

Operating and Maintenance Instructions for the Alaskan® Window System



Thank you for choosing Windows USA.

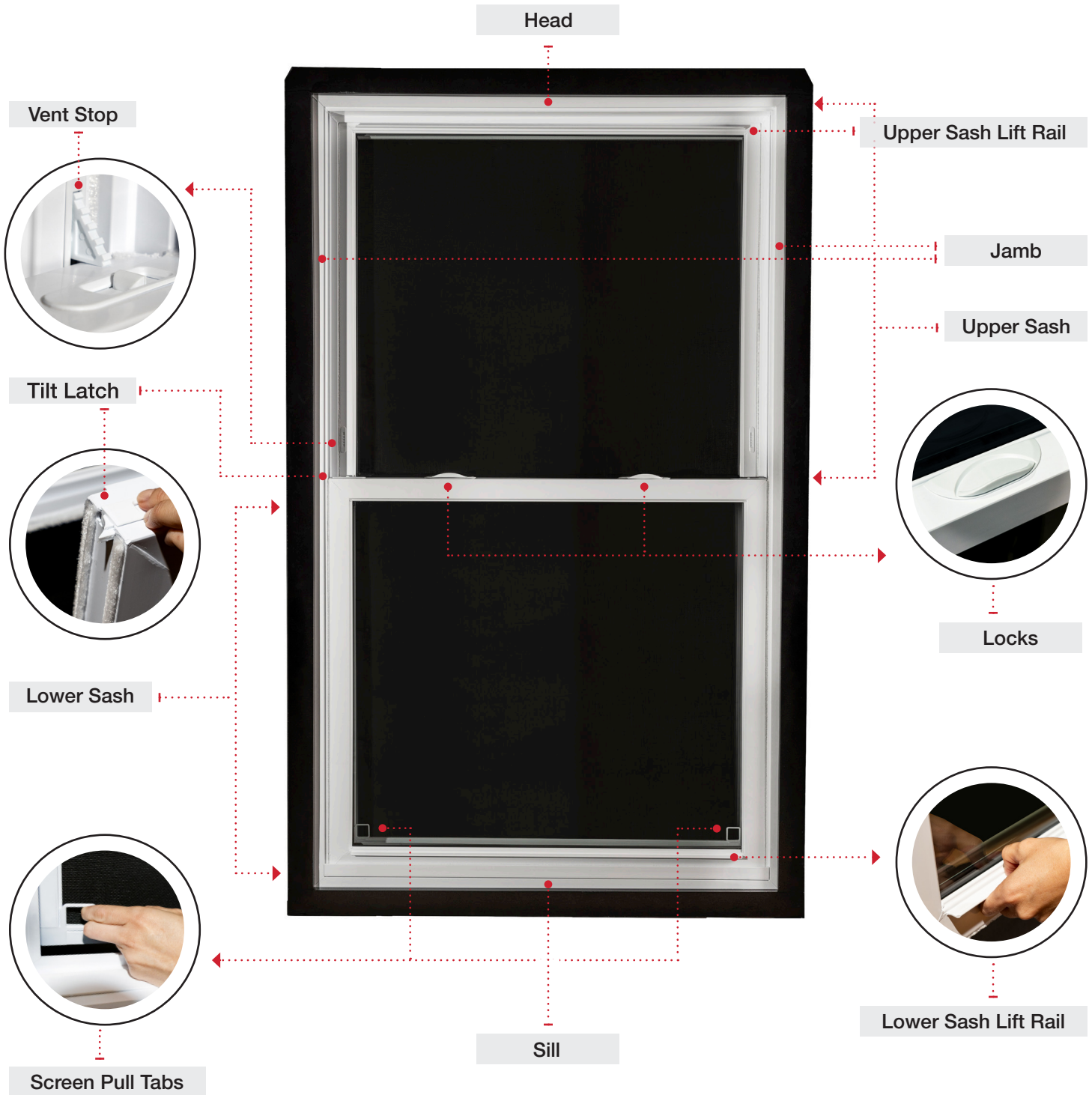
For questions call 1-800-272-2085 or email us at cs@windowsusa.com.

