SERVICE INSTRUCTION

AutoLock Latching Function Troubleshooting

These instructions apply to:

Pella® 250 Series 2014-Current

Tools Required:

- Hand Phillips head screwdriver
- Cordless screwdriver

Terminology:



Autolock Cover



Autolock Base



Keeper/Strike

The AutoLock may be sensitive to installation and manufacturing tolerances and may require adjustments if latching issues occur. Ensure window is installed plumb, level and square.

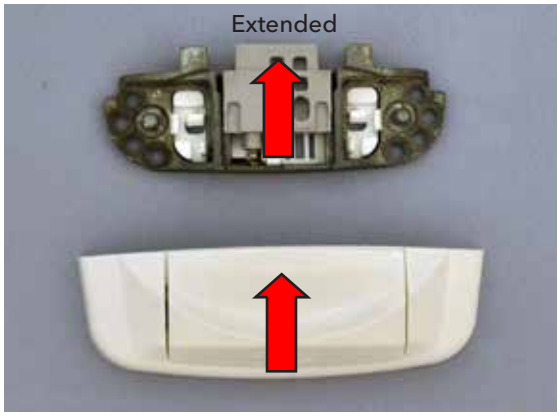
For all troubleshooting steps, the AutoLock cover may be removed and re-installed as follows:

AUTOLOCK REMOVAL & INSTALLATION

Remove the AutoLock Cover by prying the exterior side of the cover away from the glass



Reinstall AutoLock cover by snapping the cover over the AutoLock base. When snapping the cover on, be sure the lock components are extended and the AutoLock cover slide are both extended towards the exterior of the window.



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Part Number: V985785

Possible Issues:

1 Side to Side misalignment of lock to keeper:

Potential Solutions:

Adjust position of keeper side to side

A. Remove the Autolock Cover.

B. Loosen the Keeper screws a few turns using a Phillips screwdriver.

C. Close the vent sash, and move the keeper side to side until the "fangs"/ "tabs" on the AutoLock base are centered in the rectangular slots on the keeper. Tighten the keeper screws. DO NOT over-tighten screws. Re-install the AutoLock Cover, and check operation.



If there is not enough adjustment in the keeper to correct the AutoLock function, it may be necessary to remove the keeper and re-install.

A. Remove the Autolock cover.

B. Open, and tilt the vent sash.

C. Remove the keeper screws and remove the keeper.







D. Tilt the vent sash up, and close it. Position the keeper so that the AutoLock latches and the "fangs" /"tabs" are centered in the rectangular slots.



E. Position the keeper screws so they will drill a new hole in the upper interlock, and install using a Phillips screwdriver. DO NOT over tighten the screws.

F. Re-install the AutoLock Cover and check operation.

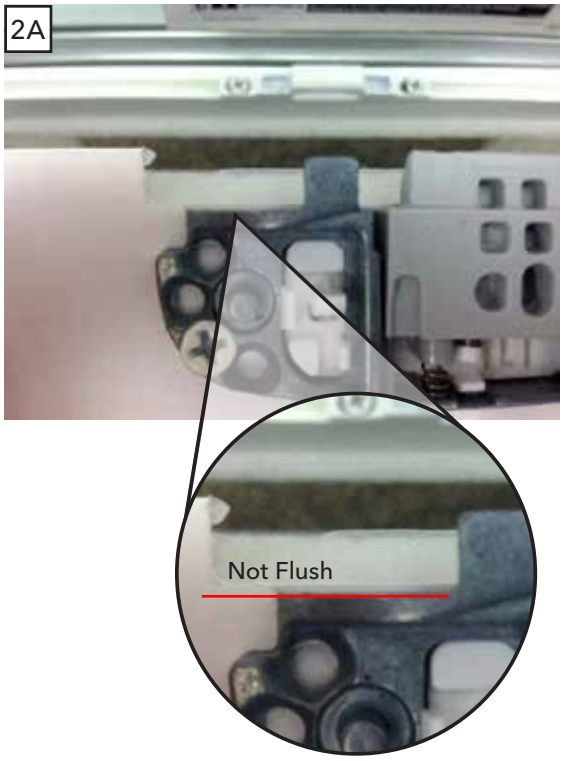
2 Front to back misalignment of lock to keeper:

Potential Solutions:

Adjust position of the AutoLock base.

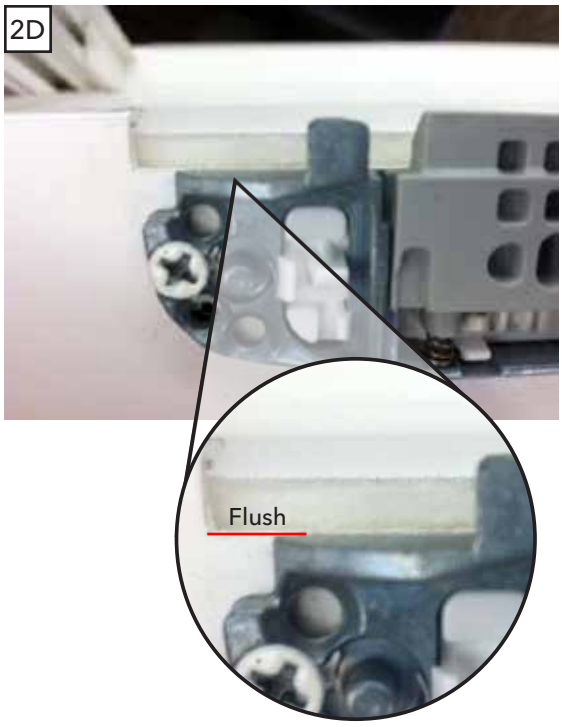
A. Remove the Autolock cover.

B. Check the AutoLock location by reviewing alignment of the AutoLock base to the exterior edge of the sash interlock notch. If the Autolock base is not flush with the vinyl sash interlock notch, the lock base must be moved to align the (2) surfaces.



C. Remove the AutoLock base by removing the 2 screws. Clean the screw hole debris with a putty knife until the surface is smooth. Take care not to scratch any sash areas that will be visible after the lock has been reinstalled.

D. Align the new lock location so the AutoLock base is centered within the interlock notch and the base is sitting flush to slightly proud of the interlock notch.



E. Reinstall the lock screws using a power screwdriver using the (2) lock base holes that are spaced furthest apart. The new holes will prevent the lock base from drifting back to the original location. DO NOT over tighten the screws.

F. Re-install the AutoLock cover and check operation.

3 Upper sash moves down when the lower sash is closed. (Double Hung Units Only):

Potential Solutions:

A. Order Constant Force Balance Friction Screw service kit, part number: **V985576**.

Install friction screws in the upper sash balances and adjust to add friction to the upper sash until it does not move downward when closing the lower sash.

Note: DO NOT install friction screws in lower sash.

See instruction V985574:

http://www.pellaperl.com/userdocs/documents/V985574_250_DH_BalanceSetScrew_Web.pdf