This guide contains procedures for common user serviceable repair tasks found on vinyl horizontal operating 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 Premium and Builders Series windows as well as our historical products with the following names: Seasonshield, Windowmaster, Wenco and Summit. For help identifying your window model, refer to your product purchase paperwork or call us for additional help.

Do-It-Yourself   Technician
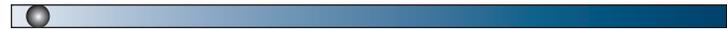
INTRODUCTION

Horizontal sliding/rolling windows consist of two side-by-side sashes, one is a fixed sash and one is an operating sash (options also include windows with two sashes where each sash operates and three sash windows with a fixed sash in the middle and an operating sash on both sides). The fixed sash does not move, and the operating sash glides back and forth horizontally to open and close. An insect screen is mounted on the exterior side of the operating sash(es).
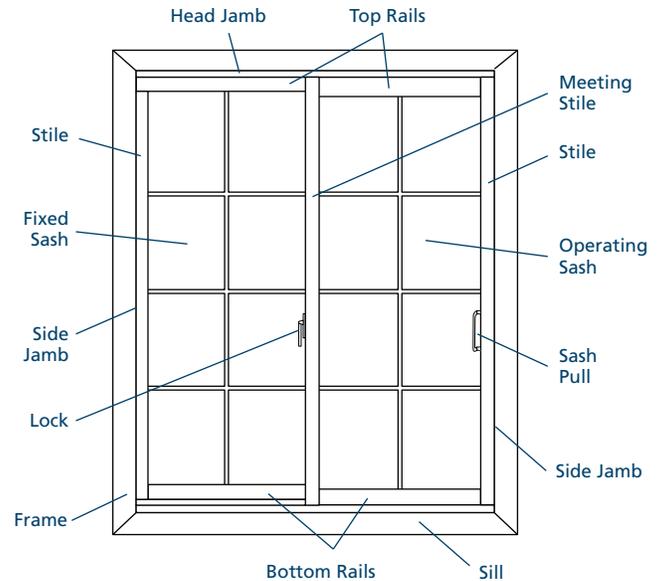
CONTACT US

For questions, feel free to contact us by phone or email:
• Email: customerserviceagents@jeld-wen.com
• Phone: 1-(800)-JELD-WEN/1-(800)-535-3936

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SLIDING/ROLLING 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 caution when tightening screws to avoid stripping the screw holes.
- Sash removal can be awkward and could cause physical injury or product damage; we recommend the help of a second person.

TOOLS AND MATERIALS

NEEDED TOOLS

Note! Each tool is not required for every task.

- Tape measure
- Screwdrivers
- Allen wrenches
- Level
- Putty knife

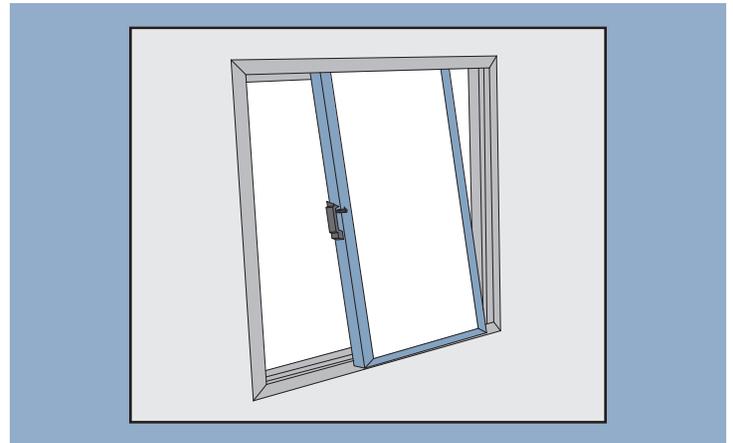### NEEDED MATERIALS

- String
- Tape

SASH REMOVAL AND INSTALLATION

REMOVAL

1. On the interior, unlock sash and open to the middle or further.
2. Lift sash up and over bottom track and remove to the interior.

INSTALLATION

3. To install, simply reverse removal steps.

HARDWARE REPLACEMENT AND ADJUSTMENT

LOCK REPLACEMENT AND ADJUSTMENT

Different lock styles were used during different periods of manufacture. Each window will have either a cam lock, WEN-Lock™, or MAG-Lock™. Replace the lock if it is broken; adjust the keeper if applicable. A cam lock and a WEN-Lock with a smooth top do not have adjustable keepers. A Wen-Lock with visible screws on the top does have an adjustable keeper.

