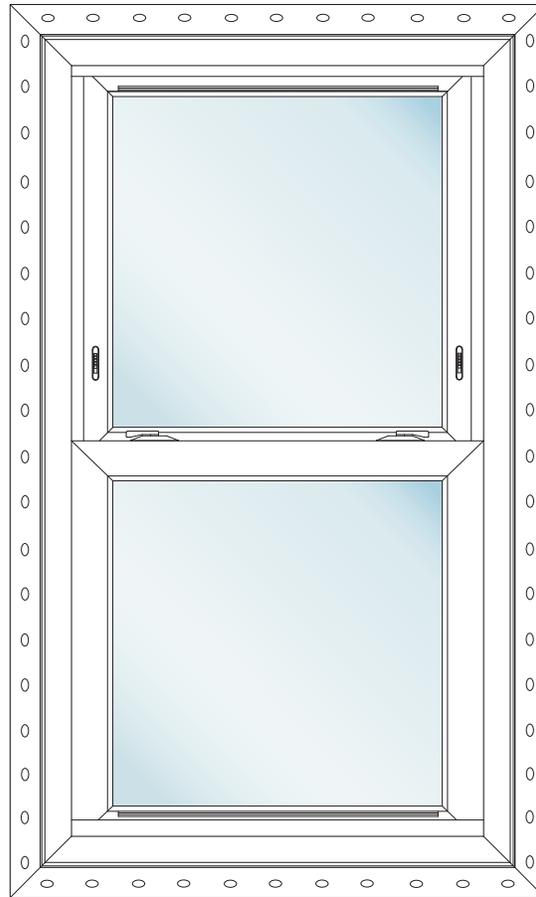




INSTALLATION INSTRUCTION MANUAL VINYL DOUBLE HUNG WINDOW WITH NAIL FIN

(ASPECT™ AND ENDURE™)



** Find QR Codes inside for additional information, helpful installation tips, and videos.*

** Find QR Code on back for the SPANISH version of this instruction.*

(Para obtener la versión en ESPAÑOL, escanee el código QR ubicado en la última página de estas instrucciones.)



Contact the local recycling waste management center for waste disposal in the area. Always check local waste requirements and carefully dispose of waste in accordance with Federal and other regulations.



Homes built before 1978 may contain lead paint. All replacement installations must comply with the U.S. EPA's Lead-Based Paint Renovation, Repair, and Painting Program (RRP Rule). Read more about the RRP Rule and lead-safe work practices, on the U.S. EPA's website at: www.epa.gov/lead



GETTING STARTED

TOOLS & MATERIALS YOU WILL NEED

- Tape Measure
- Pencil
- Shims
- Drill & Drill Bits
- #1 Square Drive Hand Screwdriver
- Utility Knife
- Putty Knife
- Square
- Level
- Hammer or Mallet
- (1) Box Stainless Steel or Galvanized Roofing Nails
- Weather-Resistant Barrier Paper
- 6" or 9" Adhesive Flashing Tape in accordance with ASTM D779
- High Quality Silicone Caulking in accordance with ASTM C920, Class 25 & Caulking Gun
- AAMA approved Low-Expanding Window Insulation Foam in accordance with ASTM C1620



REMEMBER: ALWAYS USE THE APPROPRIATE PERSONAL PROTECTIVE EQUIPMENT.



Read these instructions carefully before starting installation. Product warranty does not cover damages resulting from improper installation.



IMPORTANT NOTES BEFORE YOU BEGIN

- Inspect your package(s) for any visible damage to the product. In addition, double check your paperwork with label on product(s) and verify all information is a match. Open packaging to confirm style, color and that order was shipped complete. Double check size of new unit by comparing it for fit to opening.
- If damage or irregularities are found, please scan the product's packaging QR Code label using your phone's QR Code Scanner to access ProVia's After Sale Product Support to enter a request and post pictures/videos to the order, or you can call the Customer Support Team at 1-800-669-4711.
- If you have ordered optional items, verify that they are included in packaging contents. This includes checking for multiple packages (For example, 1 of 2 and 2 of 2).
- Please scan or tap the QR Code to watch our "Critical Steps: Double Hung Installation" video.





VINYL WINDOW DOUBLE HUNG CONTENTS

NOTE: Please refer to information below for assembly and installation contents.

Assembly Contents

Vinyl Window Unit (3¼" Main Frame Depth) with Nail Fin

OPTIONS:

- Integral Nail Fin, Extruded into Window Frame
- Applied Nail Fin, Factory Attached with Corners Welded
- Applied Nail Fin, Shipped Loose
- Applied Nail Fin with J-Channel, Factory Attached with Corners Welded
- Applied Nail Fin with J-Channel, Shipped Loose
- Applied Brickmold Nail Fin w/ J-Channel (3 Sides with Sill Brickmold) - Shipped Loose
- Applied Brickmold Nail Fin w/ J-Channel, (All 4 Sides) - Shipped Loose
- Half Screen
- Full Screen

MULLION KIT: (Only included when field mulling is necessary): *(Refer to separate instruction)*

- Zero Mull Rebar, Part #: S-AE-4710-00
- Zero Snap Mulls, Part #: S-VE-4492-CC
- Header Cover, Part #: S-VR-462-CC (Flat with Nail Fin)
- Stacking Plate Pack, Part #: S-HG-604P-00

Installation Pack

S-HS-521S-CC
(CC = Color Code)

(6) ⅜" Low Profile Hole Plug, (Color Matched), Part #: S-HG-698-CC



(6) #8 x 2" Phillips Pan Head Screws, Part #: S-HS-046-00



(2) #6 x ½" Phillips Pan Head Screws, (Color Matched), Part #: S-HS-783-CC

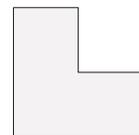


(Use for optional Head Expander on non-nail fin units)

Accessory Installation Pack

S-HG-330S-00

(2) Nailing Fin Corner Seal Pads, Part #: S-HG-330-00



(16) #6 - 20 x 3/8" Phillips Pan Head Screws, Part #: S-HS-771-00
(Used for AERIS window units ONLY)



