SERVICE INSTRUCTION

Balance Replacement For Single-Hung & Double-Hung

These instructions apply to:

Pella ® 250 Series 2014-Current

Tools Required:

- #2 Phillips screwdriver (Magnetic tip recommended)
- Straight blade screwdriver
- Putty knife

Supplies Needed:

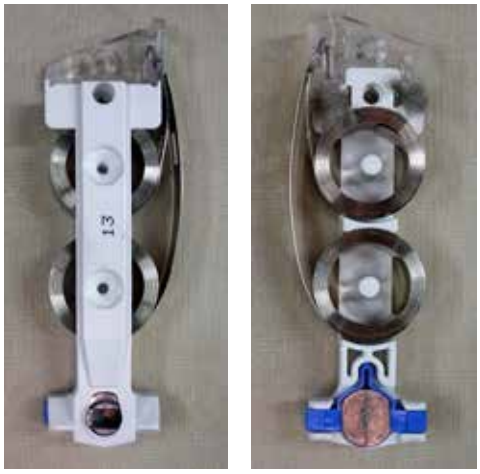
- Balance service package

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.

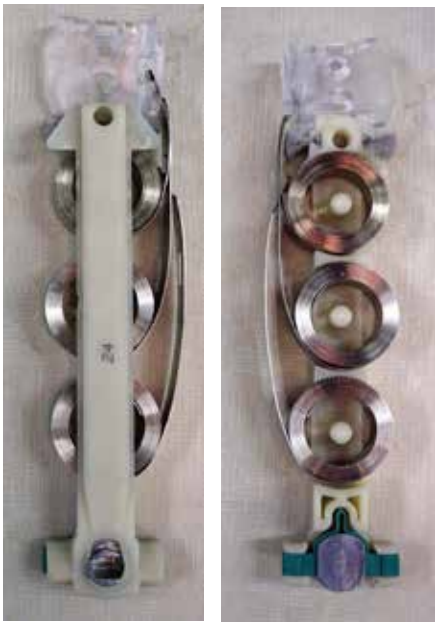
Note: Pella®250 Series balances have either single, double or triple coils. All balance coils are attached to the clip at the top of the balance. The only exception is the bottom coil in the triple coil balance which is attached to the center coil.



Single Coil Balance



Double Coil Balance



Triple Coil Balance

1 Preparation for Balance 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.

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 the sash straight up until the sash pivot bars are out of the sash balance shoes. Tilt one end of the sash up and then remove the sash from the frame.





© 2016 Pella Corporation

Part Number: V986503

1 Preparation for Balance Removal (Continued):

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

D. 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.





E. Hook lower portion of balance pocket cover with finger, pull balance pocket cover out.





Remove Lower Sash Vent Stop:

Note: Sash stop may look a bit different but the procedure is similar.

F. Pry up on the end of the vent stop with a putty knife.





G. Tilt the top of vent stop back. Push bottom of vent stop up and remove stop from balance channel.





1 Preparation for Balance Removal (Continued):

2014 - December 2016

Remove Upper Sash Vent Stop:

H. Slide the upper sash stop up until it clears the bottom of the balance pocket.





I. Tilt the bottom of sash stop back. Slide stop down while prying away from the jamb.





Screen Removal:

J. Grasp the screen handles/corner keys in the screen corners on one side of the screen and pull the screen toward the opposite side of the window frame until the side clears the frame. Pull the screen out of the frame until the opposite side with the springs clears the opening.

Note: The screen springs are on only one side of the screen, if needed - grasp screen from other side to remove.









K. Tilt the screen and pass it through the frame and set it in a safe place.





2 Lower Sash Balance Removal:

Note: The procedure for removing the single, double and triple coil balances are similar, however the double and triple coil balances may need to be disassembled while removing to complete the lower sash balance removal process.

Note: Coil balances being replaced may be slightly different in appearance then those shown in some of the following steps, but the procedure is the same.

Single, Double & Triple Coil Balance:

Note: Single coil balance shown in steps 2A & 2B, but procedure is the same for double and triple coil balances.

A. Insert a #2 Phillips screwdriver into the balance shoe and while securely holding the screwdriver, turn the shoe 1/4 turn to release the shoe in the balance channel and slowly move balance up to the balance attachment clip.





B. Use a Phillips screwdriver (or driver bit) to remove the balance attachment clip screw. (A magnetic tip screwdriver is recommended to prevent the screw from falling.)

Note: Triple coil balances will have two (2) screws in the balance attachment clip to be removed.





