Double-Hung Hidden Screen
Service Instruction

These instructions apply to:

Pella® 250 Series Double-Hung

Tools Required:

- Pliers
- Stiff blade putty knife
- Isopropyl alcohol
- 3/16" Allen wrench
- Flat blade screwdriver
- Scissors
- Paper towels/cleaning cloth

Table of Contents

Sash Removal 2

Remove Cord Terminals 3

Remove Lower Screen Assembly (Pre-June 2025) 3

Replace Lower Screen Mohair 4

Remove Lower Screen Sill Clip (Pre-June 2025) 4

Remove Lower Screen (June 2025 - Current) 5

Install Lower Screen Assembly 6

Replace Upper Screen Assembly 9

Replace Upper Sash Screen Strike 11

Replace Upper Sash Bug Blocker 12

Replace Lower Sash Screen Strike 13

Install Upper and Lower Sash 14

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1 Sash Removal:

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





⚠ CAUTION!

Sash may be heavy.

B. 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.







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2 Remove Cord Terminals:

A. Disengage the lower cord terminal from the frame by pulling hard on both sides of the cord. A pliers can also be used to pull on the cord or a flat blade screwdriver can be used to pry underneath. Repeat the step for all the cord terminals.







3 Remove Lower Screen Assembly *(Pre-June 2025 Screens Only)*:

A. Remove the screen assembly by first lifting the aluminum control bar up a few inches out of the way. Grasp the black bracket piece and starting on one end, rotate it out toward the exterior. Work your way across the bracket unclipping it from the gray sill clip as you go.

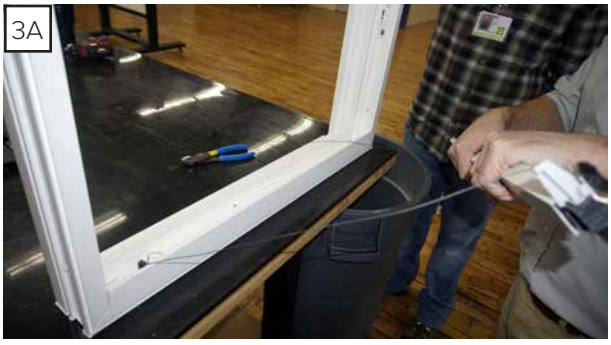












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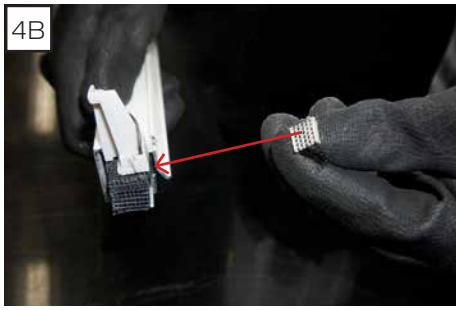
4 Replace Lower Screen Mohair:

A. Remove the mohair from the gray plastic endcap as needed





B. Remove replacement mohair adhesive backing paper and apply the mohair to the square section on the gray plastic endcap.





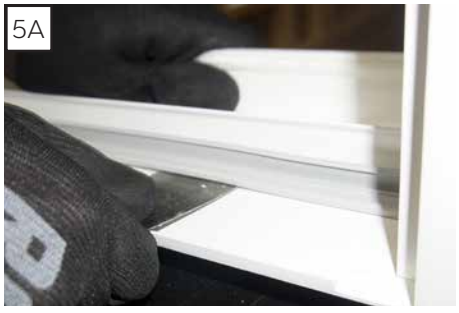
5 Remove Lower Screen Sill Clip *(Pre-June 2025 Screens Only)*:

A. Remove the sill clip by running a putty knife underneath to release it from the sill.









B. Clean off adhesive residue from the sill and lower sash with putty knife, alcohol, and rags.







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6 Remove Lower Screen *(June 2025 - Current)*:

A Remove the screen by running a putty knife underneath to release it from the sill.





