VINYL WINDOWS AND DOORS
Manufactured by Pella Corporation

Questions? Call 1 (800) 374-4758

SERVICE INSTRUCTION
Sash Replacement—Single-Hung and Double-Hung

These instructions apply to:

Pella® 150 Series 2020 - Current
Pella® 250 Series 2014 - Current
ThermaStar by Pella® 2015 - 01/2022
Encompass by Pella® 2015 - Current

Supplies Needed:

- Sash replacement



Note: See ***Locking Pivot Bar Replacement—Single-Hung and Double-Hung*** instruction in PERL and/or included with replacement sash for instructions on the correct pivot bar to use with replacement sash.

1 Lower Sash Replacement:

A. **Unlock window and raise lower sash approximately 4" to 5".** At the same time, slide each tilt latch on the top of the sash toward the center of the sash.

B. **Pull the top of the sash in and tilt it down** until the sash is perpendicular with the frame.

CAUTION!
Sash may be heavy.
Two people may be needed on larger sash.

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 window frame. Set it aside in a safe location.

D. **To re-install the sash,** reverse steps A-C. Check for smooth operation by operating the sash up and down and locking.

1A



1B



1C



1C



2015 - 07/2025: 150/ Encompass
2014 - 08/2025: 250
Constant Force Balance

1C



07/2025 - Current: 150/ Encompass
08/2025 - Current: 250
Constant Force Balance

© 2020 Pella Corporation

2 Upper Sash Replacement:

Note: A double-hung lower sash must be removed before removing a double-hung upper sash.

A. **Double-Hung upper sash is removed using the same procedure except** – the upper sash must be lowered approximately 6 inches before sliding the tilt latches and tilting sash in for removal. Remove sash in same manner as lower sash.





B. **Install the sash.** Tilt one end of the sash up and insert the sash into the frame. Place the pivot bar on one side of the sash into one of the balance shoes, then lower opposite end of the sash into the other balance shoe. Make sure the pivot bars are completely seated in the shoes by lightly tapping the sash near the pivot bar locations.

Note: A double-hung upper sash must be installed before installing the lower sash.

C. **Close and lock the sash.**

© 2020 Pella Corporation