



This guide contains procedures for common user serviceable repair tasks found on wood casement and awning windows. If a condition arises that is not covered in this guide, please contact us for professional help. This product guide covers our current JELD-WEN Custom, EpicVue™, Sitaline, W-2500, W-3500 and W-4500 windows as well as our historical products with the following names: Sitaline EX, Tradition Plus, Pozzi, Caradco, Wenco and Norco. For help identifying your window model, refer to your product purchase paperwork or call us for additional help.

Do-It-Yourself

Technician



INTRODUCTION

Standard casement windows consist of one sash that opens and closes like a door. Other options include multiple sashes such as a French Casement or fixed sash mullied to an operating sash and the Tilt & Turn which opens inward instead of outward and has no operator. The Tilt & Turn, besides opening like a door, also functions like a hopper window with the top of the sash tilting inward. An insect screen is mounted on the exterior side of operating tilt and turn sashes and the interior of standard casements. Awning windows open from the bottom and hinge at the top. An insect screen is mounted on the interior side of operating sashes.

CONTACT US

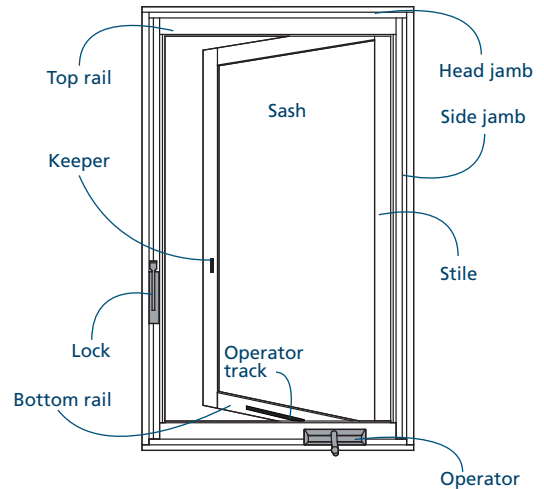
For questions, feel free to contact us by phone or email:

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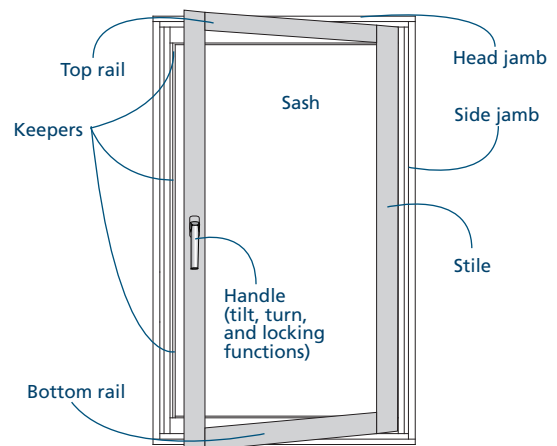
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CASEMENT WINDOW ANATOMY



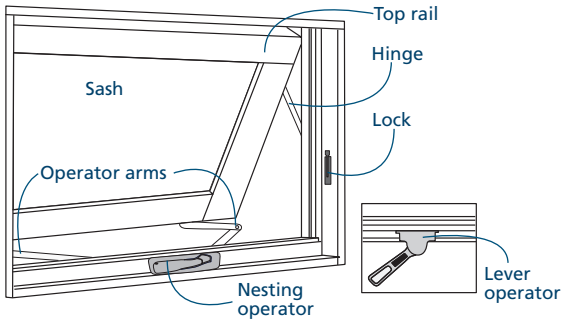
TILT & TURN CASEMENT WINDOW ANATOMY



The repair tasks offered herein can be accomplished by a homeowner with some mechanical aptitude. If you are unsure, it is recommended that you hire a trained service provider such as a competent and licensed construction contractor or building professional. JELD-WEN disclaims any and all liability associated with the use and/or provision of these instructions. Any reliance upon the information or advice is at the risk of the party so relying. The information contained herein may be changed from time to time without notification.

INTRODUCTION - CONTINUED

AWNING WINDOW ANATOMY



PRECAUTIONS AND SAFETY

- Follow all manufacturers' instructions and labels.
- Use proper and safe equipment and precautions if servicing the exterior side of windows above ground level.
- Window insect screens are not security devices and will not prevent children, other people, or pets from falling through.
- Use extra care when driving screws near glass unit to avoid breakage.
- Use sharp tools with care to avoid damage to wood surfaces.
- Use caution when tightening screws to avoid stripping the screw holes.
- Sashes may be very heavy and removal can be awkward and could cause physical injury or product damage; we recommend the help of a second person.
- Beware of oil causing slippery surfaces.

NEEDED TOOLS AND MATERIALS

NEEDED TOOLS

Note! Each tool is not required for every task.

- Tape measure
- Level
- Flat head screwdriver
- Phillips head screwdriver
- Allen wrenches
- Pencil
- Prying tool
- Utility knife
- Hammer
- Power drill with bits
- Stiff, smooth tipped putty knife
- Scissors

NEEDED MATERIALS

- String
- Tape
- Silicone sealant for stationary sash installation
- Wooden toothpicks or dowels for screw hole repair
- Wood glue
- Fine sandpaper
- Finishing supplies
- Replacement parts

BASIC OPERATION AND OPTIONAL WINDOW PARTS

LOCK/UNLOCK

The standard casement/awning window lock is either located on the side jamb opposite the operator handle or on the sill. Tilt & Turn windows lock with the handle in the downward position. There are two basic types of locks, the single-point (large windows may have more than one single-point lock), and multi-point. These locks may be cam locks or concealed locks. Single-point locks only lock at one location. Multi-point locks simultaneously lock at multiple points along the jamb.

Standard Casement/Awning

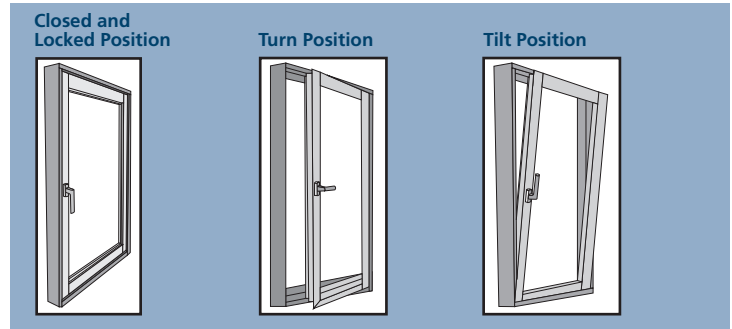
- To unlock, lift lock latch all the way up.
- To lock, press lock latch all the way down.

French Casement

- To unlock, turn locking handle all the way to the left.
- To lock, turn locking handle all the way to the right.

Tilt & Turn

- To unlock, turn locking handle toward the center of the window 90° to turn position and another 90° to tilt position. The window must be completely closed to change functions.
- To lock, close window securely and turn locking handle clockwise all the way down.



HANDING

- From the exterior, the hinge handing is determined by the side of the window the hinge is on. When ordering, provide handing information, if necessary.
- Casement windows may have left or right-handed operators.
- If lock is on left (view from the interior), operator is left-handed. If lock is on right, operator is right-handed. A French casement has both a right and a left-handed operator.
- Awning components can also be either right or left handed.

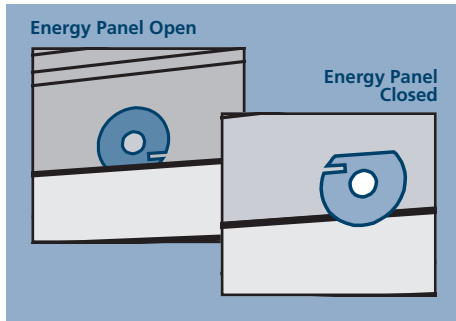
BASIC OPERATION AND OPTIONAL WINDOW PARTS - CONTINUED

OPEN/CLOSE

- Left-handed operators open by cranking handle counterclockwise and close by cranking handle clockwise.
- Right-handed operators open by cranking handle clockwise and close by cranking handle counterclockwise.
- Some awning windows have a lever operator. To open window, move lever to the right. To close window, move lever to the left.
- Tilt & Turn windows open manually in each position. The window must be fully closed to change positions.

ENERGY PANEL REMOVAL AND INSTALLATION (IF APPLICABLE)

An energy panel is an aluminum-framed single piece of glass designed to mount on the exterior of a window to increase thermal performance. An energy panel can easily be removed for cleaning by turning the panel clips.

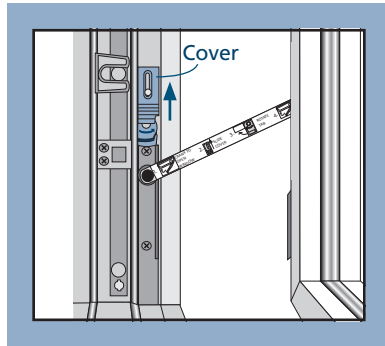


If an energy panel clip loosens and won't hold position, the screw hole may be stripped. If so, refer to Screw Hole Repair in "HARDWARE REPLACEMENT."