WINDOW INSTALLATION GUIDELINES

- Windows achieve maximum performance from proper installation methods. It is critical to maintain consistent margins between sash and master frame.
 - A window gains strength from the surrounding wall structure. This is obtained with proper sizing, support and installation methods.
 - Use a high quality grade of silicone with a neutral base.
 - Approved sealants for this use must meet the requirements of ASTM C920, Class 25.
 - The plastic applied to UV resistant paint finish windows is for the protection of the paint finish and should remain on the window until the installation is complete.
 - **DO NOT OBSTRUCT WEEP HOLES** with flashing or sealant. The weep holes located at the bottom sill area of window are necessary to prevent water accumulation. Covering or applying trim to the product will need to allow for proper drainage. Failure to do so will create a risk of water infiltration.
 - Windows should be stored in a cool location. **DO NOT** store in direct sunlight or in non-vented hot containers.
 - **IMPORTANT!** Allow for expansion and contraction of the window unit when contacting exterior finish material. For installation of the finished exterior material surrounding the window, scan or tap the QR code shown for all gap recommendations per exterior material type.
THIS INFORMATION MUST BE PASSED TO THE EXTERIOR FINISH INSTALLER.
- 
- Window flashing must be used with all window installations to prevent air and water infiltration. Flash all windows in accordance with the ASTM E2112 standards (method A1, shown in this instruction). Use 6" or 9" adhesive flashing in all applications or conform to local code.
 - All flashing material must be waterproof in accordance with ASTM D779. Use a roller over the applied tape to ensure full adhesion and no voids.
 - All flashing and weather resistant barrier (house wrap/building paper) materials must be installed in a weatherboard fashion. Install and layer starting at the bottom and work upward.
 - Fasteners for securing the nail fin of the window must be non-corrosive galvanized roofing nails or pan head screws. Nails should be at least 1¾" in length with the head of the roofing nail wide enough to cover the pre-punched slot of the nailing fin. The roofing nail must be able to penetrate the framing material by at least 1". Pan head screws should be at least 1¾" in length and should NOT deform the nail fin.
 - **DO NOT INSTALL** new construction nail fin onto foam.
 - **DO NOT INSTALL** roofing nails into nailing fin with an air gun or pneumatic device. Doing so will cause distortion or fracture of the nailing fins. All nailing fins must be secured by hand through the pre-punched nailing holes.



IMPORTANT INFORMATION!

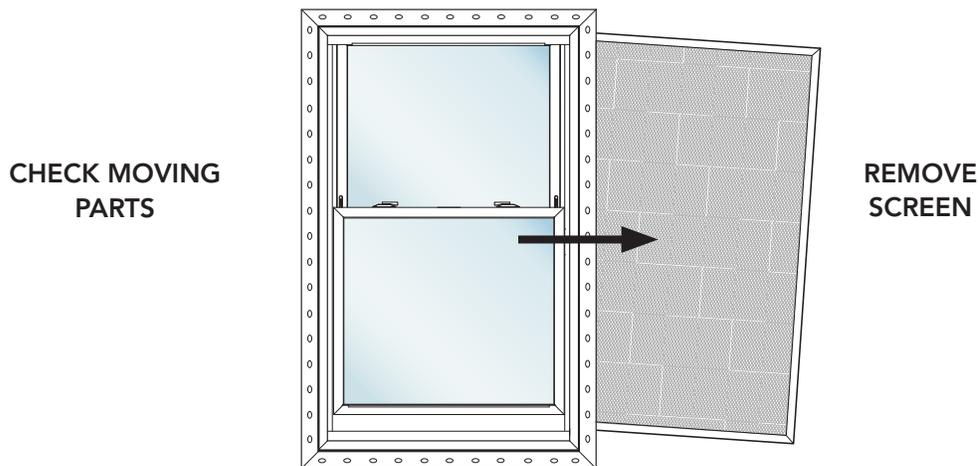
- ProVia® understands there are various methods and conditions affecting the installation of a replacement window. We feel the most critical steps to follow are securing and shimming as instructed in this document.

FIELD MULLED WINDOW UNITS:

- Refer to the separate document, "Field Instruction For Mulling Vinyl Windows". Units must be mulled together before window unit is set into the opening.

A. INSPECT AND PREPARE VINYL WINDOW UNIT

INSPECT WINDOW AND SCREEN



(Figure A.1)



IMPORTANT! For window units with painted exterior, **DO NOT** remove the protective plastic cover until after installation is completed.



For units to be field mulled, refer to the included document, "Field Instruction for Mulling Vinyl Windows". After mulling is complete, resume this instruction to complete Sections B - F.

1

Inspect new window unit and screen for any material damages. Check all moving parts: locks, all operational hardware, glass, etc. **NOTE:** Moving parts can be repaired **AFTER** window is installed. Scan the product packaging QR Code label to access ProVia's **After Sale Product Support** to enter a request and post pictures to order, or call Customer Support. (Figure A.1)

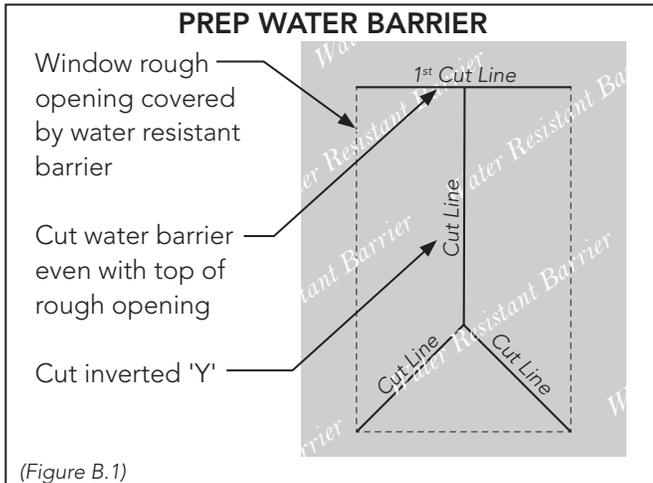
2

Remove screen. Carefully set aside. Screen will be re-installed after installation. (Figure A.1)

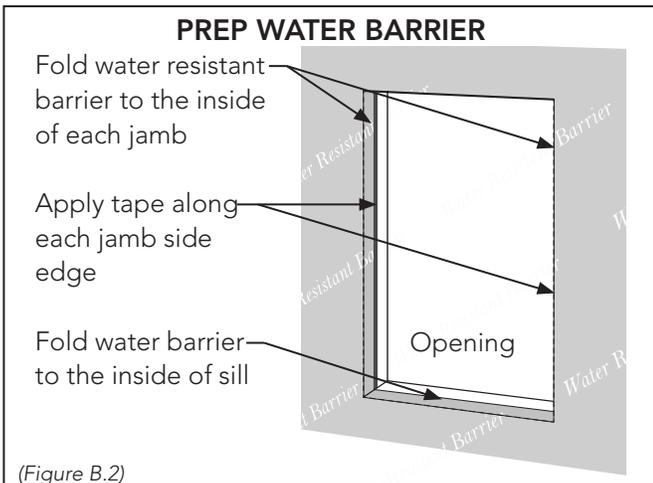
3

After inspection, close and lock window unit to engage seals, locks, interlocks, and weatherstripping.