For more information and/or guides visit windowsusa.com.

Our business hours are from 8:00 a.m. to 5:00 p.m. (Central Standard Time) Monday through Friday.

WARNING: TO AVOID POSSIBLE INJURY, RECOMMENDATIONS SHOULD BE FOLLOWED WITH EXTREME CAUTION. WE RECOMMEND HAVING TWO PEOPLE PRESENT TO SAFELY REMOVE AND REPLACE SASHES, FOR WINDOWS TALLER THAN 32".

Window Diagram



Window Sash Cleaning Instructions

Cleaning Glass on Lower Sash

1. Starting with the window in a closed position, unlock the sashes and raise the lower sash 3" to 4" inches. **(Figure 1)**
2. Slide the tilt latches toward the center of the sash. **(Figure 2)**
3. Tilt sash inward. **(Figure 3)**
4. Rest the lower sash on the window sill. **(Figure 4)**
5. Clean the glass.

Note: If cleaning the upper sash, proceed to page 4, step 1. Move to page 4, step 6, if only cleaning the lower sash.

Figure 1

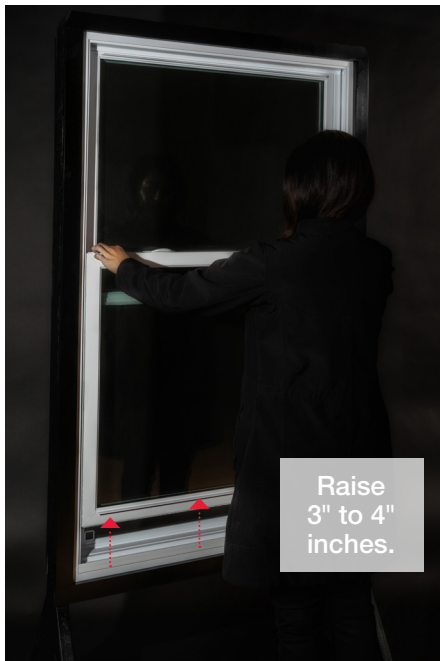


Figure 2



Figure 4



Figure 3



Lower Sash

Window Sash Cleaning Instructions

Cleaning Glass on Upper Sash

1. With the lower sash resting on the sill, bring the top sash down to a comfortable level for cleaning. **(Figure 1)**
2. Slide the tilt latches toward the center of the sash. **(Figure 2)**
3. Tilt the sash inward for cleaning, and rest the top sash onto the lower sash if necessary. **(Figure 3)**
4. Clean the glass.
5. After cleaning both sashes, close the top sash from the tilt position and slide it up to fully close it. **(Figure 4)**
6. Close the lower sash from the tilt position and slide down to lock. **(Figure 5)**

Note: When you close the lower sash, the window automatically locks with an audible click.

Figure 1



Figure 2



Figure 3



Figure 4



Figure 5



Note:

Please ensure that when you are closing the sashes, you press downward lightly towards the sill to ensure sash fully seats with the balance shoe. If you find that the sash does not move freely when closed, please re-open it, reset the pivot bar into the balance shoe, and rotate it closed again.

Interlock Directions

Window Won't Lock? What do I do? Closing windows to ensure interlocks meet.

1. Raise the lower sash 3" to 4" inches. **(Figure 1)**
2. Push up on the top sash to ensure it is closed all the way.
3. Place the palm of your hands on the lower sash frame and apply pressure towards the outside of your home.
4. While applying pressure, close the lower sash. **(Figure 2)**
5. Windows will automatically lock when the top and bottom sash are returned to the fully closed position.