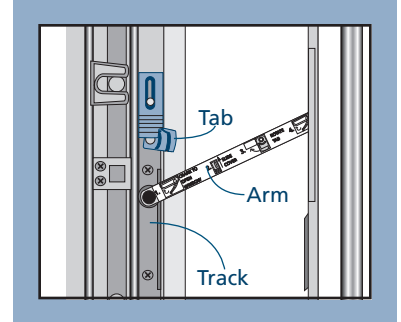
OPTIONAL WINDOW OPENING CONTROL DEVICE OPERATION

Some casement windows are equipped with a safety device to limit the distance the window can open, helping to prevent falls. To fully open window and release window opening control device:

1. Unlock window and crank open to limit. Back off slightly to release pressure and ease limiter operation.
2. Slide cover up.



3. Rotate tab toward the exterior and hold. Continue to crank open window until the arm is free from the track.



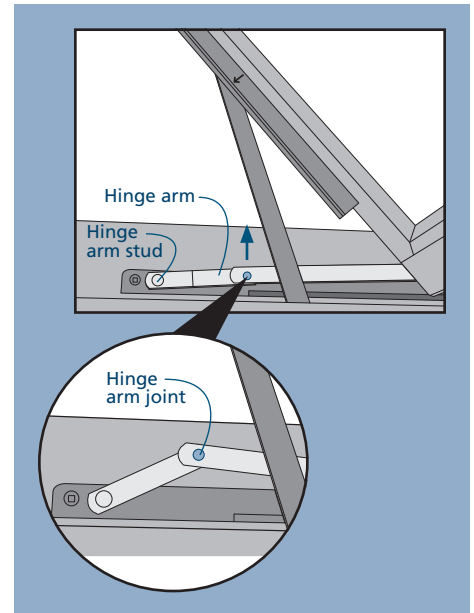
- To close window and reengage window opening control device:
1. Crank window all the way closed. The device will automatically reset at or near the fully closed position.
 2. To check for device engagement, crank open window until device limits the window opening.

REPOSITION SITELINE/D-SERIES SASH FOR EASIER CLEANING

Note! Applies only to windows with an Easy Wash hinge.

Caution! Do not pry under the hinge arm at the hinge arm stud; this will remove the hinge arm and disengage the sash from the window frame. Sash removal is not required for cleaning.

1. Remove screen.
2. Open the window with five turns on the crank.
3. Push out on the joint in the lower hinge arm until the joint moves outward, in the direction of the arrow. Repeat for the upper hinge arm.
4. Slowly slide the sash away from the side jamb to reach the exterior of the glass. Use caution while washing the exterior of the glass.
5. Follow these steps in reverse order to return the window to normal operation.



SASH REMOVAL AND INSTALLATION

NEW (REPLACEMENT) SASH INSPECTION AND PREPARATION

1. Inspect sash for proper size and type, and for any damage; do not install if damaged.
2. Paint and/or finish new sash upon delivery and let dry completely before installing hardware.
3. Remove hardware (lock, keeper, and handle) from old sash and transfer to new sash.

Note! All hardware must be installed on new sash in exact positions as on the old sash. If necessary, measure and mark all hardware positions on new sash. Reuse existing screws or replace with an exact replacement. Incorrect screws can cause damage.

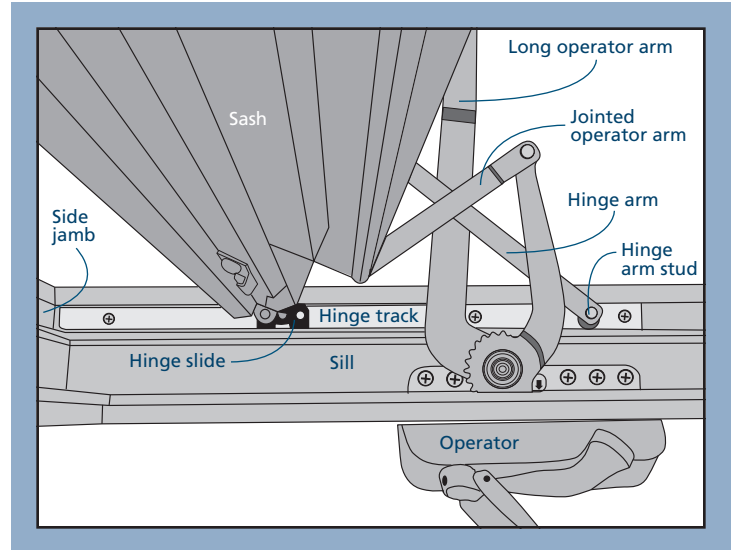
4. Determine hardware locations on new sash; pay close attention to lock and keeper alignment position.
5. Pre-drill screw holes for hardware with 1/16" drill bit.
6. Install hardware (previously removed from old sash) onto new sash.

CASEMENT SASH

There are two types of casement sashes; operating and stationary. An operating sash opens from one side on hinges. French casements will have two operating sashes—an active and passive. Handing is determined by the hinge location as viewed from the exterior. A stationary sash is fastened into the window frame and does not open. Replacement of a stationary sash can be complex, please call us for assistance before attempting to replace a stationary sash.

REMOVAL

Note! Sash removal can be awkward and could cause physical injury or product damage. Use extra caution once the sash is disengaged from the hardware and is unsupported.

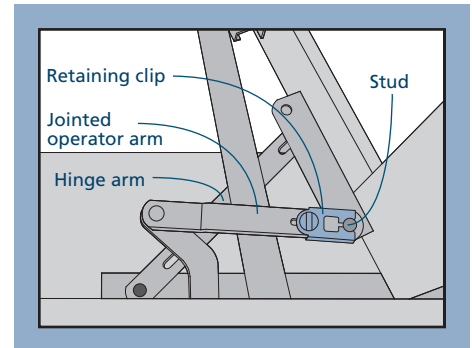


1. Remove insect screen from window (if present).
2. Unlock and open sash at least half way.
3. Disconnect operator from sash as follows:

Note! Windows may have a dual-arm operator (shown) or a single-arm operator. To remove a single-arm operator, skip the instructions for Jointed Operator Arm and begin with Long Operator Arm.

Jointed Operator Arm

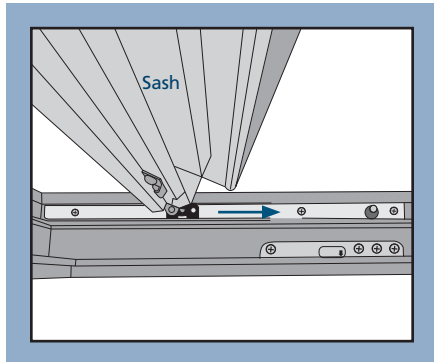
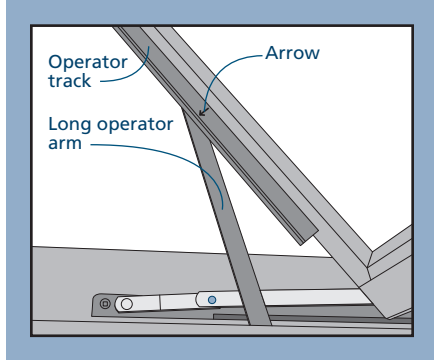
1. If the jointed operator arm has a retaining clip, pull the clip off of the stud on the sash, if not, begin with step 2.
2. Depress the jointed operator arm at the sash with a flat head screwdriver and remove from the stud.



SASH REMOVAL AND INSTALLATION - CONTINUED

Long Operator Arm

1. Position the end of the long operator arm to line up with the arrow on the operator track.
2. Depress operator arm with a flat head screwdriver and disengage from the sash.
3. Push sash fully open.
4. Crank operator to the closed position to move arms out of the way.
5. Securely grip the sash. A second person may be needed.
6. If the hinge arm has a retaining clip, pull the clip off of the hinge arm stud on the frame. If not, pry hinge arm off of stud with a flat head screwdriver.
7. Pry hinge arm off of the hinge track stud at bottom, then top of window. At this point, hinge arms should be loose. Securely hold the sash to keep it from falling.
8. Slide sash toward the center of window to disengage from both upper and lower hinge tracks.
9. Slightly tilt sash and remove.



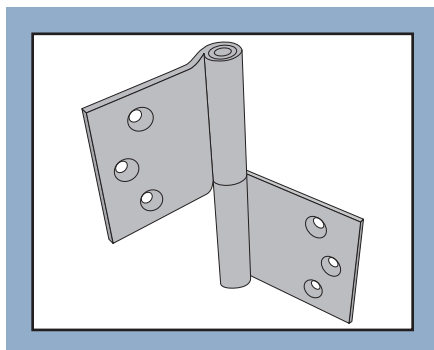
BUTT-HINGED SASH

REMOVAL

1. Detach operator arm.
2. Lift sash up to disengage butt hinges and remove.

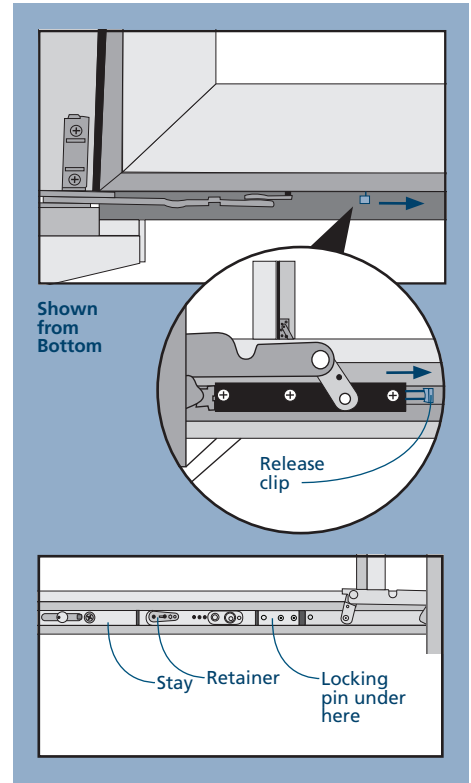
INSTALLATION

1. Firmly grip sash.
2. Lift sash and reengage hinges.
3. Re-attach operator.



TILT & TURN CASEMENT SASH

1. Move handle to the turn position (handle horizontal, sash opens like a door).
2. Open the sash 90° and support.
3. On the bottom hinge, pull the release clip away from the hinged side.



