

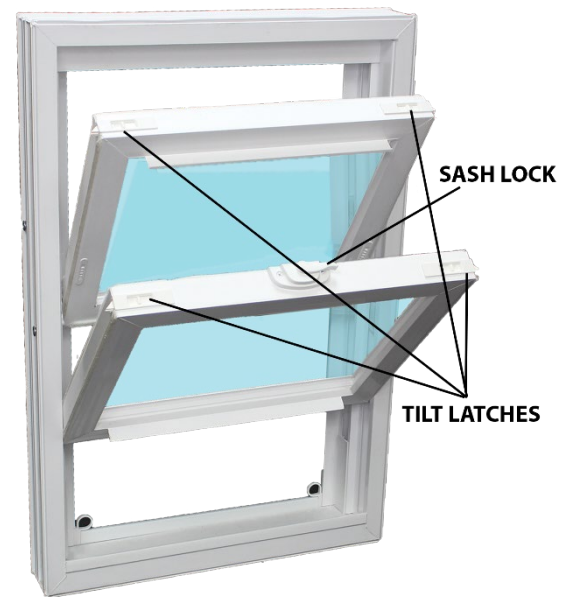
OPERATING INSTRUCTIONS FOR SINGLE & DOUBLE HUNG

Single Hung - Only the bottom sash will operate.

Double Hung – Both sashes will operate.

To Lock/Unlock Window:

1. Turn the locking Mechanism counterclockwise. If your window is wider than 28" you will have two locking mechanisms. To lock the window, make sure both sashes are properly closed, then engage the lock by turning clockwise.



To Open Window:

1. Follow above step to unlock the window.
2. Once unlocked, you can open or close each sash as desired.

To Tilt In The Sashes:

1. **Sashes must be raised or lowered a minimum of 3" before tilting inwards.**
 - a. Attempting to tilt in the sashes without prior raising the bottom or lowering the top sash will break your balance shoe. This will not be covered under warranty as physical damage would have occurred from mis-operation of the window.
2. The bottom Sash needs to be tilted inwards before the top sash can be tilted inwards.
3. Do not let the sashes freely dangle. They need to be supported by a prop or by the individual operating the window.

To Remove Sashes:

1. Follow same steps as above. To remove each sash, tilt downwards to a 90 Degree angle relative to the frame. Or parallel to the floor. Once positioned at 90 Degrees, lift the sash vertically upwards to remove the pivot bars from the balance shoe.

To Re-insert Sashes:

1. To place the sash back into the frame, follow the above steps in reverse. Make sure pivot bars are properly engaged into the balance shoe and sitting level, straight, and square before attempting to close the sash.
2. Make sure tilt latches are properly engaged once the sash is closed. If the tilt latches are not properly engaged, the sash may fall inward causing damage.

To properly clean your windows, please see "Cleaning Instructions" document.