B Remove the screen assembly by lifting and removing one end first.





C. Clean off adhesive residue from the sill and lower sash with a putty knife, alcohol, and rags.







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7 Install Lower Screen Assembly:

A. Depending on the size of the screen assembly, there will be one or two cords on each end. Pull each cord to confirm the cord moves freely.



B. Inspect the cord routing over each end of the screen assembly. Make sure it is setting in the channel intended on the plastic endcap. Make sure screen assembly is centered in bracket. Check cords are close to equal lengths both ends. Pull as needed so they are equal length.





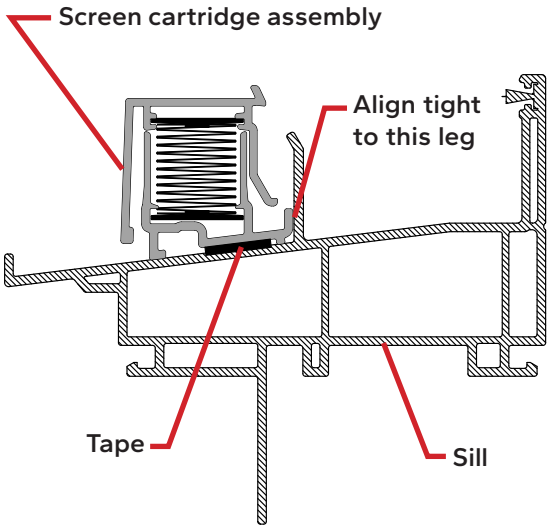
C. Remove paper backing from the adhesive tape on the bottom of the screen cartridge. Place lower screen assembly on the sill with ends of screen extending into upper sash balance channel. Put one end in first then the other.





7 Install Lower Screen Assembly (continued):

D. Carefully lower the screen cartridge down to the sill of the unit. Align the interior leg of the sill bracket to the vertical leg on the frame sill as illustrated and then place screen cartridge on the sill. Ensure sill bracket is placed tightly against the vertical leg as shown and then press down firmly along the entire length of the screen cartridge to bond the adhesive to the sill of the window.

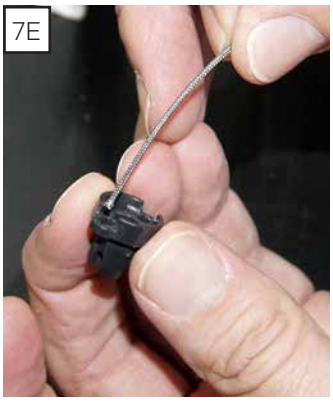


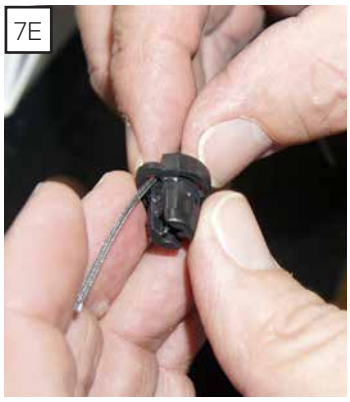






E. If the cord terminal needs to be re-threaded: Insert one end of the cord through one cord hole on the flat side and pull it through. Lay the cord across the teeth of the plug. Pull the cord so it is captured by the teeth. Thread the cord down through the hole on the opposite side of the plug.







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7 Install Lower Screen Assembly (continued):

F. Insert the lower screen cord terminal into the lower hole drilled in the balance channel. Do Not press the cord terminal in all of the way. Pull the cord snug.







G. Push in the lower screen cord terminal with a 3/16" Allen wrench. Make sure the screen cord is positioned to the interior of the balance.

H. Repeat F-G on the other side of the frame, but before pushing the terminal in all of the way, pull cord so there is equal tension and push in.

Note: If the cord needs readjusted, use a small flat screwdriver to pry the cord terminal out.