4. This step releases the sash from the frame, use help to safely support sash. On the top hinge, rotate the retainer toward the interior 90° and lift the stay out of the guide slot to separate the two halves of the stay.
5. Lift the sash up off of the bottom hinge and remove.
6. To re-install, perform removal steps in reverse order. When reinstalling the top hinge, the locking pin must be inside the keeper. It may be helpful to hold the end of the stay up while pushing down at the guide pin when sliding the sash back into place.

SASH REMOVAL AND INSTALLATION - CONTINUED

STATIONARY CASEMENT SASH

Stationary sashes changed over time and may be fastened differently depending on window model. Please contact us for more information if unsure about which type you have.

A stationary sash does not have operating hardware and is fixed in the frame with screws or screws and brackets. These brackets attach to the frame and sash on the interior and are hidden by the sash stops.

There are usually two or more fastener locations on each side jamb and on the sill holding the sash in place. Depending on the size of the window, the fastener locations are 6"-12" from the corners and spaced every 12"-18" in between. Install the new fasteners in the same locations as the old ones.

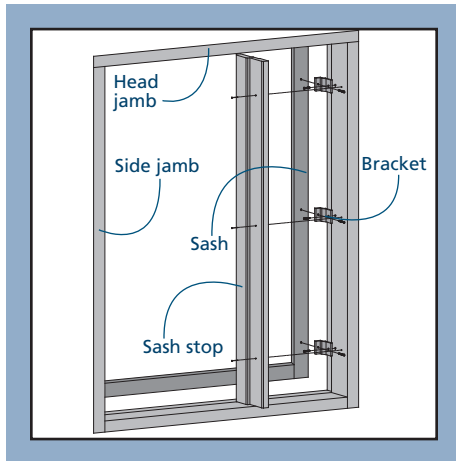
REMOVAL

1. With a utility knife, carefully score the interior sash stops at the side jambs and sill where they meet the sash and frame.
2. Gently pry up the sash stops with a putty knife or small pry bar to expose the brackets. Be careful not to damage the wood.

Note! For these next steps, once the brackets are removed, the sash will fall if not supported.

3. Remove the screws holding the brackets to the sash from the side jambs and sill (the brackets may be left on the frame).

4. Remove the sash. If stuck, gently tap around the perimeter of the sash to remove it from the frame.



INSTALLATION

1. Follow new sash preparation instructions at the beginning of this section.
2. Carefully place the new sash in the frame. If the old sash had setting blocks attached around the perimeter of the sash, remove these and install them on the replacement sash. If no setting blocks are present, take a pry bar and lift up on the bottom of the sash to center it in the opening as it is fastened.
3. Reattach the brackets in the same locations as on the previous sash.
4. Reattach the stops and nail to the frame with new finishing nails.
5. Refinish the stops, as necessary.

AWNING SASH

REMOVAL

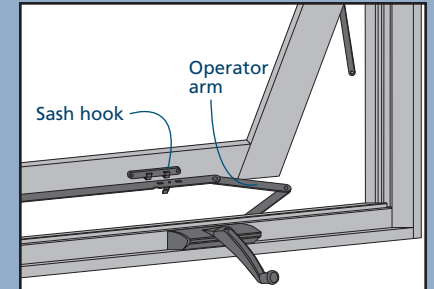
1. Remove insect screen if present and unlock and open sash at least half way.

For scissor operator arms: open keeper lock(s) and then lift operator arms off sash hooks.

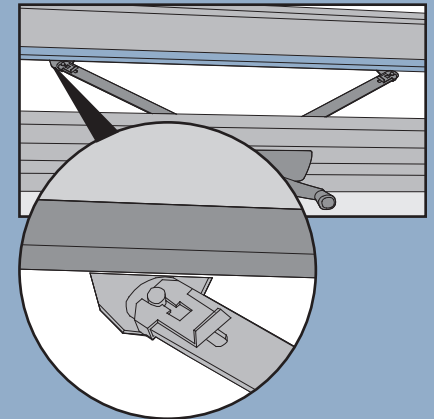
For guide bar operator arms:

1. Pull back retainer clips on operator arms.
2. Lift operator arms from shoe studs. The shoes are not fixed to the guide bar and will fall out if the sash tilts to the side.
3. Crank operator arms to closed position.

Scissor Arm Operator



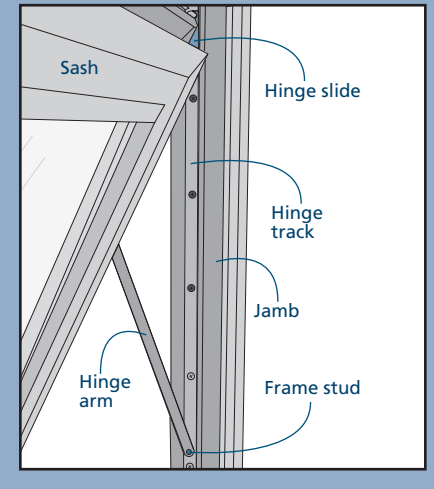
Guide Bar Operator



4. Disengage hinges from both sides as follows:
5. Firmly grip sash and pry hinge arm from stud on frame with flat blade screwdriver on both sides.
6. Slide sash down to disengage hinge slides from hinge tracks and remove.

INSTALLATION

1. Firmly grip sash.
2. Engage hinge slides into both sides at the same time.
3. Slide sash upward toward the top.
4. Reattach hinge arms to hinge studs.
5. Position operator partially open.
6. Attach operator arm to hooks or shoe studs; engage retainer clips and close keeper locks (if applicable).
7. Test for proper operator attachment by cranking the operator open and closed.
8. Replace the insect screen (if present) and verify the lock operates properly.



HARDWARE REPLACEMENT AND ADJUSTMENT

SCREW HOLE REPAIR

1. Cut wooden toothpicks or appropriate sized wood dowel to fit screw hole just below wood surface.
2. Fill screw hole with wood glue.
3. Insert toothpicks or dowel; let dry.
4. Fill to surface with wood putty; let dry.
5. Sand smooth and refinish; let dry.
6. Drill new pilot hole.

HARDWARE ALIGNMENT

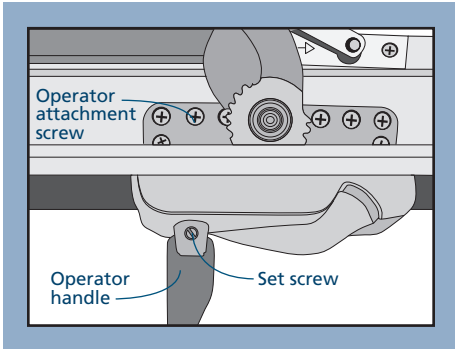
Misalignment can happen if screws have become stripped and cannot be tightened. This alignment will create new screw holes.

1. Remove hardware.
2. Repair screw holes according to the procedure above.
3. Mark new screw holes as follows:
 - Lay hardware in position and hold in place.
 - If replacing a lock, turn latch to lock position to engage keeper.
 - Mark new screw locations through screw holes.
 - Remove hardware and set aside.
4. Drill pilot holes with 1/16" drill bit at new marked screw hole positions no deeper than screw length.
5. Install hardware.
6. Test operation; if not operating properly, call us for assistance.

OPERATOR REPLACEMENT - REMOVE HANDLE

Not all operators are removable. Call us for recommendations. A lever operator handle is not removable. If you have a lever operator, remove screen, open window 45°, then begin with "REMOVE OPERATOR."

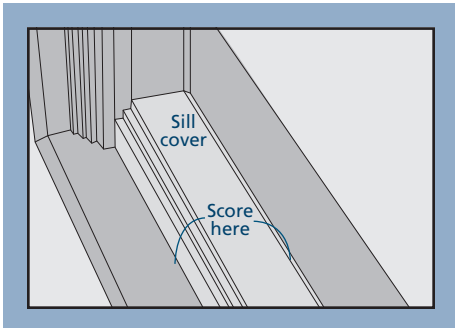
1. Remove insect screen (if present).
2. Open the window half way.
 - If there is a small set screw on the side of the handle, use a small flat head screwdriver to loosen it to allow removal of the handle.
 - If there is no set screw, the handle is attached with a spring clip and can be removed simply by pulling it off with a slight tug.
3. Remove the handle.



