile over the seat board?

The clearance between the seat board and the operator is 1.313."

New Construction: The flange is installed against the exterior face of the wall (either sheathing or insulation board).

As you can see in the photo, there is approximately 1.375" to the left of the flange for J-channel or exterior wall treatment. **Note:** On new construction brick or masonry installations, measure the entire wall thickness.

Retrofit: With retrofit, the full wall width should be considered: exterior face to interior face.



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8. Do jamb extensions come in standard sizes?

No, this is a custom jamb made to order, so proper measurement is very important! The minimum jamb extension is 2.5 inches, the maximum is 31 inches.

If a garden window unit has been incorrectly ordered because of jamb, head and seat board sizing, we offer two options:

(a) At the customer's request, we will re-work the unit to the correct jamb thickness. The customer would be responsible for shipping the unit to Ventana and would incur the costs associated with the re-work.

(b) If that is not feasible, the installer can build out the short existing jambs, head and seat board and overlay them with .25" plywood veneer.

(Although we have supplied white high-pressure laminate in the past, we do not supply veneer.)

9. What is the width of the garden window frame?

The frame is 2.875 inches wide.

10. What color is the hardware?

The hardware is color-matched to the interior frame color. **Exception:** On a garden window with a light oak interior, or the hardware is white.

11. What kind of metal is used for the operator arms?

The operator arms are powder coated steel.

12. Are the screens aluminum?

No, FlexScreen screens are used on our garden windows. They have a solid one-piece frame of high performance spring steel that is captured in the screen track and can be easily removed from inside the home. You will no longer see a screen frame and will gain more viewing area through the glass.

More information and installation/removal instructions are included with each window.

13. What kind of spacer do you use in the insulated glass units?

We use a no-metal spacer that is a patented structural foam design which dramatically reduces condensation.

14. What are the minimum and maximum sizes of garden windows?

The recommended sizing parameters are as follows:

Minimum Size (inches)

Width	Height
24	30

Maximum Size (inches)

Width	Height
75	65

15. What should I know about shelves, standards and brackets?

See page 5 for installation.

All units need two standards.

To avoid damage and injury, it is critical that the standards be located correctly!

Note:

The glass shelf is not tempered.

16. What is the thickness of the glass shelf?

The standard glass shelf thickness is 3/8inch. On units 42 inches or wider, the glass shelf thickness is 1/2-inch.

17. How much weight can I put on a shelf? No more than 25 pounds, total.

18. What do I need to consider when ordering a shelf?

If it is a shelf to replace a damaged shelf, only the shelf is needed.

If it is for a unit which did not have a shelf for the original order, a shelf kit is required. The kit contains a shelf, brackets, standards, hardware and installation instructions.

Note: Follow the instructions when installing the standards! Damage or injury could occur if done incorrectly!

19. Is bracing/support needed under the unit?

No, not under normal circumstances; only if large plant pots or exceptionally heavy loads are placed inside the unit, or if the unit is oversized.

Knee braces can be ordered as an option. They are available in a composite material - primed white only. Each brace measures 11.125" high x 14.75" wide.

20. How do I install the insulation board after the unit is installed?

See page 5.

21. How far do the vents open and where are they positioned?

Both vents open to a 90-degree angle; they are positioned about 2 inches back from the front of the window.

22. Do you provide touch-up paint?

We supply bottles of touch-up paint (.6 oz) with painted profiles.

23. If my seat board is wood, what kind of stain or paint can I use?

All unfinished wood surfaces must be sealed within 10 days of installation!

Finishing Recommendations

Stain: Use a three-step process:

- a) Water-based pre-stain wood conditioner
- b) Water-based wood stain
- c) Water-based oil-modified polyurethane (such as Minwax® products or others)

Paint: Use a two-step process:

- a) Premium interior latex primer (such as Kilz Premium® or others)
- b) Premium interior water-based acrylic-alkyd paint (such as Sherwin-Williams ProMar 200® or others)

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24. Tips for care and maintenance

- a) Wipe up any water or liquid that spills on the interior seat board to prevent damage.
- b) Lock the windows when closed to stop water from entering.
- c) Inspect the exterior of your garden window quarterly to ensure caulking is in good condition and re-caulk if needed.
- d) Lubricate the mechanical parts quarterly.
- e) Clean any debris from the top slope to prevent potential damage.
- f) When present, clear snow from the top slope to avoid ice build-up. Quarterly inspections and maintenance will help ensure that your garden window will function properly for many years.