B. WATER RESISTANT BARRIER



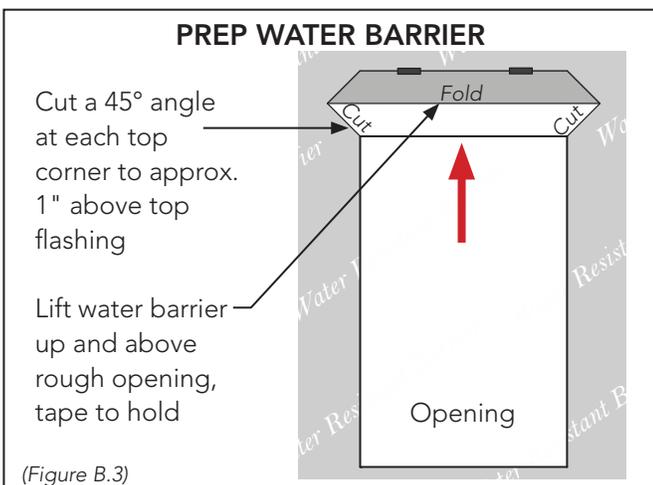
- 1 If water resistant barrier is covering window rough opening, cut as follows to expose opening.
 - a. Cut the water barrier even with the top edge of the rough opening.
 - b. Cut the water barrier at an inverted 'Y' in center of rough opening, each leg at a 45° angle to corner, as illustrated. (Figure B.1)



- 2 Fold the water resistant barrier to the inside of each jamb side and sill. Trim each flap to center of jamb. (Figure B.2)

- 3 Apply adhesive flashing tape to the water resistant barrier cut edge at each jamb side to seal edges. (Figure B.2)

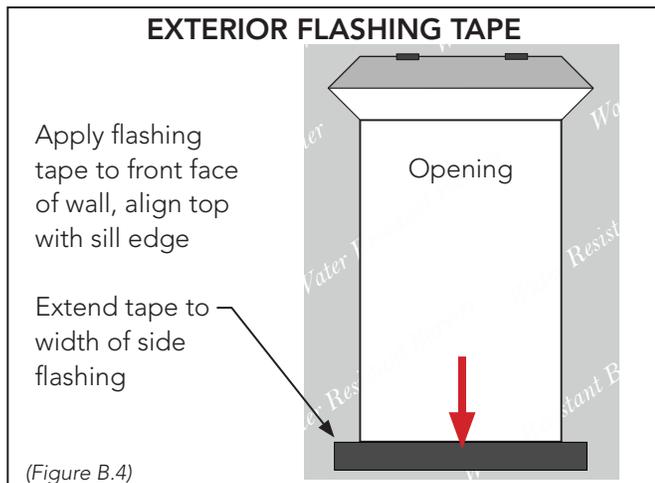
NOTE: DO NOT apply tape to the top or bottom cut edge of the water barrier until noted in the instruction.



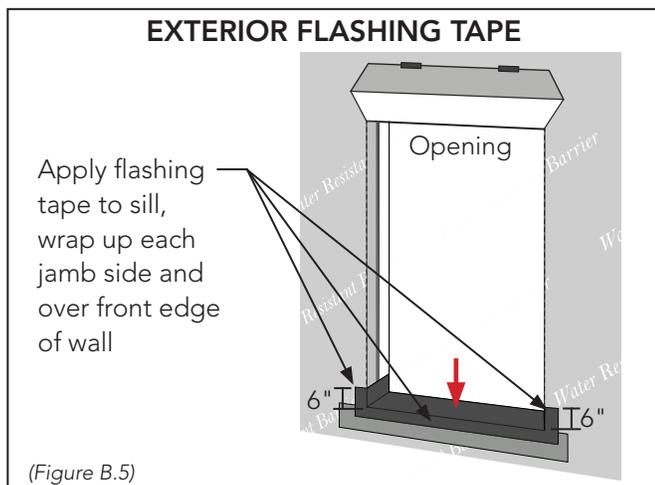
- 4 Cut a 45° angle in the water resistant barrier at each top corner. Cut should extend approximately 1" above the head flashing tape (to be installed in later step). (Figure B.3)

- 5 Lift the water resistant barrier flap up and away from rough opening. Apply adhesive tape to hold in place, as illustrated. (Figure B.3)

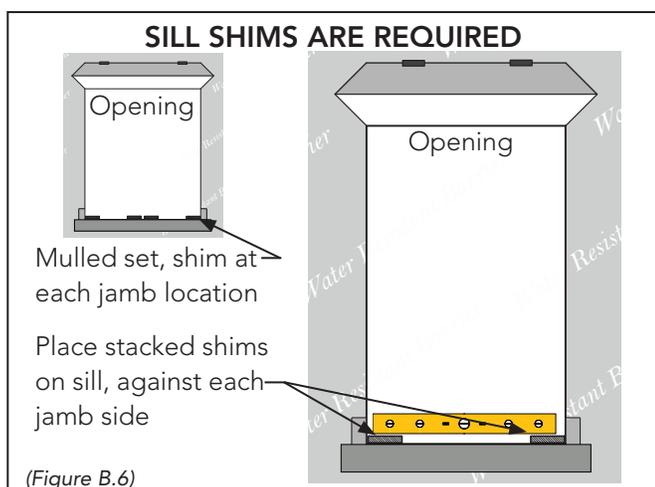
B. WATER RESISTANT BARRIER (CONTINUED)



- 6 Apply adhesive flashing tape to the front face of wall, below sill. Top of tape should align with the sill edge. Extend each end of the flashing tape to width of side flashing (to be installed in a later step). (Figure B.4)



- 7 Apply adhesive flashing tape to the sill. Tape should begin and end approximately 6" above sill on each jamb side. Be sure to wrap tape over the front edge of wall, as illustrated. Wrapping tape will seal and protect wood from moisture leakage. (Figure B.5)

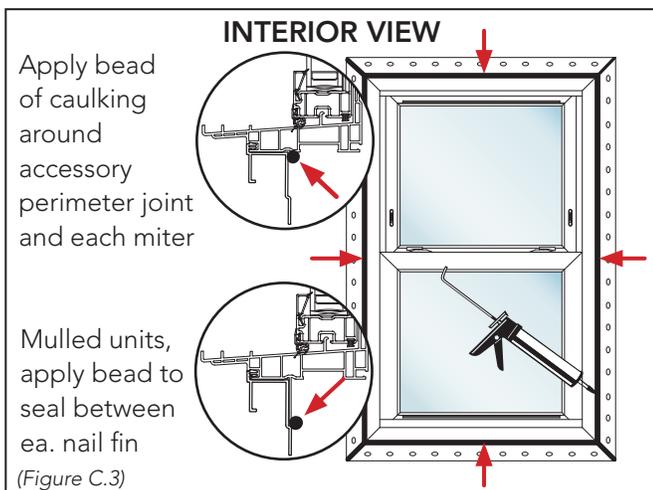
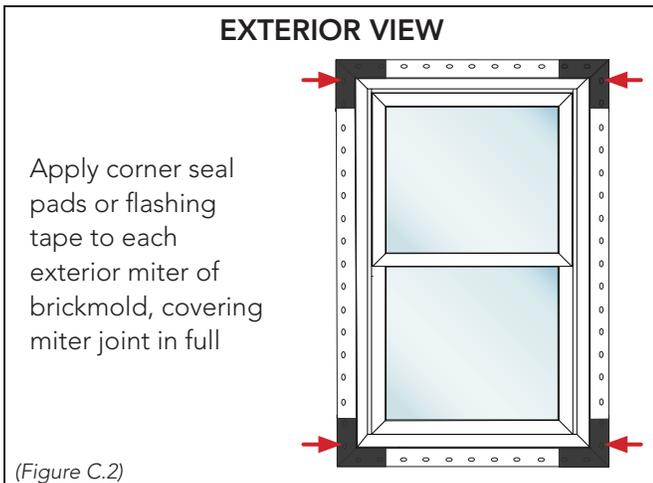
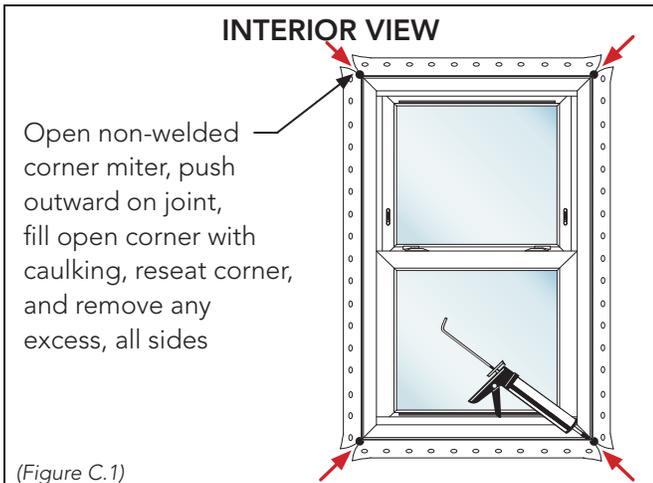


