PELLA® IMPERVIA® PRODUCT TROUBLE SHOOTING GUIDE

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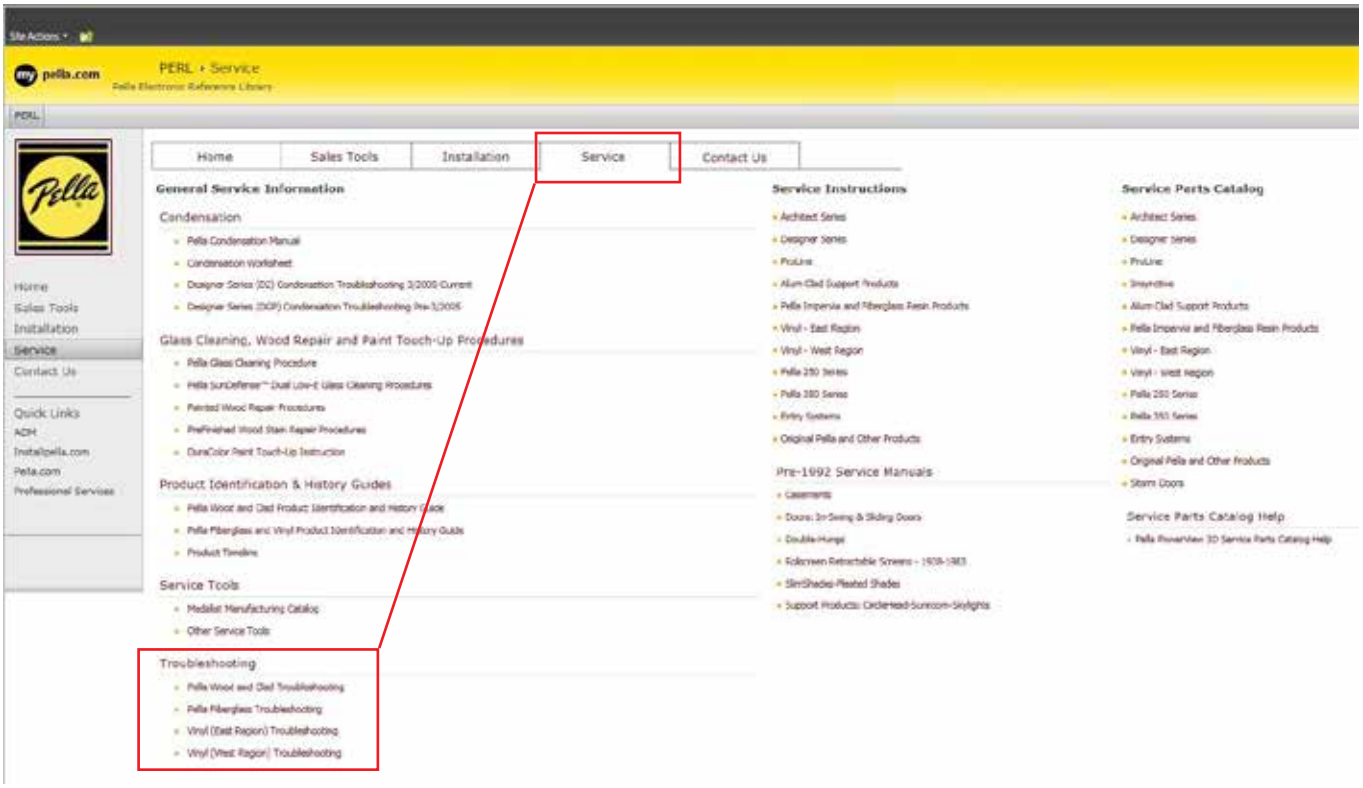
All Fiberglass Issues
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PELLA® IMPERVIA® PRODUCT TROUBLE SHOOTING GUIDE

SYMBOLS KEY	
?	The question mark icon indicates a possible cause for the issue.
	The hard hat icon indicates a Service Technician is required.

Each topic's issues and answers in the troubleshooting guide are presented with the easier ones to detect and correct first, which a homeowner could typically perform, progressing to the more challenging issues requiring a service technician.



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AWNING/CASEMENT/LARGE AWNING

Air Infiltration

Reminder: There was an overlap period from January 2021 – May 2021 when both vintages of this product were being manufactured. Please be sure to verify which vintage is needed.

Pre 2021 Vintage Identification: Beveled Interior Cover profile, Sash cover on the exterior overlaps at the corner joint.

2021 - Current Vintage Identification: Squared off Interior Cover profile, no exterior sash cover and flush corner joint, groove glazed.

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lock not fully engaged; lock lever not completely in locked position.

ANSWER: Push lock lever down to locked position.



Unlocked Position



Locked Position

? Lock lever in down or locked position, however sash not engaged.

ANSWER: Use crank handle to open sash; lift lock lever, close sash and engage lock lever again. If the sash won't close far enough to engage the lock, the sash may be bowed or the window may be installed out of plumb.



Awning



Casement

? Frame weatherstrip foam corner key is missing or damaged.

ANSWER: Open sash and inspect under frame leaf weatherstrip at the corners. Replace corner key if damaged or missing.





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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Shipping spacers interfere with sash closure.

ANSWER: Remove spacers located at sill and head.





? Sash rain strip not completely “seated” into sash.

ANSWER: Seat the weatherstrip into the kerf on the edge of the sash.

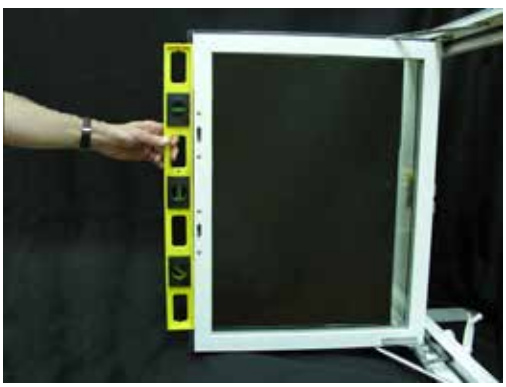




? Sash is bowed or hour-glassed and not contacting Frame Weatherstrip.

ANSWER: Hold a straight edge against the sash, if sash is bowed or hour-glassed > 3/32" -- replace the sash.





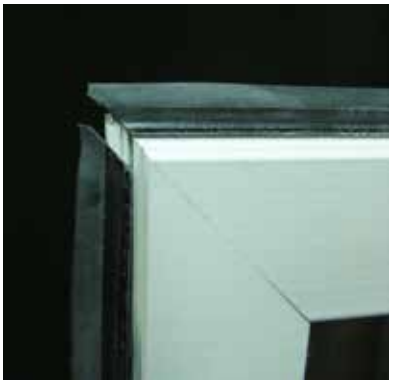
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Gap in Corner of sash rain strip.

ANSWER: Replace sash weatherstrip.

See PERL for service instruction "Sash Rain Strip & Bottom Rail Drip Fin Replacement."



? Frame weatherstrip is damaged, brittle or released from frame weatherstrip kerf.

ANSWER: Open sash and inspect frame weatherstrip; replace if it's brittle or damaged.

See PERL for service instruction "Frame Weatherstrip and Foam Corner Replacement."



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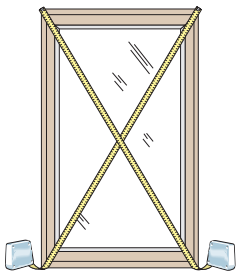
AWNING/CASEMENT/LARGE AWNING
Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Sash to frame reveal is not even, when viewed from exterior.

ANSWER 1: Check unit for square by measuring diagonals. Open sash and check operating hardware (including roto, hinges and pivot arms) for damage. Replace hardware as needed.

ANSWER 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.





