SERVICE INSTRUCTION

Sash Cam Replacement / Balance Shim Kit Installation – Single-Hung

These instructions apply to:

Pella® 150 Series 2020 - Current
Centera by Pella™ 2/2007 - 2011
ThermaStar by Pella® 2003 - 01/2022
Encompass by Pella® 2/2008 - Current

Tools Required:

- Flat-head screwdriver
- Hand Phillips screwdriver

Kit Includes:

- Two sash cams
- Ten shims



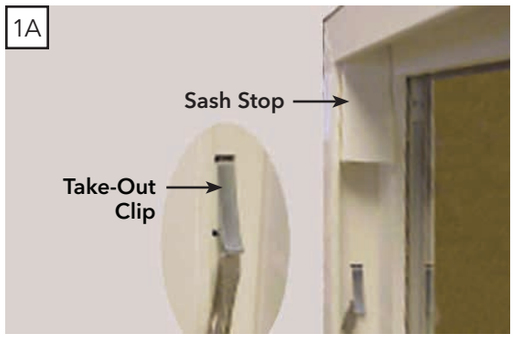
Note: Remember to work safely while doing any maintenance or repair. This includes wearing safety glasses and using safe work practices. Make sure your work area is unobstructed and clear of window coverings, etc..

1 Sash Removal:

A. Remove the sash stops.

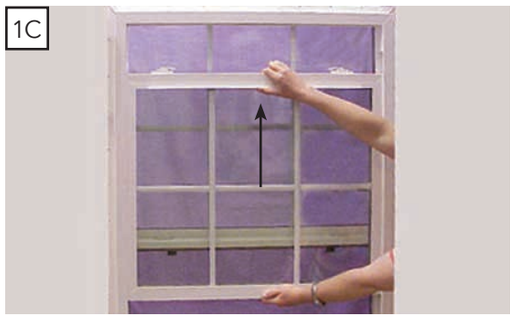
B. Pop up the bottom of the take-out clips with a flat-head screwdriver.

1A



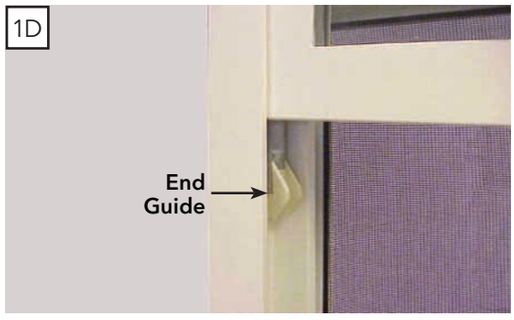
C. Raise the sash up until the sash balances engage take-out clips. Firmly grasp the sash at top and bottom and lift up.

1C



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

1D

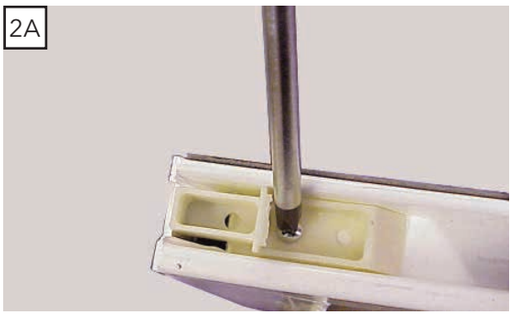


For Shim Installation only; skip to Step 3.

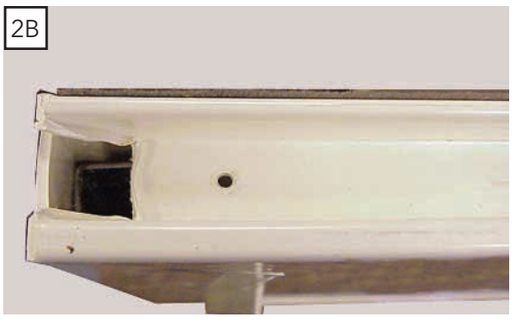
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2 Sash Cam Replacement:

A. Remove the old sash cam by removing the attachment screw(s) and lifting out the sash cam.

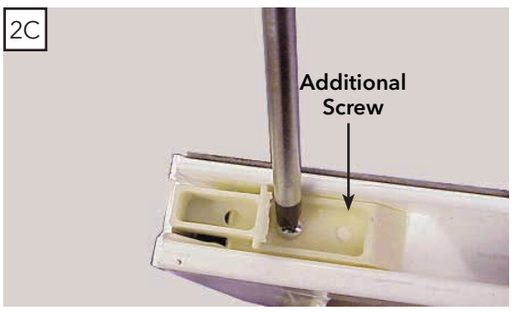


B. Clean off any residual vinyl around the screw hole so the new sash cam will lay flat.



C. Install a new sash cam by aligning it with the original screw location.

Note: Add an additional screw where indicated, if needed to insure secure attachment.