- 8 Place and level shims on the sill, (1) against each jamb side of opening. Shims will provide support to window jambs and level window sill. Be careful shims DO NOT tilt sill toward inside of home. For muller sets, place shims under all side jamb locations. (Figure B.6)

NOTE: If foam wrap is used under sill, shim thickness **MUST** be increased to prevent foam wrap from crowning the sill.

NOTE: DO NOT OVER SHIM below the jamb sides. This will cause unit head to press tightly against opening head, leading to vinyl expansion issues.

C. PREP ACCESSORY AND SET WINDOW UNIT



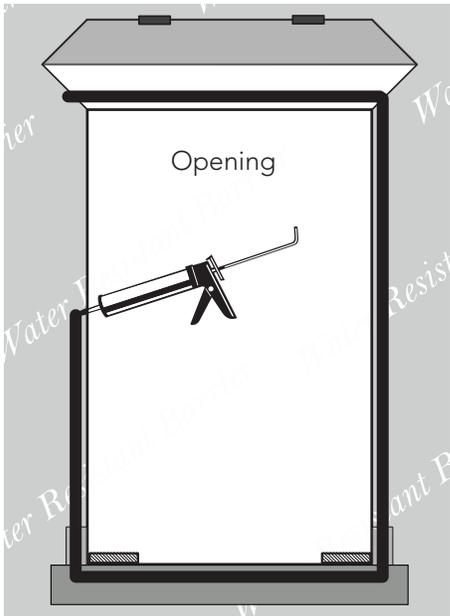
- 1 For window with **Integral Nail Fin**, the exterior accessory groove will be exposed. Proceed to **Step 8**.
- 2 For an accessory (**nail fin with J-channel, or brickmold with J-channel**) that is **factory applied or shipped loose**, the accessory will occupy the exterior accessory groove. Proceed to **Step 3**.
- 3 If the vinyl accessory is shipped loose, apply at this time. For specific instructions on all snap-in accessories and for the brickmold with J-channel, refer to "Field Instruction for Snap-In Window Accessories" QR code on back of this instruction.
- 4 For mullion units and units with a field installed vinyl accessory, open the non-welded corner miter by pushing outward on joint. Fill the open corner with caulking. Reseat the corner and remove any excess. Repeat on all (4) sides. (Figure C.1)
- 5 Apply corner seal pads (pack #: S-HG-330S-00 - note, screws from pack will not be used) or adhesive flashing tape to each exterior corner miter of the vinyl accessory. Be sure to cover miter fin joint in full. (Figure C.2)
- 6 Apply a bead of caulking along interior side of each closed corner miter to seal. (Figure C.3)
- 7 Apply a bead of caulking around entire inner perimeter joint, where accessory meets the frame, for a complete seal. (Figure C.3)

NOTE: For mullion units using integral nail fin with J-channel, apply a bead of caulking around entire perimeter joint, where the end of the integral nail fin meets the backside of J-channel, as shown. (Figure C.3)

C. PREP ACCESSORY AND SET WINDOW UNIT (CONT.)

APPLY CAULKING TO OPENING

Apply bead of caulking to exterior sheathing to seat and seal nail fin



(Figure C.4)

- 8 Apply a generous $\frac{3}{8}$ " bead of continuous caulking to the exterior sheathing to seat and seal nail fin when installed. (Figure C.4)

NOTE: Option to apply a $\frac{3}{8}$ " bead of continuous caulking to the back side of the nail fin to form a complete seal to sheathing.

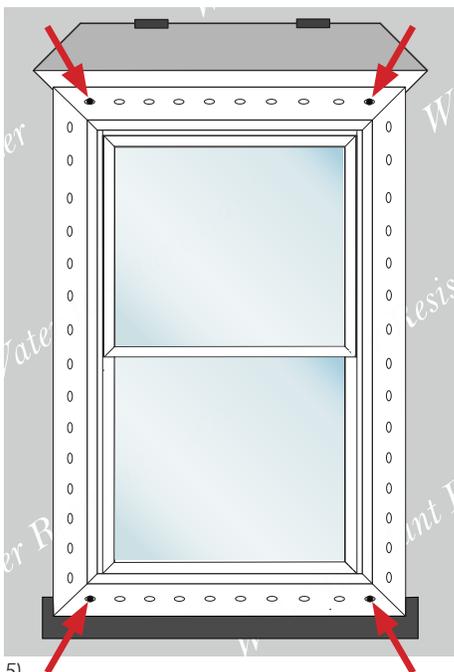
- 9 Lock sashes before setting unit in opening.

- 10 Place window unit into opening and onto sill shims. Center and square unit within opening. Push nail fin against sheathing and water resistant barrier to bed window unit, forming a tight seal between window and water barrier. *Install window unit immediately after the caulking is applied and before a skin forms on caulking's surface.*

NOTE: If top of window is against top of opening, reduce height of bottom shims. Shims are still required below sill as specified.