ANSWER 3: Make adjustments to adjustable hinge assemblies at head and sill of casement windows to shift the sash left/right or make adjustments to the hinge assemblies at the jambs of awning windows to shift the sash up/down.

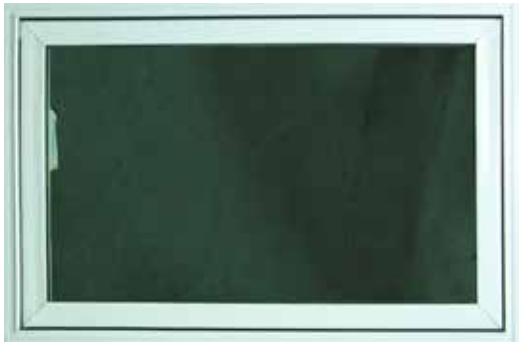
See PERL for service instruction "Vent Sash Adjustment (Hex Adjuster)"





ANSWER 4: Remove and reinstall sash to correct reveal -- check diagonals of entire unit if needed. If the frame is out of square, installer needs to be involved. (Discuss with your manager).

See PERL for service instruction "Vent Sash Replacement"



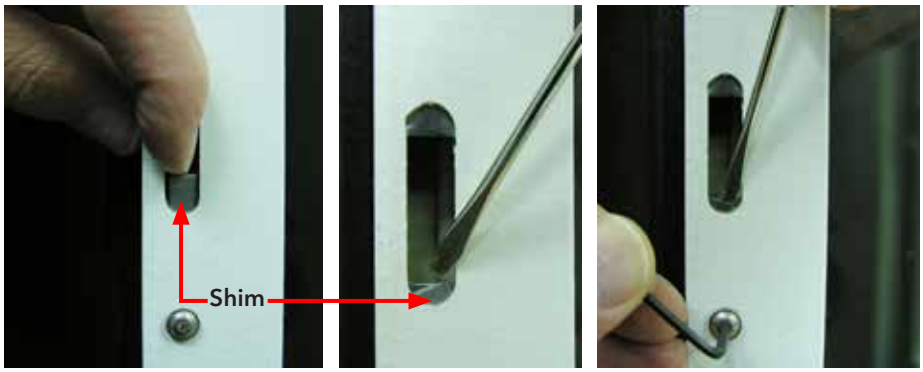
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Sash does not pull tight against frame weatherstrip when locked.

ANSWER: Adjust the sash strike by loosening strike screws using a 3/32" Allen wrench and installing shim(s) between the sash strike and sash to pull the sash tighter against the frame weatherstrip.

See PERL for service instruction "Sash Strike Adjustment"



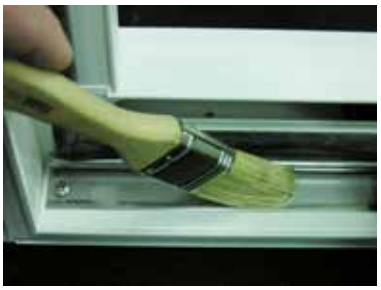
Inserting shim **Positioning shim**

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Dirt and debris in sill frame hinge slide area.

ANSWER 1: Clean hinge slide and sill frame using a small brush and follow with soapy water, let dry and use silicone spray or similar on the slide.
ANSWER 2: Pre-2014 Vintage Casement Only - Replace hinge arm with roller hinge arm.


? Crank handle is stripped.

ANSWER: Replace stripped crank handle.





? Easy Slide Operator Handle is not installed correctly hindering operation.

ANSWER: Loosen the handle set screw and reposition the slide handle so it is completely seated onto the metal base of the brake assembly slide operator tab. While holding the handle tightly against the metal base, tighten the handle set screw.






ESO handle incorrectly installed

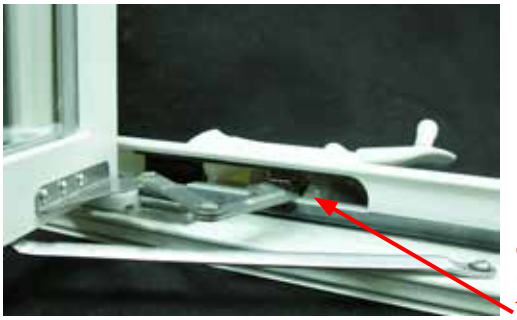
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Roto operator is broken (weld may be damaged) or gears are stripped.

ANSWER: Replace roto operator.

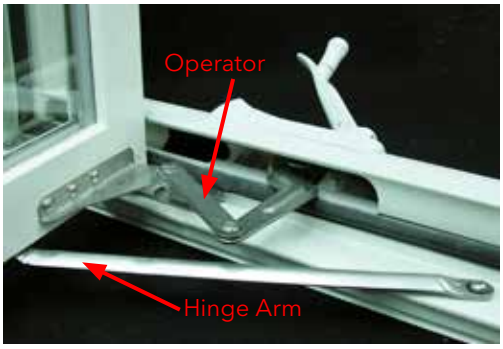
See PERL for service instruction "Roto Operator Replacement"



? Hinge arms or roto hardware are bent.

ANSWER: Replace bent or damaged hinge arms or roto hardware.

See PERL for service instruction "Roto Operator Replacement"



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AWNING/CASEMENT/LARGE AWNING

Operational Issues

Difficult to Open, Close or Lock

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Frame is out of square.

ANSWER 1: Make adjustments to adjustable hinge assemblies at head and sill of casement windows to shift the sash left/right or make adjustments to the hinge assemblies at the jambs of awning windows to shift the sash up/down.

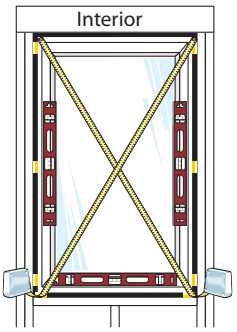
See PERL for service instruction "Vent Sash Adjustment (Hex Adjuster)"





ANSWER 2: Installer must be contacted to remove and reinstall window so it is plumb, level and square. (Discuss with your manager).

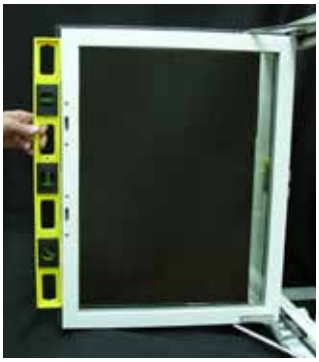
Answer 3: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.



? Sash is bowed or hour-glassed and not contacting Frame Weatherstrip.

ANSWER: Hold a straight edge against the sash, if sash is bowed or hour-glassed > 3/32" – replace the sash.





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AWNING/CASEMENT/LARGE AWNING

Operational Issues

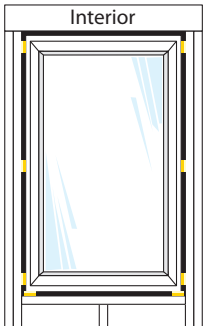
Difficult to Open, Close or Lock

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Jambs are not properly shimmed and fastened correctly and are not straight.

ANSWER 1: Installer must be contacted to remove fasteners and reinstall shims.

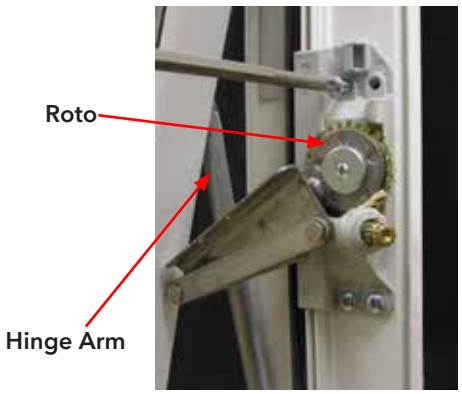
Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.