25. What is maximum weight seat board can hold?

Maximum weight is 250 pounds.

26. Can a garden window be ordered with fixed vents so that ends do not open?

Yes, fixed vents option must be specified at time of order. Garden window cannot be modified for this option after it is in production. Screens are not supplied when fixed vents option is specified.

27. Is it possible for a garden window to be made without a seat board?

No, seat board is a mandatory structural support center for garden window.

28. Will a garden window with fully insulated seat affect any reorder items?

If original garden window has fully insulated seat, this must be noted on any reorders for sash and glass, glass onlys or screens.

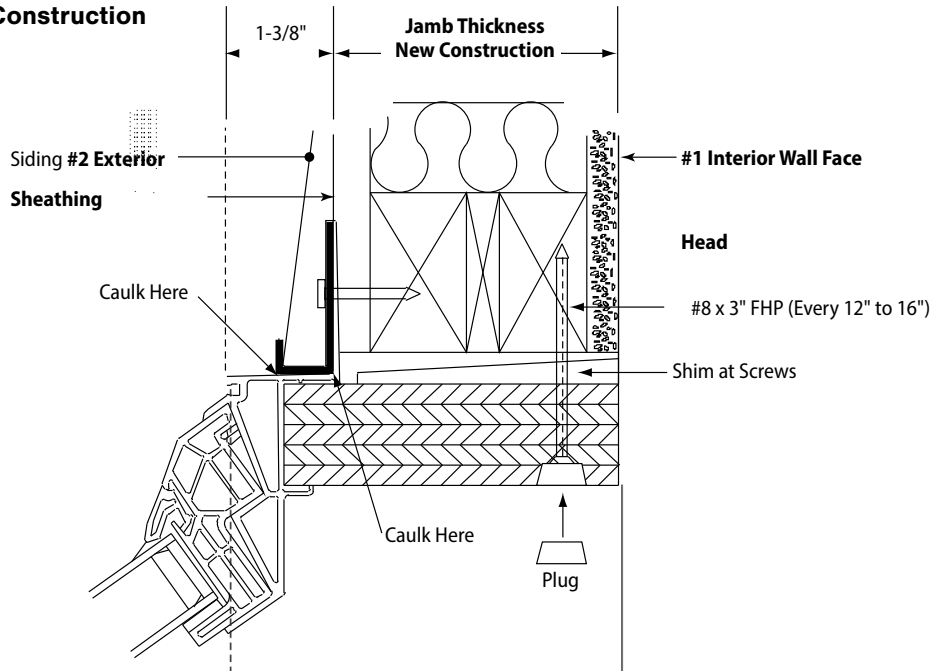
29. How do I replace or add edge banding after I have the garden window?

Edge banding is peel and stick, however it is best to use a heat source (iron on low heat setting) to apply. Put a dry washcloth between the iron and edge banding to prevent melting or burning. If edge band is still not sticking adequately, high performance contact adhesive can be used.

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Measuring

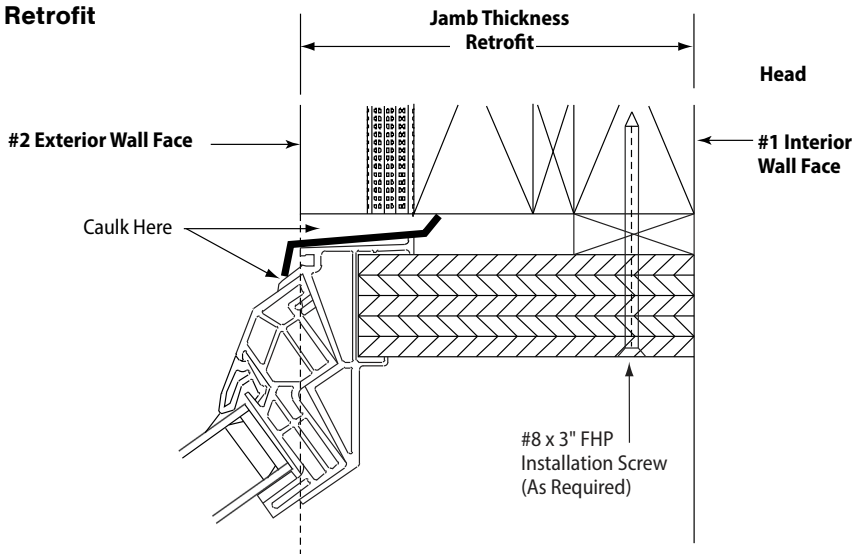
New Construction



Measure the jamb depth from #1 Interior Wall Face to #2 Exterior Sheathing.