There is a metal stiffener in each sash. To avoid disturbing the location of the stiffener, the sash must be removed and the lock stile kept horizontal before and during lock removal and installation.

CAM LOCK REPLACEMENT

1. Unscrew and remove old lock and keeper.
2. Install new lock and keeper in the same place.

WEN-Lock REPLACEMENT

1. If screws are not visible, grip top of lock and snap it off to expose the screws holding the lock on the unit.
2. Unscrew and remove.
3. Install new lock in the same place.

MAG-Lock REPLACEMENT

Note! Any sash that is taller than 56 3/4" will have the MAG-Lock screwed in place. For sashes 32" or shorter, skip to step 6.

1. Slightly lift the handle and create a gap between the left side of the lock and the sash.
2. Slide a thin putty knife into this gap and rotate until the clip disengages.
3. Repeat for the other side.
4. Pull the faceplate out and then down to release it from the lower clips.
5. Remove the screws.
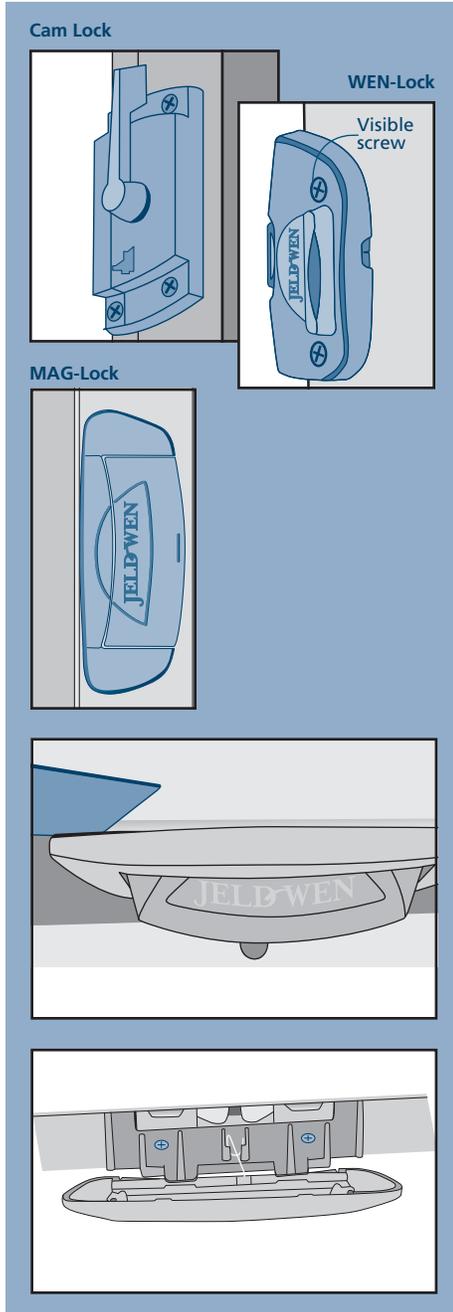
6. Pull up on the handle and slide a putty knife into the gap between the sash and lock on one side. The putty knife will depress a projecting tab on the lock and allow it to be slid out.
7. Repeat for the other side and remove lock.
8. Install new lock by snapping it into the sash in the same position as the old lock. Reinstall the screws if they were previously removed. Install the new keeper and adjust as necessary.

WEN-Lock and MAG-Lock KEEPER ADJUSTMENT

1. Remove sash for unobstructed access to keeper.
2. Loosen both screws in keeper (do not remove).
3. For the WEN-Lock, raise keeper and insert shim.
4. For the MAG-Lock, the keeper may be moved up or down.
5. Retighten screws, close and lock window and test new alignment.

