PELLA® VINYL WEST PRODUCT TROUBLE SHOOTING GUIDE

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Pella® 150 Series 03/2021 - Current, Encompass by Pella® 02/2008 - Current, ThermaStar by Pella® 2003 - 03/2021, and Centera by Pella™ 02/2007 - 02/2012

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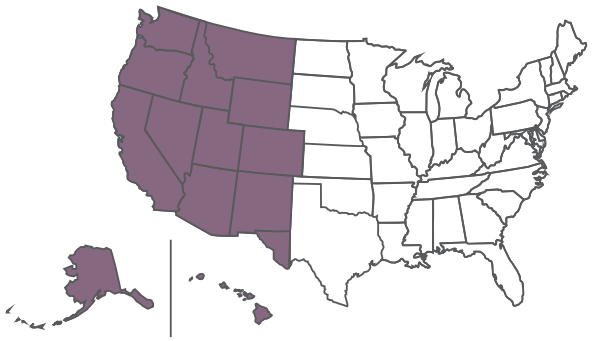
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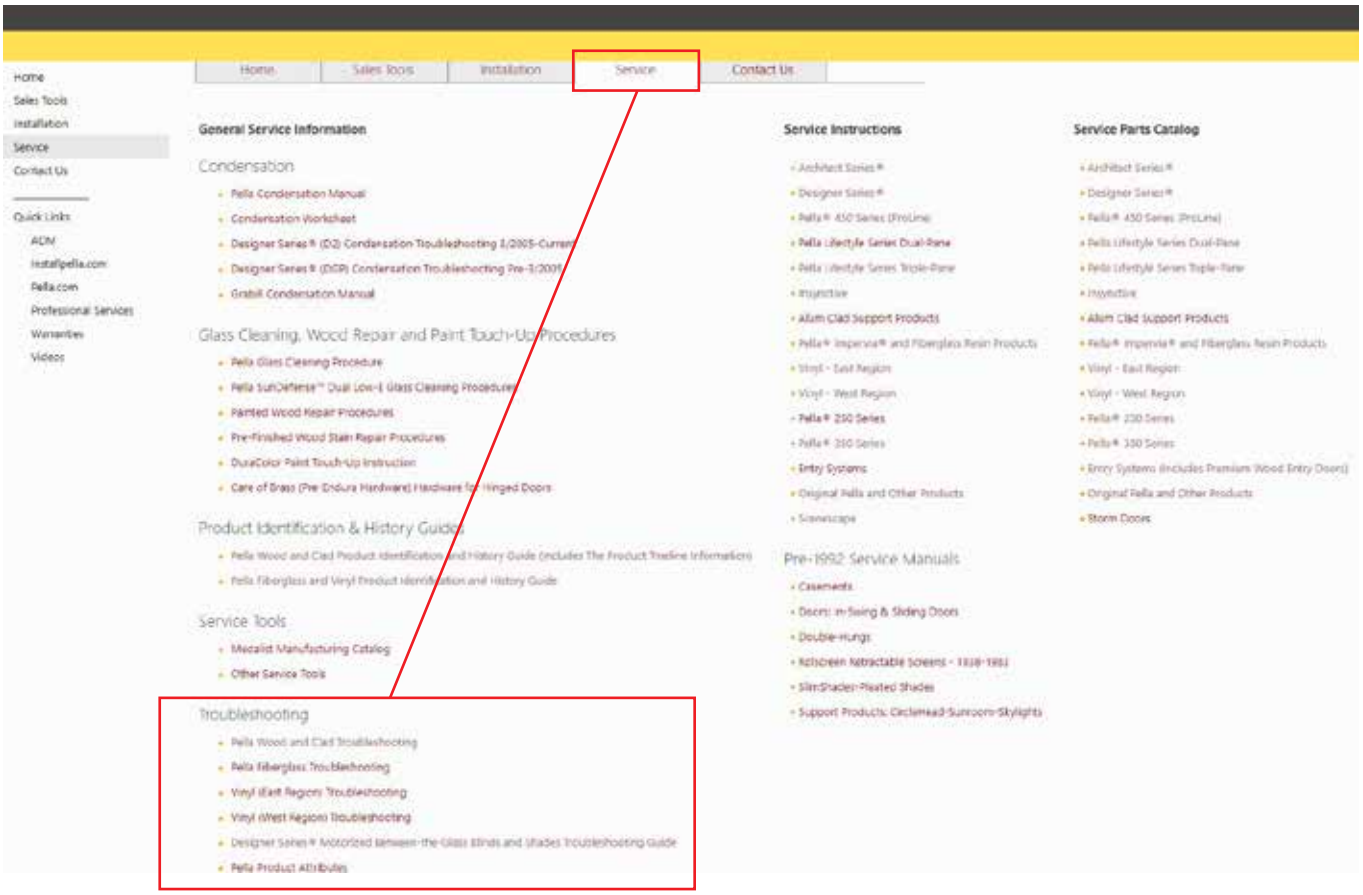


