PELLA PRODUCT
TROUBLE SHOOTING GUIDE

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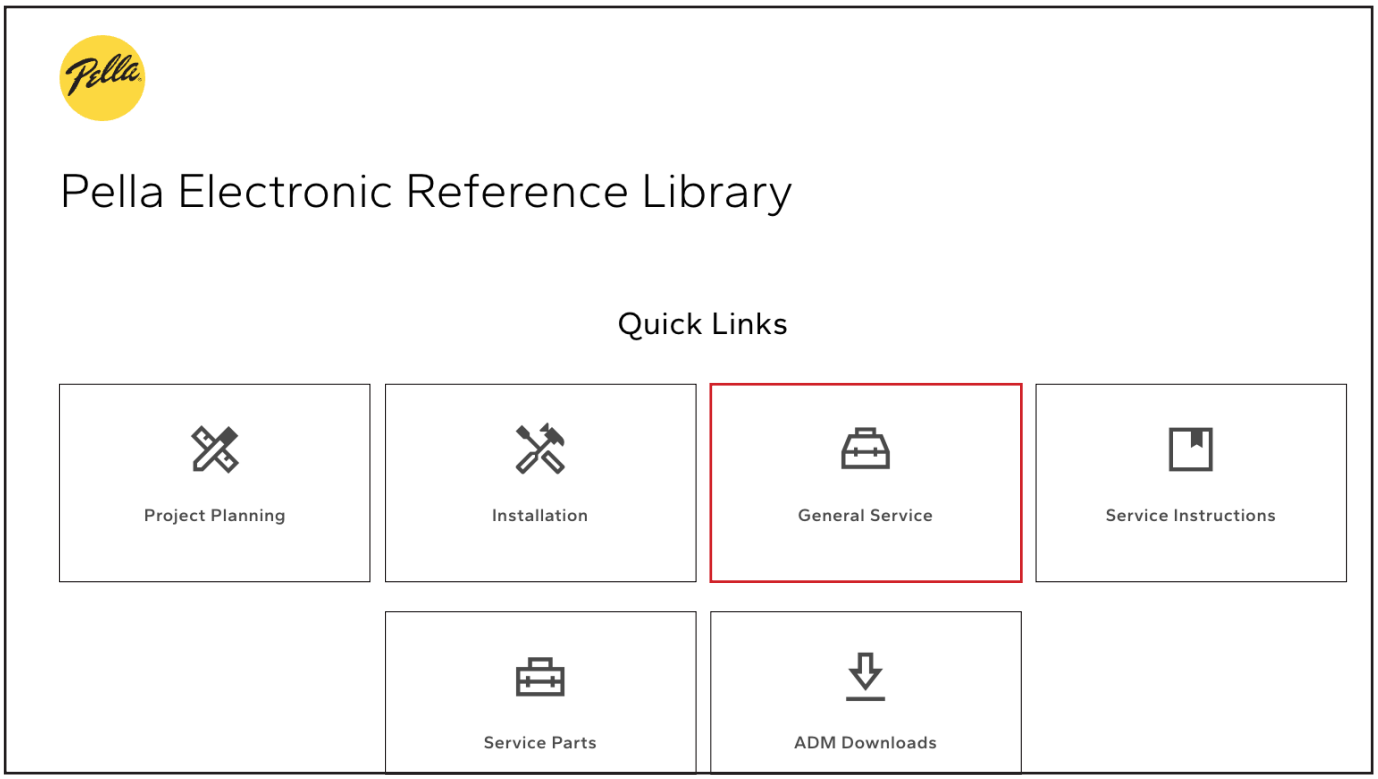
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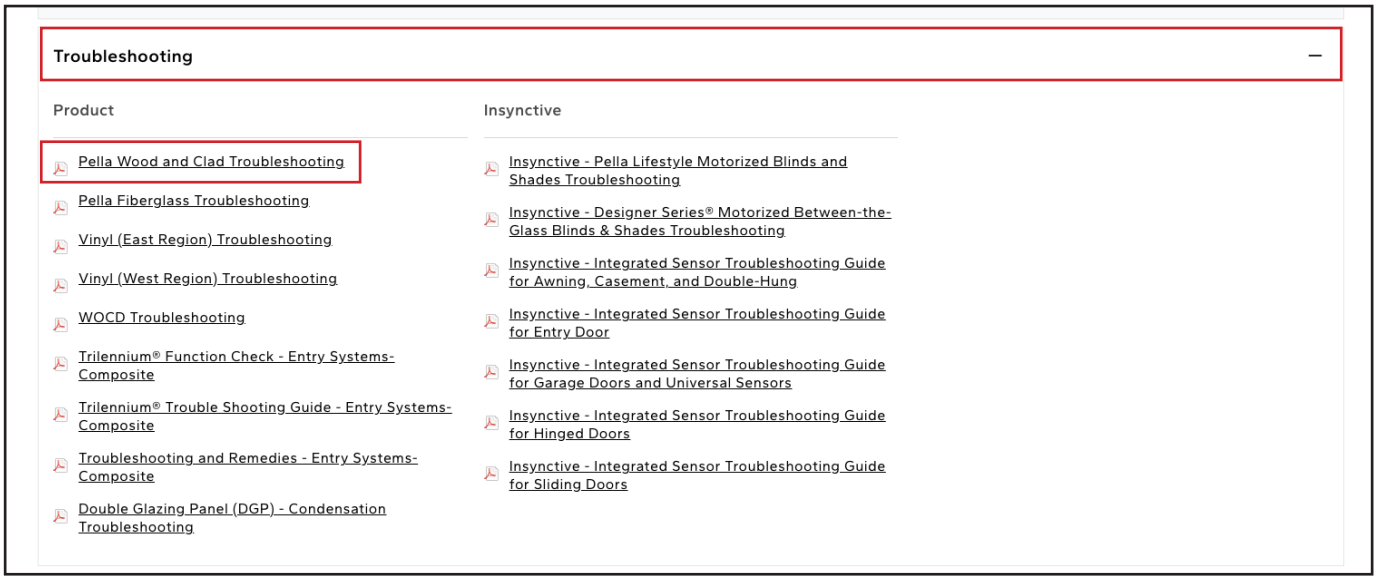
PELLA PRODUCT
TROUBLE SHOOTING GUIDE

SYMBOLS KEY	
	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.

Troubleshooting guides are located in PERL under the “General Service” tab.





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AWNING/CASEMENT

Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

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

ANSWER: Push lock lever down to locked position.



Unlocked Position



Locked Position

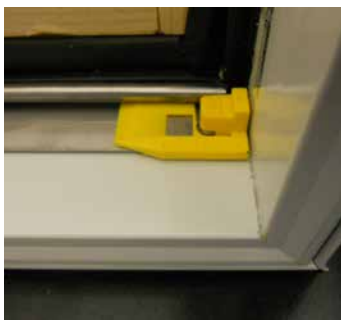
ISSUE: Lock lever in down or locked position, however sash not engaged.

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.



ISSUE: Shipping spacers interfere with sash closure.

ANSWER: Open sash, remove and discard shipping spacers.



Pella Reserve, Architect Series, Lifestyle Series Triple-Pane Designer Series Spacer



Pella Reserve, Architect Series, Lifestyle Series Triple-Pane Designer Series Spacer



Lifestyle Series Dual-Pane Pella 450 Series (ProLine) Lower Spacer



Lifestyle Series Dual-Pane Pella 450 Series (ProLine) Upper Spacer

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AWNING/CASEMENT

Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Roto crank handle is not in position to ensure sash is fully cranked shut and secured against the frame.

ANSWER: Make certain sash is closed tight and roto crank, when open (not folded over), is horizontal to the roto cover before securing handle. The crank handle may need to be removed and reinstalled to ensure proper alignment.

Sash and Roto Crank fully closed



Sash Closed: Roto Crank incorrect position to fully seat sash to frame



ISSUE: Air leakage in upper corner due to the crank handle having too much tension (over-cranking) in the closed position which may allow "daylight" to be seen in upper corner.

ANSWER: When locked; the handle should have "free play" past the center recess of the roto cover without tension on the crank handle. The handle should easily rotate past the center cover recess. If there is tension, loosen handle set screw and re-position the handle, re-tighten the set screw.



Handle "Free Play" zone past cover center recess.



ISSUE: Frame weatherstrip not completely "seated" into frame. Pella Reserve, Architect Series, and Pella 450 Series (ProLine) Pre-January 2010 and Designer Series Pre-2/2017.

ANSWER: **June 2009-Current:** Make sure black santoprene frame weatherstrip is fully rolled in and is not "puckered."

Pre-June 2009: Ensure weatherstrip is fully rolled into frame so the white barbed material is not showing. Weatherstrip may be "seated" into the frame by hand if a WS roller is not available.

See PERL for service instruction "Frame Weatherstrip Replacement"



Pella 450 Series (ProLine) Shown June 2009-Current



Pre-June 2009

Gray material only should be exposed

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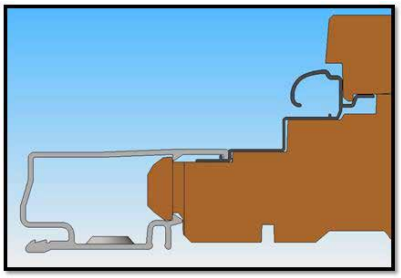
AWNING/CASEMENT
Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Frame weatherstrip is damaged or brittle.

ANSWER 1: Pella Reserve 2020-Current, Architect Series 2010 - 04/2024, Pella Lifestyle Series 04/2019 - Current, Pella 450 Series (ProLine) 2010 - 03/2019 and Designer Series 2/2017 - 03/2019. Open sash and inspect frame weatherstrip; replace if it's brittle or damaged.

See PERL for service instruction "Frame Weatherstrip Replacement"



ANSWER 2: Open sash and inspect frame weatherstrip; replace if it's brittle or damaged.



Pre-June 2009



Architect Series Shown
June 2009 - January 2010

ANSWER 3: Pella Reserve, Architect Series and Pella 450 Series (ProLine) Pre-January 2010, and Designer Series Pre-2/2017. Inspect welded corners, if imperfections are noted, try and correct by shaving welded area smooth to allow a tighter sash to frame seal.
CAUTION: if too much weatherstrip weld is cut, a pin hole could allow water to infiltrate.



Pre-June 2009: Inspect all four corners to determine if the weatherstrip weld is uneven or smooth.



Architect Series Shown
June 2009-January 2010

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AWNING/CASEMENT

Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Sash does not pull tight against frame weatherstrip when locked.

ANSWER 1: Replace the strike with the dual adjustment strike. Dual adjustment strike available for vintages: Pella Reserve, Architect Series 02/1998 - 04/2024, Pella Lifestyle Series 04/2019 - Current, Designer Series 02/1998 - 03/2019 and Pella 450 Series (ProLine) 04/2000 - 03/2019.

See PERL for service instruction "Lock Strike Replacement-Dual Adjustment"



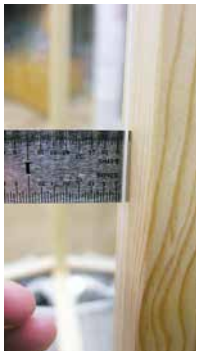
Dual adjustment strike has recessed areas to allow the surelock system to pull the sash tighter to the frame.

ANSWER 2: Adjust depth of sash strike by routing out wood ~1/8" underneath the strike, which will allow the sash to pull tighter to frame; or replace with dual adjustment strike.



Back out screws on strike and route a small amount of wood directly out of sash strike route area.

ANSWER 3: Sash may be bowed, check with cross string or straight edge. If gap is over 1/8" replace (it will be unable to secure tightly against frame.)



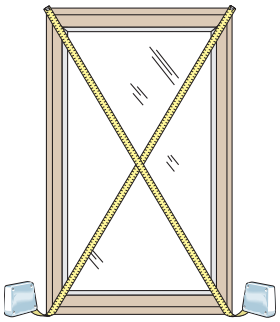
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AWNING/CASEMENT
Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

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

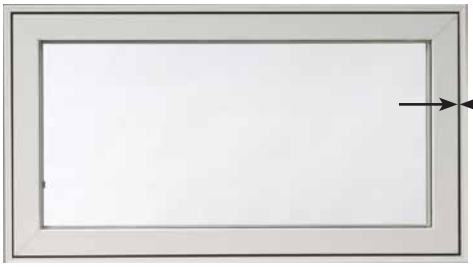
ANSWER 1: Check unit for square by measuring diagonals. Open sash and check operating hardware (including roto, hinges and pivot arms) for damage. Replace hardware as needed.





