

# Owner's Manual









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# Introduction

Thank you for your recent purchase of durable, beautiful, and low-maintenance Marvin Vivid™ windows and doors.

At Marvin, we build windows and doors the only way they should be built. One at a time. Made to order. No shortcuts. It's this philosophy of doing it the right way that makes us who we are at Marvin. From the moment we began back in 1912, in Warroad, Minnesota, right up through breakfast this morning. Our commitment to providing customers with unparalleled value and service doesn't stop after the purchase.

## How to Use this Manual

This manual provides an overview on how to care for and maintain your new Marvin Vivid windows and doors. For questions on service or maintenance not covered in this manual, please contact your local Marvin dealer or visit our website at [www.marvin.com](http://www.marvin.com).

## Warranty

Marvin is committed to bringing you products of the highest quality and value. Our made-to-order manufacturing philosophy is one example of our commitment. Our warranty, another. Please visit the warranty section of our website [www.marvin.com/support/warranty](http://www.marvin.com/support/warranty) for full warranty details on your product.



## Hazard Notations

Please familiarize yourself with the following hazard notations used throughout this manual.



### Warning

Mistake or misuse could result in personal injury and/or severe damage to unit, equipment, and/or structure.



### Caution

Mistake or misuse could cause damage to the window or result in faulty installation and unit performance.



### Seek Assistance

Help from another individual is necessary to perform the task safely and correctly.



### Tips/Hints

Information on alternative procedure, definitions, and helpful hints.

## Annual Checklist

Keep your windows and doors operating smoothly with routine care and maintenance.

1. Safety first: use caution on ladders and wear protective eye-wear and clothing. When working with primers, paints, stains, cleaning solutions, etc., make sure to use and dispose according to local codes or manufacturer's instructions.
2. Inspect weatherstripping for damage or loss of performance. Your local Vivid partner can help determine if the weatherstripping needs replacement. Take care when using paints, stains, or varnishes as these products can damage weatherstripping.
3. Examine window or door's interior and exterior finish. Periodic cleaning and touch-up can extend the life of your finish. (See repainting/refinishing information on pages 10 through 12).
4. Inspect exterior caulking around the outer edges of the window or door frame, trim off any loose caulk, and reseal any gaps with a good quality caulk.
5. Check all hardware (locks, opening mechanisms, etc.) for smooth operation.
6. Inspect exposed hardware screws; tighten if loose.
7. Clean sand, dirt, or dust from door and window hinges, sills, and tracks.

Life happens, windows and doors get dirty. Wash your windows and doors with an approved cleaning solution found at [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance).



# Windows

In this manual, you'll find operation and maintenance information for Marvin Vivid™ windows beginning on page 13. Refer to the product illustrations for the names of your particular windows, and use the illustration to help identify window components.\*



## Vivid Window Styles



CASEMENT



AWNING



DIRECT GLAZE

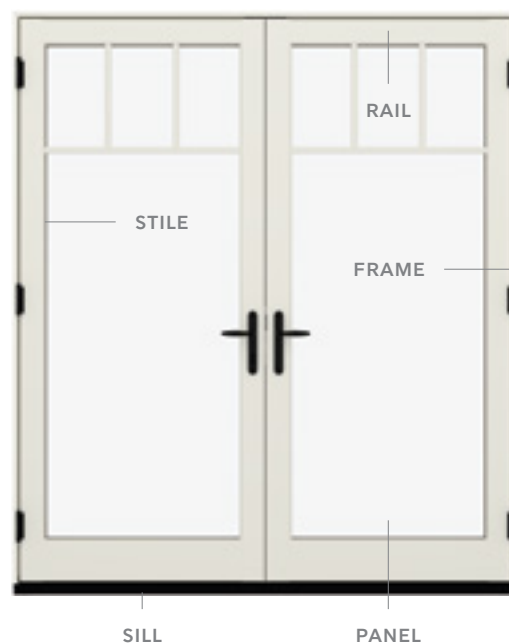
\*Vivid Casement shown for illustrative purposes only.