(Measurement does not include siding or exterior finished surface.)

Retrofit

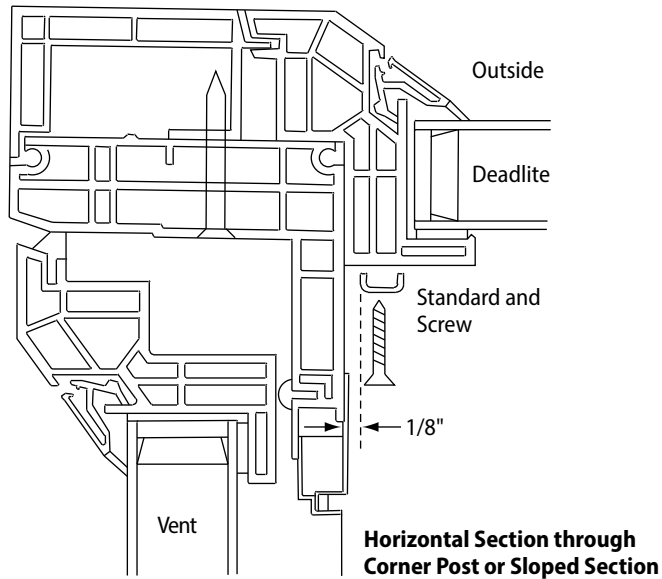


Measure the jamb depth from #1 Interior Wall Face to #2 Exterior Wall Face.

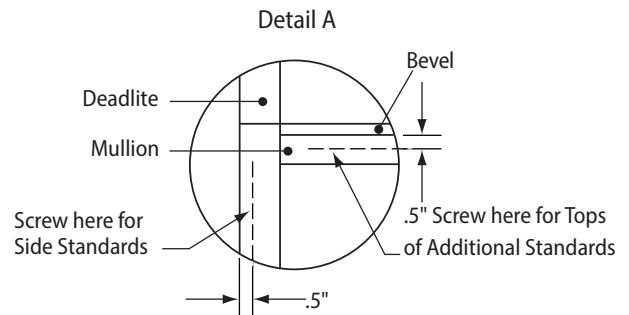
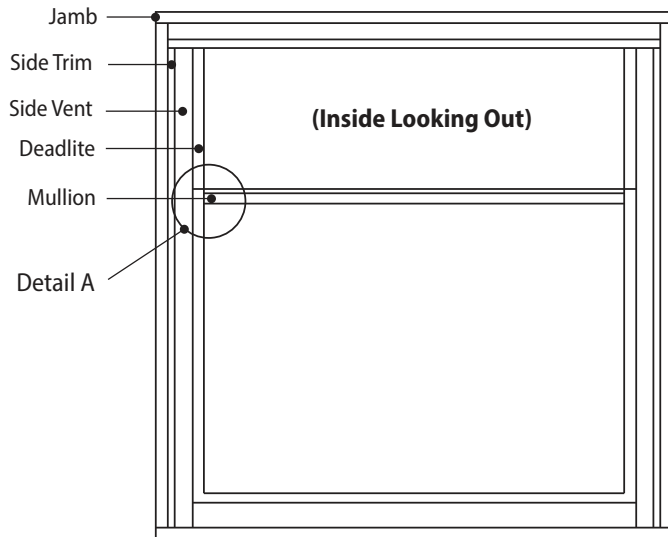
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Shelf Standard and Bracket Installation

1. Place standard (vertical track) 1/8" in from inside corner of vinyl frame, placing notched portion down, setting on step of vinyl frame. **Warning! Do not exceed 1/8" dimension or glass breakage could occur!**
2. Mark hole locations with a pencil.
3. **Drill pilot holes through the first wall only!**
4. Position vertical standard and attach using 1-1/2" screws. **Do not use a screw over 1-1/2" in length and do not over-tighten screws!**

Top view cut-away of corner post



Inside view with shelf bracket screw location



Screws used for shelf brackets must be located within the .5" areas indicated or glass breakage will occur. The mullion dimension is from the bevel down toward the glass .5".