I. Confirm proper tension by raising the screen, it will stay raised when correctly installed. If installing a new screen, trim excess cord to 3".









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8 Replace Upper Screen Assembly:

A. Remove the upper screen assembly by letting it extend down and use pliers to pull the head bracket out separating it from the head of the frame.



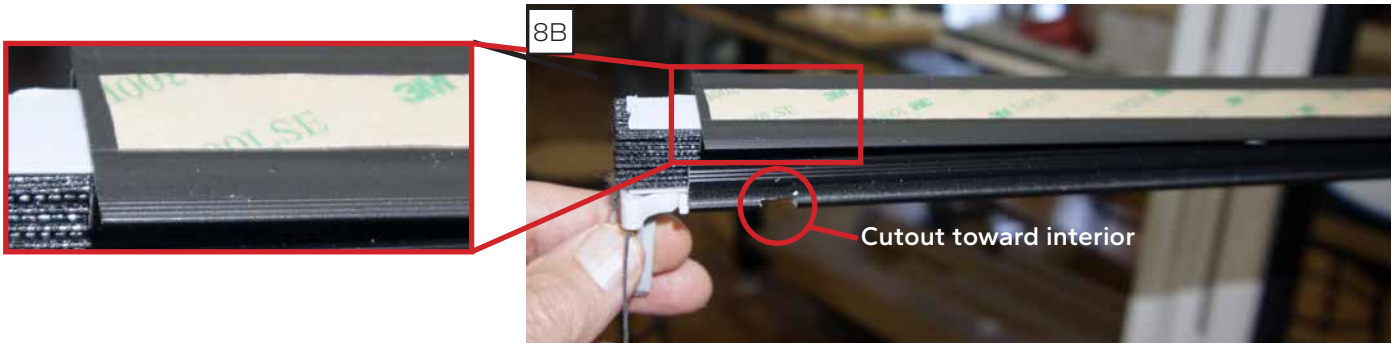








B. Inspect cord routing over end of screen assembly. Make sure it is setting in the channel intended on the plastic endcap. Make sure screen assembly is centered in bracket. Check cords are close to equal lengths both ends. The assembly will be inserted in the orientation shown with the cut-out toward the interior and the small ribs on the top of the head bracket face toward the interior.



C. Peel release paper backing from the head bracket.



8 Replace Upper Screen Assembly (continued):

D. Put one end in the upper balance channel then the other and position in the head, press firmly along the length of the upper control bar to press out adhesive.

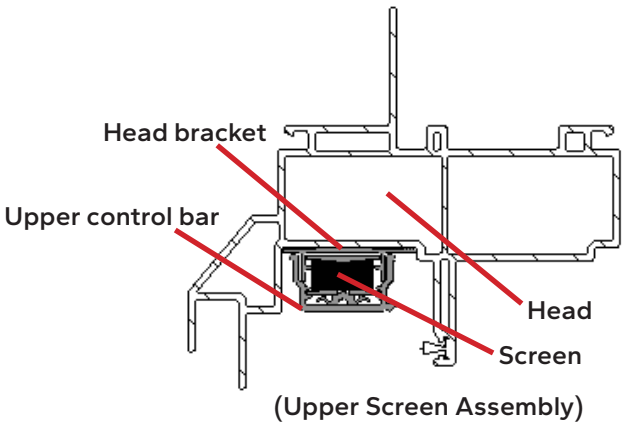












(Upper Screen Assembly)

E. Install upper screen cord terminals same as the lower screen assembly. Insert the upper screen cord terminal into the upper hole drilled in the balance channel, pull cord snug. Push in the upper screen cord terminal with a 3/16" Allen wrench. Repeat on other side of the frame, but before pushing the terminal in all of the way, pull cord so there is equal tension and push in.

Optional: Use painter's tape to temporarily hold the screen out of the way.