FASTEN NAIL FIN CORNERS

Use horizontal slots

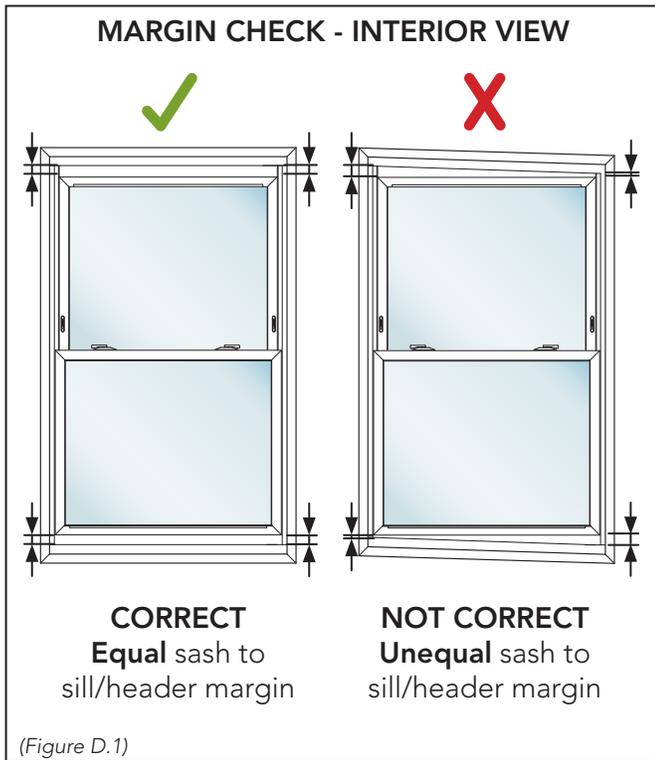


(Figure C.5)

- 11 After sill is shimmed, levelled, and preliminarily squared; install a fastener into the horizontal slot at each nail fin corner to secure unit in place. **DO NOT OVER TIGHTEN FASTENER.** This will allow for adjustment in following steps.

NOTE: DO NOT use power tool to install fasteners.

D. INSTALLATION

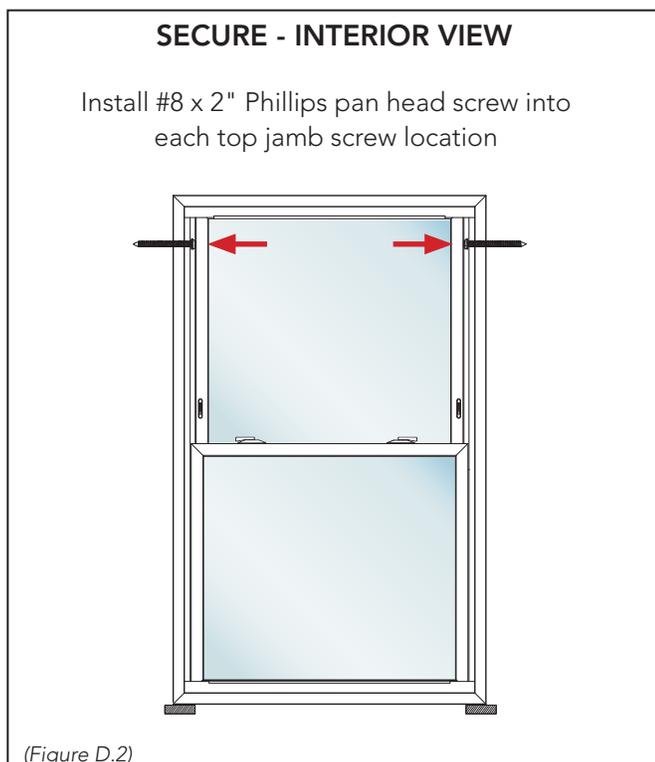


1 Unlock and lower top sash. Remove balance covers to expose installation screw holes.

2 Slightly raise bottom sash. Check for equal sash to sill margin. Adjust shims below side jambs to obtain a parallel margin for full width of window unit. See illustration for equal and unequal sash to sill margins. Nail fin nails may need removed for adjustment. *Recommended margin variance for width of window unit is 1/16". (Figure D.1)*

NOTE: For window units 36" wide or greater, an additional shimming location may need to be added to prevent sill from deflecting downward.

NOTE: DO NOT OVER SHIM below side jambs. Over-shimming will press unit head tight against opening head, resulting in vinyl expansion issues.



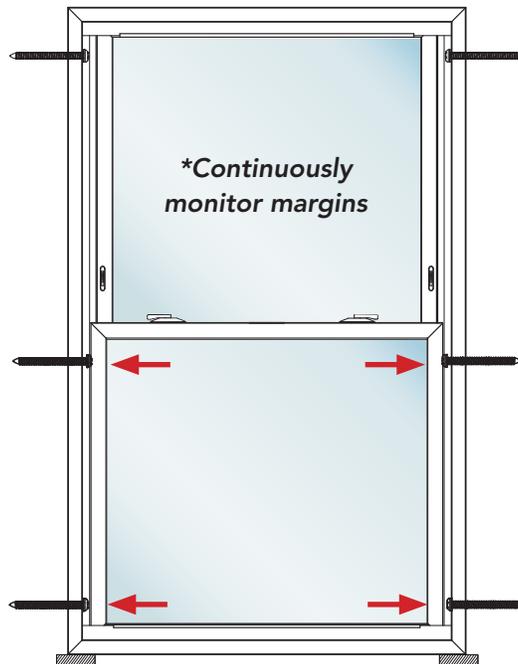
3 Slightly lower top sash. Check for equal sash to header margin. Install #8 x 2" Phillips pan head screw into each factory prepped top jamb screw location to hold in place. **DO NOT OVER TIGHTEN screw causing frame to pull!** Use top screws to align frame, adjusting top of frame to obtain a parallel top margin. Observe bottom sash to sill margin to confirm margin remains parallel. (Figure D.1 & D.2)

IMPORTANT! Equal top and bottom margins are critical. If not parallel, it must be shimmed as instructed for proper operation of window. **Be careful to NOT over shim. Improper shimming may change margins and jeopardize operation.**

D. INSTALLATION (CONTINUED)

SECURE - INTERIOR VIEW

Install #8 x 2" screws in each remaining factory prepped screw location



DO NOT FULLY secure center screws in order to adjust side margins in later step

(Figure D.3)