ANSWER 2: Remove and reinstall sash to correct reveal- check diagonals of entire unit if needed. If frame is out of square, installer needs to be involved. (Discuss with your manager.) The sash can be moved on the pivot hardware approximately 1/16" either right or left as needed. This may be done at one or both ends of the sash.

See PERL for service instruction "Adjust Pivot hardware for Awning/Casement"



Example of even gap between sash and frame on all sides.

ANSWER 3: Use Impervia casement roto operator with the hex nut adjuster on the pivot arm to replace the roto operator.









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AWNING/CASEMENT

Operational Issues

Difficult to Open, Close or Lock

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: 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 dry silicone spray or similar on the slide.





ANSWER 2: After cleaning, Spray the Lower hinge slide with dry silicone. DO NOT use WD-40, Because it will only attract more dirt and make the operation more difficult.

See PERL for service instruction "Pivot Hardware Replacement" and "Vent Sash Replacement"





ANSWER 3: (Casement Only) Replace 2000 - 10/2013 vintage hinge pivot arm, slides and screws with new roller hinge, slide and screws.





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AWNING/CASEMENT

Operational Issues

Difficult to Open, Close or Lock

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Window opens partially because of Cladding Interference on upper middle Hinge Slide Screw.

ANSWER 1: sure the screw is completely tightened.





ANSWER 2: Replace standard screw with a low profile screw.



ANSWER 3: Replace hinge slide and screws.

See PERL for service instruction "Pivot Hardware Replacement"





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AWNING/CASEMENT

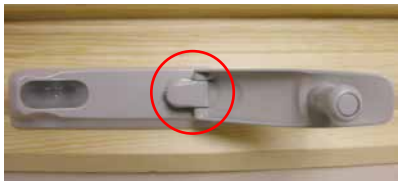
Operational Issues

Difficult to Open, Close or Lock

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Crank handle is stripped.

ANSWER: Replace stripped crank handle.





Stripped Crank Handle



Intact Crank Handle

ISSUE: Sash sticks to the frame weatherstrip.

ANSWER: Gently try to open sash running a putty knife between sash and frame weatherstrip. A heat gun on the weatherstrip may loosen the bond between the weatherstrip and paint/finish. When released, rub Vaseline® or paraffin wax on the weatherstrip.



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

ANSWER: Replace roto operator.

See PERL for service instruction "Roto Operator Replacement"



Part of the roto operator is located under the sill stop

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AWNING/CASEMENT

Operational Issues

Difficult to Open, Close or Lock

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

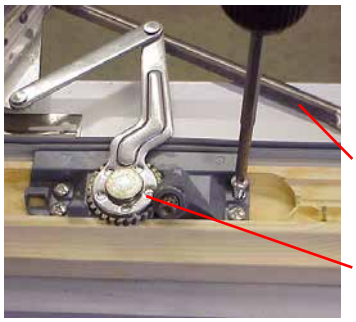
ISSUE: Hinge arms or roto hardware is bent.

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

See PERL for service instruction "Roto Operator Replacement"



Awning Roto hardware with jamb stop removed.



Casement Roto hardware with sill stop removed

ISSUE: Pivot arm screw (larger diameter), located on sill is loose.

ANSWER: Tighten the screw. If the screw hole is stripped, use a wood dowel to fill the hole and reinstall the screw. Use sealant in the screw hole.



ISSUE: Sash drags on sill while trying to roll into closed position.

ANSWER: Shim under hinge slide with a plastic shim and ensure hinge slide is secured tight against sill.



Note location of arrow indicating shim location

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AWNING/CASEMENT

Operational Issues

Difficult to Open, Close or Lock

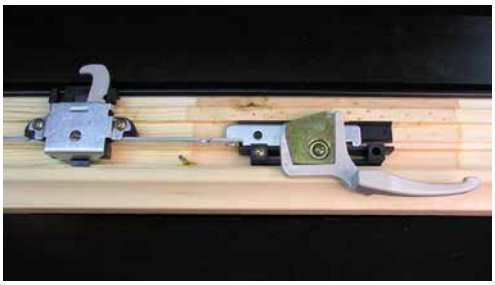
POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Surelock is not operating correctly.

ANSWER 1: Install new surelock system or put surelock back into ‘time’.

ANSWER 2: Lock strap is disengaged from lock(s), Engage lock strap to lock(s).

See PERL for service instruction “Awning/Casement Lock System Adjustment/Replacement”



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AWNING/CASEMENT

Hardware Issues

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Roto crank cover pops off.

ANSWER: On the opposite side of the crank handle, trim 1/8" of wood from the edge of the stop rout (green line).

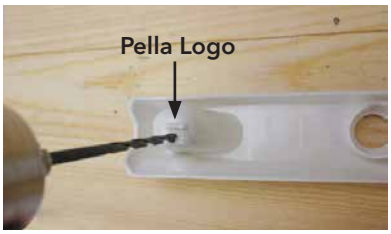


ISSUE: Roto crank cover pops off. (2000 - 01/2013 Vintages)

ANSWER: Remove the roto crank handle and cover. Snip the tabs off the back side of the roto cover with side cutters. With the Pella logo on the cover facing up, use an 11/64" diameter bit to drill a hole at the center of the base of the lower tab. Install the cover and insert a #4 x 1" plated steel screw through the hole using a Phillips screwdriver. DO NOT use a power driver! Reinstall the crank handle.



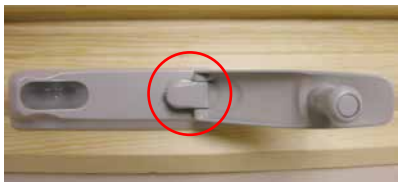






ISSUE: Crank handle is stripped.

ANSWER: Replace stripped crank handle.







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CASEMENT

Rolscreen® Retractable Screen, 02/2017 - Current

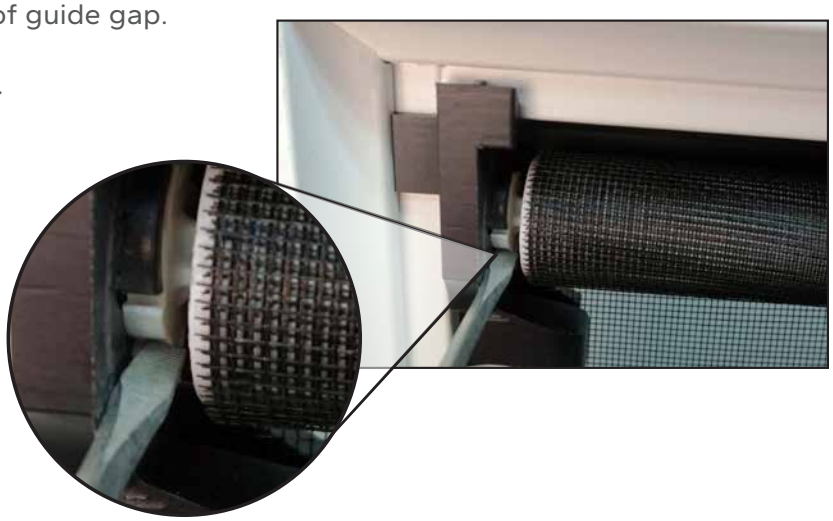
POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Screen does not fully retract.

POSSIBLE CAUSE: Product (field applied) finish catching on control bar.
ANSWER: Remove excess finish from inside of guide gap.

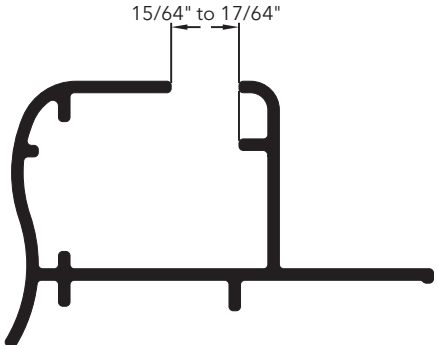
POSSIBLE CAUSE: Not enough spring tension.
ANSWER: Add additional tension.

Locate the gear on the left side of the screen cartridge. Use a flat blade screwdriver to push the gear so it clicks, each click equals 1/8 of a turn of tension addition, (8 clicks = 1 turn).



See PERL for service instruction "Rolscreen® Retractable Screen Adjusting Roller Tension (Winding Instructions)"

POSSIBLE CAUSE: Guide gap is too narrow.
ANSWER: Adjust guide gap.



See PERL for service instruction "Rolscreen® Retractable Screen Guide Operation"

POSSIBLE CAUSE: Pull bar twisted or bent.
ANSWER: Replace cartridge.

See PERL for installation instruction "Rolscreen® Retractable Screen for Windows Installation, Operation and Care Instruction"

POSSIBLE CAUSE: Frame shimmed too tight.
ANSWER: Re-shim frame to with 1/16" of ordered frame width.

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CASEMENT

Rolscreen® Retractable Screen, 02/2017 - Current

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: A gap between guide assembly and jamb near head.

POSSIBLE CAUSE: Cartridge installation screw not driven in completely.
ANSWER: Drive the screw more to allow guide to fully seat on frame.



POSSIBLE CAUSE: Guide screws not driven in completely.
ANSWER: Tighten screws until gap is removed.

POSSIBLE CAUSE: Guide is bent.
ANSWER: Replace guide(s).

See PERL for service instruction "Rolscreen® Retractable Screen Guide Operation" and "Rolscreen® Retractable Screen Guide Alignment"

ISSUE: Gripper difficult to release.

POSSIBLE CAUSE: Guide gap is too narrow.
ANSWER: Adjust guide gap as needed.

See PERL for service instruction "Rolscreen® Retractable Screen Guide Operation"

POSSIBLE CAUSE: Gripper hook caught on locking notch.
ANSWER: Check gripper hook and adjust as needed.

See PERL for service instruction "Rolscreen® Retractable Screen Guide Operation"

POSSIBLE CAUSE: Gripper hinges broken.
ANSWER: Replace guides.

See PERL for service instruction "Rolscreen® Retractable Screen Guide Operation"

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CASEMENT

Rolscreen® Retractable Screen, 02/2017 - Current

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Cannot pull screen down.

POSSIBLE CAUSE: Product (field applied) finish catching on control bar
ANSWER: Remove excess finish from inside of guide gap.

POSSIBLE CAUSE: Gripper hook caught on locking notch.
ANSWER: Check gripper hook and adjust as needed.

See PERL for service instruction "Rolscreen® Retractable Screen Guide Operation"

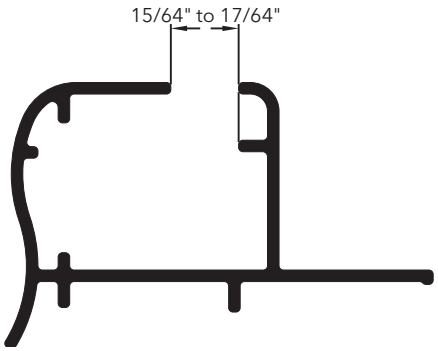
POSSIBLE CAUSE: Gripper hinges broken.
ANSWER: Replace guides.

See PERL for service instruction "Rolscreen® Retractable Screen Guide Operation"

POSSIBLE CAUSE: Frame shimmed too tight.
ANSWER: Re-shim frame to with 1/16" of ordered frame width.

POSSIBLE CAUSE: Guide gap is too narrow.
ANSWER: Adjust guide gap.

See PERL for service instruction "Rolscreen® Retractable Screen Guide Operation"



POSSIBLE CAUSE: Pull bar twisted or bent.
ANSWER: Replace cartridge.

See PERL for installation instruction "Rolscreen® Retractable Screen for Windows Installation, Operation and Care Instruction"

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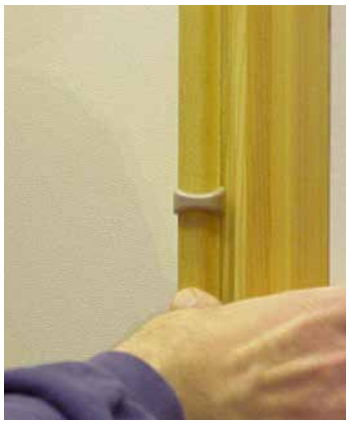
CASEMENT

Rolscreen® Retractable Screen, 02/2017 - Current

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Control bar hits Hinged Glass Panel (HGP) handle. (Pella Lifestyle Series Triple-Pane Designer Series Only.)

POSSIBLE CAUSE: Hinged Glass Panel not latched fully.
ANSWER: Push HGP at latch locations to make sure it is completely closed and latched.



ISSUE: Screen is difficult to latch.

