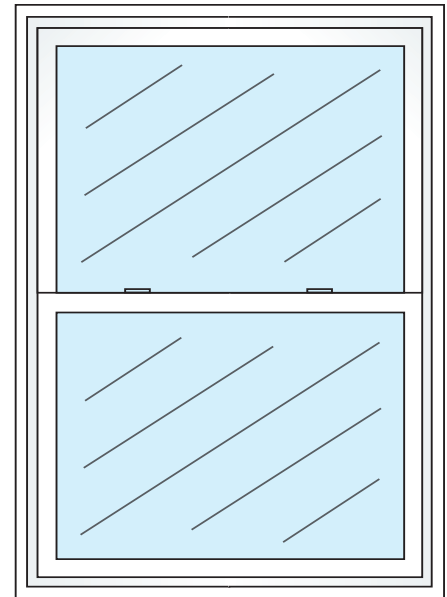




Troubleshooting A Vinyl Window Installation

This is a listing of the twelve most commonly reported window problems and complaints. If you do not find an answer to your question check the FAQ section on our website or send your question to our customer service department.

1. Sash misaligned/window out of square
2. Sash does not close properly
3. Air leaking/water leaks
4. Condensation
5. Window/sash difficult to operate
6. Balances not operating properly
7. Jamb/sill bowing
8. De-glazing
9. Hardware misaligned/not operating
10. Alignment of sash to frame (casement)
11. Horizontal slider head sag
12. Open corner, sash or frame



	PROBLEM	CAUSES	SOLUTION
#1	Sash misaligned with frame, with each other.	Sash out of square.	Measure diagonally to check, measure heights and widths. Check for gaps at corners - mechanical sash may be reassembled. Welded sash - replace sash.
	Sash does not contact sill evenly at bottom - gaps are visible.	Frame out of square. Sill not level - side jamb may be down on one side.	Adjust jamb adjusters to square up frame or reshim. Shim & level sill (frame). Reinstall installation screws.
	Frame out of square.	Improperly shimmed or not shimmed at all. Frame installation screws pulling frame out of square.	Re-shim frame to proper squareness. Check frame with level - loosen and re-tighten screws to straightened
	Large or uneven gap between sash and frame.	Frame out of square. Weatherstrip torn or missing in spots. Improper hinge alignment (casement).	Shim master frame and/or readjust jamb extenders. Replace or add weatherstripping. Loosen hinge and reposition.

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	PROBLEM	CAUSES	SOLUTION
#2	Sash not closing properly.	<p>Lock misalignment.</p> <p>Interlock not seating.</p> <p>Debris/foreign matter in frame.</p> <p>Improper sash travel on double hung unit.</p>	<p>Adjust/reposition lock and/or keeper. Check for interlock/weatherstrip/lock interface - adjust accordingly.</p> <p>Clean out sill/frame. Check for excess flashing on welded corner - remove.</p> <p>Unlock sash, check up and down movement. Change to larger bulb/fin seals, fill at header to correct.</p>
	Sash not lifting/opening properly.	<p>Improper tension of balance.</p> <p>Tilt pin not seated in balance shoe.</p> <p>Tilt pin/balance shoe is broken.</p>	<p>Use special balance toll to adjust balance tension; clockwise - tighten. Remove sash, reinstall.</p> <p>Replace. Remove tilt pin by removing screws, reinstall new. Remove balance shoe by enlarging opening on balance channel behind stop) to allow shoe removal and reinstall.</p>
#3	Air leakage between wall and master frame (around outside edge of window)	Cavity between window frame and opening is not sealed or filled.	<p>Stuff insulation around outside of master frame.</p> <p>Check fit of stop trim around exterior and interior of window. Adjust to seal openings.</p> <p>Caulk around perimeter of window, sealing all voids both inside and out.</p>
	Air leaks between sash and master frame.	<p>Check sash stiles and master frame jamb for plumb and square.</p> <p>Check "reveal"; vertical, at head-sill-meeting rail; horizontal, at left-right jamb.</p> <p>Check weather-stripping for damage or voids</p>	<p>Shim master frame, as required, to bring to plumb and square.</p> <p>Adjust jamb adjusters, remove installation screws, one side only, cut caulking - shim and square, as required, and recaulk.</p> <p>Correct sash weatherstrip damage - replace or repair.</p>
	Wind /"whistling" sound in high wind situations.	Check balance cover placement - "tunnel" effect in balance channel.	Push balance cover up into place. Put form block at end(s) of balance channel to seal.