\*\*Vivid Swinging French Door shown for illustrative purposes only.

# Doors

In this manual, you'll find operation and maintenance information for Marvin Vivid doors, beginning on page 17. Refer to the product illustrations for the names of your particular doors, and use the illustration below to help identify door components.\*\*

Sliding French and Sliding Patio doors are available in 2, 3, and 4 panel configurations. The swinging French door is available in 1, 2, and 3 panel configurations. The Bi-Fold door is available in up to 7 panel configurations.



## Vivid Door Styles



SLIDING FRENCH DOOR



SLIDING PATIO DOOR



SWINGING FRENCH DOOR



BI-FOLD DOOR

# Keep your glass looking and performing its best.

## Condensation

Before reading this section, pour yourself a nice tall glass of ice water. During cold winters, there is a large temperature difference between inside and outside of your home. When the temperature drops outdoors, the glass on your windows usually has a lower surface temperature than other surfaces in your home, and is the first place that you'll notice condensation. This is not due to any defect in your window or door, it's simply a sign of needing to reduce the humidity in your home.

Warm air is capable of holding more moisture than cool air. As warm vapor-filled air comes in contact with a cool surface, it loses its ability to hold moisture. When moisture-laden air reaches its dew point, moisture condenses on the nearest cool surface. Generally, the most obvious surfaces in your home where you'll notice condensation are on your windows or the glass of ice water sitting in front of you.

Excessive humidity is more likely to occur in newer or recently remodeled homes with tight, energy-efficient construction, causing a build-up of moisture to the interior. Information on excessive humidity and how to reduce condensation on your windows can be found online.

## Mildew Removal

If your home has excessive interior moisture, you may experience some discoloration on various parts of your home, including the lower portions of your windows or doors. This discoloration may be the result of mildew growth and can be removed with an approved cleaning solution found at [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance).

Mildew is a fungus that thrives on warmth and moisture. Mildew growth is usually brown or black in color and may be mistaken for dirt. The presence of mildew can be confirmed by placing a drop of household bleach on the suspected mildew area. If small gas bubbles develop in the droplet of bleach, mildew does exist and can be removed with an approved cleaning solution found at <https://www.infinitywindows.com/support/care-and-maintenance>.



Wear protective eyewear and skin protection, and keep the area well ventilated. Make sure the surface is clean and reapply if the discoloration persists.

**For all care and maintenance instructions including approved cleaning solutions, visit [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance).**



## Tempered Glass

Tempered glass is sometimes used on Marvin Vivid™ windows and doors for code or safety reasons. Tempered glass is heated and cooled at an accelerated rate, adding strength and shatter resistance. You may notice a slight amount of distortion - this is normal and due to the tempered glass manufacturing process. The logo in the corner of each piece of tempered glass is required by code and safety regulations.

## Glass Breakage



Should the glass in your window or door break, make sure you use the appropriate personal protection equipment to remove the broken glass; eyeglasses or goggles, sturdy gloves, and heavy protective clothing. Dispose of broken glass in a secure container. Failure to properly handle and dispose of glass could result in injury. Contact your Vivid partner for information on sash or panel replacement.

## Cleaning Glass

The best method to clean the glass on your Vivid products is to first soak the glass surface with clean water to loosen dirt or debris. Use an approved cleaning solution found at [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance) and apply with a scratch resistant applicator. Immediately after washing the glass, remove all of the cleaning solution with a squeegee and make sure no harsh particles are trapped between the glass and the cleaning material. Window and door gaskets, sealants, and frames are susceptible to deterioration if cleaning solutions are not rinsed and dried after cleaning.



Do not use razor blades, knives, or scrapers for cleaning glass surfaces.

