



Troubleshooting Vinyl & Aluminum Window Field Problems

Problem		Common Causes	Solution
#1 A	Sash misaligned with frame, with each other/sash does not contact sill evenly.	Unit installed out of square/sash out of square.	Measure diagonal to check if installation is plumb and square; measure heights and widths. Check for misalignment in the 45° welded corners. Reglaze, or replace sash.
B	Frame out of square.	New Construction - improperly shimmed or not shimmed at all. Replacement - Frame installation screws pulling frame out of square and not shimmed.	Reset frame and shim properly. Check frame with level - loosen and tighten screws as needed to straighten.
#2 A	Sash not closing properly.	Lock misaligned. Interlock not seating. Debris/foreign matter in frame interlock and at bottom of jamb sides. Installation screws in jamb sides in balance track below center rail.	Reposition lock. Check for interlock rails damage - use heat gun to straighten. Instruct user to open and close with lift handle. Clean interlock of foreign matter (sheetrock, mortar, etc). Clean out frame pockets to allow balance shoe to travel to bottom. Remove installation screws. Reinstall screws out of way of balance shoe travel.
B	Sash not lifting or opening properly.	Improper balance tension. Balance unhooked from shoe. Tilt pin at bottom of sash not in shoe and seated correctly. Tilt pin or balance show broken. Window installed using expandable foam.	Spiral balance. Readjust with balance tool. <i>Note: Rule of thumb - one width in feet + one height in feet = number of turns to tighten. Clockwise to tighten.</i> Constant force balance; install adjusting screws and tighten to adjust - will gain about 4 pounds per sash maximum. Remove sash and reinstall in shoes. Replace. All foam must be removed and replaced with fiberglass insulation. EXPANDABLE FOAM WILL VOID WARRANTY.
#3 A	Air leak between all and master frame.	Cavity between window frame and opening is not sealed or filled with insulation.	Install insulation around master frame. Seal perimeter of frame with silicone inside and outside.
B	Air leaks between sash and master frame	Sash or master frame out of square. Frame bowed out at center. Weatherstripping damaged or missing. Sash too small.	Check sash for square as in #1 A. Check master frame for square as #1 A. Check reveal at top-center-bottom; adjust or shim to align. Replace weatherstripping. Replace sash. Replace weatherstripping with larger length.



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C	<p>High wind situation noise.</p> <p>With spiral balances - Check balance covers for placement.</p> <p>With constant force balances.</p>	<p>Push balance covers into place.</p> <p>Install air dams in balance channels.</p>
#4 A	<p>Condensation.</p> <p>EXCESS INTERIOR HUMIDITY Sources: Kitchens, baths, laundries, damp basements, fish tanks, house plants, humidifiers, obstructed vents, moisture in building materials/furnishings.</p>	<p>Proper venting through exhaust fans or open windows. Open/uncover vents. Turn off humidifiers. Dehumidify. Upgrade glass options.</p>
B	<p>Water leaks around master frame of unit.</p> <p>Gaps in exterior coverage and caulking.</p> <p>Roof damage or flashing over or above windows.</p>	<p>Clean out any gap or void and apply new caulk. Seal or cover all openings.</p> <p>Repair any roof or flashing damage.</p>
#5 A	<p>Window difficult to operate/sash binds in master frame.</p> <p>Check for bows and square on master frame and sash.</p> <p>Loose weatherstrip dragging between sash and frame.</p> <p>Balances not adjusted properly.</p> <p>Sash tilt pin not in or seated in balance shoe.</p> <p>Debris/foreign matter in jamb pocket.</p> <p>Sash has excess weld buildup on back of sash at 45° corners.</p>	<p>See #1A</p> <p>Repair or replace weatherstripping.</p> <p>See #2 B</p> <p>See #2 B</p> <p>Clean out jamb pocket.</p> <p>Clean off excess weld flash with razor knife.</p>
#6 A	<p>Balances not operating properly.</p> <p>Balance bent or broken.</p> <p>Window rises by itself.</p> <p>Window won't stay up.</p>	<p>Replace balance.</p> <p>Adjust balance. See #2 B.</p> <p>Adjust balance. See #2 B.</p>
#7 A	<p>Jams or sill bowed in or up toward sash.</p> <p>Opening too small for window.</p> <p>Void between master frame and opening filled too full of insulation.</p> <p>Expandable foam has been used around window.</p>	<p>Must be reinstalled after opening is spread out to proper size.</p> <p>Remove excessive insulation from around master frame.</p> <p>Remove all expandable foam and replace with fiberglass insulation.</p>