Figure 1

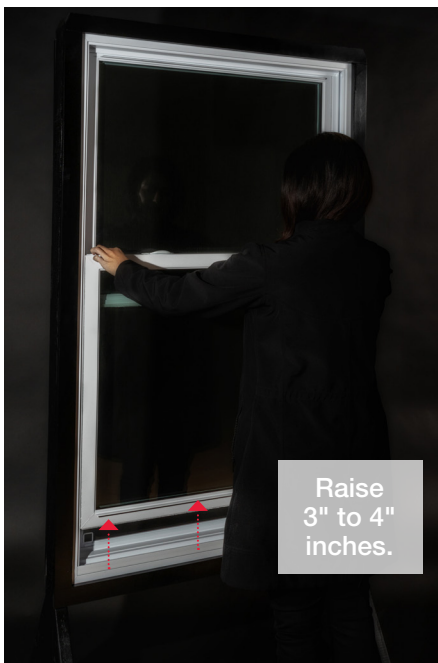


Figure 2

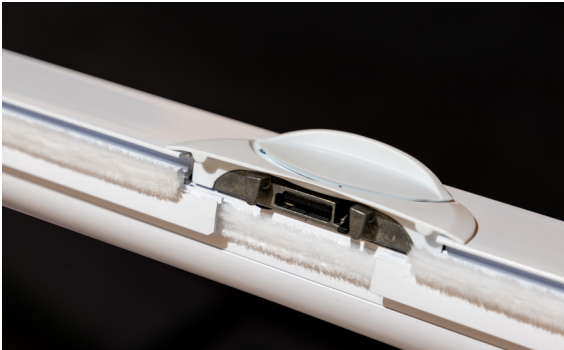


Operating & Maintenance Instructions for the Alaskan® Window System

Interlock Directions

What do my interlocks look like?

Lower Sash Interlock



Upper Sash Interlock



Locked Position



Unlocked Position



Window Balance

Where is the Balance located on my window?

The balance can be found on both sides of your window frame, and it is a hidden component inside the frame that assists you with the opening and closing your windows.

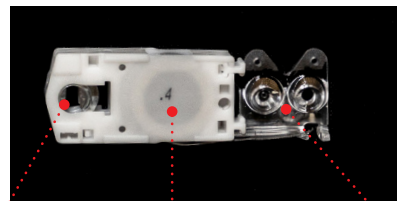
To ensure the smooth operation of your window, it is important to polish the balance whenever you clean the window.



Balance Shoe



Balance Shoe



Shoe

Coil

Mounting Bracket

Releasing Tension on Balancers

Balance Shoe

Note: Do not use W-D 40 or 3-in-1 oil, which will degrade the operation.

1. Raise the sash and tilt in sash to clean the glass. **(Figure 1)**
2. On the left and right sides of your window, you will notice a metallic band (*balance coil*) that goes the entire length of the sash. **(Figures 2 and 3)**
3. Using furniture polish, spray the balance coil with a heavy mist.
4. Close the sash and then raise and lower the window a few times as you would do to let air in. The window will be stiff at first, but you will notice a significant improvement in operation.

Figure 1



Figure 2



Figure 3



Sash Replacement

Lower Sash Removal

Note: When removing the sash, offset the left and right sides to remove it at an angle.

1. Starting with the window in a closed position, unlock the sashes and raise the bottom sash 3" to 4" inches. **(Figure 1)**
2. Slide the tilt latches toward the center of the sash and lower the sash until horizontal with the floor. **(Figure 2)**
3. Firmly press down on the back left corner of the sash to unlock the pivot bars from the balance shoes. **(Figure 3)**
4. Firmly grasp each side of the sash near the bottom and release the right pivot bar from the balance shoe. **(Figure 4)**
5. Lift the sash straight up, raising all four corners at the same time, until the sash is clear from both balance shoes. **(Figure 5)**
6. Once clear of the balance shoes, remove sash from the frame.

Figure 1



Figure 2



Figure 3



Figure 4



Figure 5



WARNING: TO AVOID POSSIBLE INJURY, RECOMMENDATIONS SHOULD BE FOLLOWED WITH EXTREME CAUTION. WE RECOMMEND HAVING TWO PEOPLE PRESENT TO SAFELY REMOVE AND REPLACE SASHES, FOR WINDOWS TALLER THAN 32".

Sash Replacement

Upper Sash Removal

Note: Lower sash must be tilted inward or removed (*refer to page 3*).

When removing the sash, offset the left and right sides to remove it at an angle.