### Do

- Clean glass when dirt and residue appear
- Determine if coated glass surfaces are exposed
- Exercise special care when cleaning coated glass surfaces
- Start cleaning at the top of the building and continue to lower levels
- Soak the glass with clean water to loosen dirt and debris
- Use an approved cleaning solution found at [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance)
- Dry all cleaning solution from window gaskets, sealants, and frames
- Clean one small window and check to see if procedures have caused any damage

### Don't

- Use scrapers of any size or type for cleaning glass
- Allow dirt and residue to remain on glass for an extended period of time
- Clean tinted or coated glass in direct sunlight
- Allow water or cleaning residue to remain on glass or adjacent materials
- Begin cleaning without rinsing excessive dirt debris
- Use abrasive cleaning solutions or materials
- Allow metal parts of cleaning equipment to contact the glass
- Trap abrasive particles between the cleaning materials and glass surface

# Easy cleaning for a fiberglass finish that lasts.

Marvin Vivid™ windows and doors are built with strong, durable Ultrex® fiberglass that is 8 times stronger than vinyl. Our proprietary finish is three times thicker than the competition, performs without fear of UV degradation, and is virtually maintenance free. No sanding, scraping, or painting required. Additionally, Vivid windows feature a proprietary fiberglass reinforced composite on the interior to bring superior performance and maintenance-free peace-of-mind to the interior.

## Cleaning Ultrex and Interior Fiberglass Reinforced Composites

Remove dirt by washing with an approved cleaning solution found at [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance) and rinse with water. Clean with a soft cloth or soft brush to remove any bugs, grime, dirt, or dust. Do not use an abrasive applicator or use extreme pressure.

No solvents, paint thinner, or other chemicals of any type are recommended for use with Ultrex, as they may affect the functionality and appearance of the coating.

### Don't

- Apply approved cleaning solutions with any abrasive materials or applicators
- Use a scrubbing action or extreme pressure
- Use solvents, paint thinner, or other chemicals, as they may affect the integrity, functionality, and appearance of the coating

## Painting Ultrex and Fiberglass Reinforced Composites

### You will need to supply:

- 320-400 grit sandpaper
- Masking tape
- Foam painting brush
- To paint the exterior Ultrex use a quality exterior grade acrylic latex paint.
- To paint the interior fiberglass-reinforced composite, use a high-quality interior primer and paint specifically formulated for plastic surfaces to ensure proper adhesion to the acrylic-based capping. Follow the paint manufacturer's application guidelines for best results..

### Thoroughly sand the factory finish with 320-400 grit sandpaper.

1. Wash the surface with water and an approved cleaning solution found at [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance) to remove contaminants, rinse with clean water, and dry thoroughly
2. Mask any window components that will not be painted
3. Coat the Ultrex with a quality exterior grade acrylic latex paint
4. Acrylic latex products gain full adhesion after seven to ten days cure

**For all care and maintenance instructions including approved cleaning solutions, visit [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance).**

# Keep handles and locks looking their best.

## Cleaning Hardware

Use a clean, soft, damp cloth to polish and remove fingerprints from window and door hardware. To remove heavier deposits, use an approved cleaning solution found at [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance). Remove traces of water and cleaner and dry thoroughly with a soft cloth. When using any proprietary cleaner, always follow the advice given by the manufacturer.

## Don't

- Use household cleaners, window cleaning solutions, abrasive cleaners, bleaches, solvents, polishes, or other chemicals unless specifically recommended by the hardware's manufacturer
- Allow keys, rings, or other sharp objects to strike the hardware

## Physical Vapor Deposition (PVD) Finish

- PVD finishes are available as an option for door hardware. PVD hardware undergoes a state-of-the-art process known as Physical Vapor Deposition. A layer of hard-wearing metals is deposited onto the solid brass substrate, giving it a tough finish to resist fading and discoloration by direct sunlight, humidity, and most other environmental factors, even in coastal areas.
- To help retain the appearance of your PVD products for many years to come, a little periodic maintenance is required to remove any atmospheric deposits from the surface of the product
- Once every two months, clean the surface of the product thoroughly with a non-abrasive cloth and warm water
- To remove heavier deposits, use an approved cleaning solution found at [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance). Remove traces of water and cleaner and dry thoroughly with a soft cloth.
- When using any proprietary cleaner always follow the advice given by the manufacturer in handling cleaning materials
- Do not use any abrasive cleaning materials or solvents when cleaning your PVD products