OPERATOR REPLACEMENT

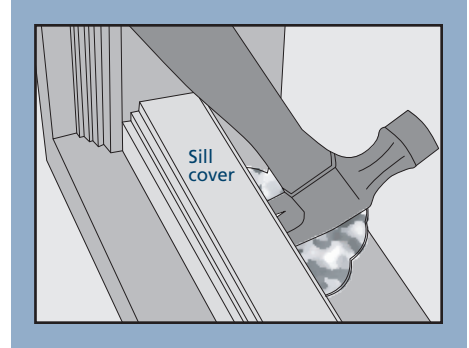
REMOVAL

1. Carefully score along bottom and side edges of wood sill cover.
2. Some wood sill covers are secured with screws. If screws are present remove them.



Note! To avoid damage, place a cloth between the wood and the prying tool.

3. On exterior side, carefully pry the wood sill cover up and away from sill with large putty knife or claw portion of a hammer.
4. Remove filler blocks (if present) from underneath the sill cover and note their exact location for re-installation.
5. Detach operator arm(s). Follow the steps in the Sash Removal and Installation section).
6. Remove the screws or nails holding the operator to the sill.
7. Remove the operator to the interior.



INSTALLATION

1. Install new operator in same location as the old operator. If securing with screws, do not over-tighten.
2. Reattach operator arm(s).
3. Replace handle and check window operation; if window operates properly, proceed with following steps; if not, remove and reinstall operator.
4. Replace filler blocks to exact locations if previously removed.
5. Replace wood sill cover to original position. Secure into place with original screws or brad nails.
6. Touch up with paint or finish as necessary and allow to dry thoroughly.
7. Replace removable plastic operator cover if present.
8. Replace screen
9. Reattach operator handle and verify operation.

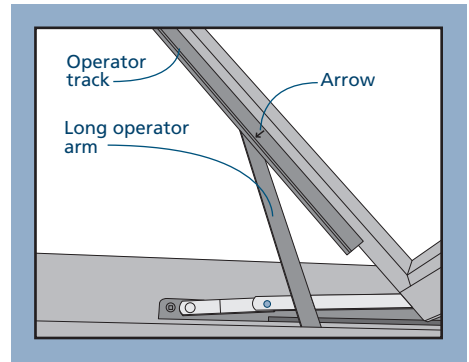
CASEMENT OPERATOR TRACK REPLACEMENT

REMOVAL

1. Open sash at least half way.
2. Detach long operator arm.
3. Locate and remove screws from track and remove.

INSTALLATION

1. Align operator track to existing screw holes; replace and tighten screws.
2. Reattach long operator arm.
3. Close and open window to check operation.

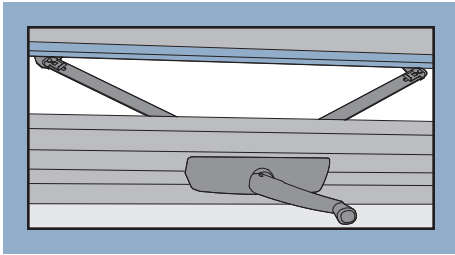


HARDWARE REPLACEMENT AND ADJUSTMENT - CONTINUED

AWNING GUIDE BAR REPLACEMENT (IF APPLICABLE)

REMOVAL

1. Remove sash.
2. Detach operator arms as described in sash removal and installation.
3. Locate and remove screws from guide bar with screwdriver and remove.



INSTALLATION

1. Align guide bar to existing screw holes; replace and tighten screws.
2. Reinstall sash.
3. Reattach operator arms.
4. Check window operation.

HINGE REPLACEMENT - STANDARD CASEMENT AND AWNING

There are three types of hinges available for casement windows: a standard casement hinge, an egress casement hinge or a butt hinge. An egress hinge allows a casement window to open wide enough to meet emergency exit requirements. Casements with this type of hinge have slots on the hinge arm (unlike regular hinges) and, when open, have little space between the hinged side of the sash and the window frame. When ordering a new hinge, specify egress if needed.

Casement hinges are located at the top and bottom of the sash and allow the window to open and close. Handing is determined by the hinge location as viewed from the exterior. Hinges are either left or right-handed. If a window has left-handed operation, the bottom hinge will be a left-handed hinge, and the top hinge will be a right-handed hinge. For a window with a butt hinge, a left-handed window will have a left-handed egress hinge and a right-handed window will have a right-handed butt hinge.

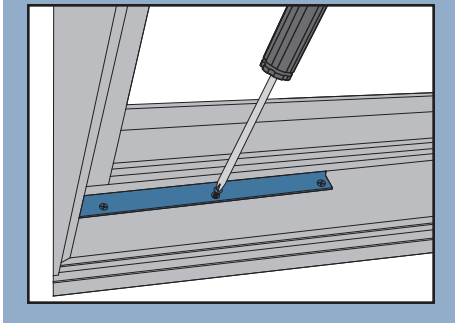
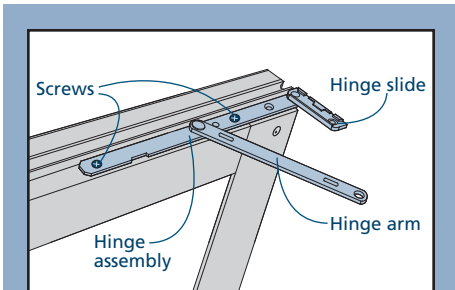
Awning hinges are located on each side.

Note! Before beginning replacement, compare replacement hinge to the existing hinge to make sure it is the correct type and handing.

1. Remove sash.
2. Remove old hinge:
 - Fold operator/hinge arm(s) out of the way.

Note! Some windows do not have a hinge track. Instead, the hinge is secured directly to the sill and head and uses the cladding as a track.

- Unscrew and remove hinge track.
- Unscrew and remove hinge assembly.



3. Install the hinge track and the new hinge assembly. Do not over tighten screws and strip screw holes.
4. Reinstall sash and check operation.

For butt hinge,

Note! When removing hinge, notice position of each piece for reassembly. The flat piece goes on the frame, and the "dented" piece goes on the sash.

1. Remove sash.
2. Unscrew and remove hinge.
3. Install flat hinge on frame and dented hinge on sash in same place as old hinge.
4. Reinstall sash.

CASEMENT SASH ADJUSTMENT

OPERATOR ARM ADJUSTMENT

If a sash is not opening properly, the operator arm may have disengaged from the sash. A quick fix is to reengage the operator, but if the operator consistently disconnects from the sash, adjustment may be necessary.

Adjust operator arm as follows:

1. Detach long operator arm.
2. Grip arm with both hands, thumbs in the middle, slightly bend outer end up no more than necessary (1/8" max).
3. Reattach long operator arm.
4. Check window operation.

HINGE TRACK ADJUSTMENT

Hinge track adjustment may be necessary if the sash is dragging, does not fit square or flush inside the frame or is not closing or locking properly. Most factory installed casement hinge tracks are not adjustable. Awnings up to 36" in height, may have adjustable hinge tracks. Awnings taller than 36" have non-adjustable hinge tracks. Call our service department for help or to order an adjustable concealed hinge track from us or your dealer. Install new hinge tracks by following the instructions for hinge replacement earlier in this section.

There are two types of adjustable hinge tracks. One style will have a phillips head screw that is visible on the top of the hinge arm stud. The other style is adjusted between the hinge arm and the stud with an adjustment tool or a 3/8" wrench. Adjustments are made without removing the sash.

Caution! Some adjustments require removing the hinge arm from the hinge arm stud. This will leave the sash unsupported and allow the sash to move and possibly disengage from the window frame. Awning hinge adjustments should be made one at a time with one hinge arm attached to the stud at all times. Casement hinge adjustments should only be made on the lower hinge. Keep the sash from moving until the hinge arm is re-attached to the stud. If these adjustments are not sufficient to correct operational problems, please contact us for assistance.

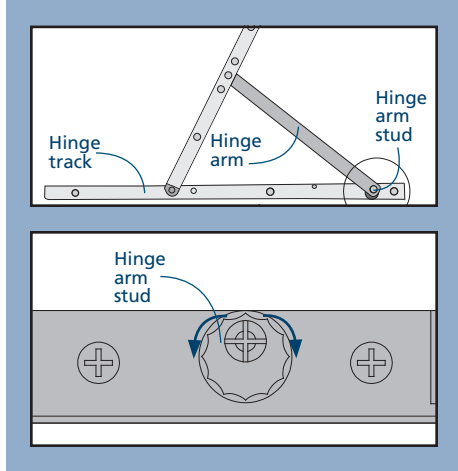
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HARDWARE REPLACEMENT AND ADJUSTMENT - CONTINUED

HINGE TRACK ADJUSTMENT - CONTINUED

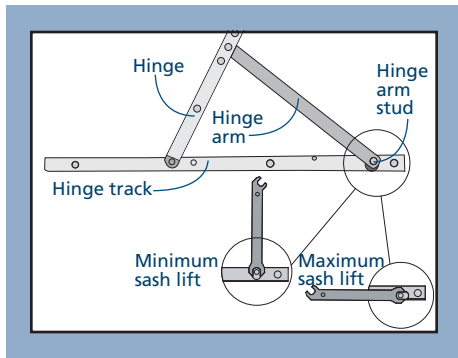
If a phillips head screw is visible:

1. Open window until the two screws on either side of the hinge arm stud are visible.
2. On the lower hinge (or one side for awnings) pry the hinge arm off the hinge stud with a flat head screwdriver.
3. Loosen the two track screws on either side of adjustable stud with three turns.
4. Insert a flat head screwdriver between hinge track and sill, lifting the track 1/8" above sill.
5. Use a Phillips screwdriver to rotate stud to adjust sash.
6. Remove flat head screwdriver.
7. Re-tighten screws on both sides of stud.
8. Snap hinge arm back onto adjustable stud.
9. For awnings, repeat for the other side hinge. For casements, do not attempt to adjust the upper hinge track; please call us for assistance.



