

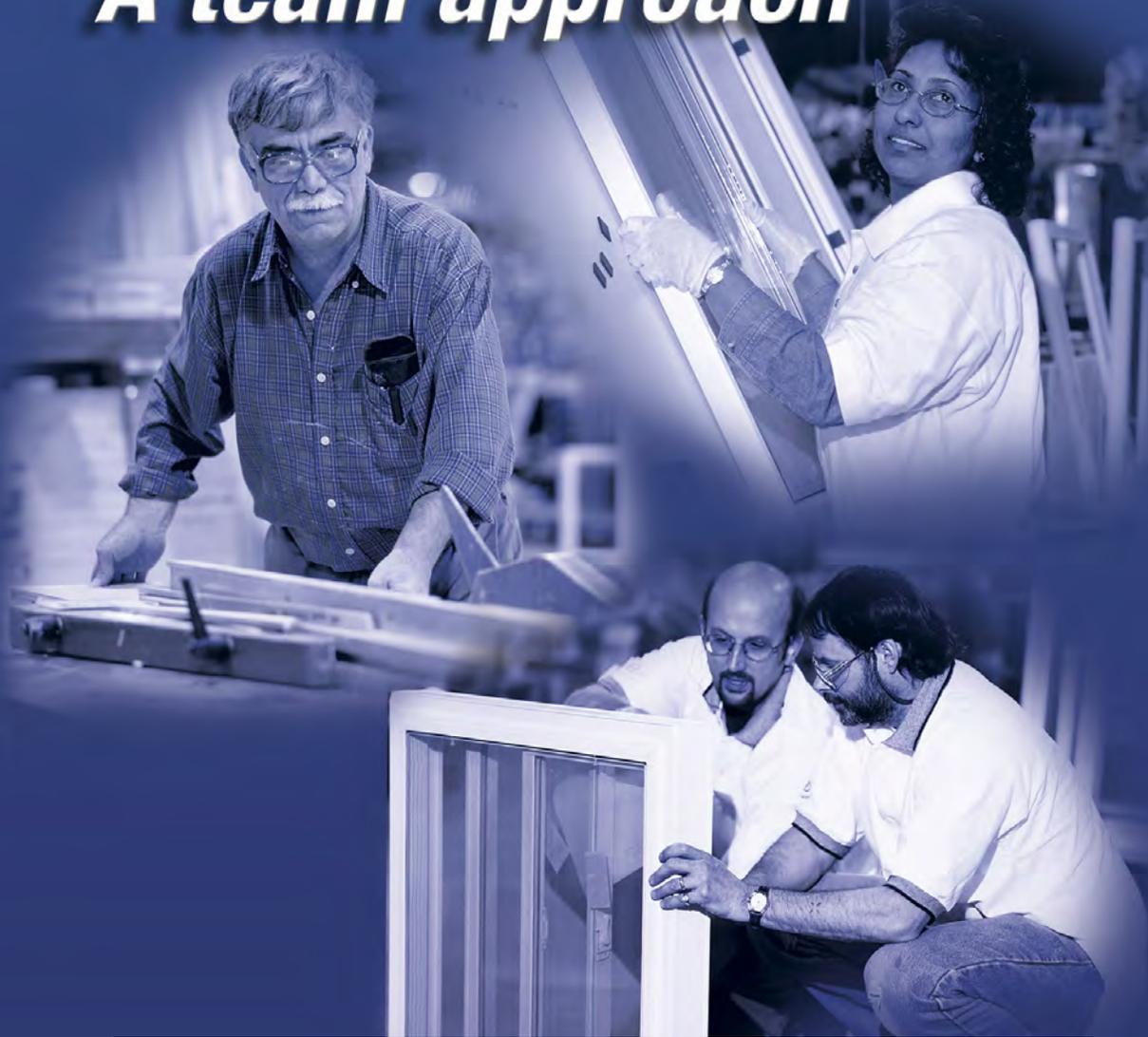
# Owner's Manual

*Windows for life!*

**VWD Vinyl Window  
Designs Ltd.™**



# *Trust, Quality & Commitment... A team approach*



Thank you for purchasing your windows from Vinyl Window Designs Ltd.  
Save the following unique warranty registration number.  
It is necessary so we can provide you with the best possible service.

Dealer: \_\_\_\_\_

Telephone: \_\_\_\_\_

Warranty Registration Number: \_\_\_\_\_

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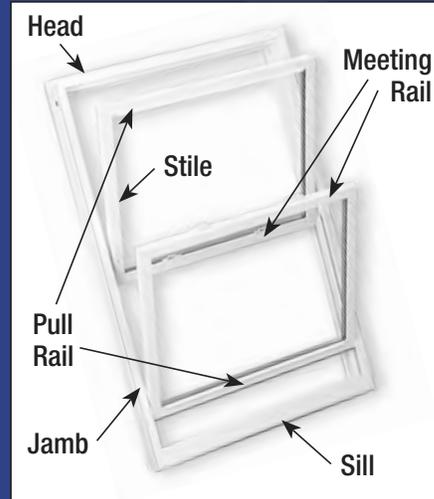
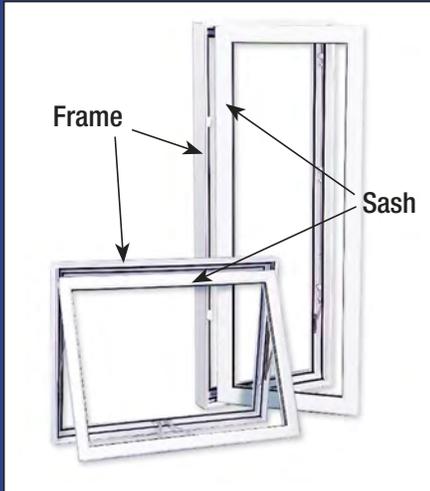


# Thank you

We appreciate your confidence in buying your windows from Vinyl Window Designs Ltd. Our goal by providing you with this manual is for your life with your new windows to be the most enjoyably experience possible.