# Keeping your screens clean.

## Cleaning Screen

Remove the screens, lay them on a flat clean area, and spray off any dust or debris with water from your garden hose. Allow the screens to completely air dry before replacing in the window or door. If you live in a cold climate, it is recommended that in the winter you remove the screen from your doors. The mesh may collect snow and ice, causing it to sag. Please see individual sections for instructions on screen removal, and see page 21 for bi-fold pleated screen instructions. Contact your Vivid partner if you require assistance with screen replacement.



Vivid screens are designed to stand up to everyday use. However, screens are not intended to act as a safety device. Do not allow children or pets to sit or play on window sills, or to push or fall against window screens, as this could result in a fall through the window or door opening.



Screen will not stop child from falling out window. Keep child away from open window.

## Taking care of your Vivid windows and doors.

Information in this section includes maintenance and operational tips on Marvin Vivid™ products. Read completely through the instructions before beginning to work on your windows to make sure you have any necessary tools and parts.

Exterior finishes on doors can be cared for in the same manner as Vivid windows. See interior and exterior maintenance information. Take care with your door's sill – make sure you prevent damage by not getting any paint, solvent, or chemicals on sills. See individual door sections for any specialized sill care at [www.marvin.com/support/care-and-maintenance](http://www.marvin.com/support/care-and-maintenance).



If you are having problems not explained in this manual, or continue to have issues, contact your local Vivid partner.



When contacting your Vivid partner it may be helpful to provide them with the “Customer Service Number” etched on the upper right corner of the glass.





# Casement

## Operation and Maintenance

Casement windows are side-hinged to swing out from the left or right and crank in and out. The roto-gear is the operating mechanism that opens and closes your casement windows. Your casement lock seals the window tightly closed, so excessive cranking when closing your window does not improve the seal and may damage your roto-gear. Roto-gears should be lubricated once a year with white lithium grease (available at any hardware store) to keep operation smooth. The hinge joints and locking mechanism should be lubricated on occasion with a silicone-based spray. Be sure to clean off all dirt, debris, or sand before lubrication.



Excessive lubrication may cause damage to the finish of your window. Avoid getting oil and solvents on your finish. Make sure that any excess is immediately removed.

The sash tracks should be occasionally cleaned out with a soft bristle brush.



The Marvin Vivid™ Casement features a wash-mode system which allows the entire window to be washed from inside the home. To place the sash in Wash-mode, unlock and open the sash. Partially open by turning the crank handle a couple of times. Push down on the operator arm to disengage it from the track and push the sash open. The arm can be disconnected anywhere within the first 45 degrees of opening. Crank the operator arm back to the closed position. Swing the window all the way open and pull it across toward the lock. You now have access to the exterior of the window for cleaning.

NOTE: Wash mode available on Casement products over 22" wide. Not available on Awning windows.



To remove the Vivid Casement / Awning screen, lift the screen at the bottom to compress the springs at the top. Pull the bottom of the screen out and remove from frame.