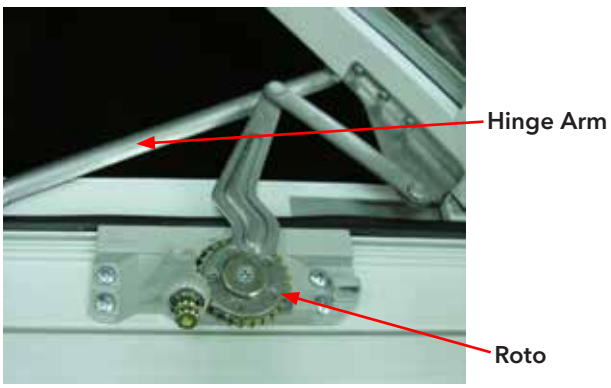


? Hinge arms or roto hardware is bent.

ANSWER: Replace bent or damaged hinge arms or roto hardware.

See PERL for service instruction "Roto Operator Replacement"





? Sash Strike and Sash Lock do not align properly.

ANSWER: Loosen the sash strike screws using a 3/32" Allen wrench, adjust strike up or down as needed and re-tighten screws.





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AWNING/CASEMENT/LARGE AWNING

Operational Issues

Difficult to Open, Close or Lock

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lock is loose, broken or damaged.

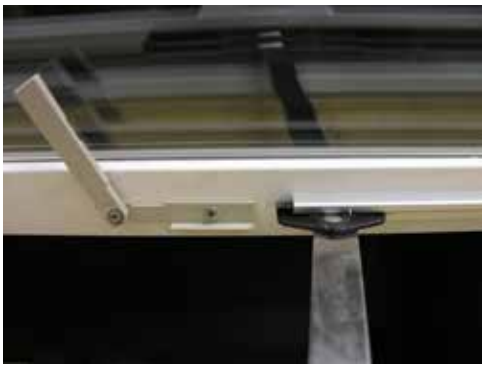
ANSWER: Tighten loose screws or replace broken or damaged locks.

See PERL for service instruction "Frame (Lock) Hardware Replacement"



? Operator arm not attached correctly to slide on bottom side of Large Awning Sash.

ANSWER: Flip up operator stop on bottom side of sash, rotate operator arm to position using crank. Connect guide on end of operator arm to slide on bottom of sash.



? Sash does not close completely or correctly and/or the brake feels sloppy on window with Easy Slide Operator.

ANSWER: Belt could be loose or belt timing could be off – perform timing belt procedure.

See PERL for service instruction "Pella® Impervia® Casement (or Awning) with Easy Slide Operator – Damper Assembly, Slide Track Assembly, Belt, Brake, Tensioner, Operator Gear, Belt Guide, and Corner Pulley Replacement"



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AWNING/CASEMENT/LARGE AWNING

Operational Issues

Difficult to Open, Close or Lock

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

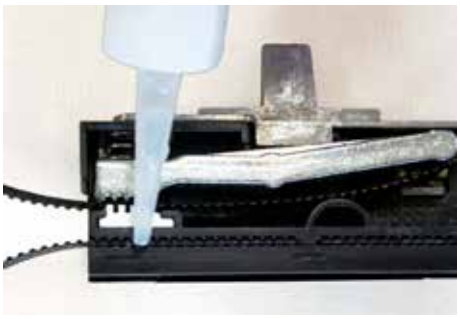
? Sash does not open or close when operating with Easy Slide Operator.

ANSWER 1: Belt came out of brake – see belt replacement.

See PERL for service instruction "Pella® Impervia® Casement (or Awning) with Easy Slide Operator – Damper Assembly, Slide Track Assembly, Belt, Brake, Tensioner, Operator Gear, Belt Guide, and Corner Pulley Replacement"

ANSWER 2: Place a dot of superglue on each end of the belt in the brake.







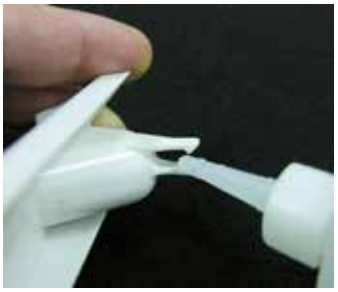
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Roto cover does not stay on interior frame cover.

ANSWER 1: Remove crank handle & roto cover; place adhesive on the roto cover receiver and the roto cover snap legs, reinstall the roto cover and crank handle.





ANSWER 2: Replace the sill support bracket - remove the interior frame jamb covers and frame sill cover. Lift off sill support bracket and replace with narrower bracket. Re-install covers.





ANSWER 3: Shim under roto-operator - remove interior frame covers and frame sill cover. Lift off sill support bracket and remove roto operator screws, raise operator and place shim underneath. Place roto operator on top of shim and re-install screws, support bracket and interior frame covers.





? Lock lever can't be installed into interior frame cover on lock jamb.

ANSWER: Make sure the interior frame cover is fully seated into the frame at the lock lever location.





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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

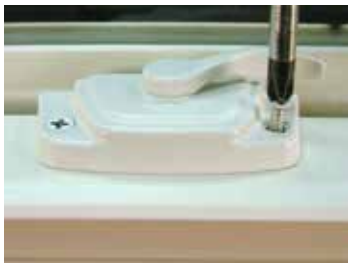
? Lock and keeper/strike not fully engaged.

ANSWER: Confirm both sashes are in the closed position lock the window making sure the lock lever is completely in the locked position.




? Lock and keeper/strike are loose allowing movement.

ANSWER: Tighten lock or keeper/strike screws, replace if needed.




? Lock latch not aligned with keeper/strike.

ANSWER: 12/2007-Current - Loosen keeper/strike screws to realign, re-tighten screws. If original keeper/strike does not have slotted screw holes, replace with slotted keeper/strike.
2006-11/2007 - keeper was not adjustable, replace keeper/strike if needed with adjustable keeper/strike.

See PERL for service instruction "Frame (Lock) Hardware Replacement"


12/2007 - Current


12/2007 - Current


2006 - 11/2007

? Frame weatherstrip not fully seated in jamb.

ANSWER: Seat weatherstrip securely.

See PERL for service instruction "Double-Hung Sash Weatherstrip Replacement"



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Excessive play in locked upper/lower sash in frame.

ANSWER: Replace bottom sash.

See PERL for service instruction "Double-Hung Sash Replacement"





? Lower sash weatherstrip at sill is loose, damaged, brittle or missing.

ANSWER: **2006 - 8/2007 vintage -** Replace bottom sash.

See PERL for service instruction "Double-Hung Sash Replacement"

9/2007 - Current vintage - Replace damaged or missing weatherstrip.

See PERL for service instruction "Double-Hung Sash Weatherstrip Replacement"





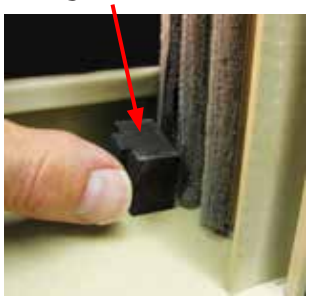
? Balance race foam damaged or missing.

ANSWER: **Re-position or replace balance race foam.**

See PERL for service instruction "Double-Hung Frame Jamb Weatherstrip Replacement"



9/2007-Current vintage foam plug replaces all vintages.









Small center leg visible when properly installed.

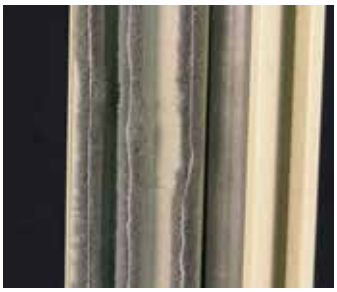
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Jamb weatherstrip is damaged.

