SERVICE INSTRUCTION

Sash Balance Replacement—Single-Hung and Double-Hung

These instructions apply to:

Pella® 150 Series 2021 - Current
Centera by Pella™ 02/2007 - 2011
ThermaStar by Pella® 2003 - 01/2022
Encompass by Pella™ 02/2008 - Current

Tools Required:

- Flat-head screwdriver

Supplies Required:

- Sash balance(s) (size and strength specific to sash size and glass thickness).

Note: Remember to work safely while doing any maintenance or repair. This includes wearing safety glasses and using safe work practices. Make sure your work area is unobstructed and clear of window coverings, etc..

1 Balance Removal:

A. Locate the take-out clips at the top of the sides of the window. Pop up the bottom of the take-out clips with a flat-head screwdriver

B. Raise the sash until the sash balances engage the take-out clips. Firmly grasp the sash at the top and the bottom and lift up.

CAUTION!
Sash Panel may be heavy.



C. Lift the sash high enough to clear the bottom end guide of the sash balances.

D. Slide the sash to one side, allowing the opposite side to clear the frame. Remove the sash and set it aside.

CAUTION!
Balance is spring loaded.



E. Hold the sash balance at the top and bottom and push down firmly 1" to disengage balance from the take-out clip. Tilt the top of the balance away from the frame slightly and lift up to disengage the hook from the frame.



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2 Balance Installation:

A. Locate the hook into the upper of the two holes in the frame. Be sure the hook is fully seated in the hole.



B. Hold the sash balance at the top and the bottom and push down firmly. Engage the balance under the take-out clip.



C. Re-install the sash. Insert one side of the sash into the frame to allow the other side to clear the frame.

NOTE: Be sure the sash is inserted high enough to clear bottom end guide of sash balances.

D. Center the sash from side to side and lower it until it rests on the sash balances.

E. Close the sash slowly while gently moving side to side to ensure the sash balances are seated correctly.

F. Completely close the sash and lock to ensure proper alignment.

G. Push down the take-out clips.

H. Unlock and operate the sash a few times to ensure proper operation.

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