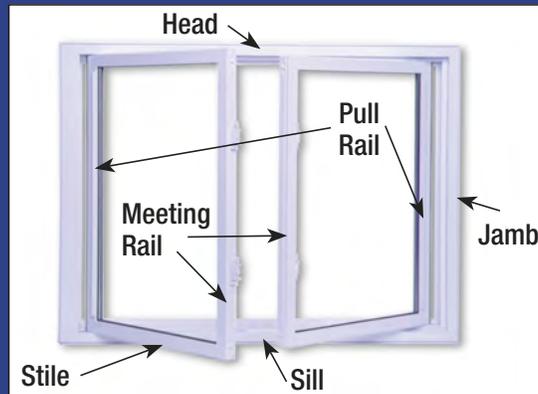
## Glossary of terms

### CASEMENT



### AWNING

### DOUBLE HUNG



### DOUBLE TILT SLIDER

**Frame:** The part of the window attached to the opening and not moving.

**Head:** The top part of the frame.

**Sill:** The bottom of the frame.

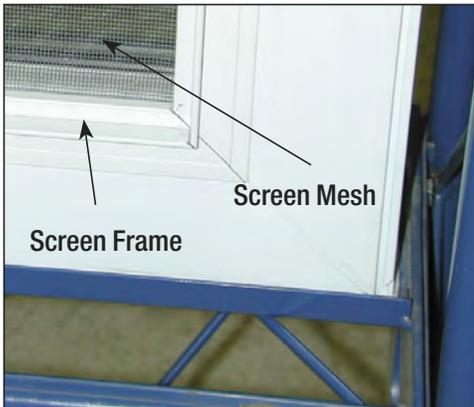
**Jamb** The sides of the frame are left and right jambs.

**Sash:** The moving units are called sashes. Casements and awning windows have one sash per frame. Single hung and single sliding windows have one sash per frame. Double hung and double sliding windows have two sashes per frame.

**Meeting Rail:** The center pieces of the two sashes in a sliding window are called meeting rails because they meet and overlap.



**Interlock:** The parts of the meeting rails that overlap between the two sashes or between a single sash and a fixed meeting rail that is part of a frame.

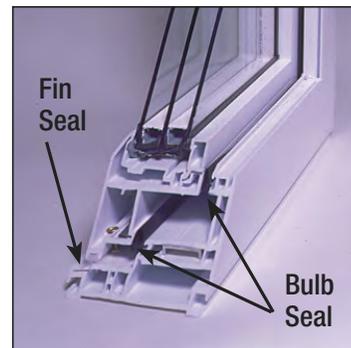


**Screen:** The screen has a metal screen frame and a fiberglass mesh.  
**Screen pull:** A spring-loaded device that must be pulled in order to remove a screen.



**Side lock handle:** An individual locking handle used to lock casements and awnings.  
**Multi-point lock:** A single side lever that controls multiple lock points on a casement window.

**Operator:** The closing mechanism of a casement or awning. (These windows have different operator styles.) The operator is controlled by turning a “crank-handle”.  
**Seal:** The flexible strips that assist in preventing air and water penetration through your window.



# Window Style Operations

## Casements and Awnings

**Important!** Sash restrictor devices are required by most building codes for windows above grade. Sash restrictors can either be ordered with the window or fitted as required to an existing window. Sash restrictors limit the movement of the sash to protect your family from accidental falls through an open window!

**Note:** All casements utilize multipoint locking systems

### Basic Operation:

1. To open your window, first, make sure that the Multi-point locking handle is in its “up” position.



2. If the Multi-point locking handle is on the left jamb, grip the operator handle and wind in a counter-clockwise direction to open the window. If the Multi-point locking handle is on the right jamb, grip the operator handle and wind in a clockwise direction to open the window.



3. In most cases, a window without sash restrictors can be opened until the sash is perpendicular to the frame. (Exceptions are small windows and egress windows using special hardware.)

4. To close the window, wind the operator in the opposite direction you used to open it. (Tip – Make sure the locking handles are still in their upper position before closing the window!)
5. Do not use force on the operator. Bring the sash into the frame and use the locking handle on the side locks to tightly close the sash.



## Screen Removal/Replacement

### 800M Ultra Casement and 850M Ultra Awning with Ultra Rolling Screen

The innovative Ultra Rolling Screen does not remove from the window. Instead, it is designed to roll up into a housing fixed to the underside of the frame head. This allows you to easily choose between a screened and an unscreened window.

#### To Roll Away:

1. Grasp the handle at the base of the Ultra Rolling Screen.
2. Lift the screen up smoothly. (The screen is under minimal pressure.)
3. Raise the screen to the top of the frame.



1. Grasp the handle



2. Lift the screen up



3. Raise the screen to the top to the top

#### To Reset:

1. Grasp the handle now at the top of the opening.
2. Pull the screen down smoothly.
3. Press the screen into the clasp at the bottom of the window.



Screen Open

2. Pull the screen down

3. Press the screen into the clasp

Screen Closed

**800TS Ultra Casement and 850TS Ultra Awning  
100M Premium Casement and 150M Premium Awning**

**These models come equipped with our revolutionary, patented Touch Screen™**

Touch Screen is a magnetic system without springs, hooks or any mechanical device. The screen has a U channel at its bottom that sits on a lip in the sill of the window frame.

**To remove:**

1. Grip the screen frame on both sides by holding the side rails with each hand more than two thirds of the way up the screen.
2. Pull gently from the top (not the bottom) to separate the magnets on the frame from those on the screen.
3. Lift the screen off of the frame sill.



