



Operating and Cleaning the sashes in a Double or Single Hung Window.

Double Hung

- 1) Unlock window
- 2) Raise bottom sash at least 3 inches.
- 3) Slide both tilt latches toward the center of the sash and tilt sash in and allow to hang below the window, or rest on a chair or have someone help you.
- 4) Lower top sash and slide both tilt latches toward the center of the sash and tilt sash in past a 90° angle to frame, keeping a firm grip on sash. Again, either allow to hang down, or rest on a chair or have someone help you.
- 5) Clean the exterior of the top sash and grasp firmly with both hands and lift to return to position and snap back into frame being certain the tilt latches have clicked into place. Failure to do this could cause the sash to fall in.
- 6) Clean the exterior of the bottom sash and grasp firmly with both hands and lift to return to position and snap back into frame. Again, be certain that the tilt latches have clicked into place.



Single Hung

- 1) Unlock window
- 2) Raise bottom sash at least 3 inches.
- 3) Slide both tilt latches toward the center of the sash and tilt sash in past a 90° angle to frame, keeping a firm grip on sash, or allowing it to hang down or rest on a chair.
- 4) Clean the exterior of the bottom sash and grasp firmly with both hands and return to position by snapping sash back into frame, being certain the tilt latches have clicked into place.

*Note: If sash comes loose from balance shoes, refer to sash reinstall instructions below. Or call your local contractor for service.

SASH REINSTALL *Note: In a Double Hung window the top sash must be reinstalled before the bottom sash

- 1) Hold sash at 90° angle to frame and insert sash pivot pin into lowest balance shoe on either right or left side of frame
- 2) Repeat for opposite pivot pin and with slight downward force on both sides of sash, BE SURE PINS ARE ENGAGED INTO BALANCE SHOES
- 3) Tilt the sash upward into place and push into frame being sure that tilt latches engage frame sides
- 4) Test sash by moving it up and down (If sash doesn't move freely the pivot pins may not be engaged into balance shoes. Repeat steps 1 through 3.
- 5) On Double Hung windows repeat steps 1 through 4 for bottom sash
- 6) Close and lock sashes

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7D108PR01