The deadlite dimension is from the inside vent toward the glass .5".

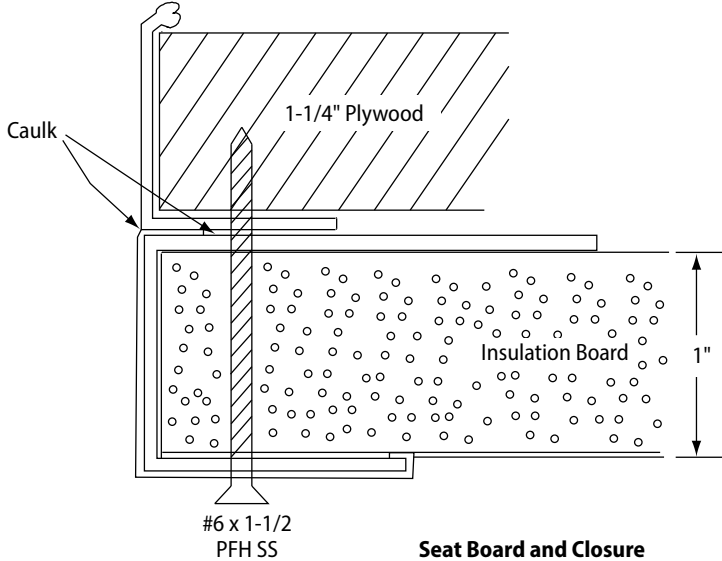
Screws can be placed along the entire length of these frame members adhering to these measurements.

Recommended screw size is #6x1.5".

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Insulboard Installation

To apply the insulboard after the unit is installed, screw through the insulboard into the seat board around the perimeter of the unit.



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Lock Adjustments

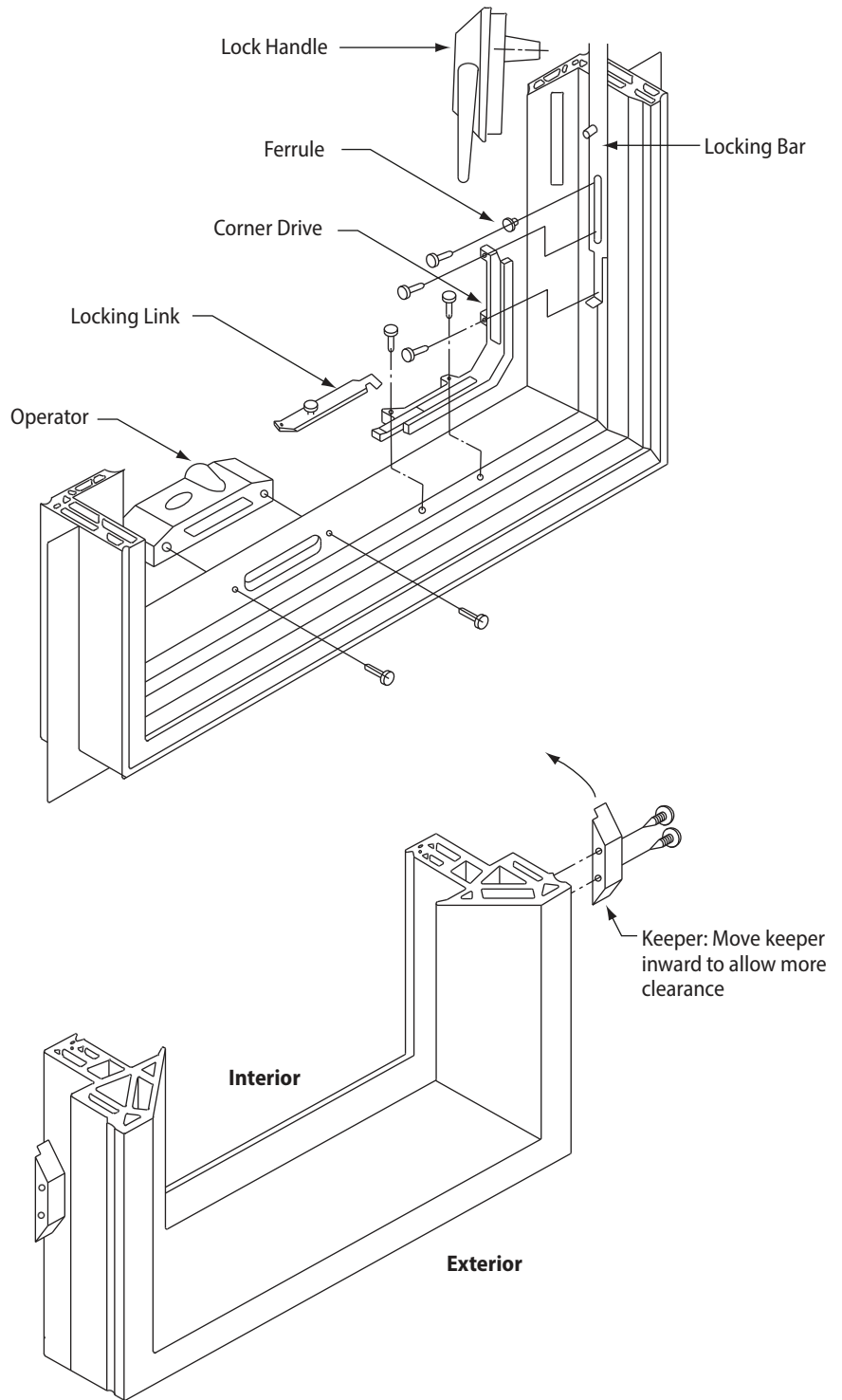
If locking system problems occur, make adjustments as explained below.

