SERVICE INSTRUCTION

Adjust Sash With Roller—Sliding Window

These instructions apply to:

Pella® 150 Series 2020 - 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 Needed:

- 2 rollers are required per sash



TWO OR MORE PEOPLE WILL BE REQUIRED FOR THE FOLLOWING INSTRUCTION!

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 Adjusting The Sash With Roller:

NOTE: A slightly out-of-square sash or frame may be accommodated by replacing the rollers on one side of the sliding window sash with oversized rollers.

A. Unlock and open the window. Close the sash until the leading edge is almost closed into the frame. Sight the gap between the sash and frame.

B. If the difference in the gap is 1/8" or less from top to bottom, then, replacing the rollers will help. If the gap is at the top, replace the rollers on the lock side. If the gap is at the bottom, replace the rollers on the frame side.

1A



C. Remove the operating sash by sliding it to the fully open position.

NOTE: Insure the sash has cleared the anti-lift clips located at the top of the frame.

1C





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1 Adjusting The Sash With Roller (continued):

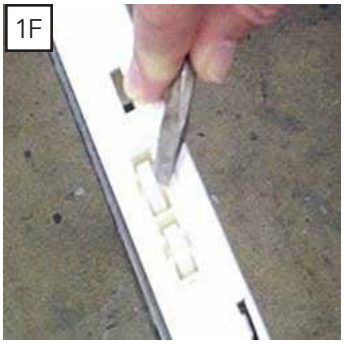
D. Grasp the sash with both hands and lift up and out of the bottom track.



CAUTION!
Sash may be heavy.

E. Place the sash upside down on a firm, clean surface.

F. Pry out the rollers from the appropriate side with a flat-head screwdriver.



G. Insert and push down the new rollers and check for smooth operation.



NOTE: If the roller housing is broken or shows signs of wear, the entire roller housing should be replaced.

H. Before re-installing the sash, vacuum out the roller track in the bottom of the frame and clean with warm, soapy water. This will help ensure a smooth operating sash.



I. Re-install the sash in the fully open position by inserting the top of the sash into the top channel, then the bottom into the bottom track.



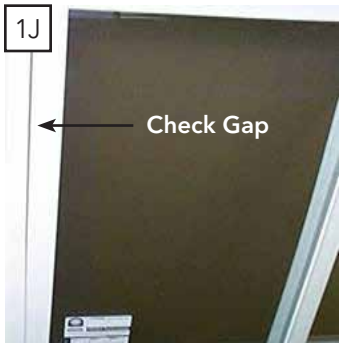
NOTE: If the sash hits the anti-lift clips when closing, the anti-lift clips may need to be removed and filed down to accommodate the slightly taller sash.





J. Check the gap again to ensure the oversized rollers were placed on the correct side.

K. Close and lock the sash a few times to ensure proper operation and lock alignment. Adjustment of the lock keeper may be required if new rollers were placed on the lock side of the sash.



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