1. Grip screen



2. Pull gently from top



3. Lift off of frame sill

### **To replace:**

1. Lower the screen into the frame sill, so the U channel in the bottom of the screen sits over the lip of the frame sill.
2. With the weight of the screen sitting on the window frame, gently tilt the screen toward the window frame.
3. Allow the screen to snap to the frame as the magnets come into proximity with each other. (Note: The screen only goes in one way, so if it doesn't seem to be easily going in, it may be that you have it upside-down.)



## **100MR Plus Casement and 150MR Plus Awning - Hidden Spring Screen**

### **To remove:**

1. Grip the screen frame on both sides by holding the side rails with each hand. Push down to compress the springs built into the screen.
2. As the screen lowers on the spring, the top edge will become free from the window frame. This allows the top of the screen to tilt in, toward you.
3. Lift the screen off of the frame sill.



1. Grip the screen frame. Push down.



2. The top edge will become free



3. Lift the screen off of the frame sill.

### **To replace:**

1. Lower the screen into the frame sill, so the tabs on the screen corners sit over the lip of the frame sill.
2. Gently push down on the screen to compress the spring in the screen corners.
3. With the springs compressed, push the screen completely into the frame. Do not force if the top isn't clear of the frame as this means the springs are not fully compressed at the bottom.



1. Lower the screen into the frame sill



2. Gently push down on the screen



3. Push the screen completely into the frame

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## Cleaning Frame, Sash and Glass

1. A mild detergent can be used to clean the vinyl parts. Any good glass cleaner can be used to clean the glass.
2. To access the outside glass, fully open the window and remove the screen. Your arm will reach out in the opening between the sash and frame. With a large window, a small squeegee can help reach far corners of the outer glass.



### IMPORTANT WARNING!

3. After years of use, the outside of the window may pick up numerous pollutants. To remove dirt and restore your window use either a mild detergent or products labeled as vinyl cleaners.

## Awning (150 Series and 150M Series)

**Note:** Both the 150 Series and the 150M Series have a side lock handle on both sides of the window. The style of the 150M is designed to cosmetically match the multipoint hardware of the 100M Casement Series.



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## Basic Operation:



1. To open your window, first, make sure that the Side lock handle(s) are in their “up” position.



2. Grip the operator handle and wind in a counter-clockwise direction to open the window.
3. The window will wind out to its full extent without undue force. Do not attempt to over-wind.



4. To close the window, wind the operator in a clockwise direction. (Tip – Make sure the locking handles are still in their upper position before closing the window or it will not close properly!)
5. Do not use force on the operator. Bring the sash gently into the frame and use the locking handle(s) on the side locks to tightly close sash.

## Screen Removal/Replacement:

1. Grip the screen frame with both hands in the middle of the top by holding the protruding rail.





2. Gently flex the frame down toward the centre of the screen and pull the top of the screen toward you until it releases from the window frame head.



3. Keep tilting until only the bottom of the screen is still attached to the window frame sill.
4. With care to not damage blinds or curtains, lift the screen completely out of the window frame.

5. To replace the screen, place the bottom of the screen so the small plastic “pins” sit in the narrow track at the frame sill.



6. Push the screen into the frame opening, starting with the lower portion of the screen and working toward the top. Once again, it is useful to put a little pressure toward the center of the screen to create a little flex in the material in order for the plastic, spring loaded pins to slip into the opening on the window frame.
7. If part of the screen doesn't easily engage flush to the window frame, a sharp tap with the palm of your hand should engage the screen.



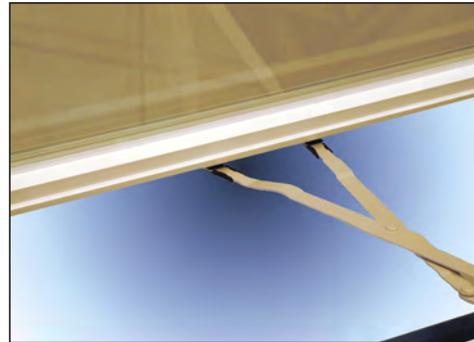
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## Cleaning the outside glass from inside your home

**Note: Cleaning the outside glass requires the disengagement of the operating hardware. The window's sash will drop when disengaged. To prevent injury the sash must be supported at all times unless set at rest .**

**Note:** Disengaging the hardware will allow the window to be opened to such a degree that it could present a danger to children. Never leave the window unattended until the operating characteristics are returned to normal.

1. Open the window to its fullest extent.
2. Remove the screen.
3. Looking out through the window opening you will notice a scissor-like apparatus in the middle of the bottom of the window. This can be disengaged.



**Note: Completing Step #5 will result in the sash dropping if it is not being held and supported!**



4. Slide the two black plastic clips toward you.



5. After the clips are fully moved, the hardware arms will drop off of the keeper on the sash and the sash will move freely.

6. Hold the sash firmly by the sash head and pull it down until the sash is flat and the outer glass is accessible.
7. The outer glass can now be cleaned.
8. Reverse the process to return the sash to its normal operating condition. (Pull the sash down to the clips and re-attach them.)



## Double Hung (210 Series and 240 Series)

### Basic Operation:

Opening your window:



1. Make sure the window is unlocked by moving the center lock lever(s) so they are pointing toward the right jamb of the window.



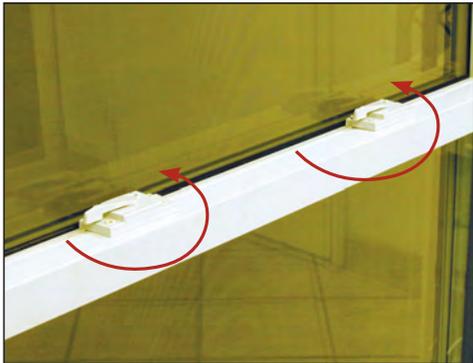
**Note that on windows with two locks, both locks still point to the right to open the window!**



2. To raise the lower sash, firmly grip the handle on the lower sash rail and raise the sash up.

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To lower the upper sash, firmly grip the handle on the sash rail and pull down.