POSSIBLE CAUSE: Gripper and guide not in time.
ANSWER: Check to see if griper has shifted in the guide.

See PERL for service instruction "Rolscreen® Retractable Screen Guide Operation"

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SHADES AND BLINDS 3/2005 – CURRENT

Operational Issues

Raise and Lower Shades/Blinds

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Shade operator handle and shade are not opposite of each other.

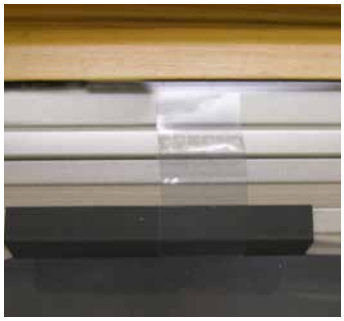
ANSWER: Raise shade to fully open position; remove shade from HGP, position shade operator handle somewhere near the bottom of HGP and reinstall shade.

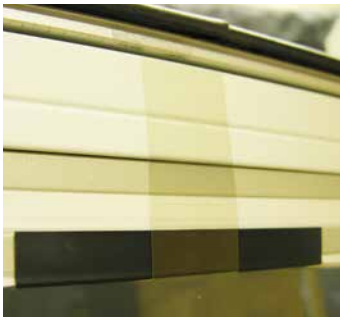


For the "Bottom-up" shades to operate correctly and open completely; the handle should be down when the shade is up (open).

ISSUE: Clear packaging is still wrapped around the shade or blind.

ANSWER: Remove shade, cut clear packaging wrap and discard. Reinstall shade and check for proper operation.





ISSUE: Shade/Blind Removal.

ANSWER 1: Make sure the shade/blind is in the full open position.
ANSWER 2: Open the Hinged Glass Panel (HGP).
ANSWER 3: Windows ≥ 53" frame width: Remove the shade/blind support clip located near the center of the shade mounting channel. Remove the clip from the bottom of the mounting channel, then remove the clip from the HGP.
ANSWER 4: Release the shade/blind from the mounting stud by pulling the plastic tab.
ANSWER 5: Remove the shade/blind head rail from the drive gear and second mounting stud by sliding it away from the operator side of the HGP.
ANSWER 6: To install the shade/blind, reverse these steps.





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SHADES AND BLINDS 3/2005 – CURRENT

Operational Issues

Raise and Lower Shades/Blinds

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Shade/Blind ends get hung up on sides of HGP.

ANSWER 1: Make sure the shade/blind end caps are fully seated.

ANSWER 2: Lubricate the end caps with paraffin wax or dry silicone.

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SHADES AND BLINDS 3/2005 – CURRENT

Operational Issues

Raise and Lower Shades/Blinds

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Grille is interfering with shade.

ANSWER: Carefully bow grille out and away from the shade.



ISSUE: Shade gets hung up on excessive HGP sealant.

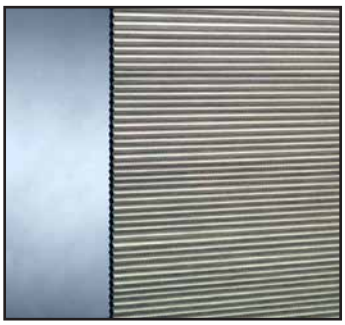
ANSWER: Clean off excessive sealant with razor blade, use extreme caution if HGP has a Low-E coating.

Excessive Sealant



ISSUE: UV shade does not go all the way to the bottom.

ANSWER: It can take a full 2-4 weeks for the shade to acclimate to the new environment and should eventually stretch-out to completely close.



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SHADES AND BLINDS 3/2005 – CURRENT

Operational Issues

Raise and Lower Shades/Blinds

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: HGP is not seated correctly on the brackets

ANSWER: While holding the HGP in the groove between the hinge and the sash, move the HGP toward the "hook" of the hinge until the hook engages with the groove in the HGP frame. While holding the HGP against the hinge hook, slowly pivot the HGP toward the closed position. If any resistance is felt, reposition the HGP on the hinges and try again, DO NOT FORCE IT!
(Awning and DH will not have the hinge bearing plate)

See PERL for service instruction "Hinged Glass Panel (HGP) Replacement"



HGP NOT seated on bracket correctly. Operator handle will bypass lock and you will be unable to open HGP.

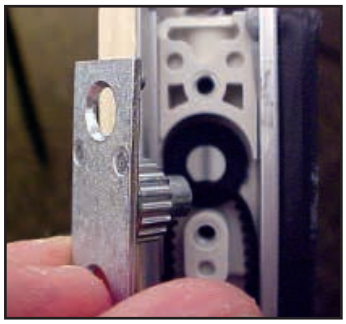


HGP seated on bracket correctly.

ISSUE: Shade Drive Operating System not working properly.

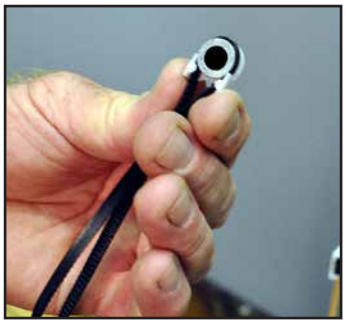
ANSWER: Replace the timing pulley and/or the drive belt.

See PERL for service instruction "Shade Drive Operating System Replacement"











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SHADES AND BLINDS 3/2005 – CURRENT

Level Issues

Raise and Lower Shades/Blinds (Bottom-Up)

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Cords not correctly arranged on the shade or blind spools.

ANSWER: Slowly raise and lower shade/blind completely, allowing the cords to be arranged on the spools.





ISSUE: Cords not completely off the spools or kinks are in the cord.

ANSWER: Raise and then Lower the blind completely; then pull down on the bottom rail to ensure the cord is out and the kinks are removed.

See PERL for service instruction
"Designer Series Shade/Blind Raise, Lower and Leveling Troubleshooting"



ISSUE: On fabric shades some of the top pleats may be hung up or caught in the top rail.

ANSWER: With one hand on each side of the shade about 3"-5" from the top rail, gently pull down on the fabric to remove the pleats from the top rail.

See PERL for service instruction "Designer Series Shade/Blind Raise, Lower and Leveling Troubleshooting."





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SHADES AND BLINDS 3/2005 – CURRENT

Level Issues

Raise and Lower Shades/Blinds (Bottom-Up)

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

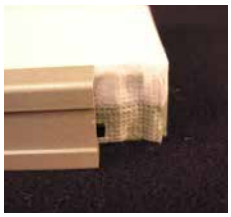
ISSUE: On fabric shades the bottom rail may not be properly aligned with the fabric, this will cause the shade to be out of level.

ANSWER: Remove both end caps and shift the bottom rail so it is centered on the fabric and there is equal offset on both ends then reinsert the end cap.

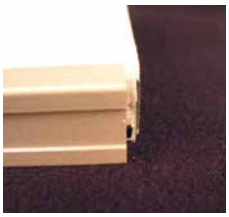
See PERL for service instruction "Designer Series Shade/Blind Leveling"



Fabric has moved over away from end cap



Rail shifted (incorrect)

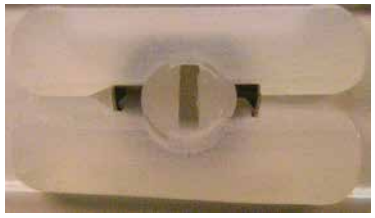


Rail in correct position

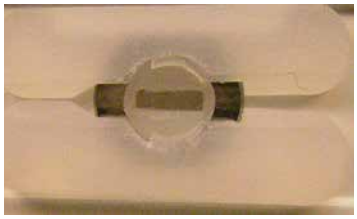
ISSUE: Cords not equally distributed on both sides of the shade.

ANSWER 1: Confirm the cord lock is in the Unlocked position. If needed, change from locked to unlocked.
All shades ship from the factory unlocked.

See PERL for service instruction "Designer Series Shade/Blind Leveling"



Locked Position



Unlocked Position

Cellular Fabric Shades have one cord lock in the center of the underside of the bottom rail.

Raise & Lower Blinds have one cord lock on the underside of the bottom rail on the side nearest the shade operator handle.

Top Down Shades have no cord locks in the bottom rail, but have one in the center of the top rail which is the rail that travels with the fabric.

ANSWER 2: The bottom rail will now pivot freely to allow for manual leveling.
Move bottom rail into desired position by hand.

See PERL for service instruction "Designer Series Shade/Blind Leveling"



ANSWER 3: Re-lock the shade cord lock. Fully raising the shade will keep it level while re locking the cord lock.

See PERL for service instruction "Designer Series Shade/Blind Leveling"



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SHADES AND BLINDS 3/2005 – CURRENT

Level Issues

Raise and Lower Shades/Blinds (Bottom-Up)

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Shade gets hung up on excessive HGP sealant.

ANSWER: Clean off excessive sealant with razor blade, use extreme caution if HGP has a Low-E coating.



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HINGED GLASS PANEL

Operational Issues

Pella Lifestyle Series Triple-Pane and Designer Series Only

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Shipping spacers still on HGP edges causing dragging or difficulty opening.

ANSWER: Pre-5/2012 vintages; Ensure all shipping spacers have been removed from the perimeter of the HGP including the bottom of the HGP.



ISSUE: HGP out of square or off center.

ANSWER: If the HGP was not installed correctly onto the hinges it will be difficult to open. If you are able to get one of the latch levers to activate, grasp the HGP and pull it gently room side, this will make it easier to open the remaining latch levers as it allows pressure on the latches. Remove the HGP and reinstall correctly.

See PERL for service instruction "Hinged Glass Panel (HGP) Replacement"



ISSUE: HGP latches not releasing, HGP out of square.

ANSWER 1: Use HGP Latch Release Tool to access and release the HGP latches.
ANSWER 2: Vintages 2005 - 7/2012, replace HGP latchbolt(s) with new latch bolt part # 13CX with a wider tip to improve HGP unlatching and latching ability.
ANSWER 3: Tilt the HGP latch lever toward the glass while operating, this may reposition the latch release sled enough on the edge of the HGP to allow it to release the HGP latches.
ANSWER 4: If can only get one latch to release, grasp the HGP on the open end and gently pull toward the roomside while sliding the latch release, this may reposition the latch release sled enough on the edge of the HGP to allow it to release the remaining HGP latch(es).

See PERL service instruction "HGP Latch Release Tool Instruction"



HGP not installed square causes latch lever to not make contact with latch



Latch Release Tool



HGP Latch

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HINGED GLASS PANEL

Operational Issues

Pella Lifestyle Series Triple-Pane and Designer Series Only

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: HGP Latches appear to be sticking.

ANSWER: Pre-5/2012 vintages; Ensure all shipping spacers have been removed from the perimeter of the HGP including the bottom of the HGP.

See PERL service instruction "HGP Latch Release Tool Instruction"



ISSUE: Wood under hinge plate is crushed by weight of larger HGP.

ANSWER: Replace pre-5/2012 metal bearing plate with 5/2012 - Current plastic plate, if the plastic Hinged Bearing Plate does not raise the HGP enough; stack the Metal Hinged Bearing Plates as needed to get sufficient lift or place additional shims under the plate to square up the HGP.







See PERL for service instruction "Hinged Glass Panel (HGP) Replacement and Hinged Glass Panel (HGP) Hinged Spacer and Bearing Plate Replacement"

ISSUE: HGP difficult to close and latch.

ANSWER: Non-Sliding door HGP's - Remove the black spacer(s) on the HGP if they were not previously removed.



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DOUBLE-HUNG

Air Infiltration

NOTE: Designer Series Double-Hung windows eliminated 12/2018.

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Lock and Strike not fully engaged.
(Pella® Reserve, Architect Series®, Pella Lifestyle Series Dual-Pane, Designer Series®, and Pella 450 Series (ProLine)).

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



Designer Series shown.

ISSUE: Lock and strike appear to be loose allowing movement.
(Pella® Reserve, Architect Series®, Pella Lifestyle Series Dual-Pane, Designer Series®, and Pella 450 Series (ProLine)).

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





Architect Series, Lifestyle Series Dual-Pane and Pella 450 Series (ProLine)





Designer Series 2005 - 12/2018

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DOUBLE-HUNG

Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: **Lower sash weatherstrip at sill is loose, damaged, brittle or missing, long or short. (Pella Reserve, Architect Series, Pella Lifestyle Series Dual-Pane 04/2019 - Current, Designer Series, and Pella 450 Series (ProLine)).**

ANSWER: Roll weatherstrip into lower kerf of sash if loose; replace if damaged, missing or short. Cut to length if long.