ANSWER: Replace weatherstrip.

See PERL for service instruction "Double-Hung Frame Jamb Weatherstrip Replacement"



? Jamb Pile pads missing or mis-located.

ANSWER: Replace or re-position pads.

See PERL for service instruction "Double-Hung Frame Jamb Weatherstrip Replacement"



? Lower sash check rail weatherstrip incorrect length, damaged or missing.

ANSWER: Replace weatherstrip.

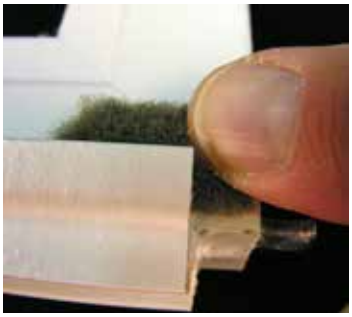
See PERL for service instruction "Double-Hung Frame Jamb Weatherstrip Replacement"



? Upper sash checkrail pile pads damaged, missing or mis-located.

ANSWER: Replace or re-position pads.

See PERL for service instruction "Double-Hung Frame Jamb Weatherstrip Replacement"



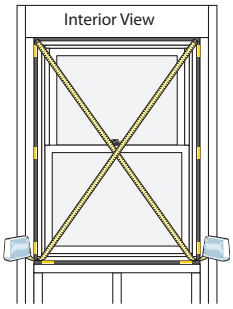
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Unit is installed out of square not allowing adequate sash to frame contact.

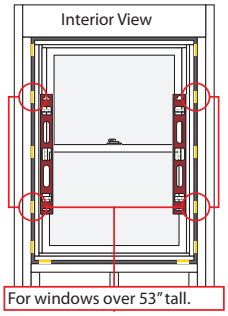
ANSWER 1: Check diagonals of unit they need to be within an 1/8" if each other.

Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.



? Frame is not shimmed properly allowing air flow around the sash/frame area.

ANSWER 1: Sometimes a visual check of interior sash to jamb liner contact will reveal where unit frame is too wide and not shimmed. Check jambs for bow using level or straightedge. Also measure width of window at top,middle and bottom; these measurements need to be very close. Interior trim may need to be removed to add shims at checkrail area (by the installer).



Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.

? Jamb cam missing (2006-2/2007 vintage).

ANSWER: Install jamb cam.

See PERL for service instruction "Double-Hung Sash Cam Replacement"



? Frame Sill weatherstrip incorrect length or in incorrect location or is damaged.

ANSWER: Replace sill weatherstrip.

See PERL for service instruction "Sill Weatherstrip Replacement"



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Sash pivot bars not fully seated in the balance cam and brakes causing friction.

ANSWER: Tilt open the sash and fully seat the sash into the balance cams.



? Debris on jamb weatherstrip.

ANSWER: Vacuum and clean pile weatherstrip on frame and sash.



? Frame weatherstrip not fully seated in jamb.

ANSWER: Seat weatherstrip securely.

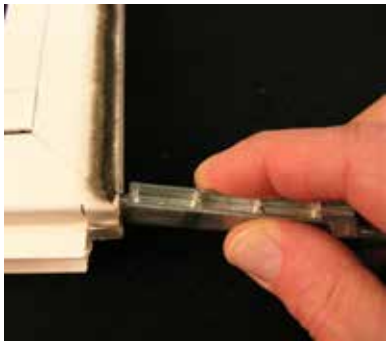
See PERL service instruction "Double-Hung Sash Weatherstrip Replacement"



? Sash pivot bar not fully seated in sash cam or bar is broken or damaged.

ANSWER: Make sure bar is fully seated or replace pivot bar.

See PERL for service instruction "Pivot Bar Replacement"



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DOUBLE-HUNG

Operation Issues

Difficult to raise or lower sash

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Sash balance has become disengaged from the frame.

ANSWER: Reattach balance or if necessary, replace balance.

See PERL for service instruction "Sash Balance Replacement"



? Sash balance is broken or is incorrect size.

ANSWER: Replace balance if broken. Remove sash to see balance ID number and review with customer service – replace balance if needed.

See PERL for service instruction "Sash Balance Replacement"





? Sash balance cord is broken.

ANSWER: Replace balance.

See PERL for service instruction "Sash Balance Replacement"



? Glazing beads damaged and interfering with operation.

ANSWER: Replace glazing bead.

See PERL for service instruction "Glazing Bead Replacement"



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DOUBLE-HUNG

Operation Issues

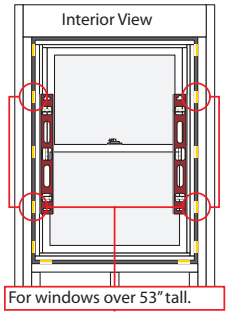
Difficult to raise or lower sash

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Frame not properly shimmed (over shimmed) at check rail.

ANSWER 1: Sometimes a visual check of sash to jamb liner contact will review where unit frame is shimmed incorrectly. Also measure width of window at top middle and bottom, these measurements need to be very close. Interior trim may need to be removed to access shims. (Get installer involved).

Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.



? Top sash sags, creeps down, when unit is unlocked.

ANSWER: Balance may need to be replaced.

See PERL service instruction "Double-Hung Balance Replacement"

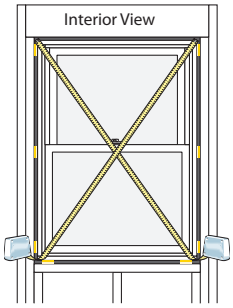


? Unit is installed out of square not allowing adequate sash to frame contact.

ANSWER 1: Measure diagonals of window to check window installation for square, each measurement should be within 1/8". Additionally measure the window width at the top, middle and bottom of the window. If the middle measurement is large, this indicates a reverse hourglass frame condition and shim(s) need to be added at the checkrail.

Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.

If unit is trimmed out, tech will need to get installer involved following proper channels. If trim is not installed, add/subtract shims as needed.



? Frost on interior sill under sash. (Jamb weep hole plugged)

ANSWER: Open sash and remove ice from sill, check all weatherstrip and confirm window is Plumb, level & square.



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lock latch not aligned with keeper/strike.

ANSWER 1: 12/2007-Current - Loosen keeper/strike screws to realign, re-tighten screws. If original keeper/strike does not have slotted screw holes, replace with slotted keeper/strike.
2006-11/2007 keeper was not adjustable, replace keeper/strike if needed with adjustable keeper/strike.

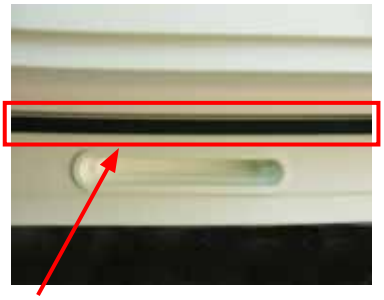
See PERL service instruction "Lock and Keeper Replacement"


12/2007 - Current


12/2007 - Current


2006 - 11/2007

ANSWER 2: Check the head (upper sash) and sill (lower sash) for obstructions preventing the window from closing completely.


Check above the upper sash for obstructions.


Check the sill for obstructions.

? Lock hard to operate or difficult to pivot, lubrication needed.

ANSWER: Apply Door Ease® or similar lubricant to the lock and keeper/strike area. If lock is broken, replace lock and or keeper/strike.



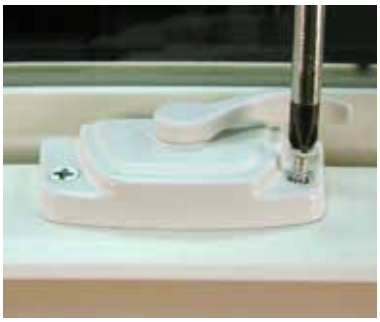
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lock is broken.

