NORDENSEAL

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WINTER COMFORT PACKAGE

Your Guide to Winter Window & Door Care



WINTER PREPARATION | HUMIDITY & VENTILATION | WINDOW CARE | ENTRY & PATIO DOORS | MAINTENANCE & SUPPORT

Before Winter Arrives

Simple checks that prevent avoidable winter service calls

YOUR WINTER CHECKLIST

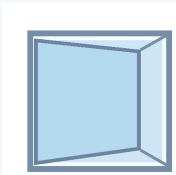
- Inspect weatherstripping, visible seals and door sweeps for damage.
- Remove and store removable insect screens where recommended.
- Vacuum sills, tracks and accessible drainage openings.
- Close and lock all operable windows; check latches without forcing.
- Clear snow and ice from thresholds and exterior door landings.
- Check bathroom fans, kitchen exhaust and HRV/ERV filters.

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OPTIONAL PAID MAINTENANCE SERVICE

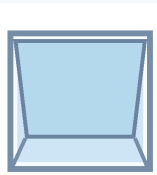
Need help with seasonal maintenance? Our optional paid Comfort Package provides seasonal window and door servicing. Contact us for details and pricing.

WHAT TO CHECK BY WINDOW TYPE



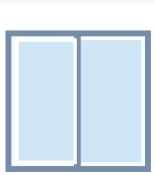
Casement

Check hinges, crank, locks and compression seals.



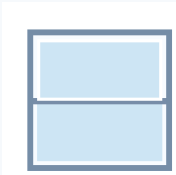
Awning

Check top hinges, operator and bottom seal.



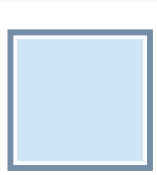
Sliding

Clean track, drainage paths, rollers and latch.



Hung

Clean vertical tracks; check balances and locks.



Picture

Inspect perimeter seal and keep airflow to glass.

IMPORTANT: NEVER FORCE FROZEN WINDOWS

Allow frozen parts to thaw naturally. Never pry a sash open, pour boiling water on glass, or chip ice with metal tools.

Indoor Climate & Humidity

The right balance of warmth, airflow and moisture

COMFORTABLE INDOOR CONDITIONS

20–22°C Suggested living-space temperature

Use a hygrometer to monitor relative humidity (RH). These are general cold-weather starting points, not universal limits.

WINTER HUMIDITY GUIDE

0°C to −10°C	−10°C to −20°C	Below −20°C
30–35%	25–30%	20–25%

Reduce RH further if water or frost accumulates.

VENTILATION & MOISTURE CONTROL

- Run kitchen and bathroom exhaust fans during and after moisture-producing activities.
- Use HRV/ERV according to the system instructions; maintain filters and exterior vents.
- Ventilate regularly when outdoor conditions permit; short airing can help.
- Consider a dehumidifier in basements or other high-moisture rooms.
- Keep heat registers and air paths clear; open blinds to improve glass airflow.



If condensation appears, check indoor RH first. Colder outdoor temperatures often require lower indoor humidity.

Window Care & Drainage

Small seasonal maintenance steps make a difference

WEEP HOLES: SMALL OPENINGS, IMPORTANT FUNCTION

What they do

Some window frames have drainage openings near the bottom exterior edge. They allow incidental water to escape.



How to maintain them

- Remove visible leaves, dirt and debris with a soft brush.
- Keep exterior openings clear of snow and ice when safely accessible.
- Never block or seal drainage openings with caulk.
- Do not push sharp tools deep into the drainage channel.

CLEANING, SEALS & HARDWARE

- Use mild soap and water on glass and vinyl frames; avoid abrasive cleaners and harsh solvents.
- Inspect weatherstripping for tears, gaps or sections pulling away.
- Use manufacturer-approved lubricant only where specified; do not oil every component.
- A small change in operating feel can occur in extreme cold; persistent binding should be checked.

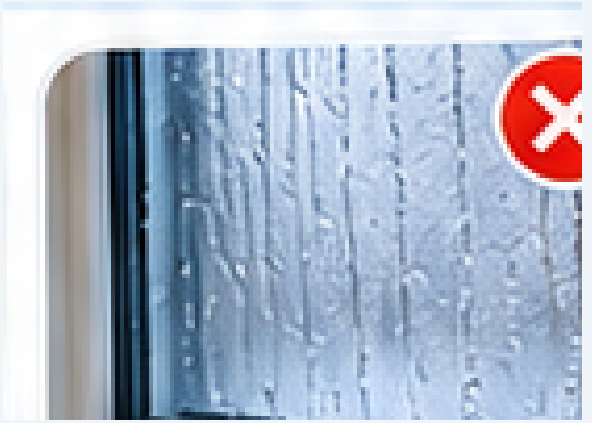
Condensation: Normal or a Problem?

Where the moisture appears matters more than a single photograph



LIGHT / TEMPORARY

Small droplets on the room-side glass during cold snaps may reflect indoor humidity and limited airflow.



HEAVY / PERSISTENT

Pooling water, soaked trim, mould or recurring heavy moisture needs attention and investigation.

WHERE IS THE MOISTURE?

- INSIDE surface: often related to RH, ventilation and cold-glass conditions; wipe dry and improve airflow.
- OUTSIDE surface: occasional dew or frost may occur even on efficient windows.
- BETWEEN sealed panes: can indicate insulating-glass seal failure; contact Norden Seal.

TRY FIRST: Check RH, use exhaust fans/HRV, open blinds, dry sills and monitor. Seek help promptly for water damage or moisture trapped between panes.

Entry Doors & Patio Doors

Prevent ice, debris and moisture from affecting operation

SLIDING PATIO DOORS

- Vacuum bottom tracks, rollers and accessible drainage paths regularly.
- Remove snow and ice gently with a soft brush or plastic scraper.
- Keep thresholds dry and free of grit; do not chip ice with metal tools.
- Close and lock the sliding panel fully to maintain its seal.
- Inspect weatherstripping for gaps, damage or loose sections.
- Never force a frozen panel or roller mechanism.



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ENTRY, GARDEN & STORM DOORS

- Keep the sweep, threshold and exterior landing clear of snow and ice.
- Check latches, hinges, closers and weatherstripping; do not force hardware.
- For storm doors, follow the manufacturer’s seasonal ventilation guidance to limit trapped moisture.
- Minor seasonal changes in fit can occur; persistent rubbing, gaps or failure to latch needs attention.

What’s Normal — and When to Call

A quick troubleshooting guide before requesting service

OFTEN NORMAL IN VERY COLD WEATHER

- Temporary room-side condensation that clears after humidity is reduced.
- A little exterior frost or dew under certain weather conditions.
- Minor seasonal contraction or slightly different hardware feel.
- Cold glass near edges and corners during extreme temperatures.

CONTACT NORDEN SEAL IF YOU NOTICE

- Moisture between sealed glass panes.
- Recurring leaks, water damage or mould.
- Persistent drafts with windows fully closed and locked.
- Broken hardware, damaged seals or doors that will not latch.
- Repeated heavy condensation despite humidity and airflow adjustments.

BEFORE YOU CALL — QUICK CHECKLIST

1. Check indoor humidity and outdoor temperature. 2. Confirm windows and doors are fully closed and locked. 3. Check tracks, screens, vents and drainage for debris. 4. Take clear photos of the concern.

Have your contract number and a brief description ready.

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