3. To close either sash, make sure the center lock lever(s) is pointing toward the right jamb of the window before closing either sash.

After closing both sashes firmly, move the centre lock handles from right to left to lock the window.

### Using a night latch to limit sash travel:



**Important note – Night latches are not a safety feature. Consult your sales agent, dealer or your local building department regarding products that would meet local standards as a safety device or child restraint. Please inquire regarding sash restricting devices that meet your local code.**

1. Slide the night latch on the upper sash into its open position by pressing the grooved surface upward.



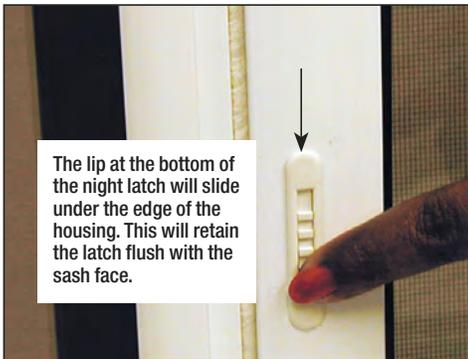


The spring-loaded latch will clear its retainer and protrude from the upper sash.

2. To create limited ventilation at the bottom of the window, carefully raise the lower sash until it is pressed tightly against the protruding night latch.

If ventilation at the top of the window is desired, carefully lower the sash until the night latch is pressed against the top of the lower sash.

**Do not use sudden pressure against the night latch. This latch is designed to break under medium impact.**



3. To close the night latch and allow for maximum ventilation, press the grooved, projecting part of the latch into the sash and slide it down until the lower lip is trapped behind the wall of the retainer piece.

### Tilting the sashes for cleaning:

1. Raise the lower sash until it is clear of the frame sill (suggested minimum 6"). (Do not attempt to tilt in the sash when it is too close to the frame sill.)





2. Hold the lower sash firmly at the tilt latches in the upper corners of the sash and press the spring loaded tilt latches toward the centre of the window.

3. With the tilt latches clear of the frame, the top of the sash can be brought out of the frame. It will pivot toward you and then down. Take care to support the weight of the sash.



**Important!** Some VWD sashes are designed to be removed and disengaged for service at exactly 90°. Always carefully support the tilted sash when holding at or near 90°.

4. With the lower sash tilted down and allowed to rest against the sill, you can tilt in the upper sash.





5. Lower the sash until it clears the frame head and repeat instructions 2 and 3 in this section. You can now clean the upper sash.
6. To replace the upper sash, hold the sash firmly. Assure yourself that the metal pivot bars that are attached to the sash have not lifted out of the groove in the frame retaining device (known as a shoe!). Reverse the motion of the sash until the tilt latches on both sides engage the frame with a click. Slide the upper sash out of the way and repeat the operation to restore the lower sash to its normal sliding position. If the sash is no longer stable and drops down, it is most likely because the metal pivot bar is no longer attached inside the shoe.

### **Screen Removal/Replacement (Full Screen):**

Double Hung screens are held in the frame by a series of spring-loaded pins running up the jamb (sides) of the screen. The screen is held in the window by trapping the perimeter wall of the window frame between the flange of the screen frame and the leg of the pins.

Note that larger windows will have more pins.

#### **Removal of screen:**

***Take care to always hold the screen during the removal process to prevent damage due to falling.***

1. Raise the lower sash until the lowest pair of pins is exposed.



Pull in each pin toward the center of the screen and gently push the lower part of the screen until it clears the retaining wall of the window frame. 1/4" is more than enough! Do not bend the screen by over-flexing!



2. With the lower sash about 12" raised from the sill, tilt the lower sash and pivot it until you can rest the sash against the frame. Lower the upper sash approximately 6" above the lower sash and tilt it in and down until it rests against the lower sash.

**Note** – With the Series 240 Double Hung, never leave a sash in an exact 90° position as it could automatically disengage from the window.

3. If the screen is large enough to have a middle pair of pins, release the middle pins from the frame. Gently push the screen until the middle pins clear the retaining wall of the window frame. 1/4" is more than enough! Do not bend the screen by over-flexing! (See picture to right)



4. Pull in each upper pin toward the center of the screen and in many windows, this will totally release the screen from the window. (See picture to left.)

***Be careful not to let go of the screen during final pin removal!***

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5. The screen can now be brought into the house through the open upper window. (See pictures below.)



### Replacement of screen:

1. Tilt the sashes into the position shown in picture (to right).



2. Put the screen through the window and wedge the screen frame carefully against the sill.



3. Pull the screen frame in until you can engage the middle set of spring-loaded pins. Then engage the upper set of spring-loaded pins.





4. Return both sashes to sliding position and raise them leaving 6" opening at the top and as much opening space at the bottom as possible.
5. You will now engage the lower spring-loaded pins. It may be necessary to raise the screen frame, as it usually will slip down when you released it to tilt the sashes back into the window frame. Push up with one hand on the screen frame until the bottom of the screen frame rises above the window sill and is in place. Holding the screen in place with one hand, engage one of the lower spring-loaded pins to hold the screen in place. You can now release the screen frame and engage the other, lower pin. The screen is now in place.

### Screen Removal/Replacement (Half Screen):

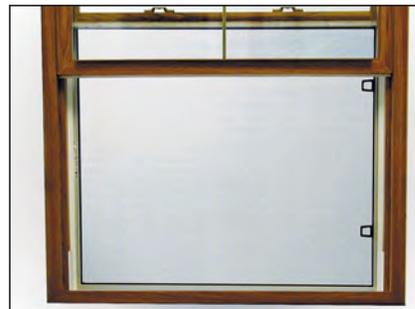
A half screen is spring loaded inside a channel of the window frame. The springs are located on the screen opposite the small black pull-tabs.