Single Coil Balance Removal:

C. Slide the balance up the balance pocket channel and remove it from the balance pocket slot. If needed a flat blade screwdriver may be used to help pry the balance out of the pocket.











2 Lower Sash Balance Removal (continued):

Double Coil Balance Removal:

D. Slide the balance up the balance pocket channel. For best removal results use a straight blade screwdriver to pry the balance housing out of the balance pocket channel.





E. Use a flat blade screwdriver to pry the balance attachment clip and the coils out of the balance pocket channel.

Note: The balance attachment clip and coils may be disassembled when removing from the channel.





F. Slide the balance housing up out of the balance pocket channel.





2 Lower Sash Balance Removal (continued):

Triple Coil Balance Removal:

G. Slide the balance up the balance pocket channel. For best removal results use a straight blade screwdriver to pry the balance housing out of the balance pocket channel.







H. Use a flat blade screwdriver to pry the balance attachment clip and the coils out of the balance pocket channel.

Note: The balance attachment clip and coils may be disassembled when removing from the channel.







I. Slide the balance housing up out of the balance pocket channel.





3 Lower Sash Balance Installation:







Note: All spring coils (single, double, triple) must attach to the balance attachment clip and have the attached coil sides run along the exterior side of the balance pocket channel.

Note: Coil balances being replaced may be slightly different in appearance then those shown in some of the following steps, but the procedure is the same.

Single Coil Balance Installation:

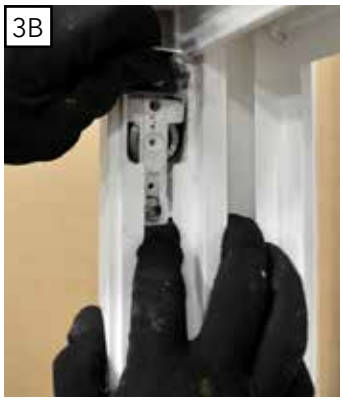
A. Insert the balance into the balance pocket channel leading with the open shoe end of the balance.





B. Position the balance attachment clip so the screw attachment holes align vertically with the balance pocket channel and continue to insert the balance into the channel.





C. Use a flat blade screwdriver as needed to align the balance attachment clip and balance in the channel.





D. Move the balance down the channel and align the attachment clip hole with the hole in the channel and attach with the screw.





3 Lower Sash Balance Installation (Continued):

Double Coil Balance Installation:

E. Insert the balance into the balance pocket channel leading with the open shoe end of the balance and positioning the balance perpendicular to the window.





F. Move the balance while still perpendicular to the window down approximately 3″ down the channel. Take the two coils and attachment clip out of the balance housing and begin inserting them in the channel starting with the bottom coil.





G. Insert the coils and attachment clip into the channel, being careful to keep them attached to the top clip. Reattach the coils to the clip if they come apart; refer to the photos on the first page of this document for how the coils and attachment clip are attached together.





H. When both coils and the attachment clip are in the channel, tilt up the balance housing up over the coils and into the channel with the attachment clip above the balance housing. Use a flat blade screwdriver to help correctly position the coils and attachment clip.





3 Lower Sash Balance Installation (Continued):

I. Once the housing is over the coils and in the channel, make sure the clip is positioned with the holes aligned vertically with the channel.

3I



3I



J. Move the balance down the channel and align the attachment clip hole with the hole in the channel and attach with the screw.

3J



3J



3 Lower Sash Balance Installation (Continued):

Triple Coil Balance Installation:

K. Insert the balance into the balance pocket channel leading with the open shoe end of the balance and positioning the balance perpendicular to the window.





L. Move the balance while still perpendicular to the window down approximately 3" down the channel. Take the three coils and attachment clip out of the balance housing and begin inserting them in the channel starting with the bottom coil.







M. Insert the coils and attachment clip into the channel, being careful to keep them attached to the top clip, except for the bottom coil which attaches to the center coil.

Reattach the coils to the clip if they come apart; refer to the photos on the first page of this document for how the coils and attachment clip are attached together.







N. When the three coils and the attachment clip are in the channel, tilt up the balance housing up over the coils and into the channel with the attachment clip above the balance housing. Use a flat blade screwdriver to help correctly position the coils and attachment clip.







3 Lower Sash Balance Installation (Continued):

O. Once the housing is over the coils and in the channel, make sure the clip is positioned with the holes aligned vertically with the channel.



P. Move the balance down the channel and align the attachment clip hole with the hole in the channel and attach with the two screws.