Note: Adjusting the cord too tight and the control bar will appear bent. Adjust tension as needed so the control bar is not bent. If the cord needs readjusted, use a small flat screwdriver to pry the cord terminal out.





8 Replace Upper Screen Assembly (continued):

F. Confirm proper tension by lowering the screen, it will stay in the position moved to when correctly installed. Trim excess cord to 3".







9 Replace Upper Sash Screen Strike:

A. Remove the upper strike from the upper sash. If needed, run a putty knife between the strike and sash to release it from the top rail. Clean any adhesive residue from the top rail.





B. Dry fit the replacement upper strike on the top rail of the upper sash. Make sure the notches fit over the tilt latches. If the upper strike interferes with the sash corner weld flash, carefully trim the weld flash to eliminate interference.



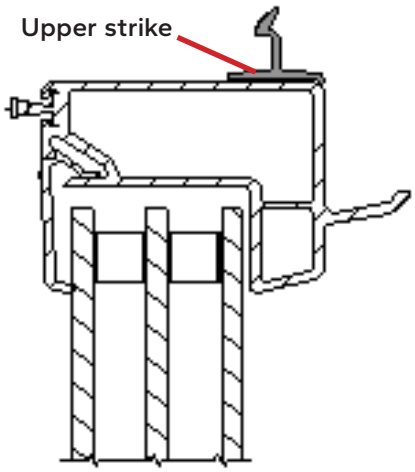


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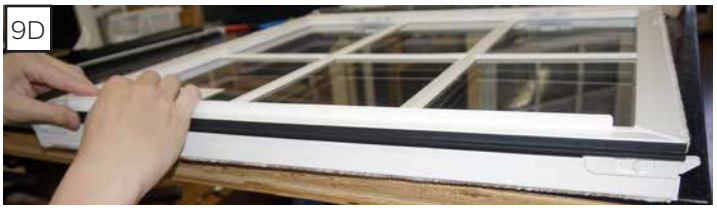
9 Replace Upper Sash Screen Strike (continued):

C. Remove the release paper backing from the upper strike.





D. Position the strike on the upper sash top rail and press into place.



10 Replace Upper Sash Bug Blocker:

A. Remove the bug blocker from the upper checkrail. If needed, run a putty knife between the bug blocker and the upper checkrail to cut through the adhesive foam backer to separate it from the sash. Clean off any remaining adhesive residue.



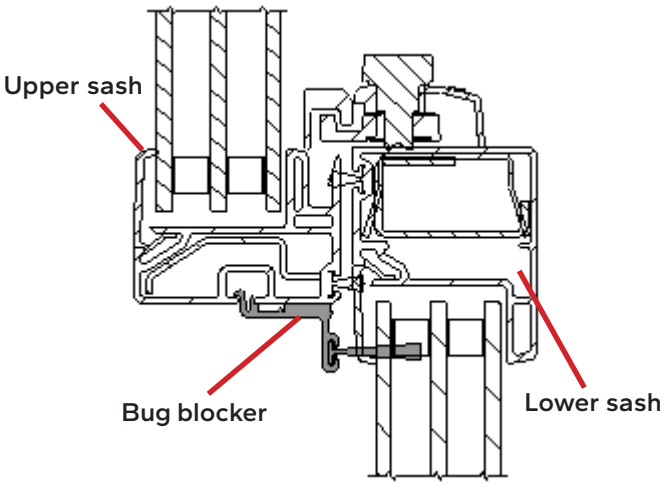




B. Dry fit the bug blocker to the bottom of the upper sash. Remove the release paper backing and position the part into the groove on the bottom of the upper sash with the bristles pointing toward the interior. Place edge of part in groove and rotate to set the foam tape. DO NOT install the bug blocker backwards.







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11 Replace Lower Sash Screen Strike:

A. Remove the strike from the lower sash. If needed, run a putty knife between the strike and the lower sash to cut through the adhesive to separate it from the sash. Clean off any remaining adhesive residue.

