Care and Maintenance of Window and Door Hardware

Because our products are installed in a variety of geographic environments, some cleaning and periodic maintenance is typically required. Dust and dirt are often contributing factors causing a window or door to operate with difficulty or cause the hardware to wear unnecessarily. We recommend that hardware be inspected a minimum of once per year or more as required in your individual environment to ensure hardware functions and maintains proper door or window operation at all times. This may require adjustment of hinges, strikes, rollers, and/or cams. Carpentry or other repair may be necessary to account for misalignment, warping, sagging, or other problems preventing normal operation of the door or window.

Clear any debris from strike openings, grooves, rails, moving parts or other areas where hardware is engaged, particularly any applicable areas on the sill.

Clean water should be used to flush the hardware clean. A mild (hand wash) dish soap and clean water mixture can be used to loosen stubborn dirt. Always rinse the hardware with clean water. Allow the hardware to dry completely before lubricating.

Where keyed cylinders are used, apply dry graphite (available at most hardware stores or locksmiths) to the keyway once a year or more if usage is frequent.

- DO NOT paint or apply wood stain over hardware.
- DO NOT allow paint, wood stain, dry wall compound, silicone, putty or other finishing materials to seep into or become lodged in hardware. Cover or mask hardware when necessary, during finishing processes.
- DO NOT USE THE FOLLOWING:
  - Vinegar based cleaners.
  - Citrus based cleaners (lemon, etc).
  - Industrial Strength cleaners.
  - Abrasive cleaners.

These types of cleaners will not only remove the lubricants from the hardware, but they can also remove the corrosion resistant coatings.

If hardware is serviced, use fasteners (when applicable) originally supplied with the hardware or as specified by the installation instructions.

© Phillip Ennis

HARDWARE FINISHES

Stainless Steel

Stainless Steel is rust-resistant due to the alloy components of chrome and nickel. Regular care and maintenance, however, are still required to ensure the longevity and appearance of this material. Since the base material is a form of steel, surface staining can occur in aggressive environments, such as salt concentrated areas, and/or when in contact with other metals or materials. Wash surfaces with the same frequency as the care of your window and door maintenance schedule mentions. Wash with warm, clean water and a mild detergent followed by a thorough rinse with clean water, especially when surface deposits are visible. If any surface staining does occur, use only a stainless steel cleaner to remove the staining per the manufacturer's instructions. DO NOT use household cleansers, abrasive cleansers, or steel wool at any time to clean the surface. For added corrosion protection in highly aggressive environments, clean hardware surfaces as noted above and carefully apply Boeshield® T-9 as needed. DO NOT allow Boeshield T-9 to contact wood surfaces or other surfaces that tend to absorb oils as staining may occur. Wipe any excess.

Smoky Gray Finish

Door handle sets should be cleaned immediately if surface deposits are visible using clean water and a soft cloth. While generally not recommended for cleaning, a diluted vinegar solution can be used for descaling only. Use a solution of one part vinegar and one part water to clean calcified white deposits from the surface if water is not effective. DO NOT allow vinegar solution to contact other surfaces. Rinse after cleaning. Apply Boeshield T-9 per the above instructions after cleaning.

Oil-Rubbed Bronze

Oil-rubbed bronze (ORB) finishes are intended to change color and appearance by design. Clean only if necessary by rinsing with water. Rigorous cleaning or use of a cloth may alter the surface appearance.

Unlacquered Brass

Unlacquered brass is a living finish that will naturally darken and develop a patina over time. Areas that are frequently touched may age differently than areas that receive less contact.

For routine care:

- Wipe the surface with a soft, dry cloth.
- If additional cleaning is necessary, use a soft cloth moistened with warm water and a small amount of mild dish soap.
- Rinse thoroughly with clean water.
- Dry the hardware immediately and completely to help prevent uneven water spotting.

To maintain the naturally aged appearance, avoid polishing the hardware. Polishing will not prevent future oxidation, and the brass will begin to develop a patina again over time.

- DO NOT use abrasive pads, scouring sponges, steel wool, or abrasive cleaners.
- DO NOT use bleach, industrial-strength cleaners, or other harsh chemicals.
- DO NOT allow water or cleaning solution to remain on the hardware.
- DO NOT expect matching pieces to age uniformly.
- Always test any approved cleaning or polishing product in a small, inconspicuous area before applying it to the entire surface.

Other Hardware Finishes and Surfaces

To clean, use clean water and a soft cloth. Wash surfaces with the same frequency as the care of your window and door maintenance schedule mentions. More frequent cleaning is required when surface deposits are visible.

- DO NOT use brass cleaner or metal polish on coated, plated, lacquered, or otherwise protected hardware finishes. For unlacquered brass, use only a polish approved by the hardware manufacturer and follow the manufacturer's instructions.
- DO NOT use household cleansers, abrasive cleansers, or steel wool at any time to clean the surface.

For added corrosion protection in highly aggressive environments, clean hardware surfaces as noted above and carefully apply Boeshield T-9 as needed. DO NOT allow Boeshield T-9 to contact wood surfaces or other surfaces that tend to absorb oils as staining may occur. Wipe any excess.

LUBRICATION

After the hardware has been cleaned and is dry it must be re-lubricated. This will ensure its smooth operation and in some cases corrosion resistance.

It is recommended that the replacement lubricant be similar to what was removed during any cleaning operation. Be very careful not to over-spray or apply the lubricant on wood, painted, or vinyl components.

- Lithium grease is recommended for casement operators and locks.

- WD40® is recommended for use on sliding or rotating mechanical joints; such as rollers, pivots, brackets, hinges, and chains. Do not let the lubricant come in contact with wood, its finishes or plastics.

- Light oil such as 3-IN-ONE® oil can also be used on sliding and rotating joints. Again, do not let the lubricant come in contact with wood, its finishes or plastics.

- Graphite is another source of lubricant to be used on sliding and rotating joints as well as cam locks and hinges.

- Silicone sprays using a straw applicator. Application should be precise as silicone can cause some plastic parts to become brittle or have adverse effects on wood, painted areas, or vinyl components.

CARE OF PVD FINISHES

Physical Vapor Deposition, also known as PVD, is the name for an extremely durable and environmentally friendly finish which is popular in today's market. PVD Finishes are resistant to fading and discoloration by direct sunlight, ultraviolet light or humidity and also can hold up well in the harsh environmental conditions with the appropriate maintenance.

As with many finishes, care is required to help maintain the appearance of the PVD finish.

- Periodically (bi-monthly) it is recommended that the surface be cleaned thoroughly with a soft, non-abrasive cloth moistened slightly with soap and clean water.

- DO NOT use abrasive materials (dry or liquid) during the cleaning process of your PVD finish.

- Wipe off any excess liquid with a soft cloth in order to dry the product completely to avoid any water spots.

Effective: October 22, 2026