SERVICE INSTRUCTION

Tilt Latch Replacement—Single-Hung and Double-Hung
(Includes Pella® 150 Series Tilt Latch Cover Replacement)

These instructions apply to:

Pella® 150 Series 2020 - Current
ThermaStar by Pella® 2003 - 01/2022
Encompass by Pella® 02/2008 - Current
Centera by Pella™ 02/2007 - 02/2012

Tools Required:

- Flat-head screwdriver
- Hand Phillips screwdriver
- Rubber mallet

Supplies Needed:

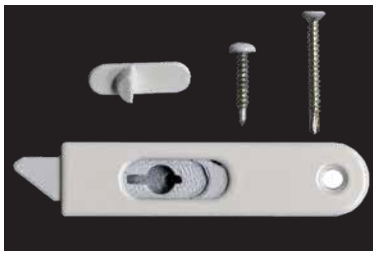
- Tilt latch replacement kit



Pella® 150 Series Tilt Latch Cover



Standard Tilt Latch for Upper & Lower Sash



Performance Upgrade Tilt Latch – Lower Sash only

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..

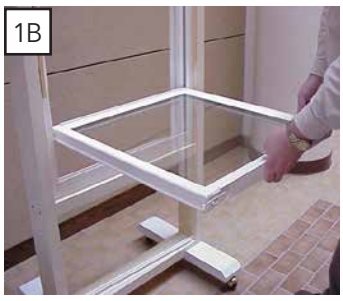
1 Standard Latch Replacement, Single-Hung Lower, Double-Hung Lower & Upper Sash (Includes Pella® 150 Series Tilt Latch Cover Replacement):

A. Unlock the window and raise the lower sash approximately 4 to 5 inches. Slide the tilt release tabs inward, these are located at the top of the sash.

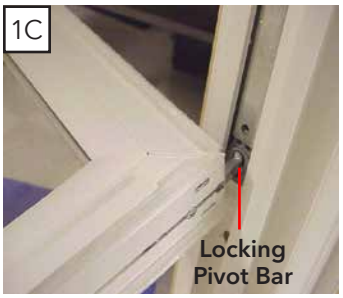
B. Pull the top of the sash toward you until the sash is perpendicular to the frame.

CAUTION!
Sash may be heavy.





C. Grasp the sash near the frame, and lift straight up on one side until the locking pivot bar of the sash can be released from the bottom of the sash balance. Lift the locking pivot bar out of the sash balance and continue to lift the sash up until the locking pivot bar is released from the opposite side of the sash and can be removed from the bottom of the balance. Lift the sash up and out of the widow frame, place in on a safe work surface.





Note: Follow the same process to remove the double-hung top sash. The top sash should be lowered to a comfortable working height before tilting and removing the sash.

© 2019 Pella Corporation

1 Standard Latch Replacement, Single-Hung Lower, Double-Hung Lower & Upper Sash (Includes Pella® 150 Series Tilt Latch Cover Replacement):

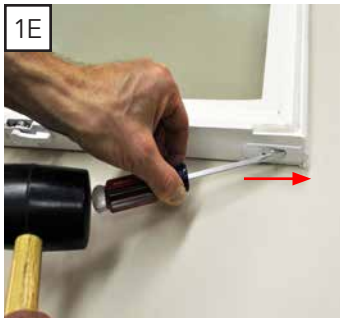
D. **Pella® 150 Series Only:** Use a small flat blade screwdriver to pry the tilt latch cover off the tilt latch.

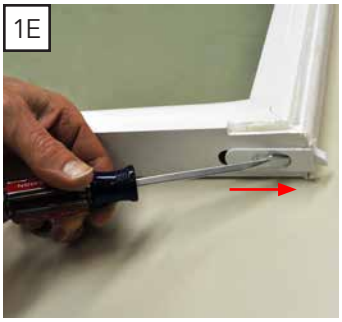
Note: Photos show tilt latch cover being removed while sash is still in the frame. Cover removal with sash out of the frame is similar.

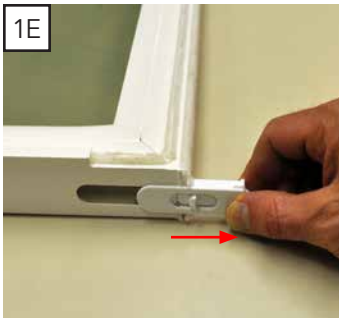




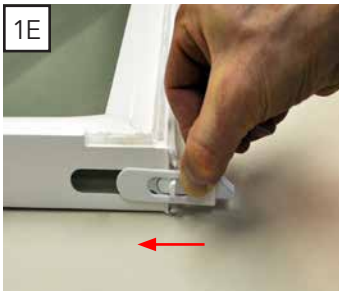
E. Use a mallet to gently tap a flat blade screwdriver to loosen the latch from the sash. Once loosened, remove the tilt latch.







F. Insert the tilt latch into the sash with the tapered side of the retractable tab toward the exterior. Use a rubber mallet to tap into place.









1 Standard Latch Replacement, Single-Hung Lower, Double-Hung Lower & Upper Sash (Includes Pella® 150 Series Tilt Latch Cover Replacement):

G. **Pella® 150 Series Only:** Re-install the tilt latch cover by positioning the cover over the tilt latch and snapping it into place.

Note: Photos show tilt latch cover being installed while sash is still in the frame. Cover installation with sash out of the frame is similar.





If the unit has balance hook in balance system as shown in 1F; perform steps 1F-1H. Otherwise Go to Step 3.

H Locate the balance hook of the upper sash balance at the top of the upper sash balance channel near the head of the frame.