See PERL for service instruction "Weatherstrip Replacement for Double-Hung" for Pella® Reserve, Architect Series and "Vent Sash Weatherstrip Replacement" for Pella 450 Series (ProLine)



Architect Series shown. Lower Sash in raised position

Lifestyle Series weatherstrip length examples. Shown from left to right: too short, too long, and ideal lengths.



Too short



Too long



Ideal

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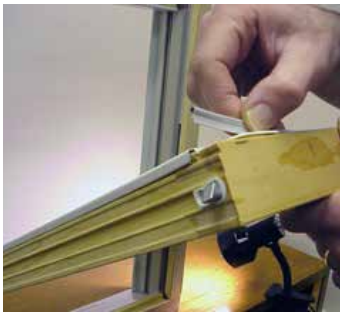
DOUBLE-HUNG
Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Checkrail weatherstrip is loose, damaged, brittle or missing.
(Pella® Reserve, Architect Series®, Pella Lifestyle Series Dual-Pane, Designer Series®, and Pella 450 Series (ProLine)).

ANSWER: Roll weatherstrip into checkrail area if loose, replace if damaged, brittle, or missing. For AS, utilize the new longer reach checkrail weatherstrip. Designer Series and Pella 450 Series (ProLine) checkrail weatherstrip is on the upper sash.

See PERL for service instruction
"Weatherstrip Replacement for Double-Hung" for Pella Reserve, Architect Series
and
"Vent Sash Weatherstrip Replacement" for Pella 450 Series (ProLine).


Architect Series Shown

ISSUE: Upper sash or head weatherstrip is loose, damaged, brittle or missing.
(Pella® Reserve, Architect Series®, Pella Lifestyle Series Dual-Pane, Designer Series®, and Pella 450 Series (ProLine)).

ANSWER: Roll weatherstrip up into head of frame area if loose. Replace if damaged, brittle, or missing.

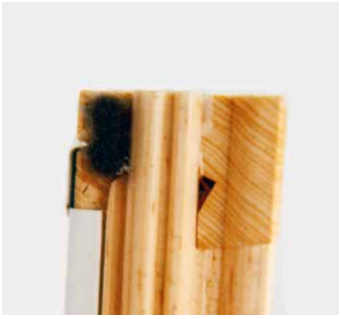
See PERL for service instruction
"Weatherstrip Replacement for Double-Hung" for Pella Reserve, Architect Series
and
"Vent Sash Weatherstrip Replacement" for Pella 450 Series (ProLine).


Architect Series Shown

ISSUE: Mohair pads are missing, damaged, or out of position.
(Pella® Reserve, Architect Series®, Pella Lifestyle Series Dual-Pane, Designer Series®, and Pella 450 Series (ProLine)).

ANSWER: Replace with new mohair pads if missing or damaged, reinstall in correct location if out of position.

See PERL for service instruction
"Weatherstrip Replacement for Double-Hung" for Pella Reserve, Architect Series
and
"Mohair Replacement" for Pella 450 Series (ProLine).


(Mohair on Top End of Lower Sash)


(Mohair on Jambliner)

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DOUBLE-HUNG

Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Lower jambliner foam plugs (white) are missing, damaged, brittle or out of position. (Pella Lifestyle Series Dual-Pane, Designer Series® or Pella 450 Series (ProLine) only).

ANSWER: Replace with new plugs if missing, damaged or brittle. Reinstall in correct area if out of position.



Plug needs to be in place at bottom of jambliner

ISSUE: Upper and lower jambliner foam plugs are brittle or needing replaced. (Pella Lifestyle Series Dual-Pane, Designer Series® or Pella 450 Series (ProLine) only).

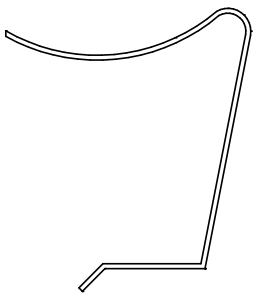
ANSWER: Remove jambliners and inspect foam plugs; replace if brittle.

See PERL service instruction "Jamb Liner Replacement"



ISSUE: Not enough pressure between the jamb liner and the sash. (Pella Lifestyle Series Dual-Pane, Designer Series® or Pella 450 Series (ProLine) only).

ANSWER: Add booster springs behind the jamb liners.



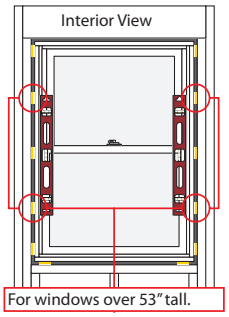
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DOUBLE-HUNG
Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

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

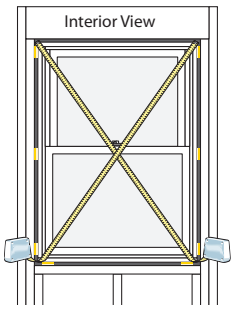
ANSWER: Sometimes a visual check of interior sash to jamb liner contact will reveal where unit frame is too wide and not shimmed. Check jambs for bow using level or straightedge. Also measure width of window at top middle and bottom, these measurements need to be very close. Interior trim may need to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



Circled shims indicate locations of additional required shims at mid-points on vertical jambs of units over 53" tall.

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

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



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DOUBLE-HUNG

Operational Issues

Difficult to raise and lower sash

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Sashes not properly aligned on jamb liner. (Pella Lifestyle Series Dual-Pane, Designer Series® or Pella 450 Series (ProLine)).

ANSWER: Observe sash position in the frame. Sash may appear to have overly "tight fit" in the frame if it is not properly aligned in jamb liner groove. Make sure sash is correctly located.



Ensure sash is secured into groove of jambliner

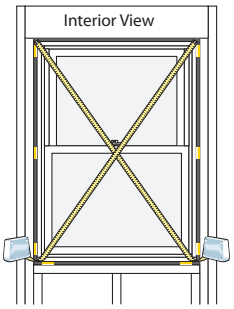
ISSUE: Too much friction causing sashes to be difficult to move up and down in jambliner. (Pella Lifestyle Series Dual-Pane, Designer Series® or Pella 450 Series (ProLine)).

ANSWER: Lubricate sash edges. Pivot sashes into the open position and slide paraffin up and down vertical side of sashes embedding paraffin in wood surface.



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

ANSWER: 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.



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.

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DOUBLE-HUNG

Operational Issues

Difficult to raise and lower sash

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Sash edges were painted/finished.

ANSWER: Remove paint/finish from sash edges.

ISSUE: Jamb liner in bad shape and/or dirty.

ANSWER: Clean jamb liner with alcohol and spray dry silicone on jamb liner.

ISSUE: Sash terminal screw not completely tightened and rubs the jamb liner.

ANSWER: Tighten screws.



ISSUE: Glue or sealant build-up on sash edges.

ANSWER: Clean/scrap edges and apply lubricant to liner and/or sash edges.

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DOUBLE-HUNG

Operational Issues

Difficult to raise and lower sash

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Balances do not operate freely due to cord or pulley rubbing top of jamb liner.

ANSWER 1: Spray a dry silicone/Teflon to the balance pulley(s). A wet lubricant will gum up the pulley.

ANSWER 2: Adjust position of jamb liner so pulley is not rubbing on liner.

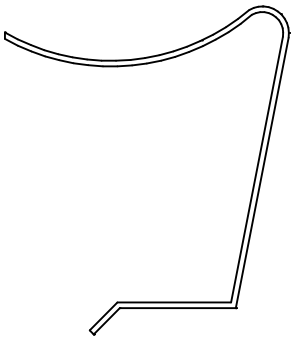
ANSWER 3: Replace jamb liner if after position adjustment the pulley continues to rub on liner.

ISSUE: Operating force of one sash is much greater than the force required to operate the other.

ANSWER: Incorrect balance may have been installed and replacement is needed.

ISSUE: Not enough pressure between the jamb liner and the sash creating sash sag.

ANSWER: Add booster springs behind the jamb liners.



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DOUBLE-HUNG

Locking Issues

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: **Head foam weatherstrip will not compress enough to engage the lock and strike. (Pella Reserve, Architect Series, Pella Lifestyle Series Dual-Pane, Designer Series, and Pella 450 Series (ProLine)).**

ANSWER: Leave window in the locked position for an extended period of time (2 weeks) to allow compression of the head weatherstrip. Another alternative is to remove head weatherstrip and replace it with a smaller bulb weatherstrip (like the gray checkrail weatherstrip). If you decide to do this, make sure it's installed the entire width of the head and makes contact with both jamb liners.



Designer Series Lock



Architect Series Head Weatherstrip

ISSUE: **Lock hard to operate or difficult to pivot, lubrication needed.**

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

See PERL service instruction "Jamb Liner Replacement"



ISSUE: **Dirt or debris on frame sill not allowing full closure of bottom sash.**

ANSWER: Vacuum, clean or brush sill area to remove debris.



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DOUBLE-HUNG
Locking Issues

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: **Bottom rail weatherstrip not fully seated into kerf of lower sash, which prevents full closure of bottom sash.**

ANSWER: Reinstall bottom rail weatherstrip, or replace if brittle and difficult to compress.

See PERL for service instruction
"Weatherstrip Replacement for Double-Hung" for Pella Reserve, Architect Series
and
"Vent Sash Weatherstrip Replacement" for Pella 450 Series (ProLine).



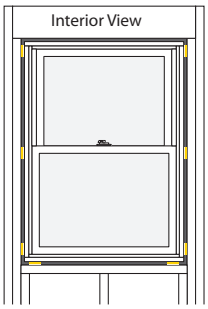
ISSUE: **Lock and strike not aligned on unit.**
(Pella Reserve, Architect Series, Pella Lifestyle Series Dual-Pane, and Pella 450 Series (ProLine) Lock strike only).

ANSWER: Shim strike to match up with lock.



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

ANSWER: Check unit with level to determine if units need to be reinstalled or casing removed to access improperly installed shims.



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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SLIDING DOOR

Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Door is not locked and secured tightly.

ANSWER: Close and lock the door.





ISSUE: Thumb turn may be engaged to unlock position prior to closing the door.

(Pella Reserve, Architect Series®, Pella Lifestyle Series Triple-Pane, and Designer Series® Only).

ANSWER: Slide thumb turn to vertical (locked) position prior to closing the vent panel. This will allow the door to secure tighter.



Unlocked – vent panel open



Locked – vent panel open



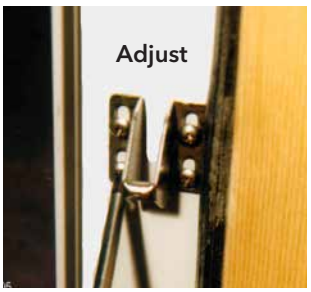
Locked – vent panel closed

ISSUE: Locks are not lining up with lock strikes.

ANSWER: Remove lock strike covers and adjust by backing out screws and adjusting lock strike up or down.

See PERL for service instruction "Sliding Door Lock Strike Adjustment/Replacement" for Architect Series and Designer Series and "Lock Strike Adjustment/Replacement" for Pella 450 Series (ProLine).





ISSUE: Panel rollers need adjustment.

ANSWER: Roll door to about 2" of being closed; look at gap between leading edge of movable panel and lock jamb. If gap at top 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 for service instruction "Vent Panel Rollers Adjustment for Sliding Door"



Gap at lock jamb



Remove plastic inserts



Adjust with an 8" blade screwdriver

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SLIDING DOOR

Air Infiltration

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Interlocker weatherstrip is damaged, brittle, loose or missing.

ANSWER: Roll weatherstrip back into interlocker area - replace if loose, damaged or brittle. Be sure to check both the vent and the fixed interlocker. DS only replace both fixed and vent interlocker with new 8/2008-current vintage weatherstrip package.

See PERL service instruction "Interlocker Weatherstrip Removal/Replacement"





Designer Series shown

ISSUE: Vent panel has slipped off of the track.

ANSWER: Grasp vent panel (enlist help on wider units) and lift up and onto door track. Inspect the track cover to make sure the there is no damage to it which may be causing the panel to come off the track. Also make sure the panel retainers are in place.

See PERL for service instruction "Sliding Door Vent Panel Replacement" for Pella Reserve, Architect Series, and Designer Series
and
"Vent Door Panel Removal/Replacement for ProLine" for Pella 450 Series (ProLine).



ISSUE: Check condition of weatherstrip to see if it's pulled out of the frame, brittle or worn.

ANSWER: Roll weatherstrip back into frame area or replace if needed.