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PELLA® VINYL WEST PRODUCT TROUBLE SHOOTING GUIDE

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.



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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.

Awning



Unlocked Position



Locked Position

Casement



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.

Awning



Casement



ISSUE: Frame weatherstrip not completely "seated" into frame.

ANSWER: Use a putty knife to press the barb of the weatherstrip into the kerf.

Awning



Casement



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

ANSWER: Adjust the sash strike by removing screws and reinstalling in a different hole to pull the sash tighter against the frame weatherstrip.

Casement





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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Sash weatherstrip not completely "seated" into sash.

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

See PERL for service instruction "Weatherstrip Replacement"





ISSUE: Frame weatherstrip is damaged or brittle.

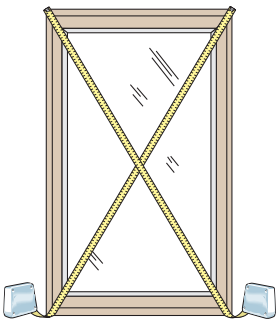
ANSWER: Open sash and inspect frame weatherstrip; replace if it's brittle or damaged.

See PERL for service instruction "Weatherstrip Replacement"



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 the frame is out of square, installer needs to be involved. (Discuss with your manager).



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Gap in corner of frame weatherstrip.

ANSWER: Replace weatherstrip.

See PERL for service instruction "Weatherstrip Replacement"



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Dirt and debris in sill frame hinge slide area.

ANSWER: Clean hinge slide and sill frame using a small brush and follow with soapy water, let dry and use silicone spray or similar on the slide.



ISSUE: Crank handle is stripped.

ANSWER: Replace stripped crank handle.



Stripped Crank Handle



Intact Crank Handle

ISSUE: Sash does not move when crank handle is turned because window is locked.

ANSWER: Lift up on lock handle to unlock window.

Awning



Unlocked Position



Locked Position

Casement



Unlocked Position



Locked Position

ISSUE: Lock is loose, broken or damaged.

ANSWER: Tighten loose screws or replace broken or damaged lock handle.

Awning





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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Sash strike and sash lock do not align properly.

ANSWER: Loosen the sash strike screws, adjust strike position and re-tighten screws.

Awning



ISSUE: Operator arm not attached correctly to sash hook on bottom side of awning sash.

ANSWER: Align sash hook with slots in the arm, push the catch in place to hold the arm on the hook.






ISSUE: Roto operator is broken or gears are stripped.

ANSWER: Replace roto operator.