I. Grasp the bottom lip of the hook with needle-nose pliers and bend the lip down until it is nearly flat against the back of the channel wall. Then use the tip of a flat blade screwdriver to finishing pressing the lip flat against the frame. Repeat on the other balance hook on the other side of the frame.







J. Close the upper sash to confirm the tilt latch tab clears the balance hook. If not make sure the lip of the hook is flat.



2 Performance Upgrade Latch Replacement, Double-Hung Lower Sash Only:

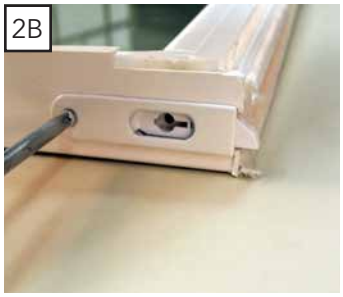
A. Use a flat blade screwdriver to pry up the latch lever.



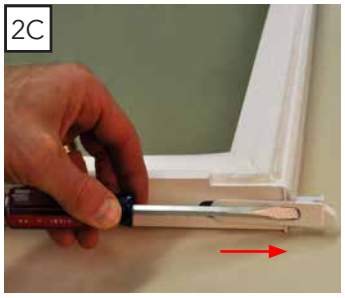


B. Use a Phillips screwdriver to first remove the screw on the inside of the tilt latch and then the end screw.

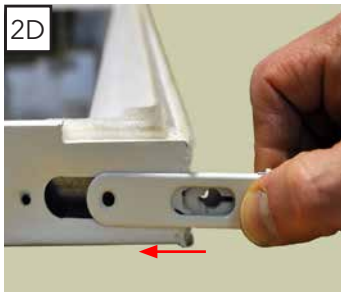


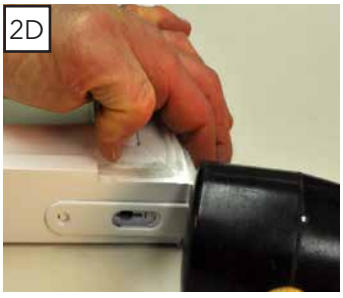


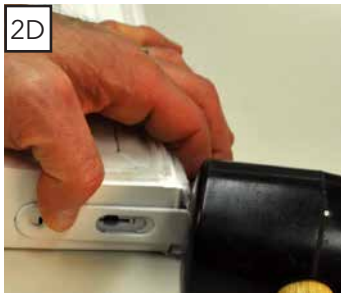
C. Use a mallet to gently tap a flat blade screwdriver to loosen the latch from the sash. Once loosened, remove the tilt latch.



D. Insert the tilt latch into the sash with the tapered side of the retractable tab toward the exterior. Use a rubber mallet to tap into place.





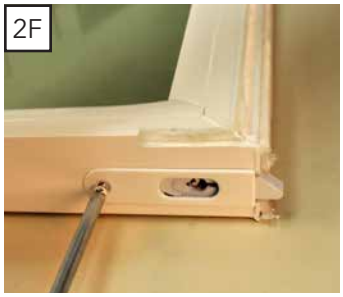


2 Performance Upgrade Latch Replacement, Double-Hung Lower Sash Only (continued):

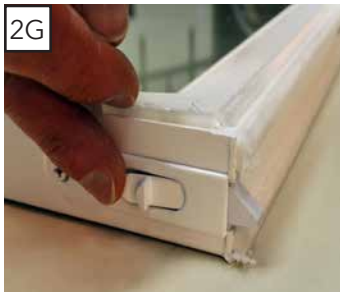
E. Push in the end of the tilt latch to expose the screw hole and insert the screw inside the tilt latch into the steel bar inside the checkrail. Tighten screw.



F. Insert and tighten the end screw



G. Insert the latch lever by placing it into position with the raised flat part of the latch lever towards the tapered end of the latch. Press down to seat it into place.





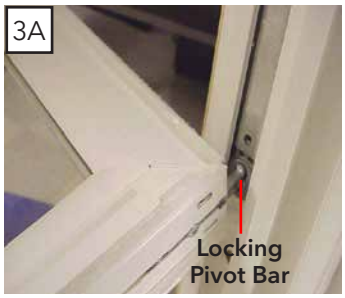


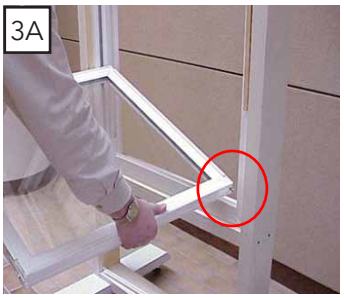
H. Repeat 2A-2G on other lower sash tilt latch, if needed.

© 2019 Pella Corporation

3 Install the Sash:

A. Grasp the sash with the exterior side facing up, and insert the sash locking pivot bar into the bottom of the window where the balance is the lowest.





B. Insert the other sash locking pivot bar into the balance on the opposite side of the window and push the sash downward until the sash is perpendicular to the frame.



C. Tilt the sash upward and engage the tilt locks located at the top of the sash.

D. Raise and lower the sash a few times to make sure it operates correctly. Close and lock the window.

TROUBLESHOOTING – TILT LATCH REPLACEMENT

Issue: Tilt latch tab does not extend.

Cause: The retention tab on the bottom of the tilt latch has not completely cleared the edge of the vinyl which can cause the bottom of the latch to bow preventing the tab from extending or moving freely.





Fix: Press on the retention tab with a flat blade screw driver to make sure it clears the edge of the vinyl and allows the tilt latch tab to extend and move freely.







© 2019 Pella Corporation