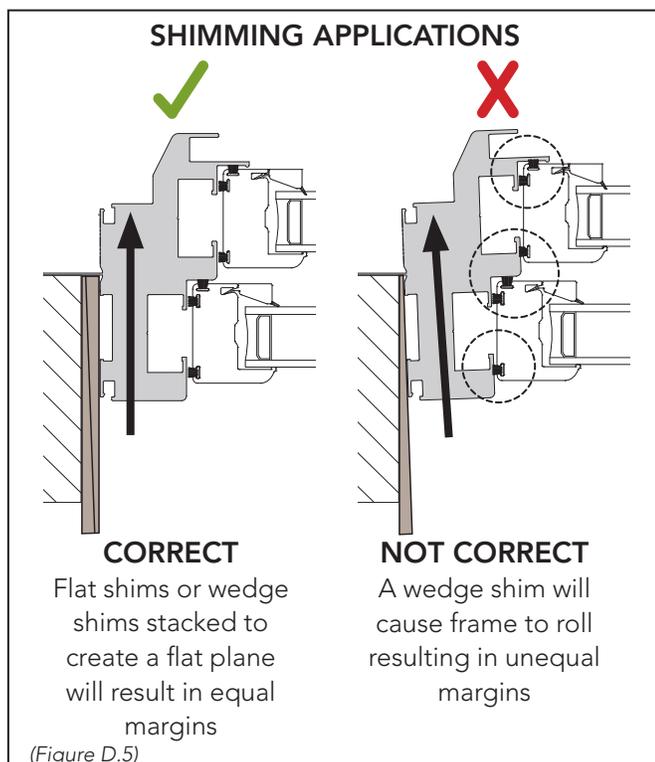
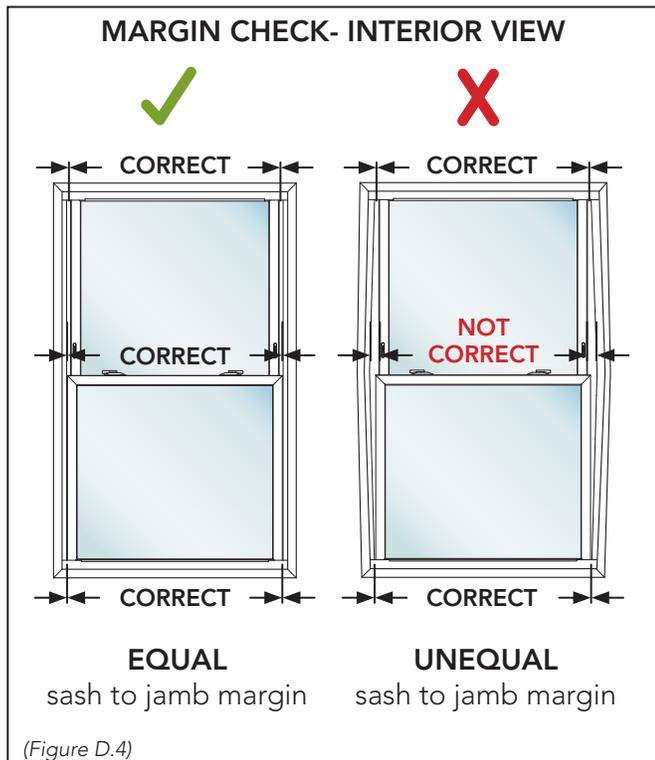
IMPORTANT! Shims can be installed prior to installation of screws. It is critical to monitor margins throughout this installation method. (Figures D.1 and D.4)

- 4 Raise bottom sash to expose installation holes. Install (2) bottom screws. Lower sash and inspect margins. Tilt bottom sash in to expose center installation holes. Install (2) middle screws until screws are close but NOT seated to the vinyl (this will allow for side margin adjustment in a later step). Relocate and lower sash to inspect all margins. **DO NOT OVER TIGHTEN SCREWS!** (Figure D.3)

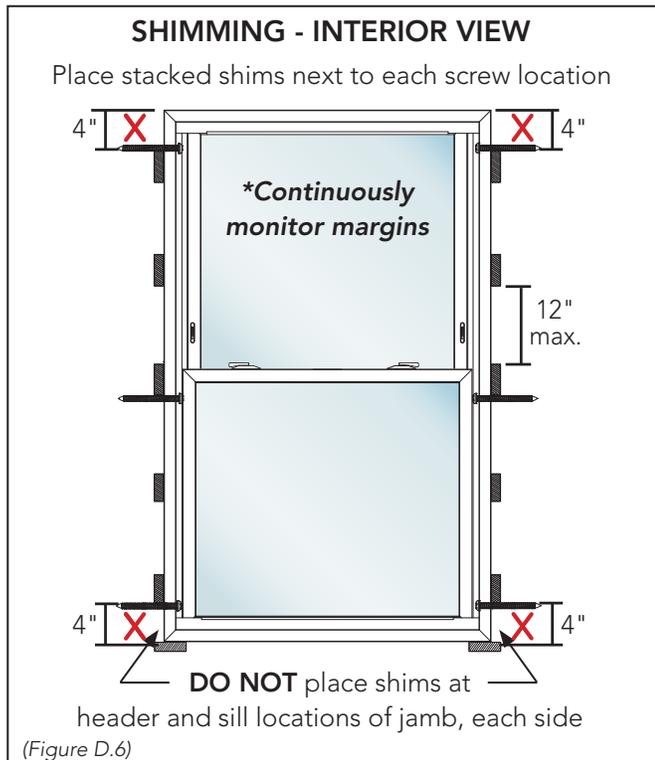
NOTE: If spacing between jamb screws is greater than 24", additional jamb screws may need added to stabilize frame. Pre-drill a $\frac{1}{8}$ " thru-hole followed by a $\frac{3}{8}$ " hole through first wall of frame.

NOTE: Additional jamb screws may need added if foam wrap is used on jambs, causing over-tight margins and difficult sash operation.

D. INSTALLATION (CONTINUED)



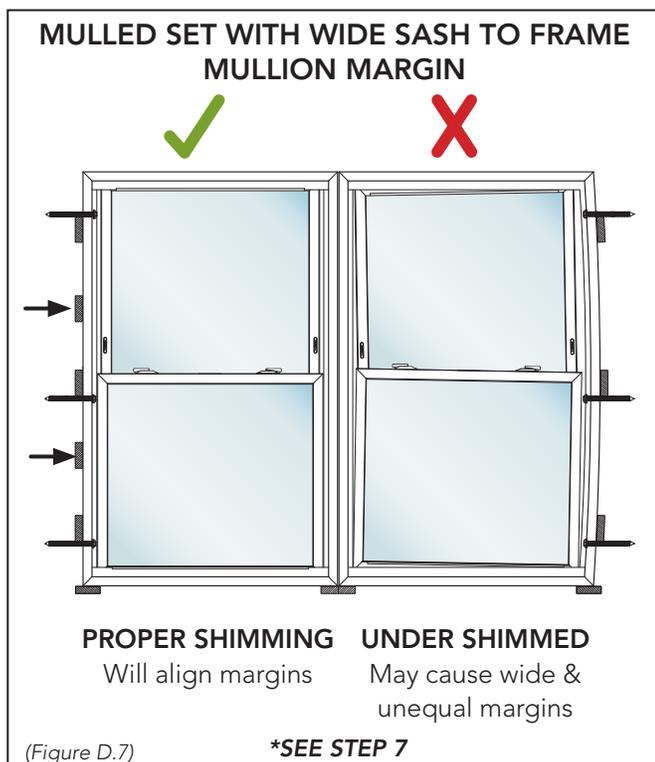
D. INSTALLATION (CONTINUED)



6 Place shims next to all screw locations. **DO NOT PLACE SHIMS WITHIN 4" OF TOP OR BOTTOM CORNERS.** This will cause frame distortion. If spacing between side jamb shims is greater than 12", additional shims may be needed to maintain margins and stabilize frame. **CONTINUOUSLY CHECK SASH TO FRAME MARGINS WHILE SHIMMING.** (Figure D.6)

7 **FOR MULL SETS,** confirm sash to jamb margins. If required, move sash over by adding shims to outside jamb to close margin gap at mull. (Fig. D.7)

8 Final check on all margins. Adjust shims and screws as needed to achieve and maintain equal and straight margins, all (4) sides. **Refer back to Figures D.1 and D.4.**



