

Troubleshooting Guide

1. I have moisture on my glass.

Condensation on windows may occur as the natural result of humidity within the house or building area, and changes in interior or exterior temperatures, and does not indicate a defect in the window. See the *Guide to Common Household Condensation*.

2. What is the best way to clean my windows?

Windex and other glass cleaners for the glass. Soap and water for the vinyl. You can use Spray cleaners as well; just make sure the windows are rinsed with a clean water and rag. Avoid abrasive cleaners. Do not use pressure washers on the windows.

3. I have tried cleaning my window and it does not clean.

If regular cleaners do not clean the windows (vinyl) you can use Soft scrub with bleach on a wet rag and it should take care of it. Test a small area before proceeding.

4. I scratched the vinyl, what do I do?

Small scratches can be “buffed” out with Soft scrub with bleach on a wet rag, if that doesn’t do it try it on a Scotch-brite type pad. If it is a deep scratch you can buff it out with superfine steel wool. Try a small area to check your results.

5. What can I use to lubricate my windows?

High viscosity silicone spray only (water-like consistency – not thick). Do not use oil, wd40, grease or wax.

6. I removed my sash and I can’t put it back in.

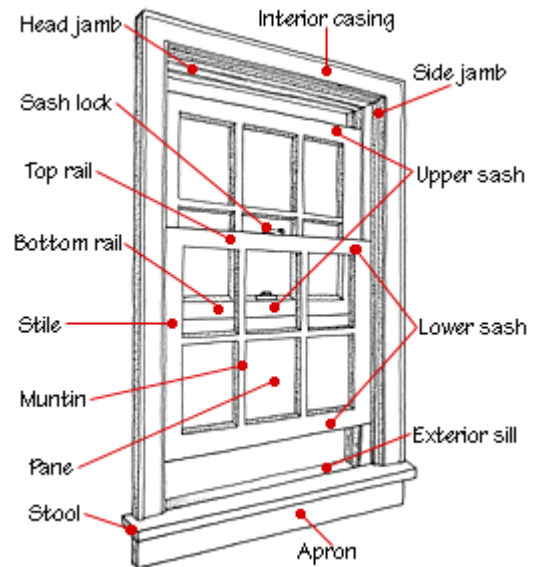
Before attempting to return the sash to the window frame make sure the balance shoe is in the proper position. The shoe should be several inches from the sill and the center cam should be positioned so that the open section of the shoe is upright (forming a U-shape). Make sure both shoes are at the same level and put the sash back in by holding the sash at 90 degrees to the frame and positioning the pins back into the shoes and tilting the sash back into the operating position. Once the sash is in position, lift the sash and look at both sides under the sash to make certain that the sash is engaged in the shoes. Lightly tapping each corner of the window may be necessary. If this does not solve the problem, see item 8.

7. I can't get my window to close or lock.

This is a common user error that can be easily fixed. If your window opened, it will close.

Double hungs, check the following:

- Verify that the lock is in the unlocked or open position prior to closing the sashes.
- Verify that the top sash is pushed all the way up and the bottom sash is all the way down and that the meeting rails (top and bottom rail) are fully interlocked prior to throwing the locks. Additionally, applying a light outward pushing pressure on the sash while lowering the sash may be necessary in order to compress the heavily weather stripped bottom rail, especially on larger sashes.
- If this does not solve the problem, see item 8.



Sliders, check the following:

- Verify that the lock is in the unlocked or open position prior to closing the sashes.
- Verify that both sashes are pushed to the left and right and that the meeting rails are fully interlocked before locking the window.

8. My sash came sliding down and won't stay up.

This is usually a result of tilting a lower sash in before raising the window. It is important to raise the window at least three inches prior to tilting the sash inwards, otherwise the window sill frame will force the sash out of the operating shoe. This does not mean the window is broken, it simply means it was not operated properly. For more information on operating your windows, see the *Care and Maintenance Guide to Your New Windows*.

To correct the problem, first check to see if the sash is still engaged in the operating shoe on the jamb sides of the window, (in the tracks). If the sash has been popped out of the operating shoe as seen in Figure 1. Complete the following steps to re-insert:

TOOLS REQUIRED: Flat head screw driver.

STEP 1:

Hold the sash in an upright position so you can gain access to the operating shoe as seen in Figure 1. Take the flat head screw driver and insert it into the metal part that has a “U” shape groove in it. The “U” is the locked position of the operating shoe.



Figure 1

STEP 2:

Keeping a strong and steady hand, turn the screw driver clock wise until the “U” is now “C” shape (open position) as shown in Figure 2.



Figure 2

IMPORTANT: The operating shoe is spring loaded to go upwards, please make sure you put downward pressure so that the shoe doesn't spring upward.

STEP 3:

Allow the shoe to naturally raise itself. Bring the operating shoe up 3"-4" on both sides of the jamb and then turn the screw driver counter clockwise to bring the groove back to the “U” or locked position. Now you can remove the flat head screw driver as shown in Figure 3.



Figure 3

STEP 4:

Now lower the sash down to the level of the operating shoe you just positioned.

STEP 5:

Using the tilt latch, tilt open the window to a parallel position (90 degrees) as shown in Figure 4. Please make sure that the sash is parallel to the floor.

STEP 6:

Tap on the window near the operating shoe in each corner while continuing to maintain the parallel position to the floor position so that the pin sits inside the shoe.

STEP 7:

Return the sash to its closed position. Verify that the tilt latches are completely engaged in the window frame.

STEP 8:

Pull the sash UPWARD and check if the operating shoe has been engaged. If the shoe has been not been engaged, repeat step 4 to 7. If the operating shoe has been engaged you will not see the operating shoe anymore and the window will function properly.

IMPORTANT: Please do not remove sash unless in an emergency. Just tilt sash for regular cleaning purposes. Thank you for using World of Window's products.



Figure 4