#### Removal of screen

1. Open the window fully. The window in the illustration is a double hung, however the procedure is the same for a horizontal slider.

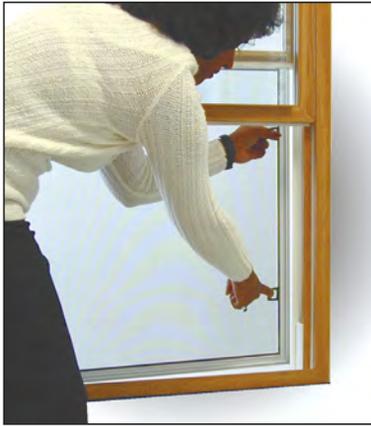


3. Gently pull the two black tabs away from the window frame, compressing the springs.



2. Slide the screen a few inches toward the center of the window.





4. When the screen frame clears the window frame, gently push out and allow the screen to disengage the frame channel on the spring side of the screen.



5. Bring the screen into the house through the opening.



## Replacement of screen

**Note:** While it is acceptable for short-term use to slide the screen from the top or the bottom of the window in order to use the other operating sash of the window, for long-term use it is better to reverse the screen so the seals will close properly. Always keep the side of the screen with the pile seal in the centre of the window (at the meet rail) whenever installing the screen for use in a particular location.

1. Raise the lower sash. Insert the screen through the opening.





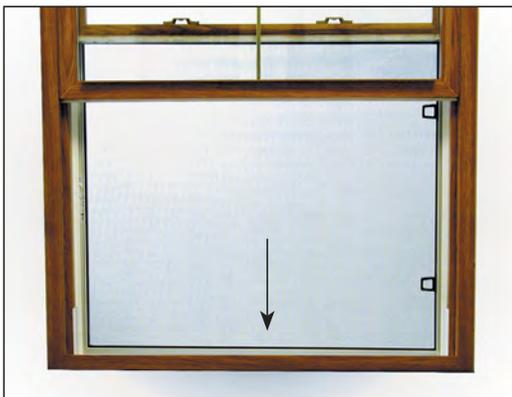
2. Place the side of the screen with the springs in the “U channel” that is built into the window frame jamb. (Whether this is the left or right will depend on whether you intend to use the screen for the upper or lower sash. Always keep the screen side with pile in the centre of the window.)



3. Compress the screen springs inside the frame jamb channel. Hold the two pull-tabs and gently bring the screen frame tight against the window frame.



4. When the screen is pulled fully against the window frame, release the pressure on the springs and allow the screen frame to ease into the U channel on the side of the screen with the black pull-tabs.



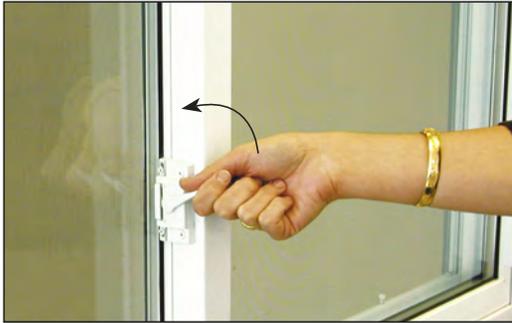
5. Gently push the screen tightly into the U channel on the frame. The screen is now in place.

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## Double Tilt Slider (300 Series and 340 Series)

### Basic Operation:

Opening your window:



1. Make sure the window is unlocked by moving the center lock lever(s) so they are fully swiveled counter-clockwise. On a standard window with the inner sash on the right side, the locks are disengaged when pointing up. Note that on windows with two locks, both locks point the same direction (swivel counter-clockwise) to open the window!

2. Either sash can be slid toward the centre of the window. Firmly grip the pull rail on the sash you want to open and slide until you achieve the desired ventilation.



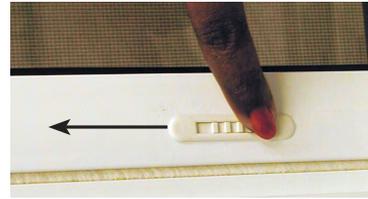
3. To close either sash, make sure the center lock lever(s) is swiveled counter-clockwise (pointing up as noted) before closing either sash. Grip each pull rail and close both sashes firmly. Swivel the centre lock handles clockwise to lock the window.



### Using a night latch to limit sash travel:

**Important note** – Night latches are not a safety feature. Consult your sales agent, dealer or your local building department regarding products that would meet local standards as a safety device or child restraint. Please inquire regarding sash restricting devices that meet your local code.

1. Slide the night latch on the outer sash into its open position by pressing the grooved surface and sliding away from the centre of the window. The spring-loaded latch will clear its retainer and protrude from the outer sash.



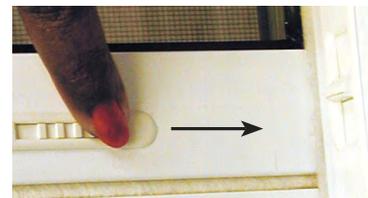
2. To create limited ventilation in the window, carefully slide either sash until the night latch is pressed tightly against the inner sash meet rail.



Do not use sudden pressure against the night latch. This latch is designed to break under medium impact.

3. To close the night latch and allow for maximum ventilation, press the grooved, projecting part of the latch into the sash and slide it across until the lower lip is trapped behind the wall of the retainer piece.

The lip at the side of the night latch will slide under the edge of the housing. This will retain the latch flush with the sash face.