4 Upper Sash Balance Removal:

Pre - 2017 Go to step 4H.

2017 - Current

Single, Double & Triple Coil Balance:

A. Insert a #2 Phillips screwdriver (or flat blade screwdriver) into the balance shoe and while securely holding the screwdriver, turn the shoe 1/4 turn to release the shoe in the balance channel and slowly move balance up to the balance attachment clip.

B. Use a Phillips screwdriver (or driver bit) to remove the balance attachment clip screw. (A magnetic tip screwdriver is recommended to prevent the screw from falling.)





Single Coil Balance Removal:

C. Use a straight blade screwdriver to pry one side of the balance housing and coil out of the balance channel, when one side of the housing has cleared the edge of the channel, remove entire housing.





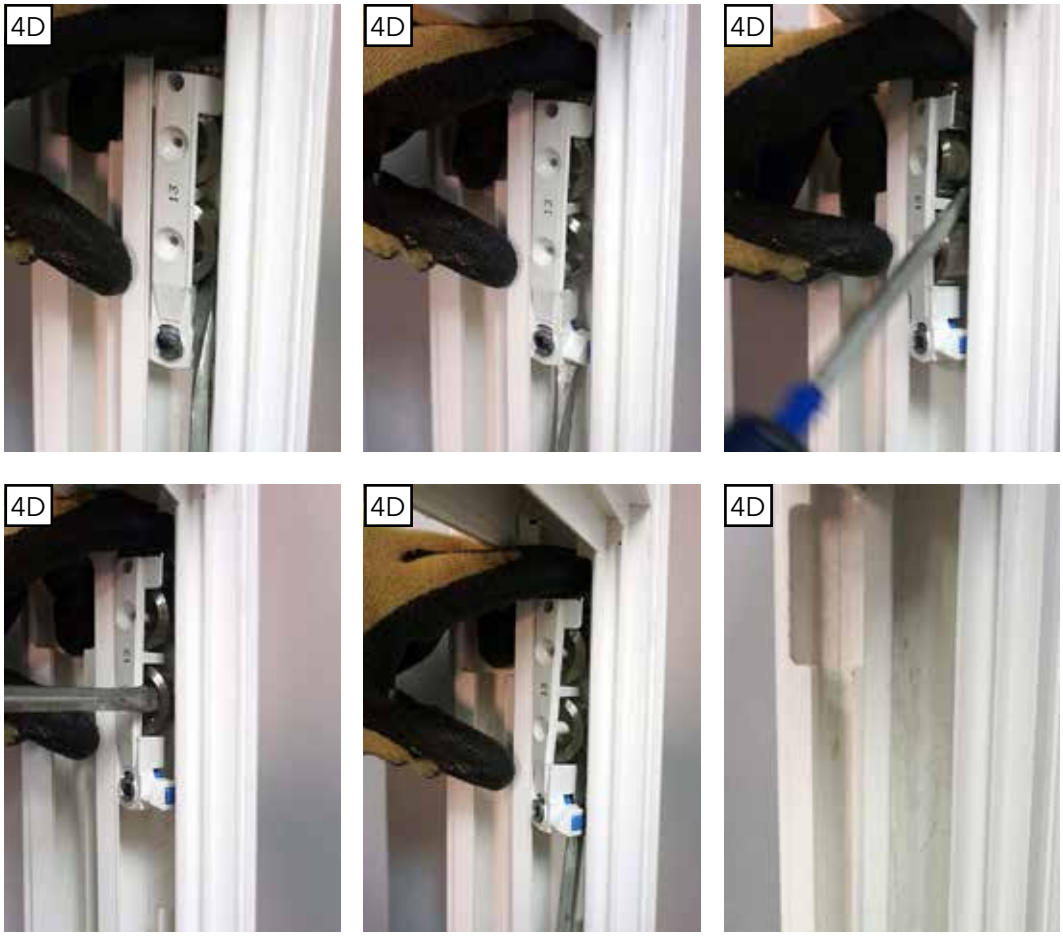




4 Upper Sash Balance Removal (Continued):

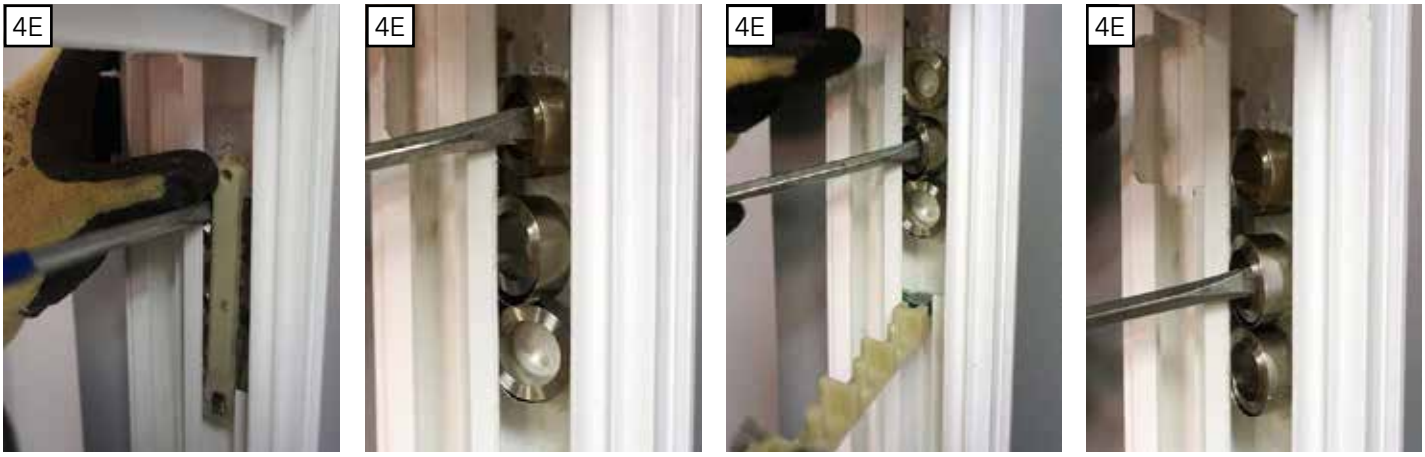
Double Coil Balance Removal:

D. Use a straight blade screwdriver to pry the coils and housing out of the balance channel. For best results; prying each coil partially out separately helps to in the removal process.



Triple Coil Balance Removal:

E. Use a straight blade screwdriver to pry the housing so it can be tilted down out of the balance channel. For best results; prying each coil partially out separately helps to in the removal process.



4 Upper Sash Balance Removal (Continued):

Triple Coil Balance Removal:

F. When each of the coils are partially removed, a flat blade screwdriver will help guide them the rest of the way out of the balance channel.

4F



4F



G. Slide the balance housing up and out of the top of the channel

4G



4G



4 Upper Sash Balance Removal (Continued):

2014 - December 2016

Single, Double & Triple Coil Balance:

H. Insert a #2 Phillips screwdriver into the balance shoe and while securely holding the screwdriver, turn the shoe ¼ turn to release the shoe in the balance channel and slowly move balance up to the balance attachment clip.

I. Use a Phillips screwdriver (or driver bit) to remove the balance attachment clip screw. (A magnetic tip screwdriver is recommended to prevent the screw from falling.)