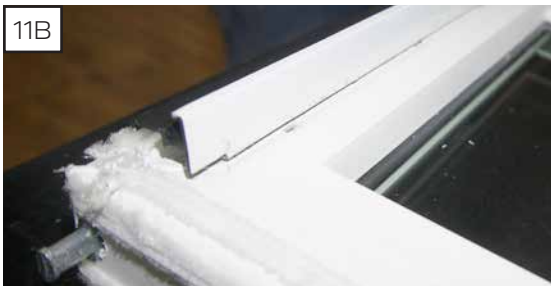


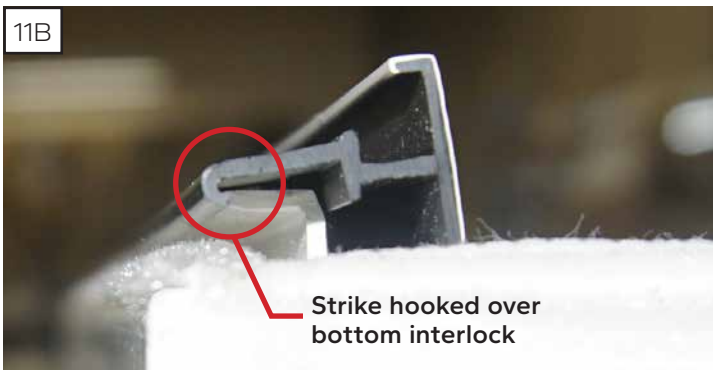


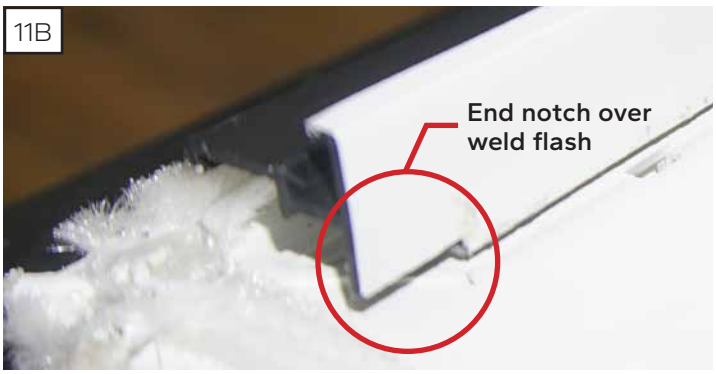




B. Dry fit the lower strike centered on the lower sash bottom rail. The notches on both ends should go over the miter weld flash. Hook the bottom edge of the strike over the sash bottom interlock.





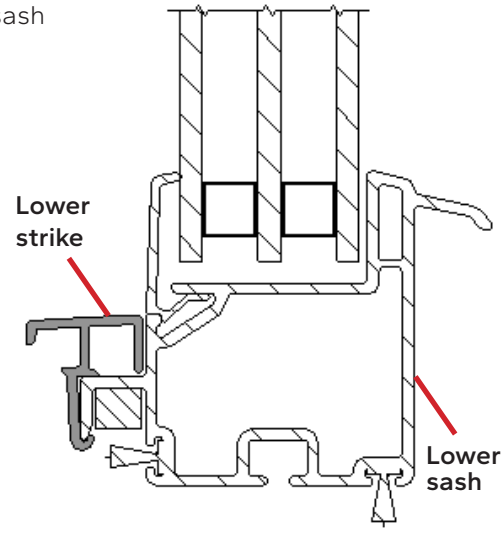


C. Remove the release paper backing, reposition the lower strike on the sash and press the strike firmly against the face of the bottom rail.









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12 Install Upper and Lower Sash:

A. Upper sash must be installed first.

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. Tilt the sash upright into the fully closed position.

B. Install the lower sash in the same manner.

C. Test the screen operation by lowering the upper sash and raising the lower sash.