### Tilting the sashes for cleaning

Tilt latch close-up



2. Hold the sash firmly at the tilt latches on the upper and lower portion of the meet rail.

3. Slide the spring loaded tilt latches toward the centre of the window.



1. Slide each sash toward the centre of the window until there is a 6" open space between each sash and frame jamb.



4. Once the latch is clear of the frame pivot the sash out of the window.



5. Repeat the process for the outer sash.  
**Important!** *Style 340 windows should be supported until the sashes are positioned at approximately 90°. Always wash the outer glass with the sash tilted to approximately 90°.* You can now clean the outer sash.



6. To replace the outer sash, hold the sash firmly, support the sash throughout the closing motion and reverse the motion of the sash until the tilt latches on both sides engage the frame with a click. Slide the outer sash into its normal closed position. Repeat the procedure for the inner sash to restore it to its normal sliding position.

### Screen Removal/Replacement (Full Screen)

Double Tilt Slider screens are held in the frame by a series of spring-loaded pins on the sill and head of the screen frame. The screen is held in the window by trapping the perimeter wall of the window frame between the flange of the screen frame and the leg of the pins. Note that larger windows will have more pins.

#### Removal of screen:

**Take care to always hold the screen during the removal process to prevent damage due to falling.**

**Note:** The following directions assume a normal size screen with four pins total. If you have an extra large window with six pins, first tilt open both sashes (see tilting instructions) and release the center pins top and bottom. This is accomplished by pulling the pins and gently pressing the screen frame away from you until the pin is clear of the retaining flange on the window frame.



Screen 2



Screen 1



Screen 3

1. Slide both sashes together in the center of the window so that the four pins on the screen frame are exposed.
2. Simultaneously pull the upper pins and gently push the screen frame away from the window.



Screen 4

3. When the screen frame is clear of the head of the window frame, lift the screen out of the window frame sill.

Screen 6



5. Hold the screen at a diagonal to the opening and bring it inside.



Screen 5

4. To bring the screen in through the window, hold the screen in one hand and push both sashes against the other frame jamb, giving the maximum opening.

**Replacement of screen:** The following is the reverse of removing the screen.

1. Move both sashes to one side and put the sash through the opening at a diagonal. (Screen 6)
2. Hold the screen in one hand and centre the two sashes in the frame, leaving equal openings on each side. (Screen 5)
3. Wedge the screen frame carefully against the sill. (Screen 4)
4. Pull the screen frame in until you can engage the upper set of spring-loaded pins. (Screen 3)
5. Examine the screen to make sure all pins are in engaged. You can now close the window. (Screen 1 and 2).

The screen is now in place.



Screen 4 - Close up

### Screen Removal/Replacement (Half Screen)

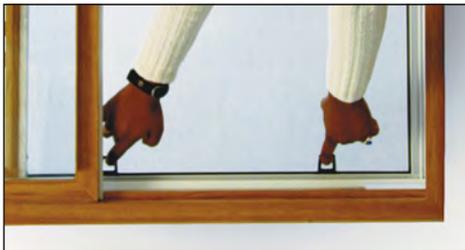
**Note:** Removal in both vertical and horizontal windows is the same, except the direction of the springs and pulls. In a horizontal window, the springs are located at the top of the window and the black pulls at the bottom. For additional detail, see the section on half screen removal and replacement for the double hung window.



1. Open the window fully.



2. Slide the screen a few inches toward the center of the window.



3. Gently pull the two black tabs away from the window frame, compressing the springs.

4. When the screen frame clears the window frame, gently push out and allow the screen to disengage the frame channel on the spring side of the screen.

5. Bring the screen into the house through the opening.

### Replacement of Screen

Note: While it is acceptable for short term use to slide the screen from one side to the other in order to use the other operating sash of the window, for long term use it is better to reverse the screen so the seals will close properly. Always keep the side of the screen with the pile seal in the centre of the window whenever installing the screen for use in a particular side.

1. Open the side of the window you wish to be covered by the screen. Insert the screen through the opening.
2. Place the side of the screen with the springs in the "U channel" that is built into the window frame. (Whether this is the top or bottom will depend on which side of the window into which you are putting the screen. Always keep the screen side with pile in the centre of the window.)
3. Compress the screen springs inside the frame channel. Hold the two pull-tabs and gently bring the screen frame tight against the window frame.
4. When the screen is pulled fully against the window frame, release the pressure on the springs and allow the screen frame to ease into the U channel on the side of the screen with the black pull-tabs.
5. Gently push the screen tightly into the U channel on the frame at the jamb. The screen is now in place.

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# General Information

## Window Safety

Windows can present a hazard to children. Most jurisdictions have specific codes requiring devices that limit the travel and opening of windows that are “above grade” in order to prevent a child from crawling out an open window. (Above grade indicates that the window is high enough that falling from the window would be a safety risk of consequence.) Your Vinyl Window Designs dealer or contractor can acquire these devices from the factory as required.

A general rule is to allow one dimension of an opening to be limited to a span of less than 4” (100mm). Your local building department is the proper source for information on the requirements for your home.

**IMPORTANT! A SCREEN IS NOT A SAFETY DEVICE. ITS SOLE PURPOSE IS TO PREVENT REASONABLE PENETRATION FROM INSECTS. IT IS NOT DESIGNED FOR NOR INTENDED TO BE USED IN ANY SAFETY CAPACITY WHATSOEVER. IT WILL NOT PREVENT A CHILD FROM FALLING THROUGH THE WINDOW OPENING! USE PROPER WINDOW OPENING RESTRAINTS AND NEVER LEAVE A CHILD UNATTENDED WITH AN OPEN WINDOW LACKING SUCH DEVICES.**

## Cleaning Frame, Sash and Glass (Double Hung and Tilt Sliding Windows)

1. A mild detergent can be used to clean the vinyl parts. Any good glass cleaner can be used to clean the glass.
2. Follow the instructions for tilting the sashes prior to cleaning the outside of the glass.
3. After years of use, the outside of the window may pick up numerous pollutants. To remove dirt and restore your window use either a mild detergent or products labeled as vinyl cleaners.

