VINYL WINDOWS AND DOORS
Manufactured by Pella Corporation

Questions? Call 1 (800) 374-4758

SERVICE INSTRUCTION
Double-Hung Balance Set Screw Service Package

These instructions apply to:

Pella® 250 Series 2014 - Current
Pella® 150 Series 2014 - 07/2025
Encompass by Pella® 2014 - 07/2025

Tools Required:

- Allen wrench (2mm or 5/64") (07/2025 - Current)
- Narrow flat blade screwdriver

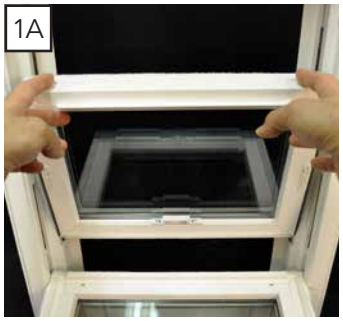
Note: Remember to work safely while doing any maintenance or repair. This includes wearing safety glasses and using safe work practices. Make sure your work area is unobstructed and clear of window coverings, etc.

Constant force balance springs are available in only specific weight ranges. On some windows, the constant force balances may need a friction screw added to assist operation of sash which are under-balanced (upper sash drifts downward on its own or lower sash not staying open) or overbalanced (upper sash closes on its own or lower sash opening on its own).

1 Balance Set Screw Installation:

A. **Unlock window, raise lower sash 3"- 4";** at the same time slide each tilt latch on the top of the sash toward the center of the sash. Pull the top of the sash in and tilt it down. If servicing lower sash only, proceed to Step B. Lower upper sash 3" - 4"; at the same time slide each tilt latch on the top of the sash toward the center of the sash. Pull the top of the sash in and tilt it down.







B. **Insert the setscrew into the friction screw hole located at the top of the appropriate balance.** Turn the setscrew clockwise using a 2mm (or 5/64") Allen wrench or narrow flat bladed screwdriver (depending on the vintage) until the setscrew contacts the back of the window jamb. DO NOT over tighten the screw.



07/2025 - Current Encompass/150 & 08/2025 - Current 250 Factory Installed Balance Only



07/2025 - Current Encompass/150 & 08/2025 - Current 250 Field- Replaced Balance Only

C. **Tilt each sash closed.** Raise and lower the sash a few times to check operation.

D. **If needed, re-tilt sash and adjust each set screw equally as needed.** (Approximately 1/4 turn at a time) until sufficient added friction is achieved to correct sash operation.

E. **Tilt each sash closed again,** once desired sash operation is achieved, close and lock window.



2014 - 07/2025 150/Encompass Balance



2014 - 08/2025 250 Balance

© 2013 Pella Corporation