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SLIDING DOOR

Air Infiltration

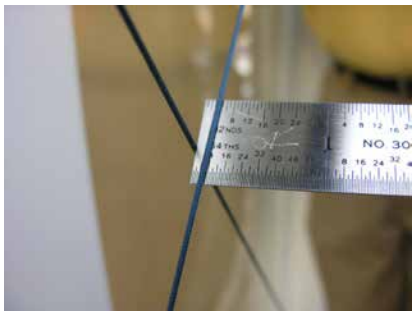
POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Panel(s) are bowed and warped.

ANSWER: Check to see if panels are bowed or warped, replace if necessary.

See Hinged and Sliding Door Bow and Warp Troubleshooting in PERL.







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SLIDING DOOR

Operational Issues

Vent Panel

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Dirt and debris on sill track

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



ISSUE: Rollers need adjusted

ANSWER: Roll door to about 2" of being closed; look at gap between leading edge of movable panel and lock jamb. If gap at top 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 for service instruction "Vent Panel Rollers Adjustment for Sliding Door"



Gap at lock jamb



Remove plastic inserts



Adjust with an 8" blade screwdriver

ISSUE: Protective cover not removed from the threshold.

ANSWER: Open the vent panel and remove the protective cover.



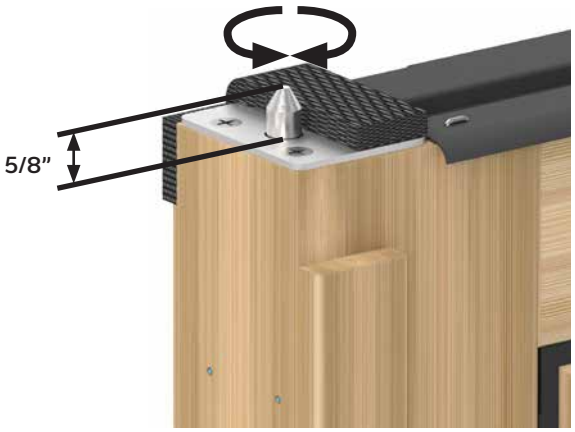
Protective construction cover

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

(03/2025-Current SPD) ISSUE: Vent panel opens when the vent lock is extended.

ANSWER: Remove the vent panel. After the panel is removed, extend the bolt via the vent lock handle. Turn the bolt counterclockwise to raise the bolt. The bolt tip should extend to 5/8" (if you're having to adjust it higher than 5/8" to engage the strike, the rollers may need adjusted up). The bolt tip can also be lowered by turning clockwise. Before reinstalling the vent panel, make sure to operate the vent lock handle to lower the bolt back into the panel. Reinstall the panel.



See PERL for Service instruction adjustment section of "Sliding Door Vent Lock Replacement"

ISSUE: Rollers are worn or damaged.

ANSWER: Remove and replace the rollers.

See PERL for service instruction "Vent Panel Rollers Adjustment for Sliding Door"

When a roller does not turn or roll as designed, the roller edge can become worn causing panel operational issues.



Rollers located on each side of the vent panel on the bottom

ISSUE: Vent Panel has slipped off of the track.(Pella Reserve, Architect Series, Pella Lifestyle Series, Designer Series and Pella 450 Series (ProLine)).

ANSWER: Grasp vent panel (enlist help on wider units) and lift up and onto door track. Inspect the track cover to make sure the there is no damage to it which may be causing the panel to come off the track. Also make sure the panel retainers are in place.



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SLIDING DOOR

Operational Issues

Vent Panel

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Frame weatherstrip has puckered up at the corner or has pulled out of the frame.

ANSWER: Roll or tuck weatherstrip back into frame or replace if damaged.

See PERL for service instruction "Sliding Door Vent Panel Replacement" for Architect Series and Designer Series and "Vent Door Panel Removal/Replacement" for Pella 450 Series (ProLine).

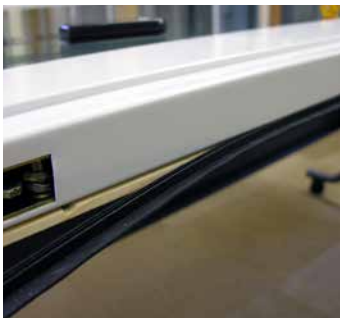




ISSUE: Vent lock housing weatherstrip is damaged, brittle, loose or missing.

ANSWER: Roll weatherstrip back into kerf if loose, replace if damaged or brittle.

See PERL for service instruction "Lock Housing Weatherstrip Replacement for Sliding Door"

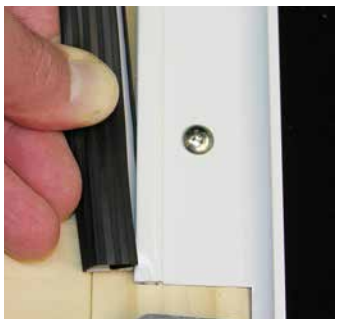


This photo is of the leading edge of the venting panel.

ISSUE: Interlocker weatherstrip is damaged, brittle, loose or missing.

ANSWER: Roll weatherstrip trailing edge back into vent panel, replace if loose, damaged or brittle. Designer Series features a new interlocker weatherstrip for the fixed and vent interlocker introduced in 08/2008.

See PERL for service instruction "Sliding Door Vent Interlock Weatherstrip" for Pella Reserve, Architect Series, "Sliding Door Interlocker Weatherstrip Removal/Replacement" for Designer Series and "Weatherstrip Removal and replacement for Sliding Doors" for Pella 450 Series (ProLine).



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SLIDING DOOR

Operational Issues

Vent Panel

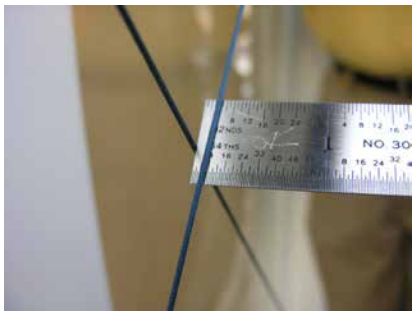
POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Panel(s) are bowed and warped.

ANSWER: Check to see if panels are bowed or warped, replace if necessary.

See Hinged and Sliding Door Bow and Warp Troubleshooting in PERL.







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SLIDING DOOR

Locking Issues

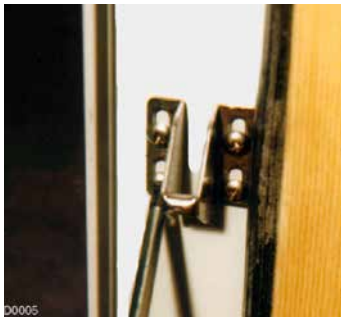
POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Locks do not align with lock strikes.

ANSWER: Remove lock strike covers and adjust lock strikes by backing out screws and adjusting lock strike up or down.

See PERL for service instruction "Sliding Door Lock Strike Adjustment Replacement" for Pella Reserve, Architect Series, and Designer Series and "Lock Strike Adjustment/Replacement" for Pella 450 Series (ProLine).





ISSUE: Rollers need adjustment to allow locks to align with lock strikes.

ANSWER: Roll door to about 2" of being closed; look at gap between leading edge of movable panel and lock jamb. If gap at top 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 for service instruction "Vent Panel Rollers Adjustment for Sliding Door"



Gap at lock jamb



Remove plastic inserts



Adjust with an 8" blade screwdriver

ISSUE: Foot bolt prevents or interferes with vent panel operation.

ANSWER: Confirm the screws are not loose, on the foot bolt or foot bolt strikes; tighten if needed or check to see if foot bolt is locked.





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SLIDING DOOR

Operational Issues

Sliding Flat Screens

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

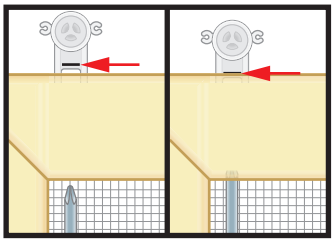
ISSUE: Dirt or debris in the sill track.

ANSWER: Use brush or vacuum to thoroughly clean sill track area, silicone spray this area for smooth operation.



ISSUE: Roller hangers need adjustment.

ANSWER: Roller hangers need to be installed so the horizontal line aligns with the top of the screen frame. Use a screw driver to adjust the roller until the roller line aligns with the top of screen frame.



Access screws from interior to adjust, use horizontal line as a reference

ISSUE: Bottom black leaf screen guide on bottom of screen to determine may be damaged, bent, brittle or out of the track.

ANSWER: Replace if brittle or damaged, straighten out any bent areas. Reinstall into the sill track as shown above.

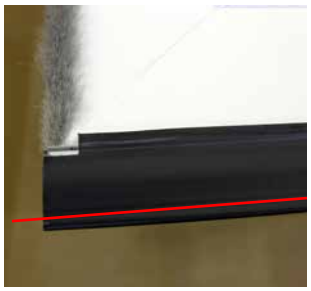
See PERL for service instruction "Screen Bottom Guide Removal/Replacement for Sliding Door" for Pella 450 Series (ProLine).



ISSUE: Bottom screen guide may be binding on the bottom of the track.

ANSWER: Remove screen and trim off the bead from the bottom of the screen guide.

See PERL for service instruction "Screen Bottom Guide Removal/Replacement for Sliding Door" for Pella 450 Series (ProLine).



Trim off bottom bead



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SLIDING DOOR

Operational Issues

Sliding Flat Screens

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Screen spring (balance) adjustment is needed.
(Architect Series® and Designer Series® 2005 - 03/2019 Only.)

ANSWER: Photo 1 and 2 - Use Pliers to unhook the spring from the screen balance pulley assembly. Photo 3 and 4 - Set the tension, rotate spring end out of notches. For Faster - push spring over the adjuster a few notches. For Slower - pull the spring back to expose a few more notches.

See PERL for service instruction "Sliding Door Flat Screen Tension Adjustment"



Photo 1



Photo 2

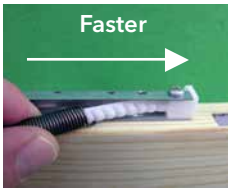


Photo 3

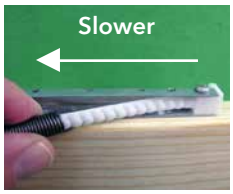
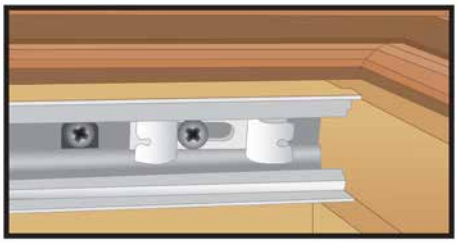


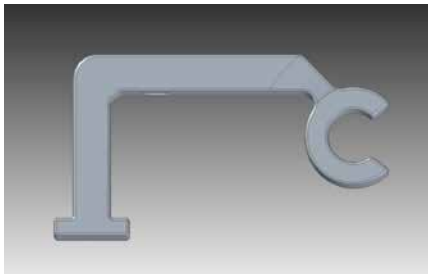
Photo 4

ISSUE: Screen won't stay in open position, hold open clips not holding screen in open position.

ANSWER 1: Pre-3/2014 – Loosen clip screw and slide to adjust and re-tighten screw.



ANSWER 2: 2004 – 3/2014 – Replace hold open clip with 3/2014 – Current L-Shaped clip.







ISSUE: Screen is bowed.

ANSWER: Check screen frame stiles and rails for straightness by sighting down the length of parts or by pulling a string along parts. Apply pressure to bowed parts; check repeatedly by sighting down part length to determine if bow has been removed. If needed, replace screen.



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SLIDING DOOR

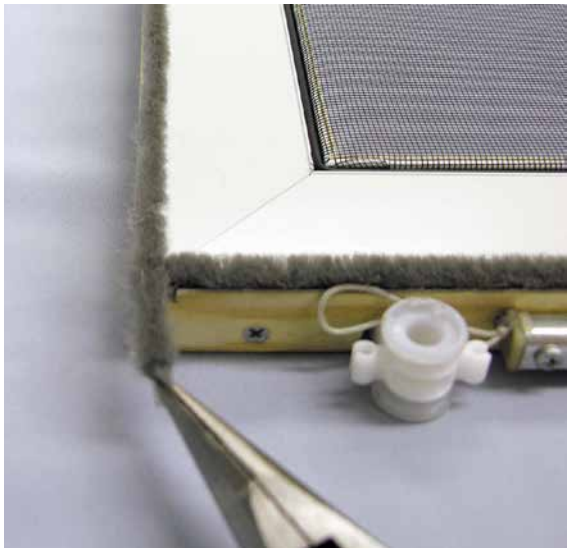
Other Issues

Sliding Flat Screens

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Light at top and bottom of screen lock stile, Sliding Door frame is slightly bowed.

