

Closeout documents.

What the building needs once the windows are in: how to operate them, how to look after them, what to check first when something is off, how to ask for service, and what the warranty covers.

01	Operation	How the windows and doors work.	1
02	Maintenance	Very little, done regularly.	2
03	Troubleshooting	What to check first.	3
04	Request service	Tell us the building, the apartment and the problem.	4
05	Warranty	What the warranty covers.	5

How the windows and doors work.

1 Casement window.

Handle down is locked. Turn it a quarter turn, to level, and the window swings into the room. Close it and turn the handle back down to lock.

2 Hopper window.

The same handle and the same quarter turn. The window tilts into the room from the top.

3 Terrace door.

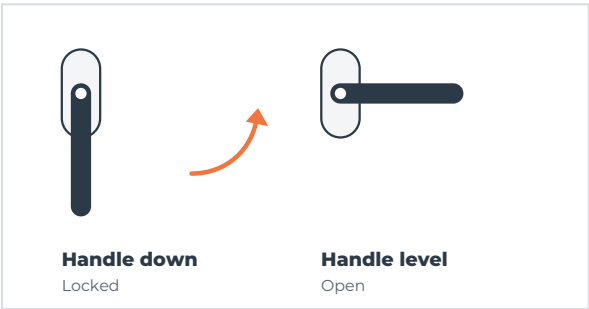
The lever opens the door. The thumbturn on the inside locks it. On a keyed door the key locks it from outside.

4 Sliding door.

Lever up, the panel is free to slide. Lever down, half a turn, and the door locks and pulls shut onto its gasket.

5 Limiters.

A window that stops after a few inches has a limiter. It is a safety device, not a fault. Do not remove it.



Down is locked. A quarter turn, to level, is open.
Do not force the handle up past level.

Sheets to hand over

Window and door handles	PDF
Operating the window handles	English · Español
Operating the door handles	English · Español

Very little, done regularly.

The frame is never painted or sealed. What the windows need is simple: wash them, keep the drainage slots open, keep the gaskets clean, and oil the hardware.

Task	How often	How
☐ Wash glass and frames	As the building needs	Warm water, mild detergent, a soft cloth. No abrasives, no solvents.
☐ Clear the drainage slots	Once a year, before the wet season	A vacuum or a soft plastic pick. Never drill them or make them bigger.
☐ Wipe and check the gaskets	Once a year	A damp cloth. Press back any length that has come out of its groove.
☐ Clean and oil the hardware	At least once a year	A drop on each moving part and locking point, then work the handle. Never the hinges of a terrace door: they run dry.
☐ Check that limiters hold	Once a year, and at every apartment turnover	Replace one that does not hold. Never remove one.

Care and maintenance, in full › vistaza.com/knowledge/care-and-maintenance/

Condensation on windows › vistaza.com/knowledge/condensation-on-windows/

What to check first.

Most calls end at one of these. Each is something building staff can do safely from inside the room.

What you see	Check this first	Then
1 Water on the inside sill	Open the window and clear the drainage slots in the bottom of the frame. Pour a cup of water in and watch it leave on the outside.	Still wet, or wet where two windows join: request service.
2 A draft at a closed window	Check that the handle is fully down. Look round the gasket and press back any length that is out of its groove.	A torn or flattened gasket is replaced. Ask for the part.
3 The handle is stiff	Do not force it. Clean the fittings, oil the moving parts and work the handle a few times.	Still stiff: request service.
4 The handle is loose	Turn the cover plate at its base. Tighten the two screws under it.	
5 The window rubs, has dropped, or will not lock	It needs an adjustment. A trained super with the adjustment tool can make it.	No trained person on site: request service.
6 Fog between the panes	It cannot be cleaned. The seal of the glass unit has failed, and the unit is replaced from inside the room.	Request service. See the warranty below.
7 The sliding door is hard to slide	Check that the lever is fully up. Clean the track.	Still hard: request service.
8 The window opens only a few inches	That is the limiter doing its job.	Nothing to fix.

Tell us the building, the apartment and the problem.

Service requests come from the buyer or from the building's management: the owner, the developer, the general contractor or the property manager. If you live in the building, report the problem to its management, and they send the request.

A person reads every request. Photos or a short video help more than anything: after you send this, reply to our email and attach them.

Prefer to talk? Call 929-668-2340 or write to service@vistaza.com.

1 • THE BUILDING

Building address

Apartment or unit

2 • THE PROBLEM — pick any

- | | |
|--|---|
| ☐ Water coming in | ☐ Draft |
| ☐ Hard to open, close or lock | ☐ Handle or lock |
| ☐ Glass cracked or fogged | ☐ A part missing or broken |
| ☐ Sliding door | ☐ Something else |

What is happening (optional)

3 • YOU

You are

- ☐ Owner or developer ☐ General contractor ☐ Property manager, for the owner

Company

Name

Email

Phone (optional)

Fill it in online at vistaza.com/closeout/#service

What the warranty covers.

This is a summary. The written Vistaza Limited Warranty has the full terms, and it governs. Ask us for a copy for the closeout binder.

Ask for the written warranty > service@vistaza.com

How long	Five years from the date of shipment
What it covers	Defects in the materials and the workmanship of the windows and doors
What we do	Repair, replace or refund, at our option
Glass seal	Fog between the panes within five years: the replacement glass unit is free. Labor is not included
Not included	Labor and installation costs. Damage from faulty installation. Changes made to the product after installation
Missing or broken parts	Report them within 14 days of shipment
Who asks	The buyer, with the request form above