1. Lower the upper sash to remove the upper sash (*refer to page 9*).
2. Slide the tilt latches toward the center of the sash and lower the sash until horizontal with the floor. **(Figure 1)**
3. Firmly press down on the back left corner of the sash to unlock the pivot bars from the balance shoes. **(Figure 3)**
4. Firmly grasp each side of the sash near the bottom and release the right pivot bar from the balance shoe. **(Figure 4)**
5. Lift the sash straight up, raising all four corners at the same time, until the sash is clear from both balance shoes. **(Figure 5)**
6. Once clear of the balance shoes, remove sash from the frame.

Figure 1



Figure 2



Figure 3

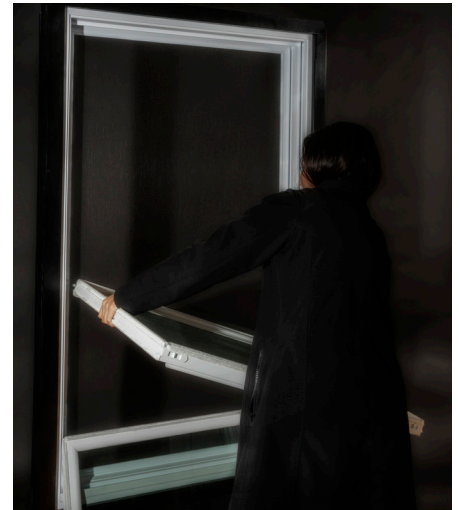


Figure 4

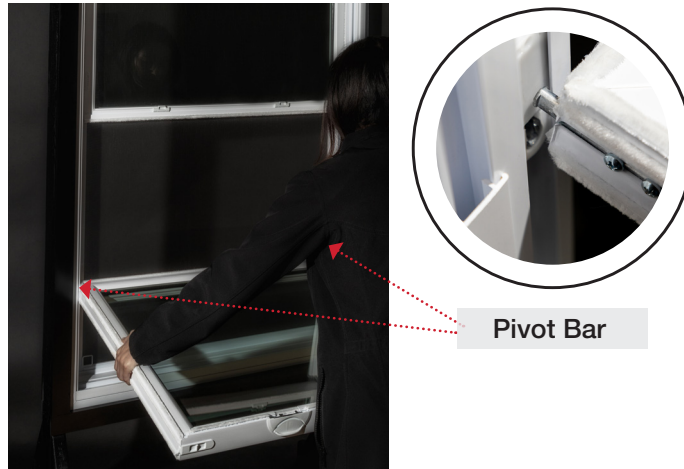


Figure 5



Sash Replacement

1. Grasp the sash on each side near the bottom at the same time and position the sash in the window frame with the inside pane facing the floor. **(Figure 1)**
2. Install the left pivot bar (*lower balance*) into balance shoe then the right pivot bar (*upper balance*) into the balance shoe. **(Figure 2)**
3. Press down firmly on back the right side of sash until sash is level. **(Figure 3)**
4. Lower all four corners of the sash at the same time until the pivot bars lock securely into the receiving boots. **Caution: Make sure both pivot bars are completely seated before closing the sash.**
5. Raise the sash slowly until the tilt latches engage and the sash is locked securely into the window frame. **(Figure 4)**