If a phillips head screw is NOT visible:

- The hinge arm stud, underneath the hinge arm, can be shifted with either a 3/8" open-end wrench, or an adjustment wrench (available from our service department).
1. Open the window completely.
 2. If using an adjustment wrench, it will fit between the hinge arm and hinge track and is not necessary to remove the hinge arm from the stud.
 3. If using a 3/8" open-end wrench, gently pry the hinge arm from hinge arm stud with a flat head screwdriver.
 4. Adjust hinge arm stud:
 - to raise the outer edge of the casement sash, turn the stud away from the lock side of the window (to raise an awning sash, move the stud to a more vertical position)
 - to lower the outer edge of the casement sash, turn the stud toward the lock side of the window (to lower an awning sash, move the stud to a more horizontal position)
 5. Maximum sash adjustment is reached when the flat sides of the stud are parallel to the hinge track. Turning the stud beyond parallel will not increase sash correction.
 6. Close and open the sash to test adjustment. If outer edge of the sash needs further lifting or lowering, adjust the opposite hinge in the other direction to achieve a proper fit.



Casements Only:

If sash needs additional lift adjustment:

- Adjust hinge track stud of top hinge by turning wrench toward lock side of window (opposite direction from lower hinge).

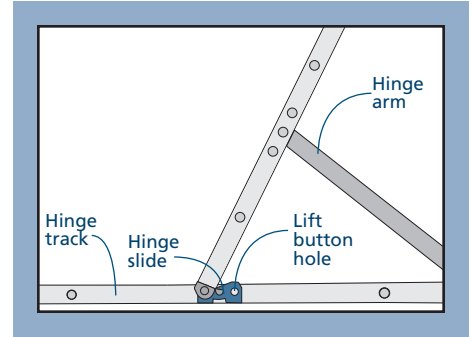
If sash needs additional lowering adjustment:

- Adjust hinge track stud of top hinge by turning it away from lock side of window.

If more adjustment is needed:

Install a sash lift button (available through dealers) as follows:

1. Open window fully to expose sash lift button hole in hinge slide.
2. Insert button into sash lift button hole in hinge slide. This will lift the sash when closed.
3. If sash does not operate properly after trying these adjustments, call us for assistance.

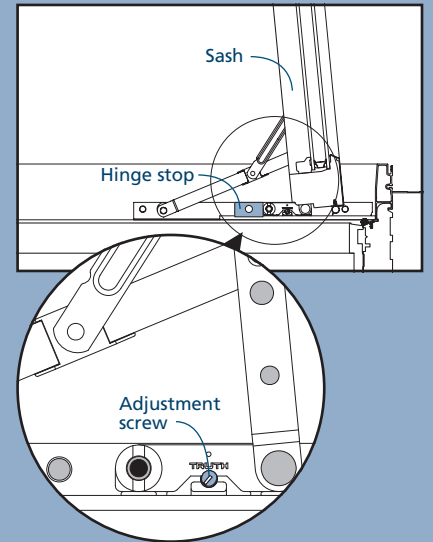


PUSH-OUT CASEMENT ADJUSTMENT

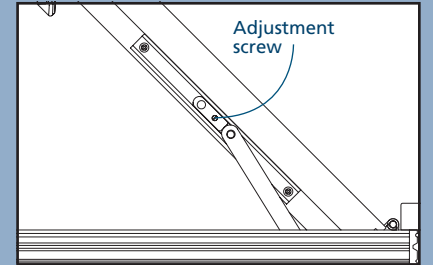
Friction may need to be loosened before removing sash and always reset friction after reinstalling. Turn the friction adjustment screw to achieve desired tension clockwise to tighten and increase friction, or counterclockwise to loosen and decrease friction.

If the hinge stop is removed, make sure to reinstall it after installing sash

Concealed Hinge



Butt Hinge

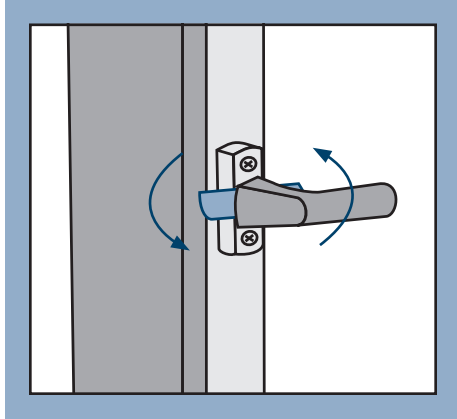


HARDWARE REPLACEMENT AND ADJUSTMENT - CONTINUED

TILT & TURN CASEMENT WINDOWS

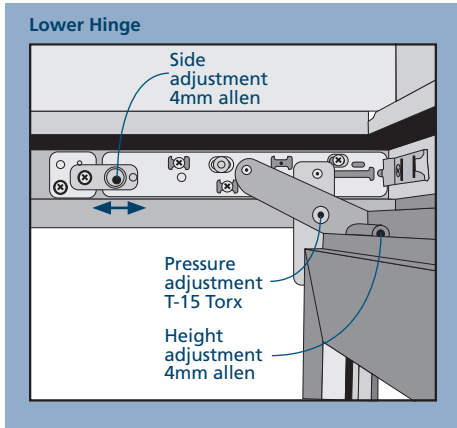
HANDLE REPLACEMENT

1. Place handle in the turn position.
2. Slightly pull both ends of the cover plate out and rotate 90° to expose screws.
3. Remove the screws with a # 2 phillips screwdriver.
4. Remove handle.
5. Install new handle in the same position as the old handle.

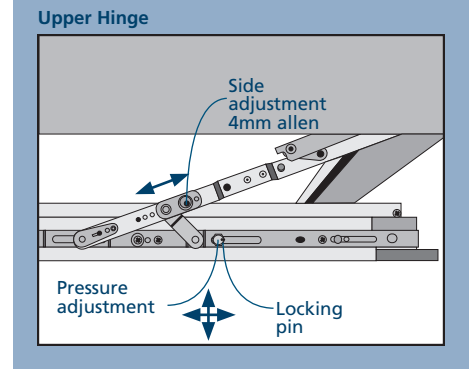


LOCKING MECHANISM ADJUSTMENT

1. Verify the frame is square before making adjustments. Correct out of square conditions before adjusting hardware.
2. The sash should be vertically centered in the frame. If the sash is too high or too low, the height adjustment screw is in the bottom hinge. To adjust, remove the weight from the bottom hinge and turn the screw in small increments with a 4mm allen wrench clockwise to lower the sash and counterclockwise to raise the sash. Center the sash vertically in the frame.



3. The sash should be horizontally centered in the frame. If the sash is too far left or right, there is a side adjustment screw on both the top and bottom hinges. Maximum adjustment is reached when the allen socket is aligned with the stay in either direction. When the socket is farthest toward the hinge jamb, the sash will be moved toward the hinge jamb.



4. Sash movement resistance is adjusted on the lower hinge with a T-15 Torx bit. Clockwise rotations increase resistance and counterclockwise rotations decrease resistance.
5. If the sash won't close or the lock is binding and not fully locking, adjustments to the locking pins may be necessary. It may be helpful to mark the keepers where the locking pins normally engage with a marker and then try to close and lock the window. The markings should be rubbed off where the locking pin is binding. Rotate the locking pin in small increments in the direction away from the keeper to loosen. Maximum adjustment occurs every 180° in both directions. Close and lock the window. Repeat until the window will close and lock without binding.

HARDWARE REPLACEMENT AND ADJUSTMENT - CONTINUED

SINGLE-POINT LOCK AND KEEPER REPLACEMENT

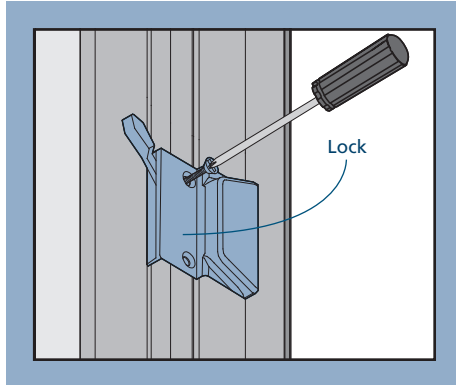
LOCK REMOVAL

1. Unlock and open window approximately 4".
2. Unscrew and remove lock.

Note! A 42" or smaller casement window may have one lock. Larger windows may have multiple locks on the same side. Awning windows will have a lock on both sides.