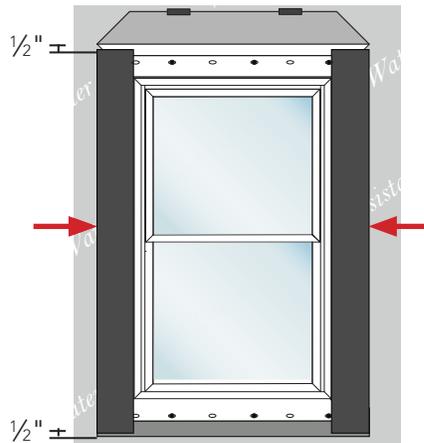
9 **Check for proper operation of sash.** If sash lock and keeper do not align side-to-side, adjust keepers as follows. Sash keepers have horizontal slotted adjustment holes behind top sash interlock. Raise and tilt sash to access and loosen keeper screws with a #1 square drive bit. Close sash and engage locks to re-align keepers. Re-open sash to hand tighten keeper screws. **DO NOT** over tighten or interlock leg may deform, causing interlock interference. *For sash operation issues, refer to Troubleshooting Section.*

10 Fully secure each center/middle screw. **DO NOT OVER TIGHTEN.**

11 Install fasteners in pre-punched nail fin holes, all sides. Install fasteners in every other hole or as needed to keep nail fin flat. **DO NOT OVER TIGHTEN.**

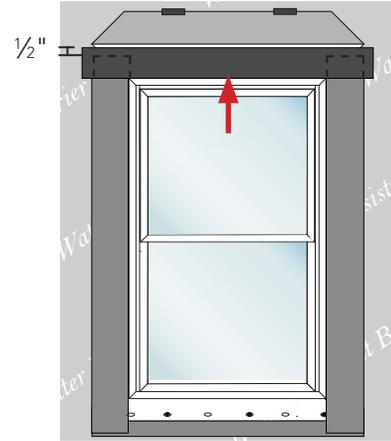
E. FLASHING

EXTERIOR JAMB SIDE FLASHING TAPE



(Figure E.1)

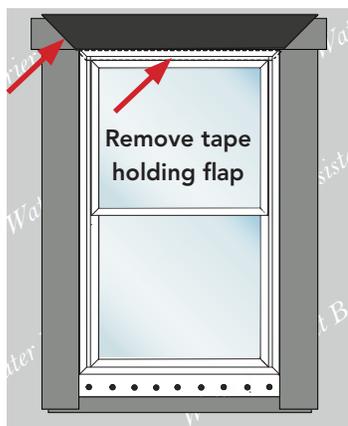
EXTERIOR HEAD FLASHING TAPE



(Figure E.2)

- 1 Apply adhesive flashing tape to each jamb side. Begin top of the side flashing approximately $\frac{1}{2}$ " below where the top edge of header flashing will be placed (Refer to Step 3). Stop the bottom of the side flashing approximately $\frac{1}{2}$ " above bottom edge of front face sill flashing. **NOTE**, if window unit has snap-in nail fin, wrap tape onto the window frame, approximately $\frac{1}{4}$ ". (Figure E.1)
- 2 Apply adhesive flashing tape to the header. Place top of the head flashing approximately $\frac{1}{2}$ " above top of the side flashing. Extend each end of the head flashing approximately 1" beyond side flashing. **NOTE**, if window unit has snap-in nail fin, wrap tape onto the window frame, approximately $\frac{1}{4}$ ". (Figure E.2)

HEAD WATER BARRIER FLAP



(Figure E.3)

EXTERIOR FLASHING TAPE



(Figure E.4)

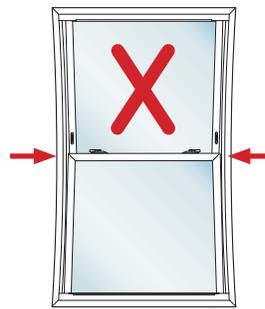
- 3 Remove tape holding the water resistant barrier flap above header. Lower flap over header flashing. Trim to top of window frame if needed. (Figure E.3)
- 4 Apply adhesive flashing tape to bottom edge of the water resistant barrier flap. (Figure E.4)
- 5 Apply adhesive flashing tape to each 45° corner of the water resistant barrier for a complete seal. (Figure E.4)

F. INSULATE

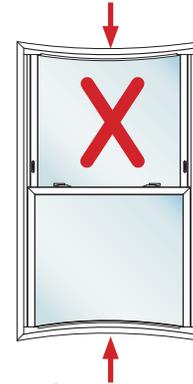
LOW-EXPANDING FOAM - MARGIN CHECK



CORRECT
use of insulation



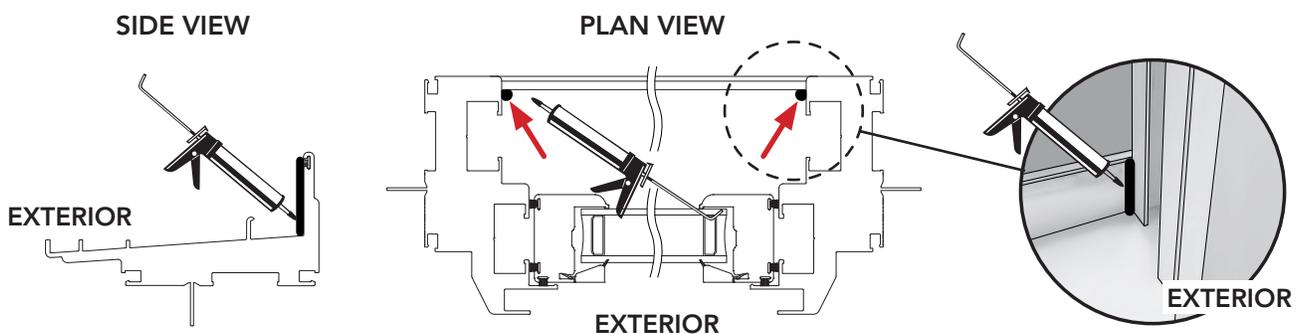
NOT CORRECT
over-use of insulation



(Figure F.1)

- 1 Install hole plugs into all jamb screw locations. Re-install balance covers.
- 2 Close and lock sashes.
-  **IMPORTANT!** Sashes must operate properly before and after application of foam insulation.
- 3 Insulate by using an AAMA approved ASTM C1620 low-expanding foam to fill all cavities between frame and opening. Check and maintain all margins during insulating. **Over use of low-expanding foam may cause frame to bow, jeopardizing operation of window.** (Figure F.1)

SILL VERTICAL LEG



(Figure F.2)

- 4 Raise bottom sash. At the exterior intersection of the sill's vertical dam leg and side jamb, place a bead of caulking for the full height of the leg, each side of sill. Refer to illustrations above. Allow caulking to fully cure before closing sash. (Figure F.2)
- 5 If **MasterFit™ Trim** is ordered, **DO NOT** nail trim to jamb extension. Refer to QR code on back for measuring assistance.