# Awning

## Operation and Maintenance

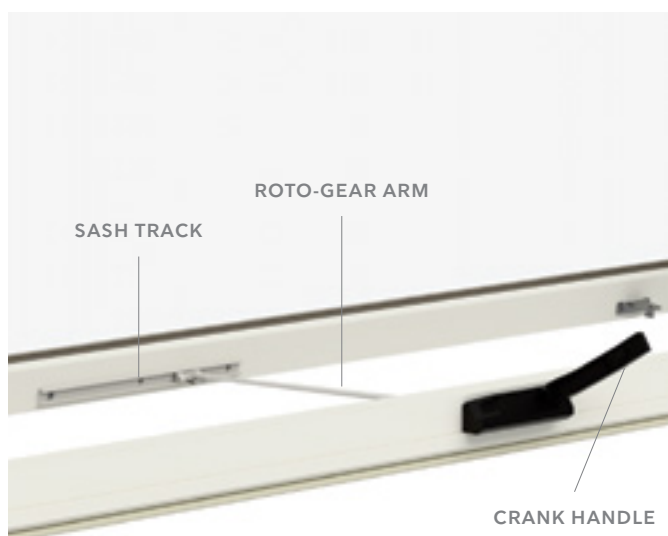
Awning windows are top-hinged and swing out from the bottom. The roto-gear is the operating mechanism that opens and closes your awning windows. Your awning lock seals the window tightly closed, so excessive cranking when closing your window does not improve the seal and may damage your roto-gear.

Roto-gears should be lubricated once a year with white lithium grease (available at any hardware store) to keep operation smooth. The hinge joints and locking mechanism should be lubricated on occasion with a silicone-based spray. Be sure to clean off all dirt, debris, or sand before lubrication.



Excessive lubrication may cause damage to the finish of your window. Avoid getting oil and solvents on your finish. Make sure that any excess is immediately removed.

The sash tracks should be occasionally cleaned out with a soft bristle brush.



# Direct Glaze

## Maintenance

Marvin Vivid™ Direct Glaze windows are non-operational, meaning they do not open or close, so there are no maintenance requirements for hardware or weatherstripping. Clean the glass occasionally and maintain the interior or exterior surfaces on the same schedule as your other windows.



DIRECT GLAZE



# Sliding French/Patio Door

## Operation and Maintenance

The sliding French/Patio doors slide horizontally and require very little maintenance to keep them functioning efficiently.

Most problems can be eliminated by keeping the sill clean – ensuring smooth door operation. Door handles can be wiped down with a damp cloth to remove fingerprints and smudges. It is very seldom that door rollers, locks, and hinges require lubrication. Occasionally use spray lubricant to keep operation smooth (rollers are visible underneath the operator panel).

If you live in a cold climate, it is recommended that you remove the screen door in the winter. The screen mesh may collect snow and ice, causing it to sag. If you need door panels removed, please contact your Vivid partner for either detailed instructions or for a service person to remove the panel for you.

## Panel Adjustment Procedure

If necessary, panel adjustment allows you to make minor adjustments to your Vivid Sliding Patio or Sliding French door after it has been permanently installed.

You will need to supply:

- Small putty knife
  - Flat or Phillips screwdriver
1. Using small putty knife or screwdriver, remove two roller adjustment hole caps from bottom rail of operating panel
  2. Slide operating panel  $\frac{1}{2}$ " -  $\frac{3}{4}$ " away from locking jamb
  3. Adjust rollers (to raise/lower panel) by turning adjustment screws with screwdriver
  4. If an even reveal is unobtainable along entire length of panel, ensure locking jamb is shimmed plumb and level. Check panel operation. If satisfactory, replace adjustment hole caps.