ANSWER: Replace lock.

See PERL service instruction "Lock and Keeper Replacement"



? Dirt or debris on frame sill not allowing full closure of bottom sash.

ANSWER: Clean, brush or vacuum sill area to remove debris.



? Lock cam cannot reach the keeper/strike.

ANSWER: Remove sash and clean out interlocker where weatherstrip is located.





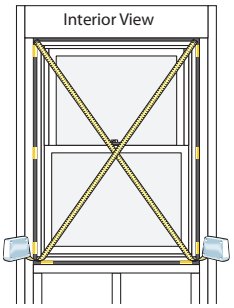
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Unit may not be installed plumb, level and square in the opening.

ANSWER 1: Check diagonals of unit - they need to be within an 1/8" if each other. If out of square the installer must be contacted to remove and reinstall the window so it is plumb, level and square. (Discuss with your manager).

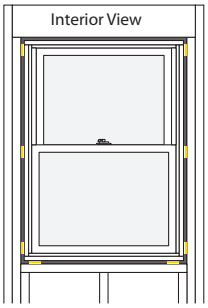
Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.



? Unit has been improperly shimmed in center of sill creating a 'humped' sill, making it difficult to lock window.

ANSWER 1: Check unit with level to determine if units need to be reinstalled or casing removed to access improperly installed shims. Installer must be contacted to remove and reinstall window so it is properly shimmed and is plumb, level and square. (Discuss with your manager).

Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.

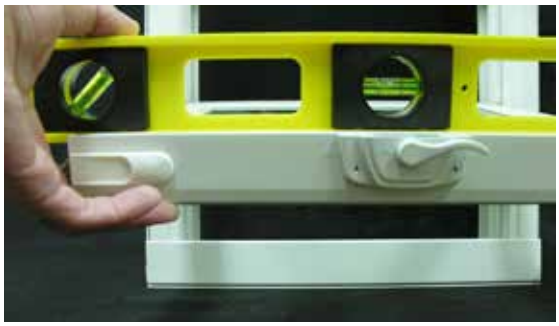


Shim in yellow locations noted in illustration, not near center of the frame sill. Shims at the sill should only be under each vertical jamb.

? Sash is bowed.

ANSWER: Place a straightedge on interlocker/checkrail, if bowed > 3/32" then replace the sash.

See PERL service instruction "Sash Replacement"



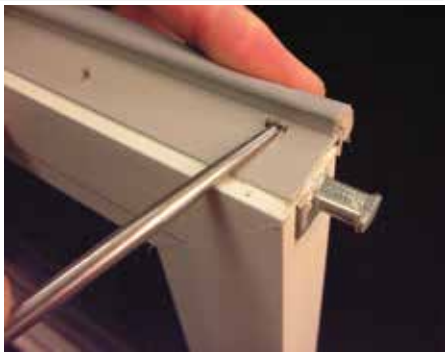
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lower sash weatherstrip at sill is not stapled so not fully sealed. (2006 - 8/2007 vintage)

ANSWER 1: Seat staples or properly install weatherstrip.

See PERL service instruction "Sash Weatherstrip Replacement"



ANSWER 2: Replace the lower sash.

See PERL service instruction "Sash Replacement"

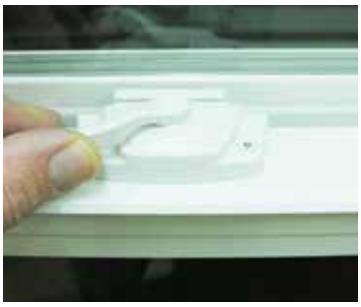
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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lock and keeper / strike not fully engaged.

ANSWER: Lock the unit and make sure the lock lever is completely in the locked position.





? Lock and keeper / strike are loose allowing movement.

ANSWER: Tighten lock or keeper / strike screws, replace if needed. Plug stripped out screw holes with wood dowels and reinstall screws.

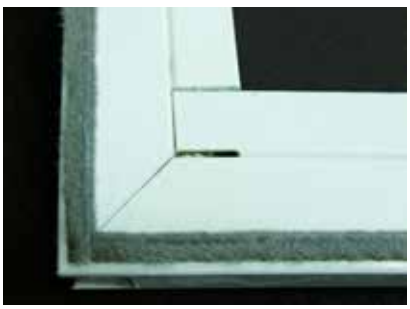




? Lower sash pile weatherstrip is loose, damaged, brittle or missing.

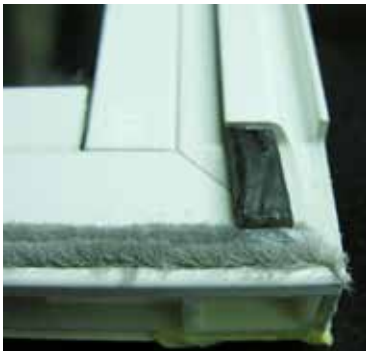
ANSWER: Replace weatherstrip as needed.

See PERL service instruction "Sash Weatherstrip Replacement"



? Checkrail weatherstrip is loose, damaged, brittle or missing.

ANSWER: Replace check rail weatherstrip as needed.



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Interlocker plugs misaligned or missing.

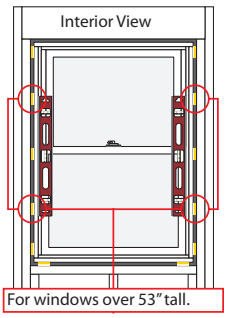
ANSWER: Replace or reposition interlocker plug.

See PERL for service instruction "Interlocker Plug Replacement"



? Frame is not shimmed properly allowing air flow around the sash/frame area.

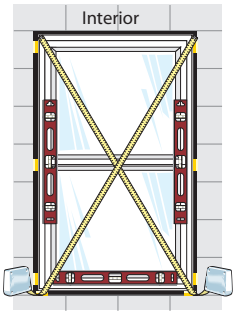
ANSWER 1: Sometimes a visual check of interior sash to jamb liner contact will reveal where unit frame is too wide and not shimmed. Check jambs for bow using level or straightedge. Also measure width of window at top, middle and bottom; these measurements need to be very close. Interior trim may need to be removed to add shims at checkrail area (by the installer).



Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.

? Unit is installed out of square not allowing adequate sash to frame contact.

ANSWER 1: Measure diagonals of window to check window installation for square, each measurement should be within 1/8".
Additionally measure the window width at the top, middle and bottom of the window. If the middle measurement is large, this indicates a reverse hourglass frame condition and shim(s) need to be added at the checkrail. Installer must be contacted to remove and reinstall window so it is plumb, level and square. (Discuss with your manager).



Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Debris on jamb weatherstrip.

ANSWER: Vacuum and clean pile weatherstrip on frame and sash.



? Balance cord is disconnected or broken.

ANSWER: Reconnect sash balance or replace balance.

See PERL for service instruction "Sash Balance Replacement"





? Balance is the incorrect size.

ANSWER: Remove sash to see balance ID number and review with Customer Service, replace as needed.

See PERL for service instruction "Sash Balance Replacement"





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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Sash balance has become disengaged from the sash (cam).

ANSWER 1: Remove sash and re-install, making sure balance is seated. If necessary, replace balance.

ANSWER 2: Remove sash and check for and remove any PUR (sealant) squeeze out near lower cornerlock.

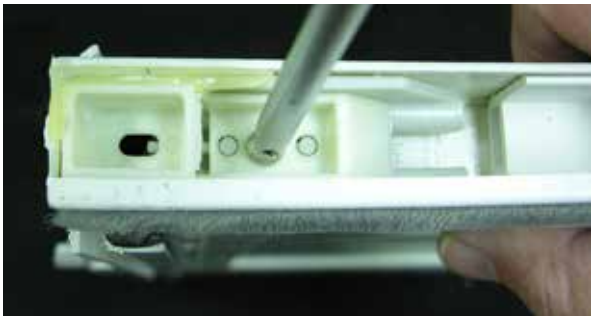
See PERL for service instruction "Sash Balance Replacement"



? Sash cam is broken.