See PERL for service instruction "Roto Operator Replacement"

Casement

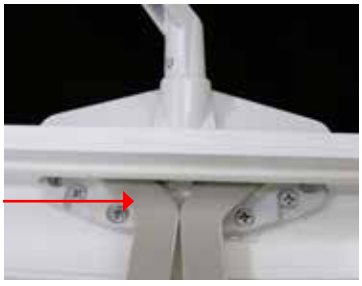


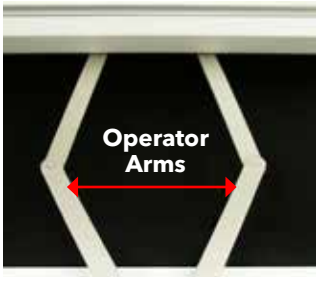
ISSUE: Roto hardware or operator arm is bent or damaged.

ANSWER: Replace bent or damaged roto hardware.

See PERL for service instruction "Roto Operator Replacement"

Awning





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AWNING/CASEMENT/LARGE AWNING

Operational Issues

Difficult to Open, Close or Lock

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Hinge arm is bent or damaged.

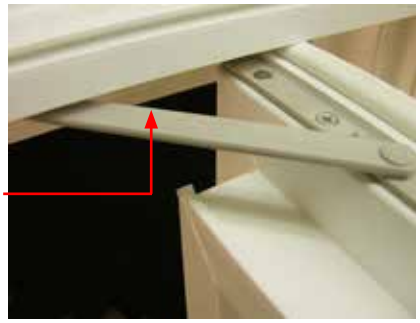
ANSWER: Replace stripped crank handle.

Awning



Hinge Arm

Casement



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Lock and keeper / strike not fully engaged.

ANSWER: Make sure sash(es) are in closed position and lock the unit and make sure the lock lever is completely in the locked position.





ISSUE: Lock is loose allowing movement.

ANSWER: Tighten loose lock screws.



ISSUE: Lock is loose allowing movement.

ANSWER: Tighten loose lock screws.

Self aligning AutoLock 25 Series only, 2005-2010 vintage shown.





ISSUE: Keeper / strike is loose allowing movement.

ANSWER: Tighten loose keeper / strike screws.

Self aligning AutoLock 25 Series only, 2005-2010 vintage shown.

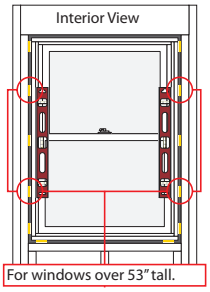


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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

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

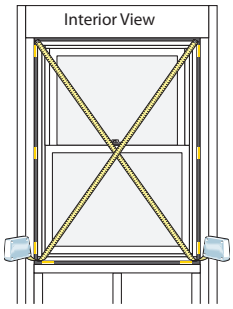
ANSWER: Sometimes a visual check of interior sash to frame contact will reveal where unit frame is too wide and not shimmed. Check jambs for bow using level or straightedge. Also measure width of window at top middle and bottom, these measurements need to be very close. Interior trim may need to be removed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



Circled shims indicate locations of additional required shims at midpoints 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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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Sash balance cord is disconnected from frame.

ANSWER: Reattach hook at end of balance cord to the frame.

See PERL for service instructions "Sash Balance Replacement"



ISSUE: Sash balance is damaged or broken.

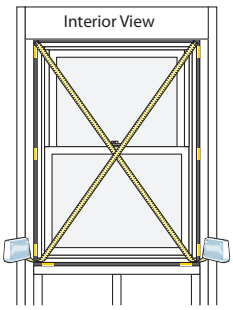
ANSWER: Replace sash balance.

See PERL for service instructions "Sash Balance Replacement"



ISSUE: Unit is installed out of square or plumb causing sash to bind in frame.

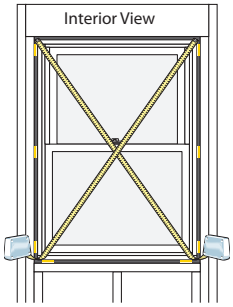
ANSWER: Measure diagonals of window to check window installation for square, each measurement should be within 1/8". Additionally measure the window width at the top, middle and bottom of the window. If the middle measurement is large, this indicates a reverse hourglass frame condition and shim(s) need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

ISSUE: Frame is not shimmed properly (over shimmed) causing sash raise and lower issues.