### **IMPORTANT WARNING!**

**DO NOT USE ANY SOLVENT ON A PAINTED EXTERIOR SURFACE OR INTERIOR WOOD GRAIN.**

NOTE: Many solvents can dissolve or mar vinyl products. Do not use acetone or any other solvent on vinyl. Contact Vinyl Window Design Ltd. prior to using any other solvent.

To clean your exterior painted window or the interior wood grain laminate, use a mild soap solution or Windex type glass cleaner. Do not use harsh chemicals or abrasives.

4. Your hardware is treated to resist rust. If the hardware seems to operate sluggishly, a 100% silicone spray can be applied to the areas of moving contact to improve ease of operation. We recommend that this should be done on an annual basis or as required. Flushing out any dirt build up inside the window annually will also improve operation of the window.
5. If your window has “cleaning assisted” exterior glass, do not allow metal or harsh abrasives to touch the exterior glass. Do not allow silicone spray to touch the exterior glass.

## Warranty

Your warranty card is a very important document. It contains information, which is personalized to you. When you request service, this information will allow us to access your personal file where every detail of your original order is stored. With personalized, custom windows, this information is critical in order for us to be able to quickly and accurately service your needs. ***Please always have your warranty card available when requesting service or service related information!***

## Window ratings and certifications

Your windows have some of the best performance ratings available. What makes this especially significant is that many of our products are certified to be ***manufactured as tested*** by government laboratories and agencies.

The following chart contains window ratings at the time of publication of this addition of your manual. As we are constantly striving to improve our products, these specifications may change from time to time without notice.

Model	Can Certified	USA Certified	ER*	A440
100	CSA WW CCMC1228-L	AAMAC-C65/FER30 NFRC ESTAR	-10.5	A3B7C5F2
100M	CSA WW CCMC1228-L	AAMAC-C65/FER30 NFRC ESTAR	-10.5	A3B7C5F2
150	CSA WW CCMC1228-L	AAMAC-C65/FER30 NFRC ESTAR	-10.5	A3B7C5F2
150M	CSA WW CCMC1228-L	AAMAC-C65/FER30 NFRC ESTAR	-10.5	A3B7C5F2
210HC	CSA WW CCMC12429-L	AAMA DH-R40/FER20	-8	A2B5C3F2
240	WW	AAMA H-R50/FER10 H-LC30 NFRC ESTAR	-8	A3B7C3F2
240J	WW	AAMA H-R50/FER10 H-LC30 NFRC ESTAR	-8	A3B7C3F2
201VS	CSA WW CCMC12603-L	NFRC ESTAR	-8	A3B3C3F2
201VSJ	CSA WW CCMC12603-L	NFRC ESTAR	-8	A3B3C3F2
275	WW CCMC12701-L	AAMA DH-R30	n/a	A2B3C2F2
300FHC	CSA WW CCMC12430-L	AAMA HS-R35/FER10	-8	A2B3C3F2
340	WW	NFRC ESTAR	-8	A3B3C4F2
340J	WW	NFRC ESTAR	-8	A3B3C4F2
301VS	WW CCMC12700-L	n/a	-8	A2B3C3F2
301VSJ	WW CCMC12700-L	n/a	-8	A2B3C3F2
450	CSA WW CCMC12313-L	AAMA F-HC70/FER40 NFRC ESTAR	-8.3	Fixed B7C5 Fixed
400	CSA WW CCMC12312-L	AAMA F-HC70/FER40 NFRC ESTAR	.6	Fixed B7C5 Fixed
351	WW CCMC12211-L	n/a	-8.5 est	A3B3C3F2
1000		AAMA-SGD-R30		A3B2C3F2E3
GW	n/a	n/a	n/a	n/a
375	n/a	n/a	n/a	n/a
303	n/a	n/a	n/a	n/a
275NF	WW CCMC12701-L	AAMA DH-R30	n/a	A2B3C2F2
375NF	n/a	n/a	n/a	n/a
7510	CCMC12369-L	n/a	n/a	A3B5C3F2
7510M	CCMC12369-L	n/a	n/a	A3B5C3F2
7520	CCMC12369-L	n/a	n/a	A3B5C3F2
7530	CCMC12369-L	n/a	n/a	A3B5C3F2

\* E.R. includes Low E glass with Argon Gas filling.

## Having a problem? Here are some of the common ones you can quickly resolve!

- A. Remove heat deflectors from below windows so heat will flow across the glass surface.
- B. Blinds, curtains (even gauze!) and other window treatments will trap air next to the glass and lower the surface temperature of the glass. Leave treatments as open as possible, particularly at night, in order to maximize air movement at the window.

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**Problem: My window is fogged up.**

Answer: First, you must determine if the fog is inside your home, between the glasses of the sealed unit, or even in some cases on the outside of the glass! Remove the screen if the window is a casement or awning. Touch the inside glass. If you can touch the moisture, you probably have a condensation problem.

**Condensation:**

Condensation will occur on any surface where the surface temperature is lower than what is necessary to support the level of relative humidity in the air. This is not a window problem but is an airflow and humidity issue in your home. Check your relative humidity near the window with a barometer. Compare your humidity and exterior temperature to the following chart. (You may chose to live with a degree of condensation if the high humidity is a more comfortable living environment, While the humidity may be causing hidden damage to other parts of your home, it will not hurt your vinyl windows.)

<b>Outside Air Temperature</b> (Celsius Degrees)	<b>Indoor Relative Humidity</b> % (Percent)
10	70
5	60
0	55
-5	45
-10	40
-15	35
-20	30
-25	25
-30	20
-35	15
-40	5

If the air circulation in the room with the fogging problem is poor, you may have fogging at even lower levels of relative humidity. To eliminate fogging, there are two approaches and a variety of solutions. Try various combinations to discover what works for you!