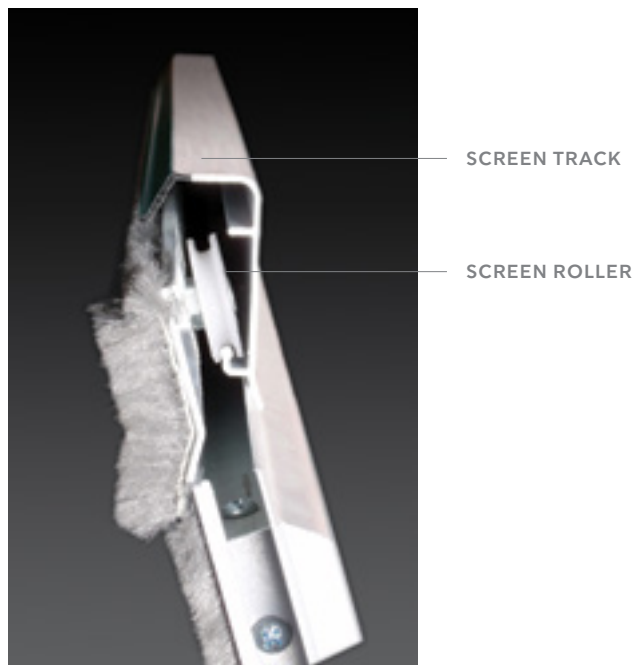
## Removing the Screen

To remove the screen panel, unlock and partially open the screen door. From the exterior, pry the screen panel guide up with a putty knife starting at one corner. Pull the guide off the track, working your way toward the other end. Once the bottom of the screen panel is completely released from the sill track, pivot the bottom of the screen out and push the top of panel approximately 5 degrees toward the head jamb.

This will release the screen panel rollers from the head jamb screen track. Remove the panel from the door.

To reinstall the screen, hold the screen panel with the top rollers facing you. While tilting the bottom of the screen panel away from the door, lift the rollers into the screen track and pull the panel toward your body to engage the rollers in the track. Make sure the rollers are seated in the track by moving the screen panel back and forth. Once you are sure the rollers are fully seated, pivot the screen panel into position toward the sill and place the bottom screen panel guide into the sill track by lifting it with your fingers or by lifting with a stiff putty knife.

The screen can be adjusted from the interior by loosening or tightening the top roller screw nearest the locking jamb. Adjust the screen so that it is parallel to the locking jamb or casing. An even reveal should be achieved along the entire height of the jamb.



# Swinging French Door

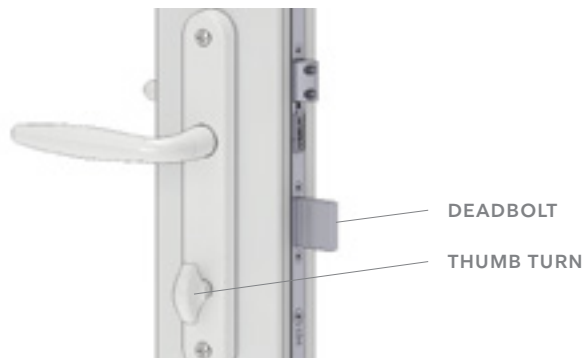
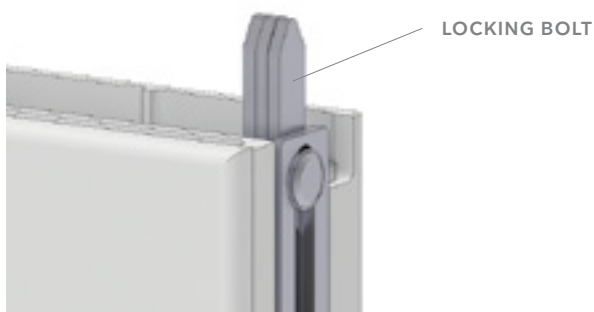
## Operation and Maintenance

The Swinging French door requires very little maintenance.

To maintain sill appearance, wash with a mild soap and water solution. If you need door panels removed, please contact your Vivid partner for either detailed instructions or for a service person to remove the panel for you.

## Handle Operation for Multi-Point Lock

Always close and lock your passive panel first and the operating panel (with thumb turn) second. Vivid's multi-point hardware has locking bolts at the head and base of the door. Lifting the handle 45 degrees upward will set the head and foot bolts in place for a secure seal. A 90 degree turn of the key from the outside or the thumb turn on the inside will lock the deadbolt in the handle assembly. When the deadbolt is unlocked, downward pressure on the handles will release the bolts and latch and the door will open. Securely lock by engaging the deadbolt, head, and foot bolts; using only one or the other does not offer full security.



