

# INSTALLATION & CARE INSTRUCTIONS

Before removing the old window, please check the following:

- The new window is the correct size
- The new window is what you ordered
- There is no visible damage or faults

## INSTALLATION INSTRUCTIONS

It is easier to correct a problem before the window is installed in the home.

**DO NOT FORCE THE WINDOW INTO AN OPENING THAT IS TOO SMALL!**

## SLIDERS, DOUBLE & SINGLE HUNG WINDOWS

### Setting the Window

1. Set the window in place with at least ¼" clearance on both jambs and the head.
2. Square, plumb and level the window in the opening and shim BOTH side jambs parallel. Shims must be placed at the point where the installation screws will be used.
3. The sill must be level and properly supported. Ideally the window should rest on the existing sill.
4. Measure the inside frame dimensions and adjust the shims until the dimensions are equal on the side jambs and head.
5. Double check to ensure that the window is square

### Fastening Holes

#### Sliders

Slide the sash(es) open and drill ⅜" screw holes, when necessary, through the side jamb in the pocket that the sash slides into when closed. For windows 36" or less in height, the holes should be drilled 3" from the head and sill. For windows over 36", a third hole should be drilled at the centre point of the side jambs.

#### Double and Single Hung

Slide the sash open and remove the balance covers. Drill ⅜" screw holes, when necessary, through the side jamb. For windows 36" or less in height, the holes should be drilled 3" from the head and sill. For windows over 36", a third hole should be drilled at the centre point of the side jambs. Replace the balance covers.

**NEVER DRILL INSTALLATION  
HOLES THROUGH THE SILL**

### Finishing Steps

Insulate between the window and the frame making sure that all gaps and voids are filled completely.

Before applying caulking and trim, check to ensure that the sashes slide and rest freely in any position.

Finish the interior and exterior trim and caulking.

## CASEMENT INSTALLATION

1. Open the sash and drill a ⅜" screw hole through the inside frame wall 3" from the top and bottom of each side jamb. For windows over 36", a third hole should be drilled at the centre point of the side jambs.

**NOTE:** On multiple units it may be necessary to drill holes and place screws in the head on the hinge side.

2. Plumb, square and level the window in the opening by placing shims, as necessary, behind the screw locations.
3. Insert screws into the screws holes taking care not to over-tighten and distort the jambs.
4. Cover the screw holes with the vinyl plugs supplied.
5. Insulate between the window and the frame making sure that all gaps and voids are filled completely.
6. Before applying caulking or final trim, check the window for smooth operation and fit and make any necessary adjustments.
7. Finish the interior and exterior trim and caulking.

**IF YOU ARE UNSURE ABOUT ANY STEP IN THE INSTALLATION PROCESS, STOP AND CHECK WITH OUR SUPPORT TEAM. A POORLY INSTALLED WINDOW WILL NOT PERFORM AS EXPECTED AND COULD VOID YOUR WARRANTY.**

## **CARE**

The material used in all Deluxe windows is polyvinyl chloride (PVC). This material virtually eliminates conduction of heat and cold, won't peel, blister, rust or corrode and never needs painting. To clean your new windows, simply use soap and water. For stubborn marks, don't hesitate to use a common household cleaner.

## **Double Hung & Single Hung Operation**

**How To Tilt** – Lift the bottom sash approximately 3" from the sill. Release the sash by sliding the tilt release buttons to the centre and pull the sash towards you. Be sure to tilt the sash evenly and do not remove it.

For Double Hung windows, the top sash should be pulled down approximately 6". Release the sash by sliding the tilt release buttons to the centre and pull the sash towards you. Hold the sash at 90 degrees to the frame when washing. When tilting the sashes back into position, be sure that they are properly seated with the tilt releases engaged.

## **Slider Operations**

To tilt the slider sashes, open the sash approximately 3". Release the sash by sliding the tilt release buttons to the centre and pull the sash towards you. Be sure to tilt the sashes evenly to 90 degrees.

## **IMPORTANT**

When tilting the sashes towards you, it is important that you keep the sash parallel to the window sill to avoid disengaging the coil balances.