LOCK INSTALLATION

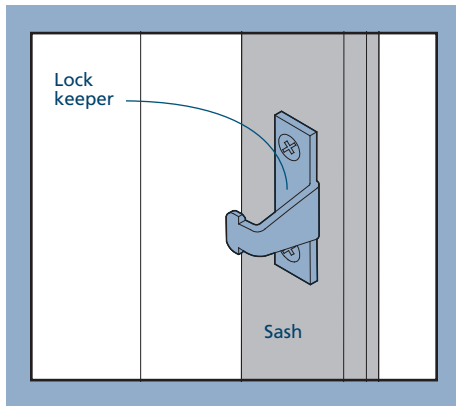
1. Slide replacement lock into existing groove.
2. Replace screws.
3. Close and lock window.



KEEPER REPLACEMENT

Replacement keepers may look different than the original. Always install the new keeper in the same place and facing the same direction as the old keeper.

1. Open sash to expose keepers.
2. Remove screws and keeper.
3. Install new keeper on sash in the same location and direction as the old keeper (open side of keeper should face sash edge).
4. Check lock operation.



MULTI-POINT LOCK REPLACEMENT - CASEMENT WINDOWS ONLY

LOCK REMOVAL (ILLUSTRATION IN NEXT COLUMN)

1. Remove the screen.
2. Open the window half way.
3. Pull off handle and remove lock cover plate and set aside.
4. Score (with utility knife) and remove wood operator cover, head screen stop, and side screen stop on lock side by gently prying with large putty knife.

Note! A lock bar has one to three locking points depending on window size.

5. Unscrew and remove lock handle drive, locating guides and lock bar.

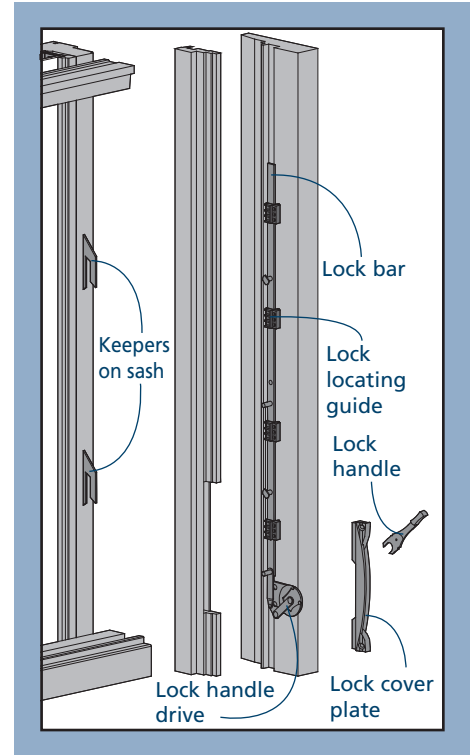
LOCK INSTALLATION (ILLUSTRATION IN NEXT COLUMN)

1. Position lock bar and guides on frame in exact previous lock bar position and install screws through guides.
2. Position lock handle drive and install screws.
3. Replace screen stops and wood operator cover trim with existing nails and nail holes (carefully tap into place with hammer).

4. Touch-up with paint or finish if necessary.
5. Replace lock cover plate and reattach handle.
6. Test operation, if not operating properly, call us for assistance.

KEEPER REPLACEMENT

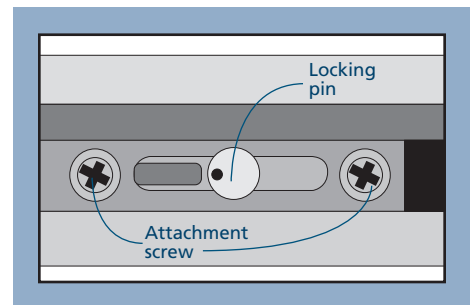
1. Remove the screen.
2. Open the window half way.
3. Locate the lock keepers on the sash edge. The number of keepers varies depending on the size of the unit.
4. Unscrew and remove the keeper(s).
5. Replace the new keeper(s) in the exact position as the old one, using the same screws. Do not over tighten screws and strip holes.



TILT & TURN LOCKING MECHANISM AND KEEPER REPLACEMENT

LOCKING MECHANISM REPLACEMENT

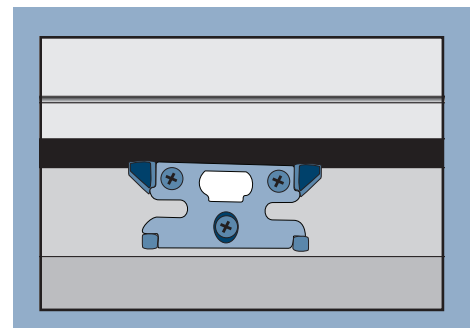
1. Measure sash where the hardware is mounted and contact us to order new hardware.
2. Remove sash.
3. Mark all locking pin and screw locations on the sash before removing.



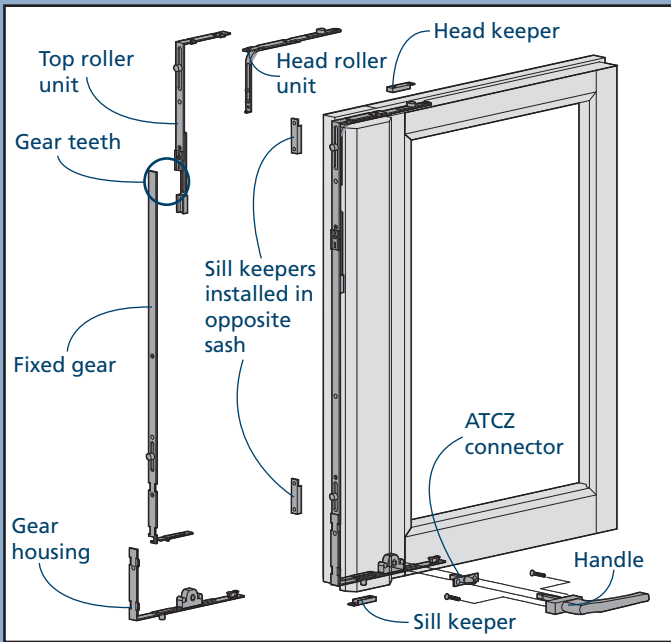
4. Remove all attachment screws.
5. Secure new locking mechanism in the same position as the old hardware.
6. Reinstall sash.

KEEPER REPLACEMENT

1. Note keeper location and order new keeper.
2. Open sash.
3. Remove attachment screws and remove keeper.
4. Secure new keeper in the same position as the old keeper.
5. Close and lock sash and test for proper operation. Remove and reinstall if necessary. Adjust pin if necessary.



HARDWARE REPLACEMENT AND ADJUSTMENT - CONTINUED



FRENCH CASEMENT MULTI-POINT LOCK REPLACEMENT

REMOVAL

1. Note exact part locations before disassembly
2. Unlock and open sash to expose lock.
3. Remove parts from the exterior side and bottom to top as follows:
4. Remove handle for easier access to screws.
5. Unscrew and remove gear connector located on sash interior.
6. Unscrew and remove gear housing on side and under sash.
7. Disengage fixed gear teeth from top roller unit gear teeth; remove fixed gear.
8. Unscrew and remove top roller unit and head roller unit.

INSTALLATION

1. Install parts from top to bottom as follows:
2. Position head roller and top roller unit; replace and tighten screws.
3. Engage fixed gear teeth into top roller unit gear teeth.

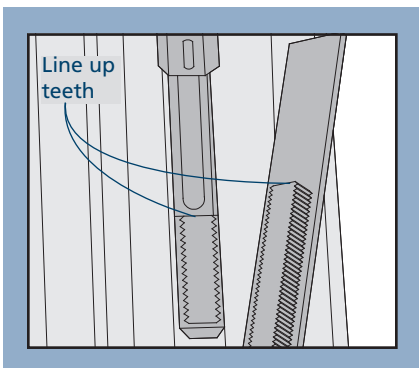
Note! Top teeth of fixed gear should line up with top teeth of top roller unit and slide bolts should be in up position.

4. Position gear housing; replace and tighten screws on side and bottom of sash.

Note! At this point the bottom slide bolt (locking point that slides into the keeper) should be positioned away from the hinge side of the sash and the top slide bolt should be positioned toward the hinge side of the sash.

5. Position gear connector at bottom interior side of sash; replace and tighten screws.

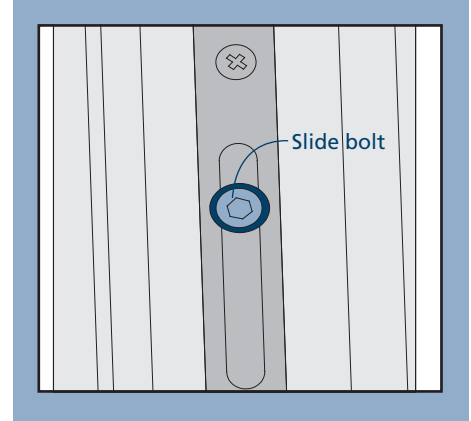
6. Close window and check lock for proper operation. Remove and reinstall the lock system if necessary or call our service department for assistance.