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



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Single-Hung Sash take-out clip is not extended (or is broken) preventing engagement with sash balance.

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

See PERL for service instructions "Take Out Clip Replacement"





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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Lock or keeper / strike is broken.

ANSWER: Replace lock keeper / strike.

See PERL for service instructions "Lock and Keeper Replacement"





ISSUE: Lock or keeper / strike is broken.

ANSWER: Replace lock keeper / strike.

See PERL for service instructions "Lock and Keeper Replacement"





Self aligning AutoLock 25 Series only, 2005-2010 vintage shown

ISSUE: Lock latch not aligned with keeper / strike.

ANSWER: Loosen keeper / strike screws, adjust keeper / strike position, re-tighten screws.



ISSUE: Lock latch not aligned with keeper / strike.

ANSWER: Loosen keeper / strike screws, adjust keeper / strike position, re-tighten screws.



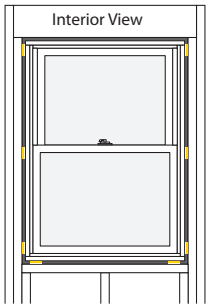
Self aligning AutoLock 25 Series only, 2005-2010 vintage shown

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

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

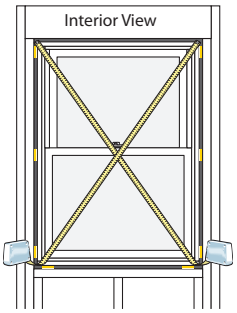
ANSWER: Check unit with level to determine if units need to be reinstalled or casing removed to access improperly installed shims.



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.

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

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



ISSUE: Vent sash is bowed.

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

See PERL for service instructions "Sash Replacement"



Note: Double-Hung shown.

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Lock latch does not align with keeper/strike.

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

See PERL for service instructions "Lock and Keeper Replacement"

Self aligning AutoLock 25 Series only, 2005-2010 vintage shown



ISSUE: Lock latch does not align with keeper/strike.

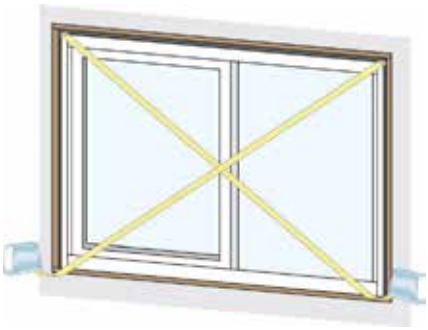
ANSWER: Loosen keeper screws to realign, re-tighten screws.

See PERL for service instructions "Lock and Keeper Replacement"



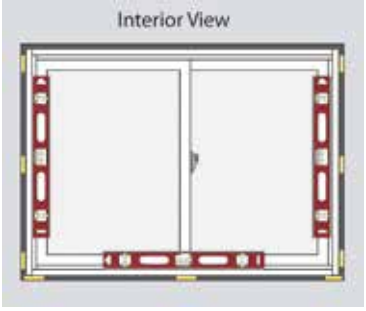
ISSUE: Frame installed out of square.

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



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

ANSWER: Sometimes a visual check of interior sash to frame contact will reveal where unit frame has not been shimmed properly at the sill or at the jambs. Check for bow using level or straight edge. Interior trim may need to be removed to add shims (by the installer).



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Lock latch does not align with keeper/strike.

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

See PERL for service instructions "Lock and Keeper Replacement"



Self aligning AutoLock 25 Series only, 2005 - 2010 vintage shown

ISSUE: Lock and strike/keeper are loose allowing movement.

ANSWER: Tighten lock screws, remove vent sash to access strike/keeper and tighten screws. Replace if needed.

See PERL for service instructions "Sash Replacement"



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Dirt and debris in sill track.

ANSWER: Clean dirt and debris out of track.