Figure 1**Figure 2****Figure 3****Figure 4**

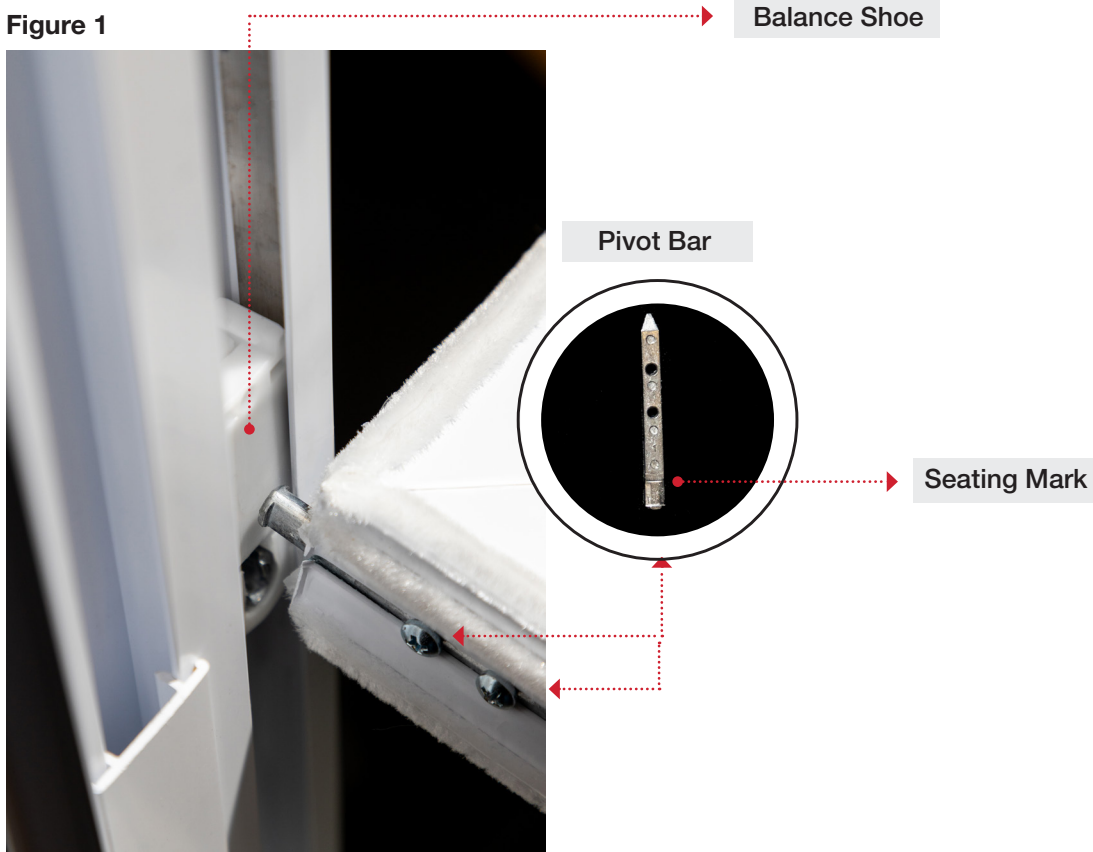
Removing and Replacing Pivot Bars

Removing my Pivot Bars

Tools Needed: Phillips screwdriver

1. Remove the sash from opening and turn upside down. *(Refer to the sash removal on page 9).*
2. Locate the two screws and remove. **(Figure 1)**
3. Remove the pivot bar.
4. Replace with the new pivot bar.
5. Re-install screws. *(Make sure the pivot bar is pressed until the mark aligns with the bottom edge of the sash stile).*
6. Re-install the sash.

Figure 1



Removing Screen

Removing My Screen

Note: The bottom sash may need to be removed in order to remove the screen.

1. Standing inside looking at the window. **(Figure 1)**
2. Using tabs on the bottom of the screen, lift upward and push outward on the screen. **(Figure 2)**
3. When screen clears the bottom of the screen track on the window frame, slide the screen down until it is fully released from the screen track. **(Figure 3)**
4. Rotate the screen approximately 45° left or right. **(Figure 4)**
5. Tilt the screen to allow the screen to enter through the lower sash opening. **(Figure 5)**

Figure 1



Figure 2



Figure 3



Figure 4



Figure 5



Replacing Screen

Replacing My Screen

Note: The bottom sash may need to be removed in order to remove the screen.

1. Tilt screen approximately 45° with pull tabs down. **(Figure 1)**
2. Carefully slide screen to the exterior of the window. **(Figure 2)**
3. Place the top side into left hand side of the screen track on the window frame.
4. With screen at slight angle, place the top side of the screen into the right side of the screen track.
5. Slide the screen upward to seat the top of the screen.
6. Using tabs, pull the bottom of the screen into place. **(Figure 3)**

Figure 1



Figure 2



Figure 3

