



Care & operation of vinyl single-hung windows

Opening and Closing the Window

Your vinyl single-hung window system is designed with an integral lifting rail for easy operating of the moving sash. This lift rail is a small edge that extends to the inside of the house and spans the entire width of the sash. Use this to raise and lower the sash. Avoid pushing or pulling on the other sides of the sash. Use both hands to apply pressure at the ends, not in the center of the lift rail. This will maximize the ease of operation and ensure the longevity of the operating mechanisms.

Locking the Window

Be sure the operating sash is in its fully closed position. If not, the lock and latch location will not align properly and the window may be difficult to lock. Locate the locking position on the meeting rail of the window. With your finger, move the knife latch horizontally until it points in the opposite direction. If the locking mechanism does not move freely, your window may not be fully closed. Lift the lower sash, close the window tightly and try again. To unlock the window, merely move the knife latch to its original position.

Sash Removal and Balance Replacement

Locate take-out clips in the sash channel just above sash. Pop up each take-out clip. If take-out clip does not easily pop up use a flat head screw driver. Unlock and raise sash until balances engage take-out clips. Visually confirm balances are engaged behind the take-out clips on both sides before proceeding. Firmly grasp sash, lift up until sash clears bottom balance guide. Use CAUTION as sash may be heavy. Push sash to one side of the window until sash clears frame at opposite side and remove. Reference balance number for replacement. Example reference number would be 20-3. Grasp balance at top and bottom. Firmly press balance down until balance disengages take-out clip. Slowly raise balance until all spring tension is relieved. Remove balance. Install balance by inserting balance hook into square punch in window frame, as shown. Ensure take-out clips are engaged. Grasp balance at top and bottom. Firmly press down on balance, insert the top guide under the take-out clip. Use CAUTION as balance is spring loaded. Re-install sash as it was removed. Grasp sash firmly and insert into one side of the window frame to allow clearance for the remaining side to go in. When inserting sash ensure the bottom of the sash is higher than the bottom guide. Center sash in window frame and lower onto balances. Slowly close sash while moving side to side to ensure sash is centered and aligned correctly. Close sash and lock. Push in take-out clips. Unlock sash, raise and lower through full range of motion to ensure proper operation. Lock sash.

Cleaning the Exterior of the Fixed Lite

Ply Gem does not recommend cleaning the exterior surface of the fixed lite panel from the inside of your home. This panel should be cleaned from the exterior of the home with a hose and squeegee. For windows located out of reach or on the second floor, use a squeegee with a telescoping handle extension.

Lubrication

The operating sash of your vinyl single-hung window moves vertically in the track. This track is exposed to outside elements and can collect dust, dirt and debris. A semi annual cleaning with a vacuum is recommended to prevent this material from disturbing the proper operation of the window system. Normal lubrication is not required on the sash balance mechanism located inside the jamb on either side of the window. If necessary, a light coat of spray silicone or household bar soap may be applied to the coil balance shoe track to ensure easy operation.

Screen Removal

- Raise the bottom sash fully
- Gently pull the plastic tabs by applying force on each tab away from the window frame until the screen clears the window frame
- Bring the screen into the room by tilting it through the window opening
- To replace the screen, reverse this procedure

Note: Screens are for insect protection only and are not meant to provide safety protection for children