Single Coil Balance Removal:

J. Slide the balance down the balance pocket channel and remove it from the balance pocket slot.











Double Coil Balance Removal:

K. Slide the balance down the balance pocket channel. For best removal results use a straight blade screwdriver to pry the balance housing to get it started out of the balance pocket channel.





4 Upper Sash Balance Removal (continued):

L. Grasp the balance and slide it out of the pocket channel to remove it.

Note: The balance attachment clip and coils may become disassembled when removing from the channel.









Triple Coil Balance Removal:

M. Slide the balance down the balance pocket channel. For best removal results use a straight blade screwdriver to pry the balance housing to get it started out of the balance pocket channel.





N. Grasp the balance and slide it out of the pocket channel to remove it.









5 Upper Sash Balance Installation:

Pre - 2017 - Go to Step 5O.

2017 - Current
Single Coil Balance Installation:

A. Insert one side of the coil and housing into the balance channel. Use a flat blade screwdriver to push the coil completely into the channel. While pushing against the attachment clip with the screwdriver, push the housing into the channel.











B. If necessary, use a flat blade screwdriver to position the attachment clip on the top of the balance housing so the housing nubs align with the slots on the attachment clip.



C. Move the balance down the channel and align the attachment clip hole with the hole in the channel and attach with the screw .



5 Upper Sash Balance Installation (continued):

Double Coil Balance Installation:

D. Insert one side of the coil and housing into the balance channel.





E. Use a flat blade screwdriver to position the coils into the channel.





F. While pushing against the attachment clip with the screwdriver, push the housing into the channel.







G. Move the balance down the channel and align the attachment clip hole with the hole in the channel and attach with the screw.



