PELLA PRODUCT WINDOW OPENING CONTROL DEVICE (WOCD) TROUBLE SHOOTING GUIDE

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CASEMENT

ISSUE: WOCD arm stud is contacting the track higher than intended.

ANSWER: If this occurs, the window may be racked.

Refer to the "**Sash to frame reveal is not even, when viewed from exterior**" question in the "**Air Infiltration**" section of the Pella Product Troubleshooting Guide.



ISSUE: WOCD arm stud is contacting the track lower than intended.

ANSWER 1: If this occurs, the sash may be sagging.

Refer to the "**Sash to frame reveal is not even, when viewed from exterior**" question in the "**Air Infiltration**" section of the Pella Product Troubleshooting Guide.

ANSWER 2: The lower rest tab of the track on the frame side of the WOCD may be bent back or inward to adjust the resting position of the latch slider using a flat head screwdriver. This will allow the slider to drop lower or rest higher when in resting position to now gain alignment with the stud. This adjustment can also be made over time should the sash sag more.



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CASEMENT

ISSUE: WOCD passes over or hits the latch in the track assembly because the stud on the arm is too far toward the glass of the sash.

ANSWER: Check to ensure the hinge cavity of the window is 7/16". If the window is designed with a 7/16" hinge cavity (or is utilizing a shim to achieve this dimension) and the stud is passing over the latch, slightly flex the arm toward the frame to allow the arm assembly to fall into position closer to the frame. The arm is made from hard stainless steel and is designed to flex slightly. Repeat this as needed until there is good horizontal alignment between the stud on the arm and the latch of the slider, and the stud engages in the latch. If the stud begins to hit the outside of the frame preventing the window from closing, the arm has been flexed too far and needs to be pulled slightly in the opposite direction.
If the hinge cavity is larger than 7/16" (11mm), a shim may be used to achieve this dimension. Contact Pella for available shims included in the field installation kits.



Issue



Answer

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CASEMENT

ISSUE: WOCD hits the frame because the stud on the arm is too far toward the frame.

ANSWER: Check to ensure the hinge cavity of the window is 7/16". If the window is designed with a 7/16" hinge cavity (or is utilizing a shim to achieve this dimension) and the stud is hitting the frame, slightly flex the arm away from the frame to allow the arm assembly to fall into position into to the frame WOCD. The arm is made from hard stainless steel and is designed to flex slightly.
Repeat this as needed until there is good horizontal alignment between the stud on the arm and the latch of the slider, and the stud engages in the latch. If the stud begins pass over the latch, the arm has been flexed too far and needs to be pulled slightly in the opposite direction.



Issue



Answer

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ISSUE: WOCD track carriage is not dropping to the reset location

ANSWER: The lock feature on the carriage may have bent slightly away from the window jamb, causing it to contact the track. Manually slide the carriage to the reset location. Using a flathead screwdriver press gently on the lock feature until it bends back in place.





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CASEMENT

ISSUE: WOCD passes over or hits the latch in the track assembly because the stud on the arm is too far toward the glass of the sash.

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Issue



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CASEMENT

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Issue



Answer

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CASEMENT

ISSUE: WOCD track carriage is not dropping to the reset location

ANSWER: The lock feature on the carriage may have bent slightly away from the window jamb, causing it to contact the track. Manually slide the carriage to the reset location. Using a flathead screwdriver press gently on the lock feature until it bends back in place.





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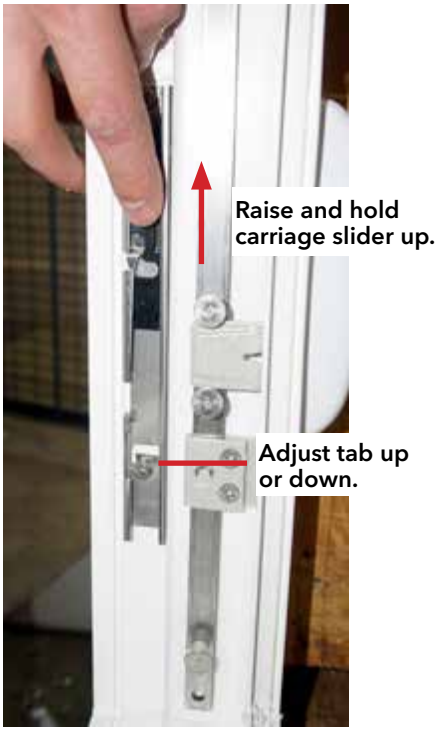


ISSUE: WOCD arm stud is contacting the track lower than intended.

ANSWER 1: If this occurs, the sash may be sagging.

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CASEMENT

ISSUE: WOCD passes over or hits the latch in the track assembly because the stud on the arm is too far toward the glass of the sash.

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Issue



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CASEMENT

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