3 Balance Shim Installation:

A. Measure length of window balance from top ledge to the middle of the End Guide.



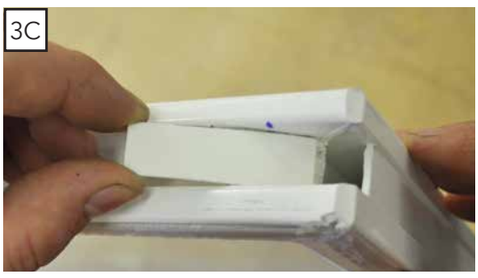
B. Measure and mark the balance length on the edge of the sash. Place end of the tape measure against the ledge of the sash cam in the channel on the side of the sash.





C. Remove the paper backing from one of the shims and place the shim in the channel on the side of the sash. The shim should be centered with the mark made earlier unless this causes the shim to protrude below the sash. If centering the shim will cause the shim to protrude below the sash move the shim up to be flush with the bottom of the channel as shown. Place a second shim directly on top of the first.







D. Repeat 3B & 3C on the other side of the sash.

E. Reinstall the sash into the window (See Step 4 Sash Installation). Check for side to side movement of the bottom of the sash. If the side to side movement is excessive, remove the sash, apply one additional shim to each side, reinstall the sash, and test again. Repeat this procedure until the side to side movement is acceptable.

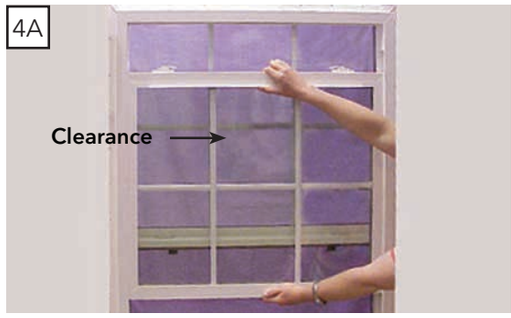
Note: Too many shims will cause the sash to fit tight or the balances not to engage the side of the sash during sash installation. Both will cause improper sash operation and some shims must be removed until the sash works properly. A small amount of side to side movement is required for free and smooth sash operation.

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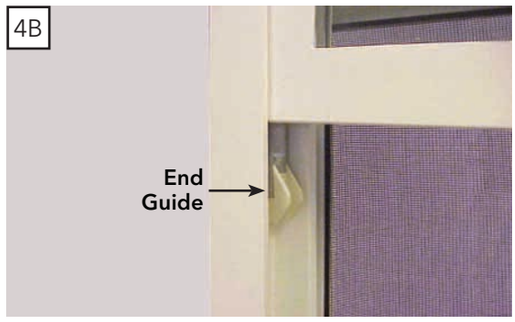
4 Sash Installation:

A. Re-install the sash by inserting one side of the sash into the frame to allow other side to clear frame.

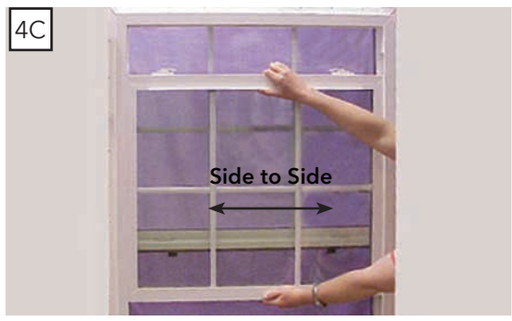
Note: Be sure the sash is inserted high enough to clear the bottom end guide of the sash balances.



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

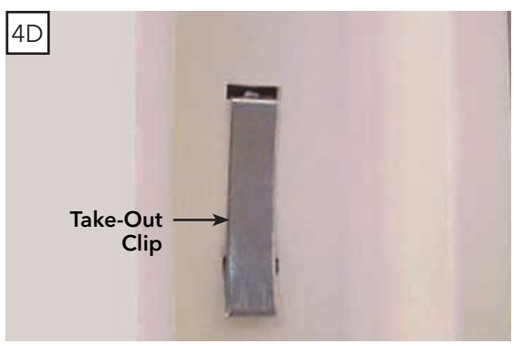


C. Close the sash slowly while gently moving side to side to ensure that the sash balances are seated correctly. Completely close the sash and lock to ensure proper alignment.



D. Push down the take-out clips.

E. Open, close and lock the sash a few times to check for proper operation.



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