ISSUE: Sill track not completely snapped into frame.

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

See PERL for service instructions "Sill Track Replacement"

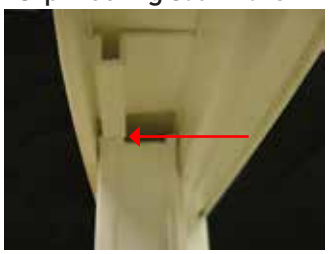


ISSUE: Sliding sash catching on anti-lift clips.

ANSWER 1: Press firmly on anti-lift clips to endure they are fully snapped into place.

ANSWER 2: Make sure the sill track is completely pressed into place.

Clip Blocking Sash Travel





Sash Travel Past Clip



ISSUE: Rollers are broken or worn out.

ANSWER: Replace the rollers and housing.

See PERL for service instructions "Roller Housing Replacement"



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SLIDING WINDOW (INCLUDING BASEMENT SLIDING WINDOW)

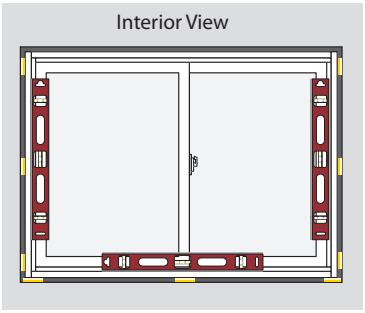
Operational Issues

Difficult to Open and Close

POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Frame improperly shimmed.

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



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Lock latch does not align with keeper/strike.

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

See PERL service instruction "Lock and Keeper Replacement"



Self aligning AutoLock 25 Series only, 2005 - 2010 vintage shown

ISSUE: Lock or keeper/strike is broken.

ANSWER: Replace lock or keeper/strike.

See PERL service instruction "Lock and Keeper Replacement"





Self aligning AutoLock 25 Series only, 2005 - 2010 vintage shown

ISSUE: Lock latch does not align with keeper/strike.

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

See PERL service instruction "Lock and Keeper Replacement"



ISSUE: Lock or keeper/strike is broken.

ANSWER: Replace lock or keeper/strike.

See PERL service instruction "Lock and Keeper Replacement"





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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Door is not locked and secured tightly.

ANSWER: Close and lock the door.



Close the door



Engage the thumb turn

ISSUE: Lock does not align with keeper / strike correctly.

ANSWER 1: Adjust the "throw" / "reach" of the mortise lock.
ANSWER 2: Replace or adjust keeper / strike.
ANSWER 3: Adjust panel rollers.

See PERL for service instruction "Lock Adjustment", "Keeper Replacement" or "Roller Adjustment"

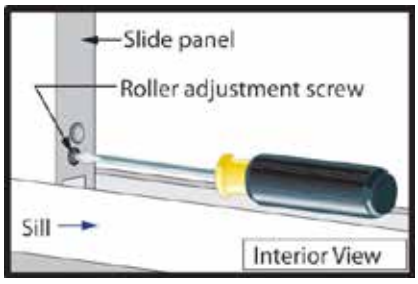




ISSUE: Panel rollers need adjustment.

ANSWER: Adjust rollers by turning the adjustment screw clockwise (to raise a side of the door panel) or counter-clockwise (to lower it).

See PERL for service instruction "Rollers Adjustment"



ISSUE: Vent panel weatherstrip is damaged, loose or missing.

ANSWER: Replace door panel weatherstrip.

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

Note: Process for door panel weatherstrip replacement is similar to DH.

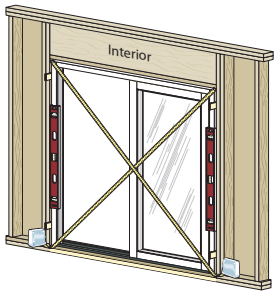


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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

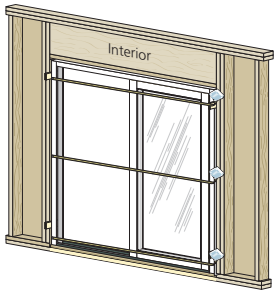
ISSUE: Door installed out of plumb and square.