Cam Lock

WEN-Lock

Visible screw

MAG-Lock

WEN-Lock Keeper and Shim

MAG-Lock Keeper
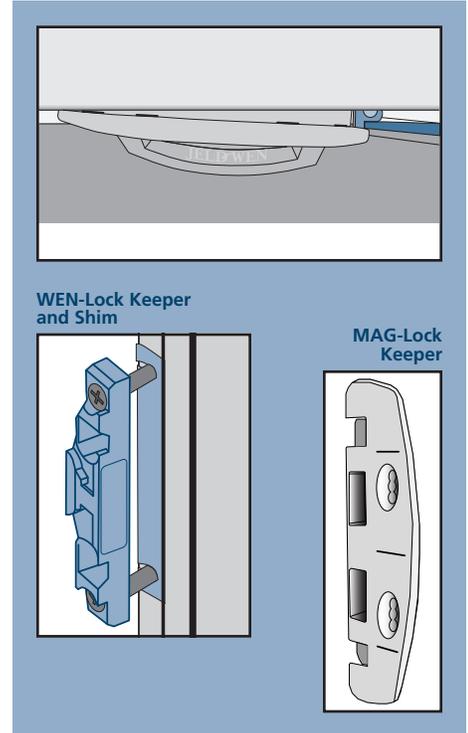
GLIDE BUTTON ADJUSTMENT

Many windows do not have adjustable glide buttons. This adjustment only applies to glide buttons with an Allen key, all others are not adjustable (some windows use rollers instead of glide buttons; these rollers are not adjustable). Adjust the sash by raising or lowering the glide buttons as follows.

Glide button

1. Remove sash.
2. Use a 5/32" Allen wrench to raise or lower the glide button.
3. Turn clockwise to lower the sash.
4. Turn counterclockwise to raise the sash.
5. Replace sash.

Important Note! Adjusting glide buttons too high will increase risk of air/water leaks. Adjusting the buttons too low can cause sash to drag on lower track. Ideal adjustment for sash is as low as possible but just high enough to avoid drag. Keep the stiles parallel to frame. One glide button may need to be raised and one lowered. Check by almost closing the sash and looking for an even, parallel gap.
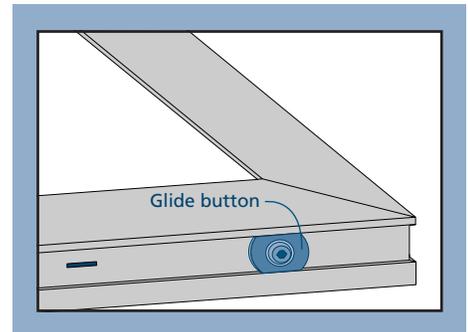
PROPER WINDOW INSTALLATION

- 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.
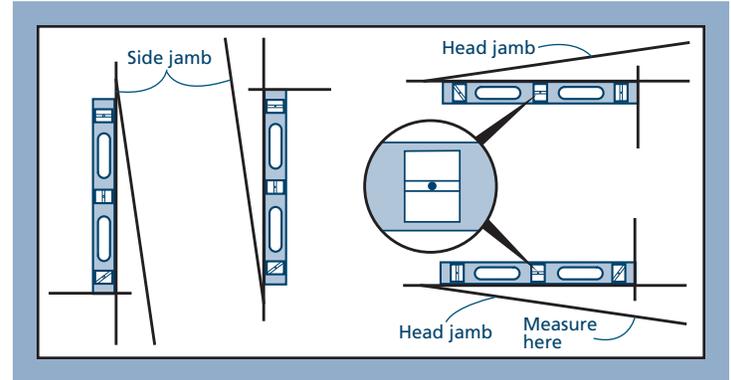

SQUARE

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.
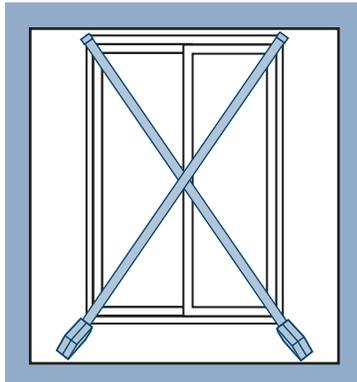

FRAME TWISTS

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.
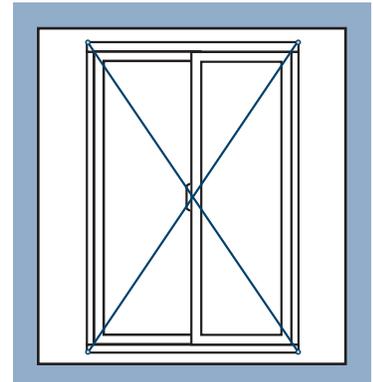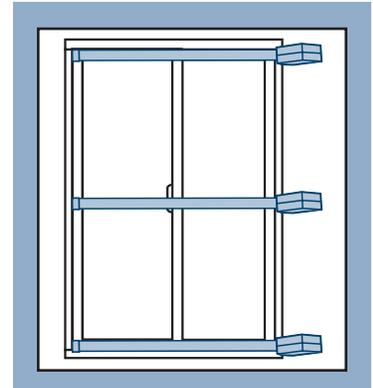