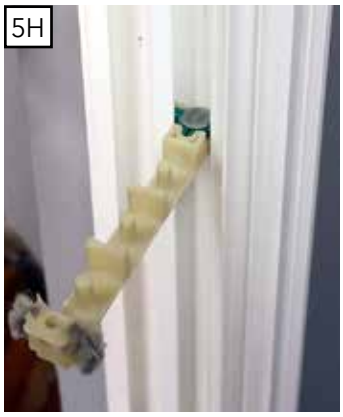


5 Upper Sash Balance Installation (continued):

Triple Coil Balance Installation:

H. Slide the balance housing into the balance channel and down a few inches in the channel so it is not in the way of the coils to be installed in the following steps.





I. Insert one side of the attachment clip and the connected together three coils into the balance channel.



J. While holding the coils in place, use the flat blade screwdriver to position the coils (one at a time, starting with the bottom coil) into the balance channel.







5 Upper Sash Balance Installation (continued):

K. Make sure the clip is positioned completely in the channel. Push/tap the clip in as needed until it is completely against the back of the channel.









L. Tilt up the balance housing into the upright position. It may be necessary to adjust the coil positions with the flat blade screwdriver so the housing can be completely inserted into the channel.







M. If necessary, use a flat blade screwdriver to position the attachment clip on the top of the balance housing so the housing nubs align with the slots on the attachment clip.





5 Upper Sash Balance Installation (continued):

2014 - December 2016.

Single Coil Balance Installation:

O. Insert the balance into the balance pocket channel leading with the balance attachment clip of the balance making sure the balance attachment clip holes align vertically with the balance pocket.







P. Continue to insert the balance into the channel.





Q. Move the balance up the channel and align the attachment clip hole with the hole in the channel and attach with the screw.



5 Upper Sash Balance Installation (continued):

Double Coil Balance Installation:

R. Insert the balance into the balance pocket channel leading with the balance attachment clip of the balance making sure the balance attachment clip holes align vertically with the balance pocket.







S. Continue to insert the balance into the channel. Due to the size of the double coil balance, it may be necessary to use a flat blade screwdriver to assist in inserting in the channel.







T. Move the balance up the channel and align the attachment clip hole with the hole in the channel and attach with the screw.





5 Upper Sash Balance Installation (continued):

Triple Coil Balance Installation:

U. Insert the balance into the balance pocket channel leading with the balance attachment clip of the balance making sure the balance attachment clip holes align vertically with the balance pocket.

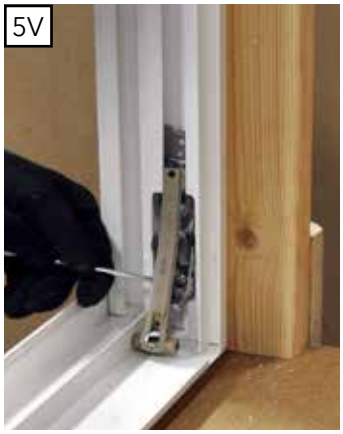






V. Continue to insert the balance into the channel. Due to the size of the triple coil balance, it will be necessary to bend it slightly to get it in the channel. A flat blade screwdriver may be used to assist in inserting in the channel.









W. Move the balance up the channel and align the attachment clip hole with the hole in the channel and attach with the two screws.









6 Vent Stop and Pocket Cover Installation:

Install Lower Sash Vent Stop:

Note: Sash stop may look a bit different but the procedure is similar.

A. Insert bottom of vent stop into balance pocket channel. Slide it down while tilting top up into position. Push top to "snap" into place.







Install Upper Sash Vent Stop: 2014 – December 2016

B. Tilt the sash stop so the top is inserted in to the balance channel pocket with the bottom away from the jamb. Slide the top up in the channel while pushing the bottom toward the jamb. Slide and push until it is into position.







C. Insert balance pocket cover into balance pocket and press cover until it "snaps" into place.









7 Sash and Screen Installation:

A. Carefully pass the screen through the sash opening and rotate it up to align with the frame and put one side of the screen in the frame.





B. Grasp the screen handles/corner keys in the screen corners on the opposite side of the screen and pull the screen toward the opposite side of the window frame until the screen spring clips clear the frame and can be installed in the frame. Release the handles once the screen is installed.







C. 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 bylightly tapping the sash near the pivot bar locations.

D. Close and lock the sash.