ANSWER: Replace sash cam.

See PERL for service instruction "Sash Cam Replacement"



? Lower sash balance is broken.

ANSWER: Replace balance.

See PERL for service instruction "Sash Balance Replacement"





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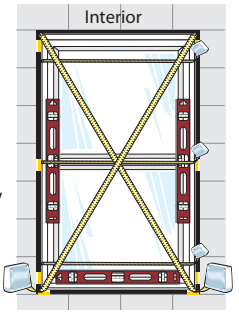
POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Unit is installed out of square not allowing adequate sash to frame contact.

ANSWER 1: Measure diagonals of window to check window installation for square, each measurement should be within 1/8". Additionally measure the width at the top, middle and bottom of the window. If the middle measure is large, this indicates a reverse hourglass frame condition and shim(s) need to be added at the checkrail. Installer must be contacted to remove and reinstall window so it is plumb, level and square. (Discuss with your manager).

Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.

If unit is trimmed out, tech will need to get installer involved following proper channels. If trim is not installed, add/subtract shims as needed.



? Sash take-out clip is damaged and/or frame rout is damaged preventing clip extension and sash removal.

ANSWER: Remove balance and take-out clip and install support bracket to restore take-out clip functionality.

See PERL for service instruction "Take-Out Clip Replacement & Support Bracket Addition for Field Repairs"





? Sash take-out clip is not extended (or is broken) preventing engagement with sash balance.

ANSWER: Extend the take-out clip or replace if needed.

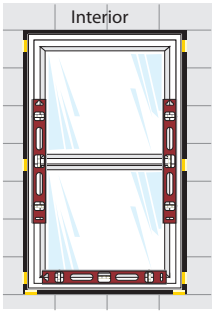
See PERL for service instruction "Take-Out Clip Replacement & Support Bracket Addition for Field Repairs"



? Frame is not shimmed properly (over shimmed) causing raise & lower issues.

ANSWER 1: Measure the window at the top, middle and bottom of the window. If the middle measurement is smaller, this indicates an hour-glassed frame condition and shims need to be removed at the checkrail. Installer must be contacted to remove and reinstall window so it is properly shimmed and plumb, level and square. (Discuss with your manager).

Answer 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

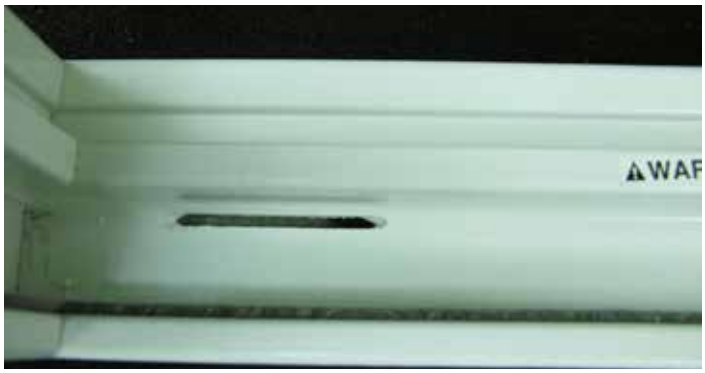
? Lock latch not aligned with keeper/strike.

ANSWER 1: Loosen keeper/strike screws to realign; re-tighten screws.





ANSWER 2: Remove sash and check for and remove any PUR (sealant) squeeze out near lower cornerlock.



? Dirt or debris on frame sill not allowing full closure of bottom sash.

ANSWER: Clean or brush sill area to remove debris.



? Lock hard to operate or difficult to pivot, lubrication needed.

ANSWER: Apply Door Ease® or similar lubricant to the lock and keeper/strike area. If lock is broken, replace lock and strike.



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lock is broken.

ANSWER: Replace lock.

See PERL for service instruction "Lock and Keeper Replacement"



? Vent sash is bowed.

ANSWER: Place a straightedge on interlocker/checkrail, if bowed > 3/32" then replace the sash.

See PERL for service instruction "Lock and Keeper Replacement"



? Lock cam can't reach lock keeper/strike.

ANSWER: Remove sash and clean out interlocker where the weather-strip is located, reposition lock or shim keeper/strike.

See PERL for service instruction "Sash Replacement"

See PERL for service instruction "Lock and Keeper Replacement"



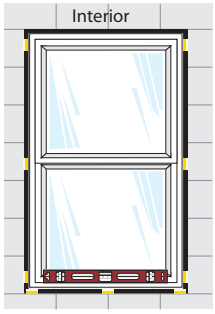


? Lock is broken.

ANSWER: Replace lock.

See PERL for service instruction "Lock and Keeper Replacement"

Shim in yellow locations noted in illustration, not near center of the frame sill. Shims at the sill should only be under each vertical jamb.

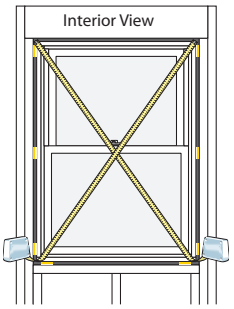


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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Unit may not be installed plumb, level and square in the opening.

ANSWER 1: Check diagonals of unit - they need to be within an 1/8" of each other. If the difference in the measurements are greater than 1/8", contact installer to have them correct the issue.



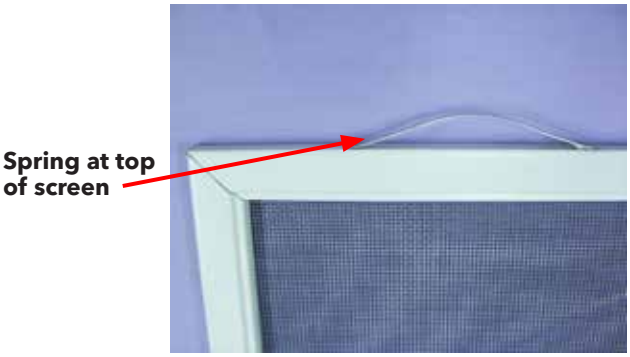
ANSWER 2: If unit is installed in a bay/bow frame; check to make sure the bay/bow frame has not sagged from the original installed level position. Adjust bay/bow frame support system as needed to help correct frame sag.

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Single-Hung screen does not stay installed in single-hung frame because a top spring is damaged or missing.

ANSWER: Replace screen.



POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lock and keeper / strike not fully engaged.

ANSWER: Lock the unit and make sure the lock lever is completely in the locked position.





? Lock latch not aligned with keeper / strike.

ANSWER: Loosen keeper screws to realign, re-tighten screws. If original keeper / strike does not have slotted screw holes, replace with slotted keeper / strike.

See PERL for service instruction "Lock and Keeper Replacement"





? Lock and keeper / strike are loose allowing movement.

ANSWER: Tighten lock screws, remove vent sash to access keeper / strike and tighten screws. Replace if needed. Plug stripped out screw holes with wood dowels and reinstall screws.

See PERL for service instruction "Sash Replacement"

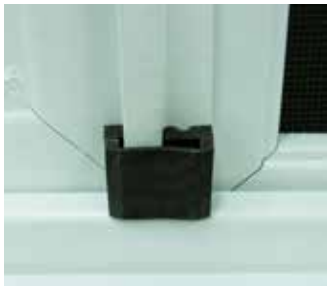




? Interlocker plugs misaligned or missing.

ANSWER: Replace or reposition interlocker plug.