ANSWER: 2004 – 03/2014 — Replace screen lock stile mohair weather strip with leaf weatherstrip. Will also require replacing the screen frame stop.







OX Screen Frame Stop Shown

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HINGED DOOR

Air Infiltration

Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Multi-point lock is not engaged.

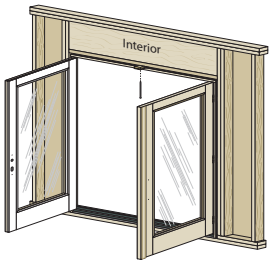
ANSWER: Engage multi-point lock by pulling handle directly up.





ISSUE: 3" long screws are missing from the center strike location at the head (Double-Doors ONLY).

ANSWER: Insert a #8 x 3" screw through each hole of the strike plate in the head of the door frame. Drive each screw through the frame, shims and into the rough opening.





ISSUE: Ensure all shipping spacers have been removed from the door including the bottom of the panel.

ANSWER: Remove shipping spacers and discard.



Panel Bottom Spacer (Pella 450 Series (ProLine) Shown)



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HINGED DOOR

Air Infiltration

Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Weep system not draining properly.

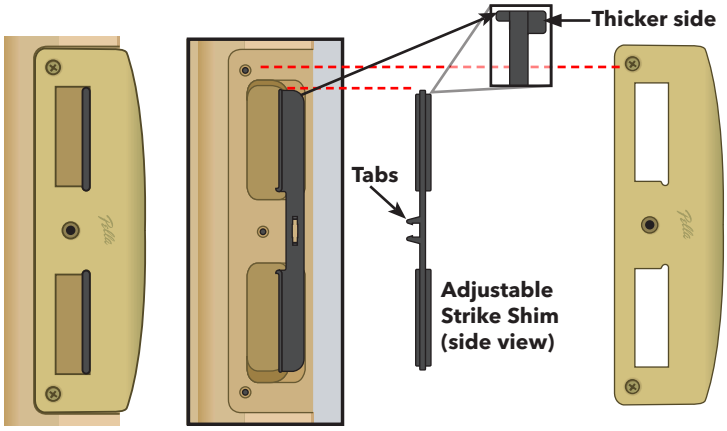
ANSWER: Clean the weep system channel with a brush and/or vacuum. If needed, use flat blade screwdriver to clean out weep hole.





ISSUE: Door does not close tight against weatherstrip. (Architect Series®, Pella Lifestyle Series, Designer Series® 10/2008 - 03/2019 and Pella 450 Series (ProLine) 05/2015 - 03/2019).

ANSWER: Remove the strike and adjustable strike shim. Remove the tabs from the strike shim and install the shim so the thicker side is visible at the strike edge. Reinstall the strike.



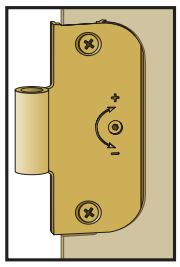
ISSUE: Panel is out of square or not adjusted properly allowing air between frame and panel.

ANSWER 1: Pella 450 Series (ProLine) (with 4" steel hinges) - Loosen frame hinge leaf screws. Remove or add plastic shims as needed in each hinge. Tighten hinge leaf screws.

ANSWER 2: Architect Series® 2/2011 - 04/2024, Designer Series® 5/2013 - Current and Pella 450 Series (ProLine) 05/2015 - Current - The door panels on these products have an adjustable hinge leaf. Using a T20 Torx wrench, turn the center screw clockwise to increase the space between the hinge side of the frame and the door panel. Turn it counterclockwise to increase the space between the door panel and the lock side of the frame.



Pella 450 Series (ProLine) - 4" Steel Hinge



Adjustable Hinges (AS/DS/450 Series)

ANSWER 3: Designer Series®, Architect Series® and Pella 450 Series (ProLine) - Ensure longer 3" screws are in place in each frame hinge leaf. Make certain all screws are secured tightly.



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HINGED DOOR

Air Infiltration

Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Frame or panel weatherstrip is loose, brittle, or damaged.

ANSWER 1: Re-insert Weatherstrip into kerf.
ANSWER 2: Replace if brittle or damaged.

See PERL service instruction "Weatherstrip Replacement - In-Swing", "Weatherstrip Replacement - Out-Swing" for AS, DS and Pella 450 Series (ProLine).





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HINGED DOOR

Operational Issues

Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

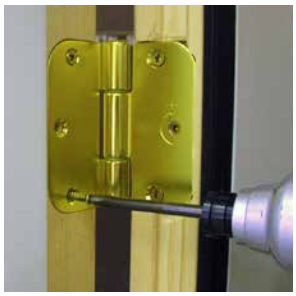
POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Screws are loose at hinge area(s).

ANSWER: Tighten up all screws at hinges. Check to make sure screws holes are not stripped out. If they are stripped, fill hole(s) with wood dowel(s) and reinstall screws.



Non-Adjustable Hinge



In-Swing Adjustable Hinge



Out-Swing Adjustable Hinges

ISSUE: Protective cover not removed from threshold making door difficult to close, latch or lock.

ANSWER: Open door panels and remove protective cover.





ISSUE: 3" screws were not used at frame hinge leaf. (There should be one for each hinge).

ANSWER: Check to ensure there's a 3" screw in each frame hinge leaf, this allows the frame to square up in the opening attaching it to the rough opening stud.



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HINGED DOOR

Operational Issues

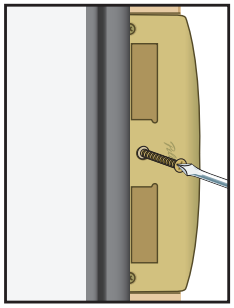
Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: 3" screw is not installed into the lock strike allowing drag at the lock jamb (Single Door ONLY).

ANSWER: Remove middle screw; add correct screw if not installed into strike.



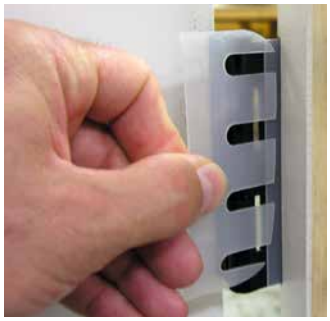


ISSUE: Panel is not adjusted properly creating drag or interference between the panel and frame.

ANSWER 1: Pella Lifestyle Series Dual-Pane Pella 450 Series (ProLine) - Loosen frame hinge leaf screws, remove or add plastic shims as needed in each hinge. Tighten hinge leaf screws.

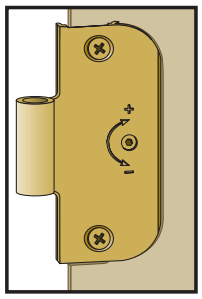
ANSWER 2: Architect Series® 2/2011 – 04/2024, Lifestyle Series Triple-Pane & Dual-Pane Designer Series® 5/2013 – 03/2019 and Pella 450 Series (ProLine) 05/2015 – 03/2019 - The door panels on these products have an adjustable hinge leaf. Using a T20 Torx wrench, turn the center screw clockwise to increase the space between the hinge side of the frame and the door panel. Turn it counterclockwise to increase the space between the door panel and the lock side of the frame.

ANSWER 3: Make sure plastic spacer is on the bottom center of the Pella Lifestyle Series Dual-Pane Pella 450 Series (ProLine) inactive panel, add plastic spacer if missing. Spacer can also be added to Architect Series or Designer Series. Otherwise, adjust panel by using hinge adjustment or hinge shims.



Pella 450 Series (ProLine)





Adjustable Hinge (AS/DS/450 Series)

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HINGED DOOR

Operational Issues

Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Frame or panel weatherstrip is loose or damaged.

ANSWER: Re-insert Weatherstrip into kerf.
ANSWER: Replace if damaged.

See PERL service instruction "Hinged Door Panel Weatherstrip Replacement" for PR, AS, Lifestyle Series Triple-Pane & Dual pane, DS and Pella 450 Series (ProLine).



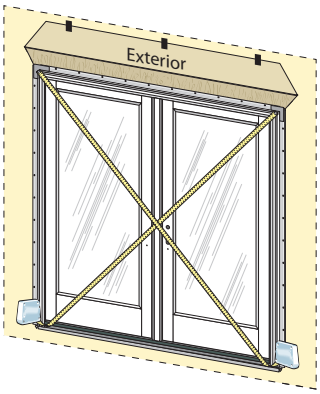


Architect Series, Designer Series and Pella 450 Series (ProLine)

ISSUE: Frame is out of square causing reveal between the frame and panel to be inconsistent causing panel operational issues.

ANSWER: Measure the diagonal dimensions, if the two measurements are more than 1/8" in difference, door may need to be reinstalled or panels adjusted accordingly. Contact your manager for a decision on how to deal with a potential install issue.





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HINGED DOOR

Locking Issues

Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Multi-point lock is not engaged.

ANSWER: Engage multi-point lock by pulling handle directly up.





TIP: Open the door and operate the multi-point lock. If the lock works when the door is open it is not a lock issue.

ISSUE: Sill strike area filled with debris.

ANSWER: Clean all debris out of strike area.



Double door sill strike shown

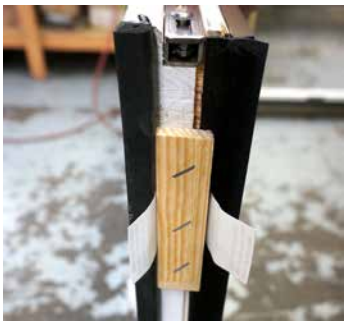
Sill strike needs to be clear to allow multi-point lock to operate

ISSUE: Shipping spacers interfere with door operation.

ANSWER: Remove shipping spacers and discard.



Shipping spacers located around perimeter of door frame



Panel Bottom Spacer (Pella 450 Series (ProLine) shown)

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HINGED DOOR

Locking Issues

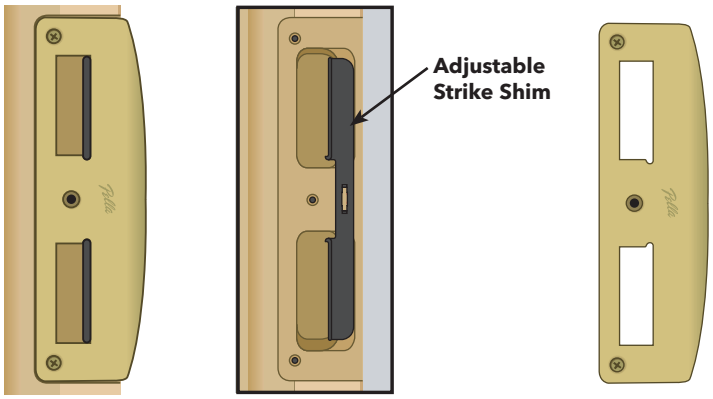
Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Door lock will not engage strike, door will not latch. (Pella Reserve, Architect Series®, Pella Lifestyle Series, Designer Series® 10/2009 - 03/2019), and Pella 450 Series (ProLine) 05/2015 - 03/2019.

ANSWER: Remove the strike and adjustable shim, then reinstall strike without the shim.



ISSUE: Weatherstrip won't compress easily.

ANSWER: Leave door closed and locked for a minimum of 2 weeks to allow compression.



ISSUE: Weatherstrip is loose, damaged or torn, preventing door panel from closing completely making hard to lock.

ANSWER: Reinstall weatherstrip, replace if damaged.

See PERL service instruction "Hinged Door Panel Weatherstrip Replacement" for PR, AS, DS, and Pella 450 Series (ProLine).



Architect & Designer Series (Panel weatherstrip)

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HINGED DOOR

Locking Issues

Single and Double Doors*

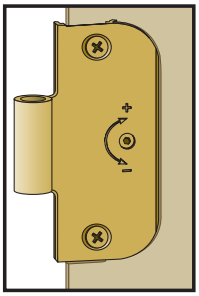
** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Anti-Slam Button Not Depressed.

ANSWER 1: Adjust panel closer to strike plate.





Adjustable Hinge (AS/DS/PL)

ANSWER 2: Slightly back out the center strike screw as it may be over tightened and preventing the anti-slam button from fully depressing.



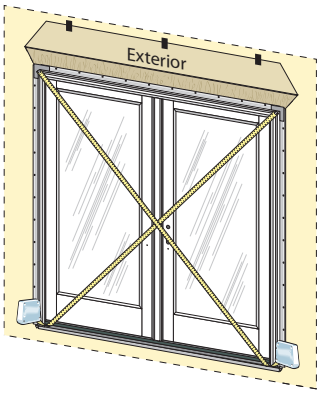
ISSUE: Lock will not operate if door is in either open or closed position.