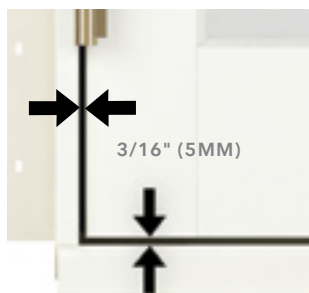
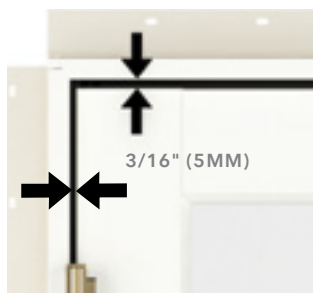
## Hinge Adjustment Procedure

The Marvin Vivid™ Swinging French door's adjustable hinge system allows you to make minor adjustments after it has been permanently installed.\*

Adjustments should only be made when panel misalignment is visible or causes poor operation of door/lock. Make any adjustments in small increments (one rotation per hinge), starting with the bottom hinge and working up to the top hinge. Repeat the process as necessary adjusting one rotation at a time. Check results, readjust, or proceed as required.

The vertical adjustment screws are located on the bottom of the hinge barrels. The horizontal adjustment screws are located on the face of the hinges. Each screw has an adjustment range of approximately 7 turns.

1. Check panel clearance at sill and head jamb. The panel should have  $\frac{3}{16}$ " (5 mm) clearance at head jamb and at bottom.
2. Align panel vertically as needed by adjusting the screws on the bottom of the hinge barrels. The vertical adjustment screw should be adjusted equal amounts starting with the bottom hinge. Check index mark on hinge to determine amount and direction of panel movement. See illustration.
3. Check panel alignment with locking jamb; panel should have  $\frac{3}{16}$ " (5 mm) clearance along the jamb.
4. Rotate horizontal adjustment screw clockwise to decrease, or counterclockwise to increase jamb/panel clearance at the appropriate hinge. If increasing clearance at top, bottom hinge may have to be adjusted to decrease clearance to avoid hinge binding. See illustration.



\*Adjustable hinges are not intended to compensate for an improperly installed unit.

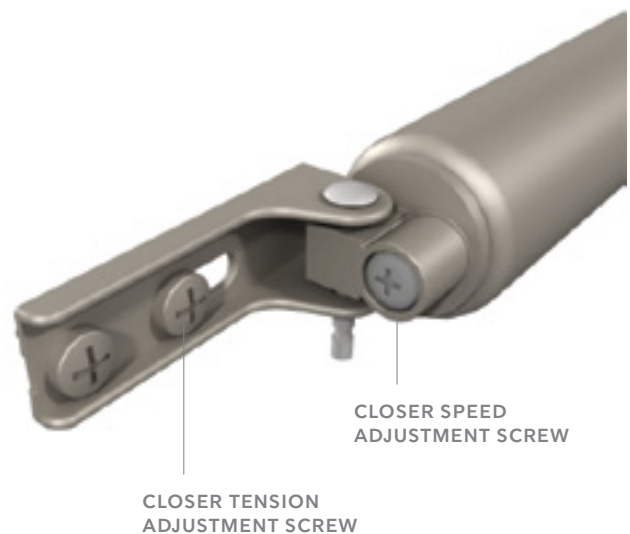


## Removing the Screen

If you live in a cold climate, it is recommended that during the winter months you remove the screen door to avoid snow and ice from collecting, causing the mesh to sag.

To remove the swinging screen door, first open the active screen panel and disconnect the auto closer. Remove the #6 x 1/2" screw attaching the closer to the head jamb bracket. Then remove the hinge pins from the active screen panel hinges, remove the panel from the hinges, and store. On configurations with two operating panels, open the passive screen panel and remove the hinge pins in the same manner as the active.