FRENCH CASEMENT LOCK ADJUSTMENT

Adjustment may be necessary if slide bolts do not line up properly with the keepers. If properly adjusted, the slide bolts will snugly engage the keepers and provide a tight fit when the sash is locked.

1. With 4mm Allen wrench, turn slide bolt slightly (1/4 turn) clockwise or counterclockwise at each locking point.
2. Test adjustment and readjust if necessary.



SHOOT BOLT REPLACEMENT

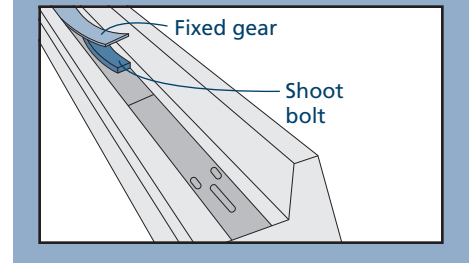
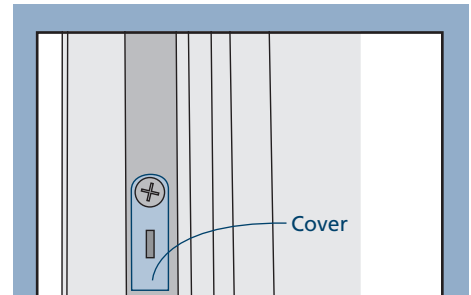
Some radius French casement windows have shoot bolts at the top of the locking mechanism that slide into a keeper in the header.

REMOVAL

1. Remove screws from shoot bolt and remove cover from bottom screw.
2. Pull fixed gear top away from sash to disengage teeth on fixed gear and shoot bolt.
3. While holding up fixed gear, slide shoot bolt out and remove.

INSTALLATION

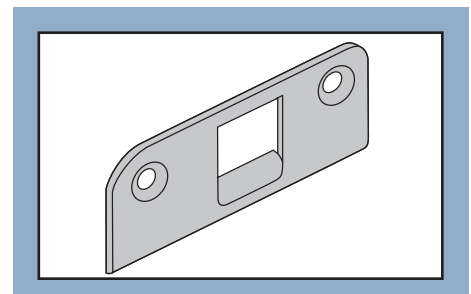
1. Position shoot bolt with top even with sash top.
2. Slide bottom of shoot bolt under top of fixed gear; engage teeth.
3. Replace cover on bottom screw; replace screws.
4. Replace screws to top of shoot bolt.
5. Close window and check operation; if not operating properly, remove and reinstall; if not successful, call us for assistance.



SHOOT BOLT KEEPER REPLACEMENT

The shoot bolt keeper is located in the header.

1. Remove screws and keeper.
2. Reinstall in same position.



PROPER WINDOW INSTALLATION

- Proper installation is essential for keeping windows operating smoothly. If a window fails to operate properly, an inspection is necessary to determine if it was installed correctly.
- These inspection instructions apply to flat window types. Bow windows, bay windows, and unusual geometric-shaped windows are more complicated and should be inspected by a window professional.
- A contractor or installer can assist in determining the cause of a window being “out of specification” and possibly correct it. Window problems due to improper installation are usually not covered by the manufacturer’s warranty. For installation instructions, contact us or your supplier.
- The specifications and measurements referenced in this guide are taken from ASTM E2112 Standard Practice for Installation of Exterior Windows, Doors and Skylights.

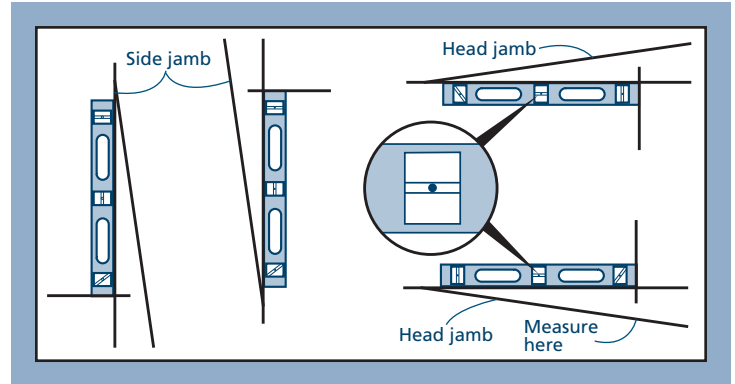
Note: These instructions do not address inspection for proper “water tightness” or flashing. A “water tight” inspection requires removal of the exterior siding around the window. Seek professional assistance regarding this issue.

LEVEL INDICATOR

Accurate measurements are essential in determining level and plumb. Most carpenters’ levels have several bubble level indicators, making it possible to measure all parts of the window.

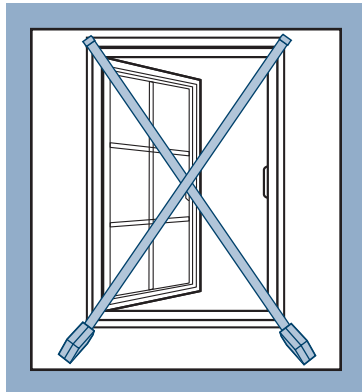
Examine the horizontal indicator. If the bubble is centered between the lines of the indicator, it is level.

If the bubble is not exactly centered, measure how far “out of level” or “out of plumb” by maneuvering the end of the level until the bubble is exactly centered. Measure the farthest gap between the level and the surface. On a 2’ level, the gap must not exceed 1/16”, or on a 4’ level (or longer), the gap must not exceed 1/8”, or the surface is out of level/plumb.



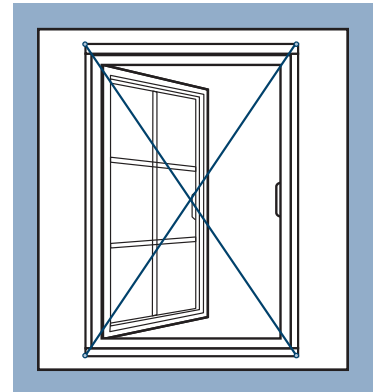
SQUARE

Measure frame/sash from top left to bottom right corner and from top right to bottom left corner. If measurements differ by 1/8” for windows up to 20 sq. ft. or 1/4” for windows larger than 20 sq. ft., unit is out-of-square.



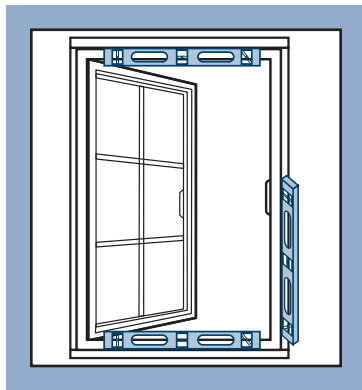
FRAME TWISTS

Attach two pieces of string to frame/sash, corner to corner. If there is a gap between strings at center point larger than 1/8” for windows up to 4’ wide or high, or 3/16” for windows larger than 4’ wide or high, the frame is not flat. Repeat by switching strings and re-measuring.



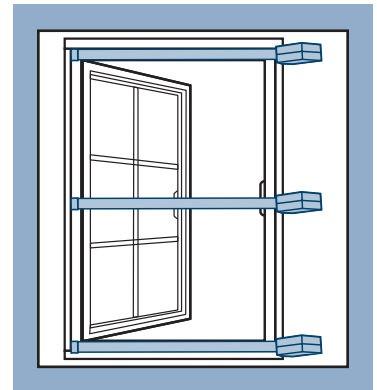
LEVEL AND PLUMB

For plumb, place level against each side jamb or use a plumb bob. For level, place level against head jamb and sill.



PROPER SHIMMING

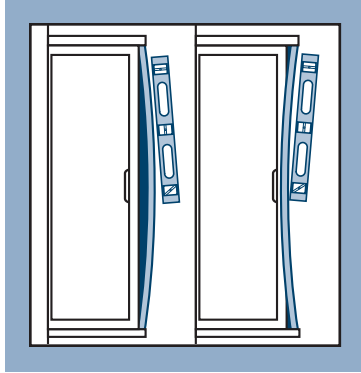
Measure width of frame at top, center, and bottom. If any two measurements differ more than 1/16”, the frame is over or under shimmed. Repeat process and measure height of frame.



PROPER WINDOW INSTALLATION - CONTINUED

STRAIGHT SIDE JAMBS

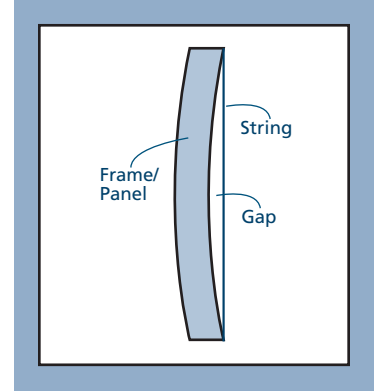
Place level against inside of side jamb. Look for gaps anywhere between level and side jamb. Repeat steps for other side jamb.



FRAME/PANEL BOW

Inspect interior and exterior frame jambs, or stiles/rails of panel (not glass) to determine if bowed.