See PERL for service instruction "Interlocker Plug Replacement"



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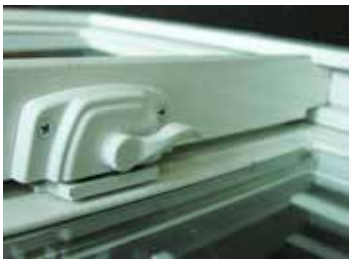
POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lock cam can't reach lock strike/keeper.

ANSWER: Remove sash and clean out interlocker where the weatherstrip is located. Reposition lock or shim keeper.

See PERL for service instruction "Sash Replacement"

See PERL for service instruction "Lock and Keeper Replacement"





? Pile weatherstrip too short, not making proper contact at all corners.

ANSWER: Replace pile weatherstrip.

See PERL for service instruction "Sash Weatherstrip Replacement"

See PERL for service instruction "Frame and Weatherstrip Replacement"





? Vent Sash is bowed.

ANSWER: Place a straightedge on interlocker/checkrail, if bowed then replace the sash.

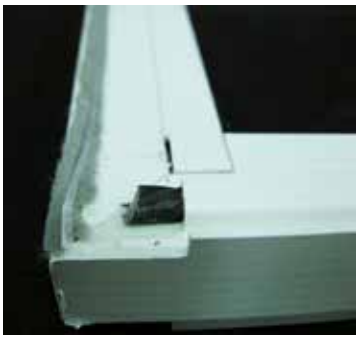
See PERL for service instruction "Sash Replacement"



? Check rail weatherstrip is too short or damaged.

ANSWER: Replace check rail weatherstrip.

See PERL for service instruction "Sash Weatherstrip Replacement"



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Rollers are worn out or broken.

ANSWER: Replace the rollers and housing.

See PERL service instruction "Roller Housing Replacement"




2/2007 - Current


2003 - 1/2007

? Lock latch not lining up with strike/keeper because rollers need adjusted (2/2007 - current vintage).

ANSWER: There are two slot depths for each roller. The deeper slot lowers the sash in the frame and the shallower slot raises the sash in the frame.

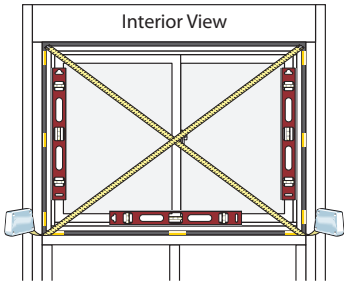
See PERL service instruction "Roller Adjustment"





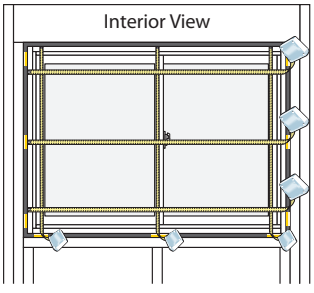
? Window not installed plumb and square.

ANSWER: Check diagonals, if difference is > 1/8", contact installer to correct.



? Frame improperly shimmed.

ANSWER: Measure window at three locations; measurements need to be within 1/16". Interior trim may need to be removed to add or remove shims as needed (by the installer).



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Dirt and debris in sill track (and under sill track).

ANSWER: Clean dirt and debris out of track.




? Sill track not snapped in correctly.

ANSWER: Remove sliding sash and press firmly along the length of the track to snap it into place.

See PERL service instruction "Sill Track Replacement"



? Sliding sash catching on anti-lift clips.

ANSWER: Press firmly on anti-lift clips to endure they are fully snapped into place.



? Rollers are worn out or broken.

ANSWER: Replace the rollers and housing

See PERL service instruction "Roller Housing Replacement"



2/2007 - Current



2003 - 1/2007

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SLIDING WINDOW

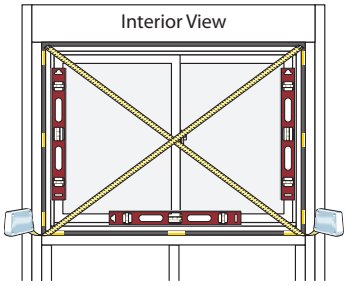
Operational Issues

Difficult to Open and Close

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

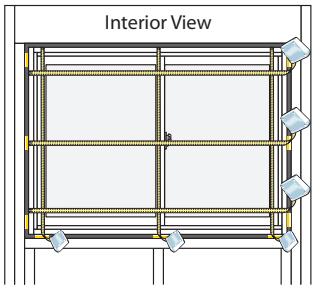
? Window not installed plumb and square.

ANSWER: Check diagonals, if difference is >1/8", contact installer to correct.



? Frame improperly shimmed.

ANSWER: Measure window at three locations, measurements need to be within 1/16". *Interior trim will need to be removed to add or remove shims as needed* (by the installer).



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Lock latch not lining up with keeper/strike.

ANSWER: Loosen keeper/strike screws to realign, re-tighten screws.

See PERL service instruction "Lock and Keeper Replacement"





? Lock is broken.

ANSWER: Replace lock.

See PERL service instruction "Lock and Keeper Replacement"



? Sill track not snapped in correctly preventing lock & strike alignment.

ANSWER: Remove sliding sash and press firmly along the length of the track to snap it into place.

See PERL service instruction "Sill Track Replacement"



? Lock latch not lining up with keeper/strike because rollers need adjusted (2/2007 - current vintage).

ANSWER: There are two slot depths for each roller. The deeper slot lowers the sash in the frame and the shallower slot raise the sash in the frame.

See PERL service instruction "Roller Adjustment"





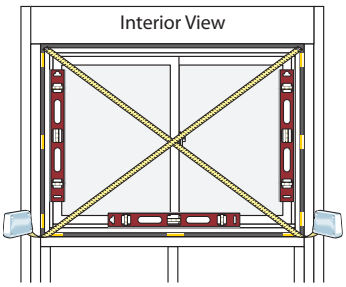


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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

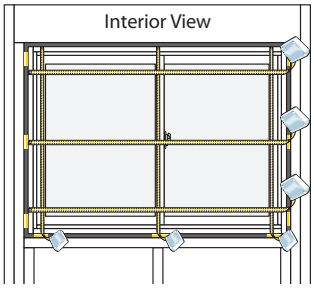
? Window not installed plumb and square.

ANSWER: Check diagonals, if difference is >1/8", contact installer to correct.



? Window not installed plumb and square.

ANSWER: Measure window at three locations, measurements need to be within 1/16". Interior trim will need to be removed to add or remove shims as needed (by the installer).



? Vent Sash is bowed.

ANSWER: Place a straightedge on interlocker/checkrail, if bowed then replace the sash.

See PERL for service instruction
"Sash Replacement"

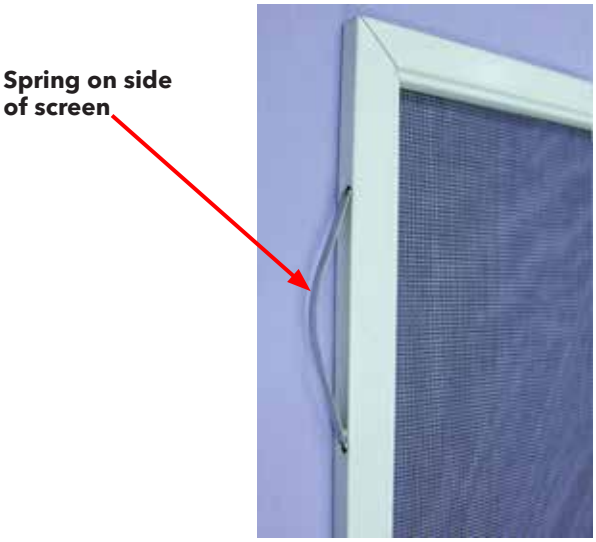


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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Single-Hung screen does not stay installed in single-hung frame because a side spring is damaged or missing.