1. Lower the humidity level in the room.

- A. Moisture in your home is created from cooking, washing, watering plants etc. Check to make sure that where ever possible, moist air is immediately directed out of the home. Accomplish this by having and using good venting systems in your washrooms, attached to your clothes dryer, over your stove etc. Move plants that require high amounts of water to a less sensitive location in your home.
- B. Turn off any central or room specific humidifier. Add a dehumidifier to the specific location. Opening a window a crack will allow drier outside air to mix with the air in your room. As it warms, it will lower the room's relative humidity. Since health requires numerous full changes of air in a living space, this is not a waste of energy.

2. Raise the air temperature at the window.

- A. Add heat to the room by redirecting airflow to increase the flow of warm room air across the window. Redirect air from nearby heating sources toward the window. If the air in the room in general is cold, raise a local thermostat or use a space heater.

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**Exterior fogging:**

If the moisture is clearly on the outside of the home, you have achieved an extremely efficient home system! This can occur when your glass is cold because heat is not leaking through from your home. It is a goal that thermal engineers strive to achieve!

**Moisture between the panes of glass:**

This is a seal failure. Consult your warranty for details on receiving service to replace the failed glass unit.

**Problem: My casement/awning window is closed and locked, but wind is blowing through it!**

**Answer:** You may have closed the window with a locking handle already down. The closed handle is pushing the sash open. Open the window, make sure both locks are in their up position. Wind in the window. Carefully close the lower lock first (if a Series 100) and watch to see that the sash moves closer into the frame as the lock engages. Then lock the upper lock.

**Problem: My casement/awning window will not move when I wind the operator.**

**Answer:** The operator arm may have become disengaged from the track on the underside of the sash. You must first remove the screen. There is a small slot in the metal track on the underside of the sill. Move the sash by hand until the arm with the circular attachment can be pushed up into the slot. Then, wind the window so the arm is inside the track. If the arm disengages again, simply bend the arm upward very slightly so that it no longer has a tendency to drop out of the track.

**Problem: I close my side locks, but the casement/awning window doesn't lock.**

**Answer:** While we discourage owners from winding the operator too tight, it is still necessary to wind the window close enough for the side locks to engage. Try opening the side locks and winding the operator tighter. (Remember, the operator has a lifetime warranty, so even if you damage it, you're covered!)

**Problem: I can't lock my double hung window.**

**Answer:** There are two common solutions to try. First, before closing the window, make sure both centre lock handles are pointing to the right. You may have assumed that the handles operated in mirror image and that would be incorrect. Second, when closing the window, make sure that after closing the lower sash the upper sash has not dropped down. Modern windows are designed to have very tight seals and there can be a small amount of drag created that pulls the upper sash down. Push the upper sash up before trying to engage the locks if they are not level front to back.

**Problem: One of the sashes in my Double Hung window will not stay "up".**

**Answer:** If when the window was first installed the sash operated properly, it is probable that one of the balance mechanisms in the left or right jamb was accidentally disengaged during cleaning. (This is more likely in a Series 240 Double Hung that is designed to allow for easy sash removal at 90°.)

This would leave the sash without enough counterforce to stay in place. While you may chose to contact your dealer, reinstallation is not difficult if this is the cause. Lower the sash to 90° and make sure you have control of the weight of the sash. Lift the pivot bars out of the shoe on either side to examine the balance shoes.

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If the left and right shoes are both at the same height then you should replace the sash making sure to fully lower the metal pivot bars into the shoes on both sides before attempting to raise the sash into its locked, sliding position.

If one of the shoes is higher in its jamb than the other, this is a sign that one was disconnected accidentally during a previous cleaning. Use a large, flat screwdriver to turn the metal cam in the lower shoe into its released position. ***Expect the shoe to have some upward pull when the lock is released!*** Holding the screwdriver firmly, allow the shoe to move upward until it is exactly the same height as the shoe in the opposite jamb. Turn the screwdriver to the metal cam is once more in its locked position.

Insert the sash by placing both metal pivot bars firmly into the metal cams in both jambs. Making sure that they are both completely inside, begin to pivot the sash upward until both tilt latches snap into the frame.

Test the window to make certain that it can be moved up and down and remain in place. If the problem persists, please contact your dealer to arrange a service call in the unlikely event that a balance requires replacement.

**Problem: There is water inside the track of my tilt sliding window.**

**Answer:** All tilt sliding windows use the full track as part of a complicated drainage system. This is how it is possible to make a window that doesn't require a high step at the sill. Your Windows utilize a two tier drainage system that prevents water from overflowing the sill and into your home. This system will not leak water into your home in the environments for which it is built. If water does run over the track and into your home, please request a visit from your dealer or factory representative immediately.

**Problem: The exterior of my windows have changed colour.**

**Answer:** Your windows are made from the finest PVC material that is designed for exterior use as a building product. Often, when a customer is concerned with colour change, the problem is the build up of pollutants on the window material. See the cleaning section of this manual for how to remove pollutants and restore shine to the exterior of your windows.

Even when cleaned, it is possible that your window may have a small degree of fade from continued exposure to the sun's UV rays. The special paints used on your window are specially designed to reflect heat and minimize fade, however over the passage of many years, you may be able to notice a difference when compared to a pristine piece of material.

## How to obtain service

Some of the above difficulties may require a visit from your dealer or even our service personnel. Do not hesitate to contact your dealer if you are not comfortable attempting a solution. Some solutions are offered for the convenience of our more technically adept customers. Your dealer can arrange for a factory service call if required after their inspection of your window. If you are unable to contact your dealer, please have your warranty card ready and contact Vinyl Window Designs Limited directly at 905-850-3222 or email to [info@vinylwindowdesigns.com](mailto:info@vinylwindowdesigns.com) for assistance.

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