1. Cut piece of string slightly longer than height of frame or panel.
2. Pull tightly and stretch string to upper and lower corners of jambs, or, stiles or rails of panel. Tape securely.
3. Look for gap between string and frame or panel. If gap measures more than 1/4" at any point, the panel is bowed.



TROUBLESHOOTING OPERATIONAL PROBLEMS

Note! Please check each possible cause, including verifying proper installation, before contacting us for assistance.

PROBLEM	POSSIBLE CAUSES	POSSIBLE SOLUTIONS
Sash will not open	Sash locked	Make sure lock latch is in unlocked position and Tilt & Turn handle is in correct position, try again
	Sash is stuck, finished or painted shut to the frame or weatherstrip.	Tap around perimeter while applying pressure on the handle. If this does not solve the problem: Carefully score along paint line with utility knife. After sash is loose, if necessary, clean weatherstrip with small amount denatured alcohol (do not use on fuzzy weatherstrip).
	Obstructions	Remove obstructions/shipping blocks
	Sash may need adjustment (sash drags on sill or does not fit square or flush in the frame)	Adjust operator arm, operator track, install shim button or adjust Tilt & Turn hardware.
	Sash damaged	Repair or replace sash
	Lock damaged or broken	Replace lock
	Keeper loose or damaged	Tighten if loose, replace if damaged
	Weatherstrip loose or damaged	Reattach if loose, replace if damaged
	Operator damaged	Replace operator.
	Operator arm has disengaged from sash or needs adjustment	Adjust operator arm.
Crank operator teeth inside handle could be stripped	Replace operator handle.	
Improper installation	Inspect installation	

TROUBLESHOOTING OPERATIONAL PROBLEMS - CONTINUED

PROBLEM	POSSIBLE CAUSES	POSSIBLE SOLUTIONS
Sash will not close	Sash locked	Make sure lock latch is in unlocked position, try again
	Obstructions	Remove obstructions/shipping blocks
	Hardware dirty and needs lubrication	Clean and lubricate hardware.
	Operator arm loose	Reattach operator arm.
	Sash may need adjustment	Adjust sash.
	Weatherstrip loose or damaged	Reattach If loose, replace if damaged.
	Hinge track screws loose or missing	Hand-tighten screws if loose. Replace if missing.
	Hinge loose or damaged	Hand-tighten screws if loose. Replace if damaged.
	Keeper loose or damaged	Reattach If loose, replace if damaged
	Lock latch misaligned or damaged	Adjust if misaligned, replace if damaged
	Improper installation	Inspect installation
Sash binds or drags	Obstructions	Remove obstructions/shipping blocks
	Operator arm/hinge bent	Disconnect and straighten.
	Sash may need adjustment (sash drags on sill or does not fit square or flush in the frame)	Adjust operator arm, operator track, install shim button or adjust Tilt & Turn hardware.
	Weatherstrip loose or damaged	Reattach if loose, replace if damaged.
	Hardware loose, misaligned or damaged	Tighten loose hardware. Re-align if misaligned. Replace if damaged.
	Improper installation	Inspect installation
Sash will not lock properly	Lock misaligned or damaged	Realign if misaligned, replace if damaged
	Sash may need adjustment (sash drags on sill or does not fit square or flush in the frame)	Adjust operator arm, operator track, install shim button or adjust Tilt & Turn hardware.
	Improper installation	Inspect installation
Sash appears crooked in frame	Obstructions	Remove obstructions/shipping blocks
	Sash may need adjustment	Adjust operator arm, operator track, install shim button or adjust Tilt & Turn hardware.
	Improper installation	Inspect installation
The window surface fogs up	<p>Condensation. <i>See also our condensation document at: www.jeld-wen.com/resources for more information.</i></p>	<p>If condensation is on an interior surface:</p> <ul style="list-style-type: none"> • Raise the average temperature of the house one or two degrees and do not block vents. • Vent all appliances to the outdoors and run exhaust fans. • Open window blinds for air circulation. • Turn humidifiers down as the temperature gets colder (unless used for medical purposes). <p>If condensation is on an exterior surface:</p> <ul style="list-style-type: none"> • Close window coverings to reduce cooling of the glass surface by air-conditioning. • Remove or trim shrubbery close to windows to promote air circulation. <p>If condensation is between glass panes:</p> <ul style="list-style-type: none"> • Seal failure. Replace either the insulating glass assembly or the entire sash. This determination should be made by a service representative.
Water leaks through the window	Weatherstrip damaged or missing	Reattach If loose, replace if damaged.
	Sash may need adjustment	Adjust operator arm, operator track, or install shim button.
	Sash damaged or loose at joints	Replace sash.
Metal cladding is dull (clad wood only)	Cladding is dirty or oxidized. <i>See the product care and maintenance guide at www.jeld-wen.com/resources for more information.</i>	<ul style="list-style-type: none"> • Rinse with water from bottom to top to bottom to prevent dirty run-down and streaking. If needed, use a soft bristle brush while rinsing. • Air or wipe dry with chamois or soft, lint-free, dry cloth.

GLOSSARY

Awning window

A window with a sash that is hinged at the top and opens from the bottom.

Boot-glaze

The method by which glass is set and sealed into a sash or window opening with a rubber-like beige or gray gasket ("boot").

Butt hinge

A hinge used in conjunction with certain casement windows to allow a wider opening to meet emergency exit requirements.

Casement window

A casement window is hinged on either side so the sash opens outward, to the right or left, in a swinging motion. It provides maximum ventilation.

Cam lock

A single-point locking mechanism that uses a "cam" action to lock and to pull the window sash against the frame forming a tight weather seal; large windows may have more than one cam lock.

Concealed hinge

Hardware that connects the bottom and top rails of a casement or awning sash to the window frame and slides back and forth allowing the sash to open and close; bar hinges are composed of the hinge track and the bar assembly.

Crank operator

A mechanism with a handle that turns in a circular pattern that opens and closes an awning window.

Direct-set

The window's glass is secured directly into the window frame without the stiles and rails of a sash.

Dual-arm operator

A window-opening mechanism that is composed of two arms; one pulls the sash while the other pushes; used on casement windows.

Egress hinge

A hinge used in conjunction with certain casement windows to allow a wider opening to meet emergency exit requirements.

Glass stop

The trim that holds the unit's glass assembly in place.

Guide bar operator

A window-opening mechanism that has a track running along the interior bottom rail of an awning sash which allows the operating arms to slide as the window opens and closes.

Head stop

A trim piece at the head of the window against the interior side of the sash.

Hinge

A jointed or flexible device on which a door or window turns; handing is determined by the location on a casement as viewed from the outside.

Hinge track

The part of a bar hinge that allows the pivot point of an awning or casement sash to slide as the window opens and closes.

Keeper

A bracket utilized as a latching point for locking systems.

Kerf

A groove that often holds weatherstrip.

Lever operator

A window opening mechanism that has a handle that moves right and left to open and close an awning window.

Mulled unit

Two or more window units structurally joined together.

Multi-point lock

A locking system that has multiple locking points with the system's mechanism hidden behind the side screen stops. The locking points engage into keepers located on the sash.

Operator

The hardware mechanism used to open and close a window, excluding the hinges.

Operator cover

The cover at the bottom of an operating casement or awning window that covers the mechanical operator of the window.

Operator track

The metal track at the bottom of the sash where the roller on the end of the operator arm slides to open and close the sash.

Pilot hole

A drilled hole that is no larger than the body of the screw (minus the threads).

Rail

The horizontal members of a sash or patio door panel.

Reveal

The space between the sash and the frame.

Riser

The structural component fixed to the bottom of the stationary sash that rests on the window sill.

Roto operator

A mechanism with a handle that turns in a circular pattern that opens and closes the sash.

Sash

An assembly comprised of stiles (vertical pieces), rails (horizontal pieces) and the window's glass.

Sash lift button

A "button" placed in the lower sash hinge that slightly lifts the sash as it closes.

Sash riser block

A block placed in the sill track that slightly lifts the sash as it closes.

Sash stop

A trim piece that holds the screen in place in an operating window and holds the sash in place in a stationary window.

Screen plunger

A spring loaded pin in an insect screen that holds it in place.

Screen stop

A trim piece that holds the screen in place.

Scissor-arm operator

A window-opening mechanism with a scissor action that has one or two keepers.

Single-arm operator

A window-opening mechanism composed of one solid arm that pushes the window open and pulls it closed.

Single-point lock

A single-point locking mechanism that uses a "cam" action to lock and to pull the window sash against the frame forming a tight weather seal. Large windows may have more than one lock.

Spacer

A component (usually metal) that separates the panes of glass to create the airspace in an insulating glass (IG) unit.

Stile

The vertical members of a sash or patio door panel.

Stud bracket

The hardware component fixed to the bottom of a casement sash to which the end of the short jointed arm of a dual operator is attached.

Weatherstrip

A strip of material that covers the joint between two separate parts of a window and is used to prevent rain, snow, and cold air from entering.

Wet-glaze

The method by which glass is set and sealed into a sash or window opening with a caulking compound usually clear in color (sealant).

Wood operator cover trim

A wood trim which conceals the operating hardware.

Wood sill cover

A wood trim which conceals the operating hardware on the interior sill.