LEVEL AND PLUMB

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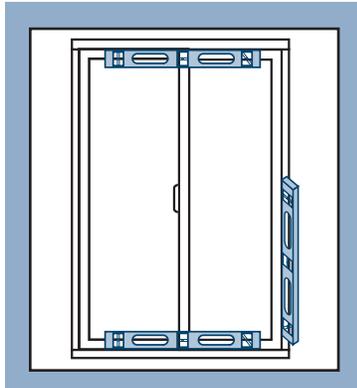

PROPER SHIMMING

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.
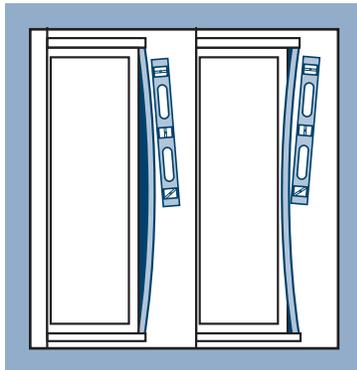
FRAME/PANEL BOW

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 1/16" at any point, the panel is bowed.
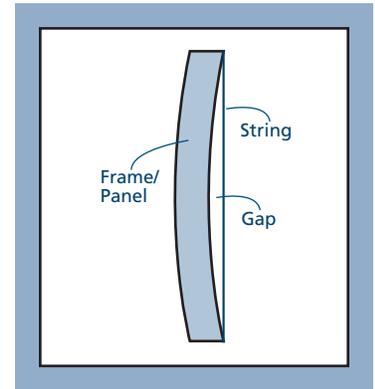
TROUBLESHOOTING OPERATIONAL PROBLEMS

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, try again
	Obstructions	Remove obstructions/shipping blocks
	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
	Sash may need adjustment (sash drags on sill or does not fit square or flush in the frame)	Adjust glide buttons **Note! Some glide buttons are not adjustable. Call us for assistance.**
	Improper installation	Inspect installation
Sash will not close	Sash locked	Make sure lock latch is in unlocked position, try again.
	Obstructions	Remove obstructions/shipping blocks.
	Keeper loose or damaged	Reattach If loose, replace if damaged
	Weatherstrip loose or damaged	Reattach If loose, replace if damaged
	Keeper loose, damaged, or missing	Tighten if loose, replace if damaged or missing
	Sashes do not line up at check (meeting) rails/stiles	Adjust glide buttons **Note! Some glide buttons are not adjustable. Call us for assistance.**
	Improper installation	Inspect installation
Sash binds or drags	Sill track dirty	Clean sill track then lubricate with silicone spray on a cloth
	Obstructions	Remove obstructions/shipping blocks
	Weatherstrip loose or damaged	Reattach if loose, replace if damaged
	Sash may need adjustment (sash drags on sill or does not fit square or flush in the frame)	Adjust glide buttons **Note! Some glide buttons are not adjustable. Call us for assistance.**
	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 glide buttons **Note! Some glide buttons are not adjustable. Call us for assistance.**
	Improper installation	Inspect installation.

TROUBLESHOOTING OPERATIONAL PROBLEMS - CONTINUED

PROBLEM	POSSIBLE CAUSES	POSSIBLE SOLUTIONS
The window surface fogs up	Condensation. *See also our condensation document at: http://www.jeld-wen.com/_pdf/JGI012.pdf*	If condensation is on an interior surface: • 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). If condensation is on an exterior surface: • Close window coverings to reduce cooling of the glass surface by air-conditioning. • Remove or trim shrubbery close to windows to promote air circulation. If condensation is between glass panes: • Seal failure. Replace either the insulating glass assembly or the entire sash. This determination should be made by a service representative.
Sash appears crooked in frame	Obstructions	Remove obstructions/shipping blocks
	Improper installation	Inspect installation
Water leaks through the window	Clogged weep system	Clean sill track with vacuum or damp cloth and pour small amount of water into interior sill track. If water doesn't drain out, inspect the exterior and clear any blockage. If not blocked, insert thin wire into weep hole (do not insert wire if the weep system has an exterior crevice). Repeat until water runs through weep hole.
	Weatherstrip damaged or missing	Reattach If loose, replace if damaged

GLOSSARY

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

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

Jamb
The vertical frame members of a window or patio door assembly.

Keeper
A bracket utilized as a latching point for locking systems.

Level
A condition that exists when a surface is exactly horizontal.

Plumb
A condition that exists when a surface is exactly vertical.

Rail
The horizontal members of a sash or patio door panel.

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

Sill track
The track on the sill of a sliding/gliding window or patio door that guides the sash as it opens and closes.

Square
A condition that exists when two surfaces are perpendicular (90 degree angle).

Stile
The vertical members of a sash or patio door panel.

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