Adjust the closing tension on your swinging screen door by loosening the two screws and attaching the door bracket to the screen panel. Slide the bracket and closer left or right as needed and tighten screws. Adjust the closing speed by tightening or loosening the adjusting screw located at the rear of the cylinder assembly.



# Bi-Fold Door

## Operation and Maintenance

The Marvin Vivid™ Bi-Fold door slides to stack outward and requires very little maintenance to keep it functioning efficiently.

Most problems can be eliminated by keeping the sill clean – ensuring smooth door operation. Door handles, twin bolt handles, and magnetic door catches can be wiped down with a damp cloth to remove fingerprints and smudges. It is very seldom that door rollers, locks, and hinges require lubrication. Occasionally use spray lubricant to keep operation smooth (rollers are visible on the top in between each panel).

If the door needs adjustments, please contact your Vivid partner for either detailed instructions or for a service person to make adjustments for you.

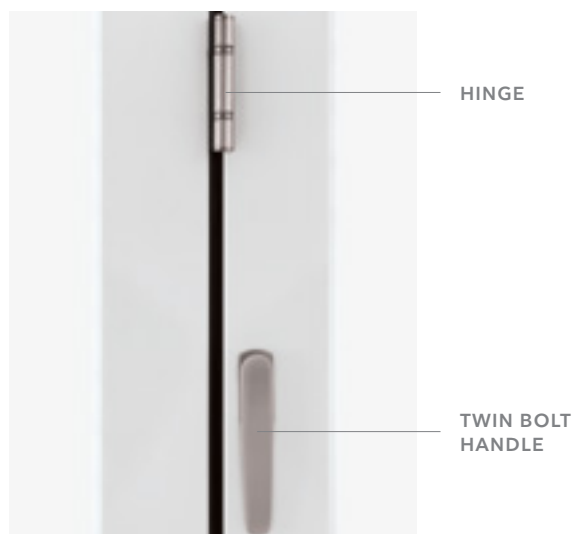
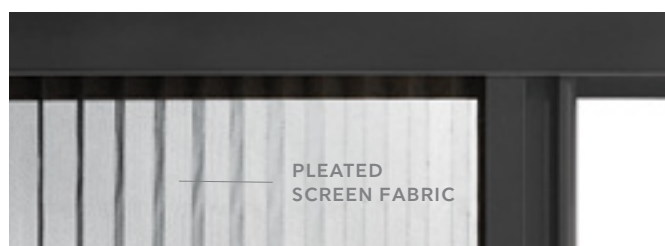
## Hardware Operation for Multi-Point Lock

Always close and lock your passive panel first and the operating panel (with thumb turn) second. Vivid's multi-point hardware has locking bolts at the head and base of the door. Lifting the handle 45 degrees upward will set the head and foot bolts in place for a secure seal. A 90 degree turn of the key from the outside or the thumb turn on the inside will lock the deadbolt in the handle assembly. When the deadbolt is unlocked, downward pressure on the handles will release the bolts and latch and the door will open. Securely lock by engaging the deadbolt, head, and foot bolts; using only one or the other does not offer full security. See Illustration on page 19.

The interior twin bolt handles effortlessly rotate up 180 degrees to unlock and open the door; rotate down to lock and secure. Magnetic door catches protect the panels and hardware when open.

## Pleated Screen Operation and Cleaning

The bi-fold pleated fabric screen slides open from both sides and can be positioned as desired. Keep the guides clear of debris and wipe screen fabric down with a soft cloth and mild, soapy water. Lightly rinse and allow the screen mesh to dry before closing/retracting. You can register your bi-fold pleated screen with Vivid's Limited Lifetime Warranty within 60 days of product installation. See page 4 for more warranty details.







Since 1912, Marvin has been a family-owned and -led company, with a legacy of innovation and commitment to the highest quality. We understand the unique opportunity windows and doors have to improve our spaces and how we feel in them. That's why we never stop pushing what's possible and inventing new solutions to channel fresh air, enhance light quality, and connect with the world around us.

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