Check to see that the operator moves freely with the window in the open position. If binding occurs, the problem will be with the lock handle or corner drives: one (or both) may need to be greased or replaced. Another possibility is that the screws in the lock bar are not centered and the bar is rubbing against the ferrules.

If the locking system moves freely, close and lock the window. A binding or hard-to-lock condition indicates a tight keeper or misaligned lock bar. Removing each keeper and working the lock handle up and down may help locate the keeper/lock bar pin combination that is binding. To remedy the problem, the keeper can be relocated by moving it slightly inward (away from the sash toward the lock bar pin), and slightly upward or downward, depending on the lock bar pin location.

If visual inspection indicates a lock bar that does not run parallel with the frame, the bar slots can be opened slightly, or the ferrule can be moved outward to place the pin closer to the keeper.

A rubbing or grinding sound will be the lock bar rubbing against a ferrule. Look for this condition on the lock bar to pinpoint the lock bar pin/keeper location. Also inspect the center link between the corner drives: the bent portion of the link can be rubbing or binding on the operator if there is not enough clearance between the two components.



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Glazing Procedure

Deglazing the unit

Remove the exterior bead (four pieces per IG), place a .25" wood chisel approximately 2" in from either bottom end, and push forward and downward. Place a screwdriver into the gap that develops and, while prying upward, work your way down the entire length of the bead until it lifts out.

Insert a razor blade or EZD Glazer tool between the interior surfaces of the IG and the interior vinyl wall. Cut around the entire interior surface to separate the IG; several attempts may be necessary. Remove the IG by pushing it forward and out.

Glazing the unit

Clean surfaces to which glazing tape or silicone is to be applied.

If using tape, use 1/8" x 1/2" tape for the sloped IG, and 1/16" x 1/2" glazing tape for the vertical deadlite and side vents.

Install the tape across all of the horizontal and vertical rails, trimming the length at each end. Peel back approximately 4" of red plastic coating on the two-sided tape and fold at a 90° angle into the opening. Apply a small bead of clear silicone caulk along the seams and in the corners where the glazing tapes join.

Place 1/8" setting blocks along the sill and tilt the IG into place. DO NOT block any weep openings with the setting blocks! Insert remaining blocks around the perimeter of the window. Check the sightline through the window, making sure that the spacer doesn't show.

Press the IG into position and, while

holding an end of the glazing tape plastic coating, slowly pull straight down to remove the remaining coating. Do this around the entire perimeter of the inside opening.

Snap the pieces of bead into position, pushing the end into the corner. It may be necessary to adjust the bead side-to-side or up and down for the final fit.

Apply a bead of caulk to the adjoining bead corners of the sloped lite.