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	PROBLEM	CAUSES	SOLUTION
#4	Condensation	Excess interior humidity. Sources: kitchens, baths, laundries, damp basements, fish tanks, house plants, humidifiers, obstructed vents, moisture in building materials/furnishings.	Proper venting through exhaust fans or open windows. Opening / uncovering vents. Turn off humidifiers. Dehumidify.
	Water leaks around master frame of unit.	Gaps in exterior coverage and caulking. Check roofing and flashing over unit for wall leaks.	Clean out any gap or void and apply new caulk. Seal or cover all openings. Correct any roofing leaks. If flashing is mangled or missing, apply new flashing over head of unit.
#5	Window difficult to operate / sash binding in master frame.	Check frame/sash is not bowed (sash stiles and master frame jambs are parallel). Check squareness of master frame. Loose weatherstrip dragging between sash and frame. Improper tension of balance.	Check installation screws, jamb adjusters. Loosen and re-tighten to bring frame into alignment. Remove any nails through nailing fin, straighten jambs, re-shim and re-nail (fin installed). Shim or readjust jamb adjusters to bring frame into square. Remove and replace damaged weatherstrip. Use special balance tool to adjust balance tension.
#6	Balances not operating properly.	Balances bent or jammed. Window rides up or down. Windows won't stay up - drifts down / can't adjust.	Replace balance. Adjust balance with special tool. Replace balance.
#7	Jams not plumb / bowing.	Jambs not shimmed at side. Jambs overshimmed at side. If applicable, check tension of installation screws and jamb adjusters.	Shim jambs to bring into square and plumb. Remove shims, align jamb, shim properly. Loosen installation screws and screw adjusters until jambs are plumb.

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	PROBLEM	CAUSES	SOLUTION
#7	Sill bowing.	Opening too small for window.	Trim window frame edge. Spread opening. Remake window.
#8	Deglazed sash.	Pushing on top rail vs. lift rail. Carrying sash by center of rails and stiles.	Caulk or seal loose rail. Proper handling of sash. Rail reinforcement.
#9	Hardware misaligned - not working properly.	Lock misaligned. Lock damaged.	Adjust/reposition lock and/or keeper. Replace.
	Casement Operator will not open / close properly.	Check for sash bindings. Operating arm bent. Operating gear is damaged or stripped.	Resquare unit, replace weatherstrip as needed. Straighten. Replace operator.
	Casement lock not engaging keeper.	Lock and keeper not aligned. Check sash for squareness to frame.	Reposition keeper to allow proper locking. Resquare sash/frame, if required.
#10	Casement sash not square to master frame.	Frame is out of square. Improper hinge alignment. Incorrect glazing block location.	Loosen installation screws, plumb and square frame and tighten screws. Loosen/remove hinge screws and reposition hinge for proper alignment. Pull-off glazing bead and move glazing blocks to proper support locations.
	Sash hitting casement ramp when unit is closed.	Improper hinge alignment. Glazing bead blocks mispositioned.	Loosen/remove hinge screws and reposition. Pull glazing bead and check for correct glazing block location.

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	PROBLEM	CAUSES	SOLUTION
#11	Slider master frame sagging.	Header sagging. Too much pressure on side jambs. Sill improperly shimmed or not resting on subsill. Subsill sagging.	Use a step drill to create installation hole. Apply screw and screw plug. Check for over shimming/jamb adjusters. Reshim or readjust jamb adjusters. Shim unit to properly support the bottom of the unit. Shim as above or structure correction by installer.
#12	Open corner, sash or frame.	Mechanical system - sash or frame racked out of square. Screws loose at corner. Mitters cut wrong. Welded system - broken weld.	Re-square sash or frame, reshim or adjust jamb adjusters. Re-tighten, re-caulk. Caulk and seal corners or return to factory. Return to factory.

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