ANSWER 1: The lock strap screws may be over-tightened; back the screws out slightly and test lock operation.
ANSWER 2: Remove lock strap and inspect the lock strap, if marks are evident in the groove it means the lock mechanism rubs on the groove surface causing locking issues. Route the groove out approximately 1/8" at the locations of the marks.

ISSUE: Door is installed out of square or is not plumb.

ANSWER: Measure the diagonal dimensions, if the 2 measurements are more than 1/8" in difference, door may need to be reinstalled or panels adjusted accordingly. Contact your manager for a decision on how to deal with a potential install issue.





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HINGED DOOR

Operational Issues: Closing

Single and Double Doors*

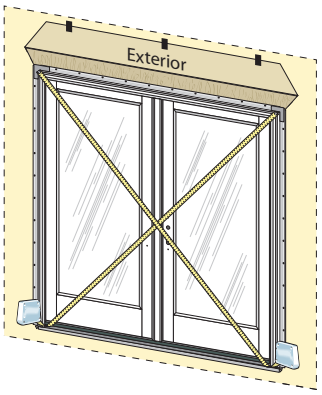
** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: **Doors installed incorrectly. (PR 2020-Current, Architect Series 2011 - 04/2024, Pella Lifestyle Series 04/2019 - Current, and Designer Series 5/2013 - 03/2019.)**

ANSWER: Insure the doors are installed correctly. You may want to follow the Pella Hinged and Sliding Door Bow and Warp Troubleshooting Guideline measuring methods. They provide a good template to follow.
Make sure the door panels are adjusted for a nominal fit. With the seal line located on the panels, there should be a nominal distance
of 3/16" between the panel edges and astragal wood.





See PERL for "Bow and Warp Troubleshooting Guide"

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HINGED DOOR

Locking Issues:

Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Lock strap is binding head or sill shoot bolts. (PR 2020-Current, Architect Series 2011 - 04/2024, Pella Lifestyle Series Triple-Pane 04/2019 - Current, and Designer Series, 5/2013 - 03/2019.)

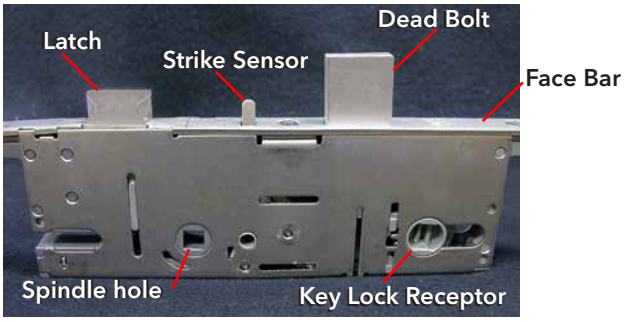
ANSWER 1: Inspect the screws attaching the lock strap to the panel.
ANSWER 2: Starting with the top and bottom screws on the lock, loosen the screws slightly to eliminate any binding of the drive bar.
ANSWER 3: Check the lock operation after adjusting each screw (you will need to trigger the strike sensor to operate the lock).
ANSWER 4: Once the lock is operating freely no further adjustment is required.
ANSWER 5: If more adjustment is needed, see the Lock Troubleshooting guidelines.
ANSWER 6: Remove lock strap and route the lock groove deeper at obvious locations of binding. (There will be marks in the lock groove where the lock is binding at locations needing wood removed.)



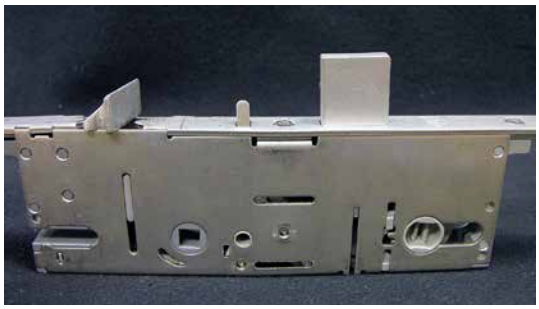


Reversing the latch position. (PR 2020-Current, Architect Series 2011 - 04/2024, Pella Lifestyle Series Triple-Pane 04/2019 - Current, and Designer Series, 5/2013 - 03/2019.)

ANSWER: Most of the time you can pull out the latch and reverse it by hand, but a pliers may be used if needed. Please note - you DO NOT need to remove any screws to reverse the latch. You do have to make sure the dead bolt has been extended (moved to the locked position).



Architect Series Multi-Point Hinged Door Lock General Components



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HINGED DOOR

Operational Issues: Lock Troubleshooting

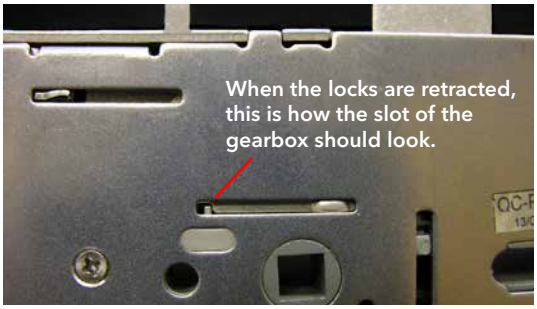
Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: **Dirt or debris preventing Strike Sensor (anti-slam feature) from operating correctly or being correctly located. (PR 2020-Current, Architect Series 2007 - 04/2024, Pella Lifestyle Series Triple-Pane 04/2019 - Current, and Designer Series 5/2013 - 03/2019.)**

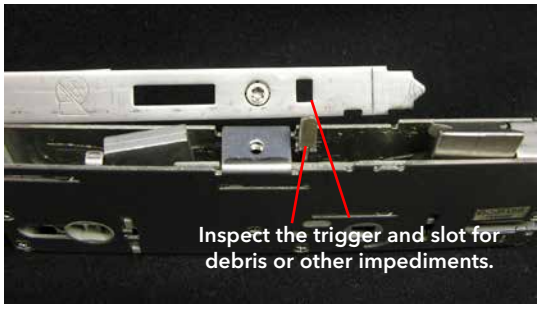
ANSWER: Inspect the side of the lock casing to see if the sensor trigger is in correct location, if not it may need to be cleaned of debris.



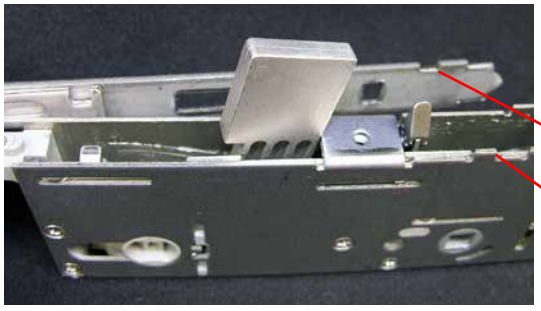
A. To clean the sensor trigger of debris, you must remove the lower face bar and drive bar, clean the trigger area and carefully reassemble the lock face. Compressed air, a small brush or a lint free cloth may be used to clear any debris.



B. Carefully reassemble the lock face. We DO NOT recommend spraying any general household lubricants into the lock. The use of WD-40 or a silicone spray may breakdown the greases added at the vendor. If a lubricant is needed it is best to use a petroleum or graphite based lubricant. Avoid sprays which use solvent carriers in them, dry sprays or pastes work best.



C. Operate the lock prior to re-installation to insure the problem has been resolved. Inspection of the side case should show a correctly positioned sensor.



Extend the dead blot, when reattaching the face bar and drive bar. Ensure the drive bar receiver is aligned with the driving tab of the gear box prior to reinserting the Torx screws.

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HINGED DOOR

Operational Issues: Lock Troubleshooting

Single and Double Doors*

** Issues apply to both Single- and Double-Hinged doors unless noted otherwise.*

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

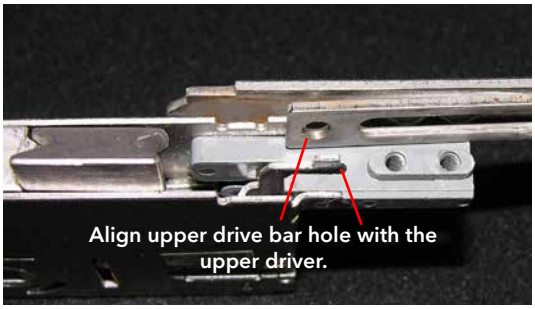
ISSUE: **Dead bolts or Shoot bolts (at head or sill) are not functioning properly. If the dead bolt throws and one or both of your shoot bolts aren't working then the drive bar is misaligned. (PR 2020-Current, Architect Series 2007 - 04/2024, Pella Lifestyle Series Triple-Pane 04/2019 - Current, and Designer Series 05/2013 - 03/2019.)**

ANSWER 1: Remove the face bars and drive bars. Align the upper drive Bar.



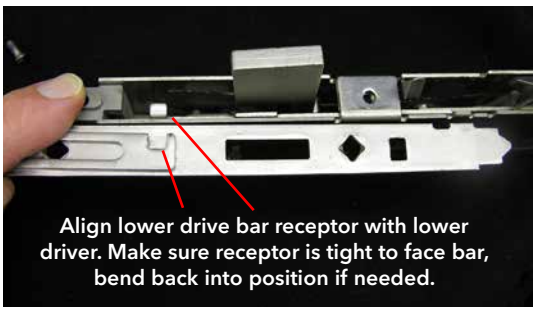
To remove the lower face bar and drive bar, remove these 2 Torx head screws using a T20 driver

To remove the upper face bar and drive bar, remove these 2 Torx head screws using a T20 driver



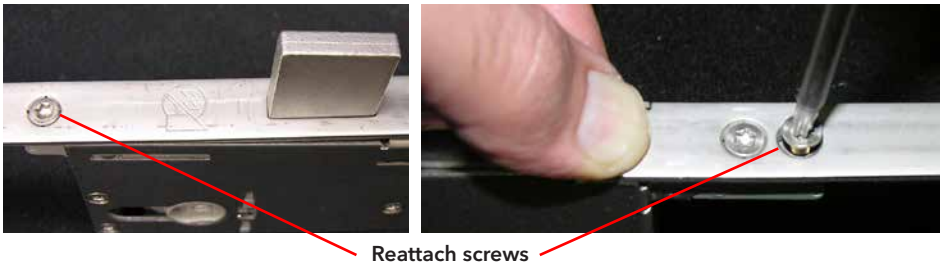
Align upper drive bar hole with the upper driver.

ANSWER 2: Align the lower drive bar. If bending of the drive bar is required to realign it, bend the drive bar as close to the face bar as possible.



Align lower drive bar receptor with lower driver. Make sure receptor is tight to face bar, bend back into position if needed.

ANSWER 3: Reassemble the face bars and drive bars.



Reattach screws

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HINGED DOOR

Operational Issues:

Single and Double Doors*

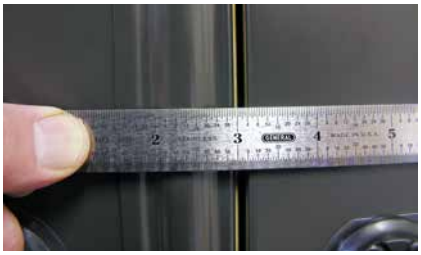
POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Out-Swing Handle and Astragal Clearance (Double Door ONLY). (Pella® Reserve, Architect Series® 2007 - 04/2024, Pella® Lifestyle Series Triple-Pane 04/2019 - Current, and Designer Series® 5/2013 - 03/2019.)

ANSWER 1: Ensure the doors are installed correctly. You may want to follow the Pella Hinged and Sliding Door Bow and Warp Troubleshooting Guideline measuring methods. They provide a good template to follow. The door handle is designed to clear the astragal when the passive panel is closed. With the passive panel closed, even with the tightest panel position, the handle should clear the astragal.

ANSWER 2: Check the active handle for tightness to the escutcheon plate. If the handle has play in it, remove the handle from the door and replace the spring clip holding it on.

ANSWER 3: Check the active handle for location in relationship to the panel edge. Make sure it is centered or slightly angled away from the panel edge.
With the seal line located on the panels, there should be a nominal distance of 3/16" between the panel edges and astragal wood. If you are measuring at the cladding (SEE PHOTO), you would target a .266 – .281 range (1/4" – 9/32"). With the panels in the nominal position, the clearance between the handle and the astragal is more than sufficient to prevent contact passive panel closed. Make adjustments if necessary using the adjustable hinge.