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



ISSUE: Door shimmed incorrectly causing strike and lock misalignment.

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



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Dirt and debris on the sill track

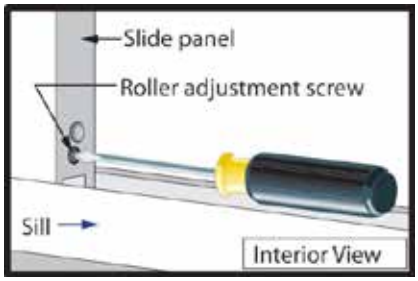
ANSWER: Use brush, broom or vacuum to clean track area. Lubricate sill with dry silicone spray or similar product.



ISSUE: Panel rollers need adjustment.

ANSWER: Adjust rollers by turning the adjustment screw clockwise (to raise a side of the door panel) or counter-clockwise (to lower it).

See PERL for service instruction "Rollers Adjustment"



ISSUE: Dirt or debris under sill track.

ANSWER: Remove sill track and use brush, broom or vacuum to clean under sill track.

See PERL for service instruction "Sill Track Cover Replacement"



ISSUE: Sill track cover/cap damaged.

ANSWER: Remove and replace the sill track cover/cap.



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Rollers are worn or damaged.

ANSWER: Remove and replace the rollers.

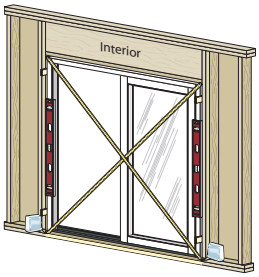
See PERL for service instruction "Roller Replacement"

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



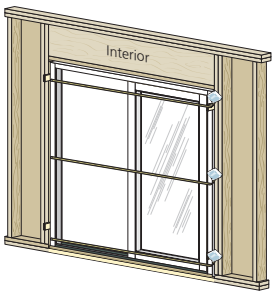
ISSUE: Door installed out of plumb and square.

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



ISSUE: Door shimmed incorrectly causing strike and lock misalignment.

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



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Door is not locked because latch lever is not in locked position.

ANSWER: Make sure latch lever is in locked position.



Unlocked



Locked

ISSUE: Latch does not make proper contact with keeper/strike.

ANSWER: Adjust the "throw"/"reach" of the mortise lock.

See PERL for service instruction "Patio Door Lock Replacement"



ISSUE: Mortise lock is broken.

ANSWER: Replace lock.

See PERL for service instruction "Patio Door Lock Replacement"

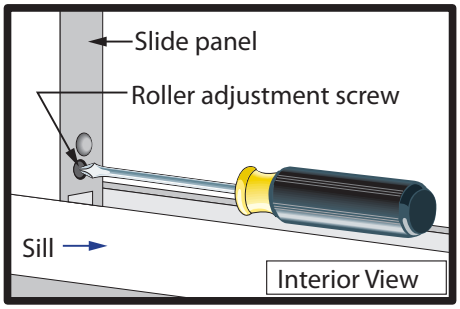


ISSUE: Panel rollers need adjusted.

ANSWER: Adjust rollers by turning the adjustment screw clockwise (to raise a side of the door panel) or counter-clockwise (to lower it).

See PERL for service instruction "Rollers Adjustment"

Lock does not align with latch/keeper because rollers



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Bottom handle (raise & lower) and the blind out of sync.

ANSWER: Slide the handle all the way to the top of the guide track. Push through any resistance at the top as this will reset the handle for proper raise and lower operation.

See PERL for service instruction "Blinds Between the Glass-Handle and Operator Track Replacement"





ISSUE: Top handle (tilt) and the blind out of sync.