TROUBLESHOOTING & TIPS

PROBLEM	CAUSE	SOLUTION
Sashes will not lock	<ol style="list-style-type: none"> 1. Sill bows upward. 2. Head bows downward. 3. Frame racking / out of square. 4. Sash interlock legs are hitting. 5. Sashes left open for a period of time causing bottom sash bulb seal to harden. 	<ol style="list-style-type: none"> 1 - 4. Refer to corresponding 'Problem' listed below & this instruction. 5. Work fingers on bulb to soften, or replace. Keep window locked at night until bulb has taken a more flattened set.
Sashes are tight when operating	<ol style="list-style-type: none"> 1. Excessive shimming of side jambs causing frame to be tight against sash. 2. Excessive foam along side jambs causing frame to be tight against sash. 3. Missing jamb screws at interlock causing frame to be tight against sash after foaming jamb. 4. Installing fasteners in nail fin units prior to proper setting and alignment of window. 	<ol style="list-style-type: none"> 1. Re-shim window unit per this instruction. 2. Remove foam. Re-square and level window unit. Refer to this instruction for proper insulation procedure. 3. Install jamb screws and shim per this instruction. 4. Remove fasteners except at each corner. Square and level unit per this instruction. Set proper margins per this instruction before re-installation of nail fin fasteners.
Sill bows upward	<ol style="list-style-type: none"> 1. No shims below jambs. Critical on mulled units. 2. Over insulating below sill. 3. Insufficiently shimming under jambs when foam wrap is used under sill. 4. Installing fasteners in nail fin units prior to proper setting and alignment of window. 5. Supporting nail fin unit on bottom center fin hole. 6. Exterior trim is tight against window, not allowing for vinyl expansion in the heat. 7. Jamb side shims placed too close to bottom sill locations, not allowing for vinyl expansion in the heat. 	<ol style="list-style-type: none"> 1. Add shims to window sill per this instruction. 2. Remove foam. Re-square and level window unit. Refer to this instruction for proper insulation procedure. 3. Re-shim window unit per this instruction. 4. Remove fasteners except at each corner. Square and level unit per this instruction. Set proper margins per this instruction before re-installation of nail fin fasteners. 5. Remove fastener from center fin. Install a fastener at each corner of nail fin to secure window unit in place. 6. Refer to "Installing Exterior Veneers to Windows" QR code at end of this instruction. 7. Remove shims at bottom jamb side sill locations. Shim per this instruction.
Header bows downward	<ol style="list-style-type: none"> 1. Excessive foam or over insulating above header. 2. Installing fasteners in nail fin units prior to proper setting and alignment of window. 3. Excessive foam or insulation on nail fin units prior to fastening nail fin. 4. Jamb side shims placed too close to top header location, not allowing for vinyl expansion in the heat. 	<ol style="list-style-type: none"> 1. Remove foam above header. Re-foam per this instruction. 2. Remove fasteners except at each corner. Square and level unit per this instruction. Set proper margins per this instruction before re-installation of nail fin fasteners. 3. Remove foam. Re-foam per this instruction. 4. Remove shims at top jamb side header. Shim per this instruction.
Frame racked or out of square	Improper or no shims below the jambs.	Re-shim window unit per this instruction.
Tall unit side jamb margins are not consistent in width	Under shimmed and under secured.	Add additional jamb screws. Place shims at additional jamb screw locations.



TROUBLESHOOTING & TIPS

PROBLEM	CAUSE	SOLUTION
Sashes are not aligned side to side	Sash locks and keepers are not aligned side to side.	Open bottom sash and loosen keeper screws. Close bottom sash and engage locks to re-align sash. Reopen bottom sash to hand-tighten keeper screws. DO NOT over tighten or interlock leg may deform.
Sash interlock legs are hitting	Bow in top sash interlock leg. (Look for nicks or scratches on interlock)	<ol style="list-style-type: none">1. Loosen the keeper screws and re-tighten by hand to allow top interlock leg to return to flat,2. Use heat gun or hair dryer to warm top sash interlock leg. Straighten inward with putty knife to allow interlock legs to pass.
Top sash bulb seal is not staying in place	Various.	Re-insert bulb into T-slot. Secure with stainless staples or small stainless screws. Touch-up fasteners with color matched paint.
Top sash drifting	Top sash drops after unlocking.	<ol style="list-style-type: none">1. Current top balances may need replaced with stronger ones.2. If Roller Tilt® constant force balances are used, add set screws to top of each top balance shoe to add resistance. Refer to "Roller Tilt® Balance Set Screw Procedure" QR code.
Top sash dragging	Top sash is pulled downward by bottom sash while closing.	<ol style="list-style-type: none">1. Current top balances may need replaced with stronger ones.2. If Roller Tilt® constant force balances are used, add set screws to top of each top balance shoe to add resistance. Refer to "Roller Tilt Balance® Set Screw Procedure" QR code.
Daylight at side margins, lock rail and approx. 2" above	Wedge shims used at jambs causing rolled frame.	Re-shim using flat shims per this instruction.
Wide margins along entire side margins	Center jamb screws and shims are not positioned correctly per main instruction.	Re-shim and secure window unit per this instruction.
Air leakage at ends of interlock	Weatherstrip pad at ends of bottom sash interlock are missing or not positioned correctly.	Relocate against vertical weatherstrip and fully engage into the interlock, against interlock leg.
Side margins opening during cold weather	No jamb screws or shims at interlock.	Shim and secure window unit per this instruction.



TROUBLESHOOTING & TIPS

PROBLEM	CAUSE	SOLUTION
Window leaks water at accessory corners	<ol style="list-style-type: none"> 1. Improper or no caulking on backside corners of accessory. 2. Improper or no caulking at accessory to frame joint. 	<ol style="list-style-type: none"> 1. Caulk accessory per this instruction. 2. Caulk accessory per this instruction.
Water leaks on multi-level mullled units	Missing or improper caulking behind exterior mull strip at T-joint or cross joint.	Caulk zero snap mulls. Refer to the "Field Instruction for Mulling Vinyl Windows" QR code below.
Condensation is present on inside or outside glass of window	Various normal conditions/reasons.	Refer to "Condensation, Humidity and Dew Point Temperature" QR code below for a detailed explanation of normal condensation conditions.

***Please call Customer Support for additional installation inquiries at 1-800-669-4711.**

***For additional information and helpful videos, SCAN or TAP the QR Codes.**

VISIT OUR INSTALLATION SUPPORT HOMEPAGE



Field Instruction
Mulling Vinyl Windows
(Aspect & Endure)



Field Instruction for
Snap-In Window
Accessories



Measuring
Instruction
MasterFit™ Trim



Install. Instruction
Vinyl Window
Stacking Plate #604



Condensation,
Humidity and Dew
Point Temperature



Installing
Exterior Veneers
to Windows



Roller Tilt®
Balance Set Screw
Procedure



Block & Tackle
Balance Set Screw
Addition



Para la versión en ESPAÑOL, escanee el Código QR:
Instrucciones Para La Instalación De Ventanas De
Vinilo De Abertura Doble Con Aleta De Clavado
(Aspect™ y Endure™)