ANSWER: Replace screen.



POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Vent panel not securely locked.

ANSWER: Make sure the door is completely closed and lock the door.





? Lock does not align with strike.

ANSWER 1: To adjust the lock strike turn each of the 4 screws counterclockwise one to two turns.
ANSWER 2: Slide the strike up or down as needed and tighten the screws.

See PERL service instruction "Handle/Lock/Strike Adjustment/ Replacement for Sliding Door"



? Panel slipped off track.

ANSWER: Lift panel up and onto door track.



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Panel rollers need adjusted.

ANSWER: Position the vent panel to about 2" of being closed; look at the gap between leading edge of vent panel and lock jamb. If gap or bottom differ, remove plastic inserts on the appropriate edge of the panel and adjust rollers until gap is the same using a #2 Phillips Screwdriver with 8" long blade.

See PERL service instruction "Vent Panel Roller Adjustment/Replacement for Sliding Door"


Gap at lock jamb


Remove plastic inserts


Adjust with 8" blade

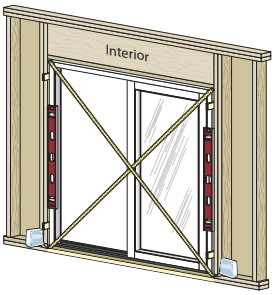
? Frame weatherstrip is damaged or pulled out of frame.

ANSWER: Replace weatherstrip if needed or press weatherstrip to fully seat in weatherstrip kerf.



? Door installed out of plumb and square.

ANSWER: Check diagonals, if difference is >1/8", contact installer to correct.



? Door shimmed incorrectly causing strike and lock misalignment.

ANSWER: Measure width of door at top, middle and bottom; measurements need to be within 1/16". Interior trim may need to be removed to add or remove shims as needed (by the installer).



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Dirt and debris on the sill track

ANSWER: Use brush, broom or vacuum to clean track area. Lubricate sill with dry silicone spray or similar product.



? Rollers are worn or damaged.

ANSWER: Remove and replace the rollers.

See PERL service instruction "Vent Panel Roller Adjustment/ Replacement for Sliding Door"



? Panel slipped off track.

ANSWER: Lift panel up and onto door track.



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Panel rollers need adjusted.

ANSWER: Position the vent panel to about 2" of being closed; look at the gap between leading edge of vent panel and lock jamb. If gap or bottom differ, remove plastic inserts on the appropriate edge of the panel and adjust rollers until gap is the same using a #2 Phillips Screwdriver with 8" blade.

See PERL service instruction "Vent Panel Roller Adjustment/Replacement for Sliding Door"


Gap at lock jamb


Remove plastic inserts


Adjust with 8" blade

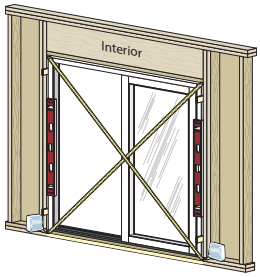
? Frame weatherstrip is pulled out of frame interfering with vent panel operation.

ANSWER: Replace weatherstrip if damaged or press weatherstrip to fully seat in weatherstrip kerf.



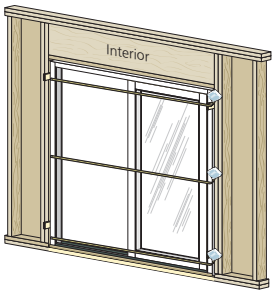
? Door installed out of plumb and square.

ANSWER: Check diagonals, if difference is >1/8", contact installer to correct.



? Door shimmed incorrectly causing strike and lock misalignment.

ANSWER: Measure width of door at top, middle and bottom; measurements need to be within 1/16". Interior trim may need to be removed to add or remove shims as needed (by the installer).



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Vent panel not securely locked.

ANSWER: Make sure the door is completely closed and lock the door.





? Lock does not align with strike.

ANSWER 1: To adjust the lock strike turn each of the 4 screws counterclockwise one to two turns.

ANSWER 2: Slide the strike up or down as needed and tighten the screws.

See PERL for "Handle/Lock/Strike Adjustment/Replacement for Sliding Door"



? Mortise lock is broken.

ANSWER: Replace lock.

See PERL for "Patio Door Lock Replacement"



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Panel rollers need adjusted.

ANSWER: Position the vent panel to about 2" of being closed; look at the gap between leading edge of vent panel and lock jamb. If gap or bottom differ, remove plastic inserts on the appropriate edge of the panel and adjust rollers until gap is the same using a #2 Phillips Screwdriver with 8" blade.

See PERL service instruction "Vent Panel Roller Adjustment/Replacement for Sliding Door"


Gap at lock jamb


Remove plastic inserts


Adjust with 8" blade

? Foot bolt prevents or interferes with panel operation.

ANSWER: Check foot bolt to see if it is locked. Tighten any loose screws on foot bolt or strikes.



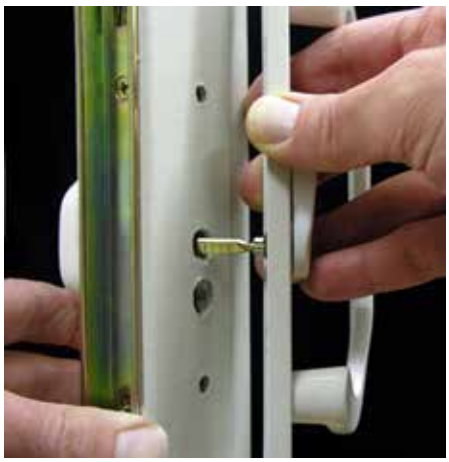




? Lock lever tail piece not engaging the slot in the door lock.

ANSWER: Remove handle and reinstall properly.

See PERL for "Handle/Lock/Strike Adjustment/ Replacement for Sliding Door"

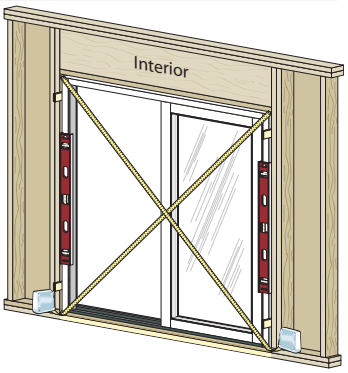


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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

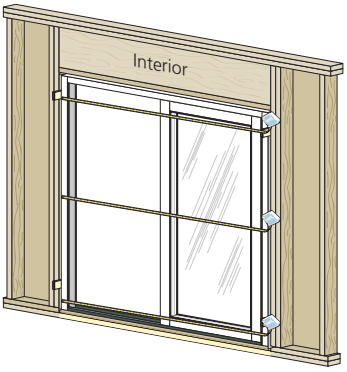
? Door installed out of plumb and square.

ANSWER: Check diagonals, if difference is >1/8", contact installer to correct.



? Door shimmed incorrectly causing strike and lock misalignment.

ANSWER: Measure width of door at top, middle and bottom; measurements need to be within 1/16". Interior trim may need to be removed to add or remove shims as needed (by the installer).



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Dirt and debris in screen track.

ANSWER: Use brush, broom or vacuum to clean track.



? Screen needs adjusting.

ANSWER: Adjust screen by tightening or loosening the screen hanger screws.



? Bottom screen guide is loose.

ANSWER: Press bottom guide into screen groove.

See PERL for "Screen Bottom Guide/Screen Bug Strip Replacement"



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

? Marks or scuffs on the pultrusion or fiberglass.

ANSWER: Use a non-abrasive cleaner such as Soft Scrub or Bon Ami.

? Scratches or gouges in the pultrusion or fiberglass.

ANSWER: Use a putty knife to gently pry the deposit from the surface, making sure not to gouge or scratch the fiberglass.

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