ANSWER: Slide the handle all the way to the bottom of the guide track. While sliding handle down; push through any resistance at the top as this will reset the handle for proper tilt operation.

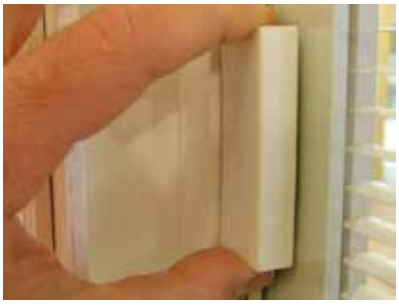
See PERL for service instruction "Blinds Between the Glass-Handle and Operator Track Replacement"



ISSUE: Blind will not fully raise or lower.

ANSWER: Raise and lower the blind a few times to reset cord.

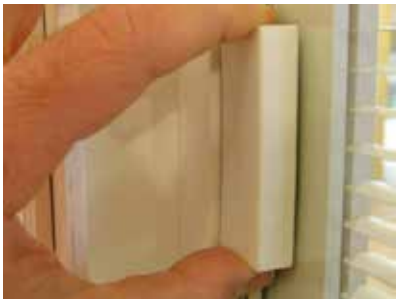
See PERL for "Vinyl Patio Door Blinds Operation Guidelines"



ISSUE: Blind will not lower evenly (one side tips).

ANSWER: Using the tilt operator, ensure the slats are in the open position, then raise and lower the blind a few times.

See PERL for "Vinyl Patio Door Blinds Operation Guidelines"



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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Screen track not fully in place.

ANSWER: Press firmly along the length of the track to ensure it is snapped fully into place.



ISSUE: Dirt and debris on the screen track.

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



ISSUE: Screen not on the screen track correctly.

ANSWER: Lift screen up and move it until the rollers are on the track.



Screen not on track



Screen on track

ISSUE: Screen rollers need adjusting.

ANSWER: Adjust screen by raising or lowering the rollers using the roller adjustment screw located on the top and bottom rails of the screen door.



Standard Screen



Heavy Duty Screen

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Dirt and debris under the screen track.

ANSWER: Remove screen, remove screen track and use brush, broom or vacuum to clean under screen track.

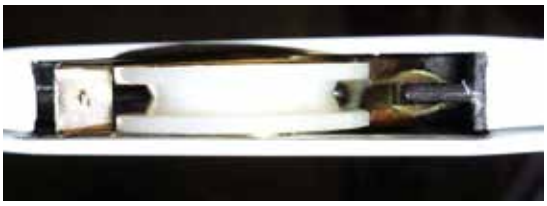






ISSUE: Screen rollers are worn or damaged.

ANSWER: Replace rollers, remove attachment screw, pull out roller assembly. Insert new roller assembly, attach with screw.



Standard Screen



Heavy Duty Screen

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Screen latch does not align with keeper / strike.

ANSWER: Loosen attachment screws and adjust keeper / strike to align with latch, re-tighten screws. Keeper / strike for East Heavy Duty and West Standard and Heavy Duty Screens are slightly different style but the procedure is similar.

East Standard Screen Shown



ISSUE: Screen needs to be raised or lowered.

ANSWER: Adjust screen by raising or lowering the rollers using the roller adjustment screw located on the top and bottom rails of the screen door.



Standard Screen



Heavy Duty Screen

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POTENTIAL ISSUES AND ANSWERS (EASY TO MORE DIFFICULT).

ISSUE: Marks or scuffs on the vinyl.

ANSWER 1: Use a non-abrasive cleaner such as Soft Scrub or Bon Ami to clean the vinyl.
ANSWER 2: Consult a Tub and Shower Repair professional about other possibilities.



ISSUE: Vinyl has stucco or mortar on it after installation.

ANSWER: Use a putty knife to gently pry the deposit from the vinyl, making sure not to gouge the vinyl.

ISSUE: Crack in the 45 degree frame corner weld.

ANSWER: This is not repairable, window must be replaced.

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