ANSWER 4: Operating the door like an active/active reduces the clearance between the panels. That makes the step above even more critical. Review with the customer that the door is not an active/active door. The design of the operation is to open the active panel first and then the passive panel. When closing, latching the passive panel before closing the active will prevent damage and insure correct latching and sealing.

See PERL for "Bow and Warp Troubleshooting Guide"

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ENTRY DOOR

Air Infiltration

Single and Double Doors

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Frame weatherstrip is loose, brittle, or damaged.

ANSWER: Roll weatherstrip back into frame if loose, replace if damaged or brittle.

See PERL service instruction "Replacing Jamb and Head Weatherstrip"





ISSUE: Gaps between the jamb and head weatherstrip.

ANSWER: Make sure the weatherstrip joints at the head and jambs are closed. If not, remove the jamb weatherstrip and reinstall it higher up on the jamb.

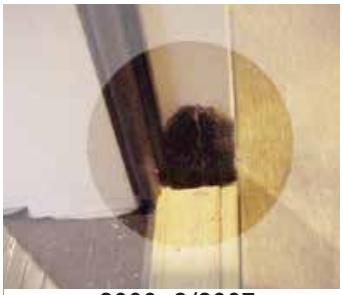
See PERL service instruction "Replacing Jamb and Head Weatherstrip"



ISSUE: Frame corner pads are missing, misplaced, brittle, or damaged.

ANSWER: Replace or reinstall corner pads. If the door has mohair pads, replace with foam corner pads.

See PERL service instruction "Replacing Jamb and Head Weatherstrip"



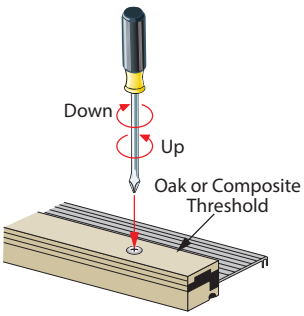
2000- 3/2007



4/2007- Current

ISSUE: Threshold does not contact panel bottom sweep evenly or correctly.

ANSWER: Adjust threshold up or down to ensure it makes contact with door sweep.





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ENTRY DOOR

Air Infiltration

Single and Double Doors

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Frame is out of square preventing panel to frame weatherstrip contact.

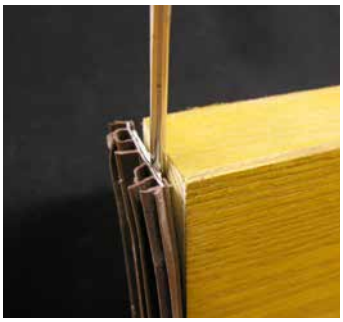
ANSWER: Try tightening or loosening the hinge screws or loosen frame hinge leaf screws and remove or add plastic shims as needed behind each hinge. Re-tighten the screws. Any further action on the installation should involve the manager.





ISSUE: Door sweep may be loose, damaged or brittle.

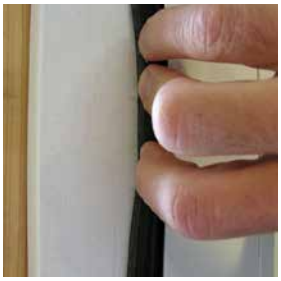
ANSWER: Check condition of door sweep to see if it's loose, brittle, or damaged. Also ensure the panel bottom weatherstrip makes contact with the Mohair pads or foam corner pads. Replace if needed.



ISSUE: Frame is out of square preventing panel to frame weatherstrip contact.

ANSWER: Replace any Pre-June 2005 head, lock jamb or astragal (double doors only) weatherstrip with long reach frame weatherstrip.





ISSUE: Door panel appears to be bowed.

ANSWER: Stretch a string from top to bottom straight along the panel. If there is a 1/4" or larger gap between the door leaf and the string, the panel has bowed sufficiently to cause operational problems.

See PERL for "Bow and Warp Troubleshooting Guide"





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ENTRY DOOR

Operational Issues

Single and Double Doors

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Screws are loose at hinge area(s).

ANSWER: Check to make sure screws holes are not stripped out. If they are stripped, fill hole(s) with wood dowel(s) and reinstall screws. Tighten up all screws at hinges.



ISSUE: Larger 2-1/4" screws were not used at frame hinge leaf. (There should be one for each hinge). Make sure the screw passes through the shims and into the structural framing. These are not to be used on units with direct set (entire glass) sidelights, use the #9 x 3/4" screws.

ANSWER: Verify one long screw is in each frame hinge leaf. Install as needed.



ISSUE: Panel is not adjusted properly creating drag or interference between the panel and frame.

ANSWER: Loosen the screws on the frame hinge leave and remove, replace or add plastic shims as needed behind each hinge. Re-tighten the screws.

See PERL for service instruction "Adjusting Hinge Shims"



Model 1



Model 2

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ENTRY DOOR

Operational Issues

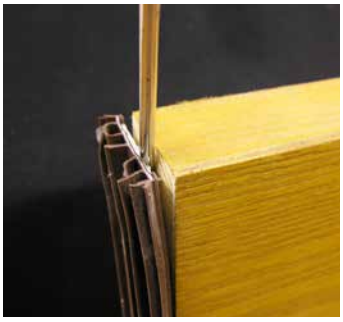
Single and Double Doors

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Sweep is damaged, loose, or brittle creating drag at the sill.

ANSWER: Reattach or replace door sweep.

See PERL for service instruction "Replacing Bottom Weatherstrips"



ISSUE: Frame is out of square causing reveal between the frame and panel creating operational issues.

ANSWER: Measure the diagonal dimensions, if the two measurements are more than 1/8" in difference, door may need to be reinstalled or panels adjusted accordingly. Contact your manager to make a decision on a potential install issue.



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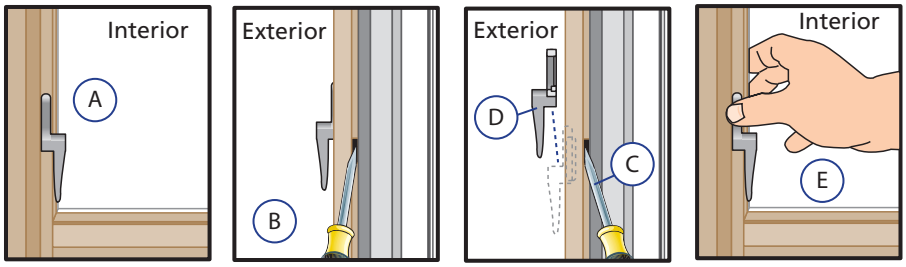
AWNING/CASEMENT

Other Instructions — Pella® Reserve, Architect Series® 02/1998 - 04/2024, Pella® Lifestyle Series Triple-Pane and Dual-Pane, 04/2019 - Current, Designer Series® 2/1998 - 03/2019, and Pella® 450 Series (ProLine) 4/2000 - 03/2019

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

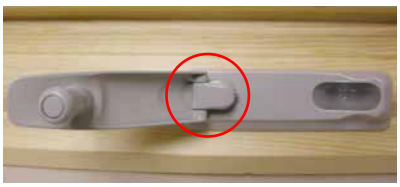
ISSUE: Lock lever needs to be removed for painting, staining, or to change hardware colors.

ANSWER: Handle in locked position (A). Insert flat screwdriver from the exterior side between the cam and the lock lever (B). Turn the blade slightly clockwise for a right hand unit and slightly counter-clockwise for a left hand unit and pull the lock lever room side at the same time (C & D). DO NOT over twist the screwdriver, this can damage the lock driver. To reinstall simply snap it back from the interior (E).



ISSUE: Removal and installation of crank handle.

ANSWER: Back out set screw on base of handle and replace with new handle.

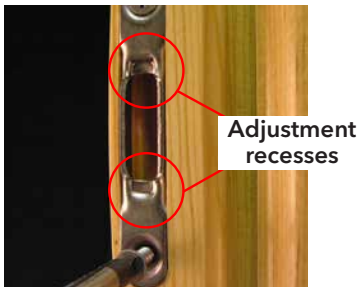




ISSUE: Removal and installation of adjustable sash strike.

ANSWER: Open sash, remove strike screws and strike. Adjustable strike has two levels of adjustment. Install the strike with the deeper or shallower recessed portion at the top or bottom as needed to draw the sash tighter to the frame.





ISSUE: Removal and installation of roto cover.

REMOVE **1:** 1/2013 – Current; Remove the screw in the bottom of the pocket, lift off roto cover.
2: 2000 - 1/2013; Pry the cover off with a flat blade screwdriver.



INSTALL **1:** 1/2013 – Current: Place roto cover over operator, install screw into handle base cover.
2: 2000 - 1/2013; Place the roto cover over the operator and snap it into place. Apply pressure to the pocket end of the cover and snap it into place. The roto cover will not always snap in place typically for the following reasons: Sill route not deep enough, Sill stop routed incorrectly, Prongs on end of roto cover are broken. See page 3 for additional troubleshooting steps.

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DOUBLE-HUNG

Other Instructions — Pella® Reserve 2020-Current, Architect Series® 2005 - 04/2024, Pella® Lifestyle Series Dual-Pane 04/2019 - Current, and Pella® 450 Series (ProLine) 1991 -03/2019

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Sash lock removal and installation.

ANSWER 1: Unlock the sash remove the two screws and lift the lock away from the lower sash check rail.

ANSWER 2: Place the replacement lock in the footprint of the Original lock and turn the lock handle 90°. If the screw holes of the new lock do not align with the existing screw holes, use the holes in the new lock as a template. Drill two 7/64" pilot holes to a maximum depth of 1/4".

WARNING: DO NOT drill into the check rail more than 1/4" deep because glass may break if contacted by drill bit.



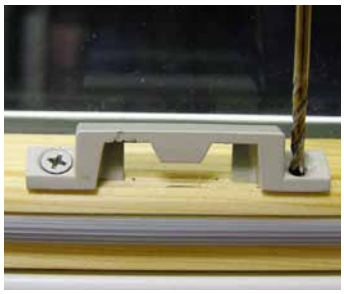


ISSUE: Sash strike removal and installation.

ANSWER 1: Unlock the sash and either remove the lock or tilt the lower sash room side. Remove the two screws and lift strike away from upper sash rail.

ANSWER 2: Place the replacement lock strike on the footprint of the original strike. If the screw holes of the new strike do not align with the existing screw holes, use the holes in the new strike as a template. Drill two 7/64" pilot holes to a maximum depth of 1/4". Be sure to drill the holes at a 45° angle and install new strike.





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DOUBLE-HUNG

Other Instructions — Pella Lifestyle Series Dual-Pane Designer Series® 3/2005 - 12/2018, Pella Lifestyle Series Dual-Pane 04/2019 - Current and Pella 450 Series (ProLine) 1997 - 03/2019

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Sash removal.

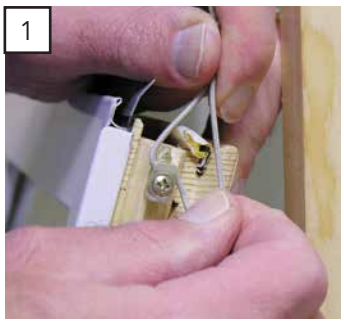
ANSWER 1: Unlock and open the sash, tilt the sash by depressing the jamb liner and pulling the top of the sash toward you.
ANSWER 2: Tilt sash to the interior, similar to preparing to wash the window, but tilt to a horizontal position.
ANSWER 3: Place hands on sides of sash and rotate sash out of jamb liner.
ANSWER 4: Take note of the position of the cords on the sash cord terminals. Carefully pull cords off the terminal and past the flexible legs on the terminals. Do not allow the cords to freely retract into the unit as this could damage the balances. Allow the cords to slowly retract into the balances. (Cords do not completely retract into the jamb).
ANSWER 5: Use the same procedure for the upper and lower sashes.

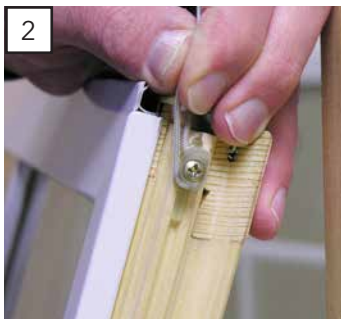




ISSUE: Sash installation.

ANSWER 1: Position the sash with exterior cladding facing the interior and with the bottom up. Slowly pull the balance cord down to the terminal and loop cord over terminal.
ANSWER 2: Pull cord past catch on terminal and rotate to allow it to hook on terminal properly
ANSWER 3: Slide terminals into jamb liner grooves and rotate sash back into the closed position.









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