

# Loewen Double and Single Hung: Supplemental Installation Instructions



**These instructions contain important installation, finishing and homeowner information. Please keep them with the window until the homeowner removes them.**

Loewen recommends removing the sash prior to installation in order to ease the process. This supplement demonstrates how to tilt, remove and replace the sash, screen and balances, as well as how to use the jamb adjusting feature which is essential for proper installation. Use these supplemental instructions in conjunction with the Loewen structural installation instructions.

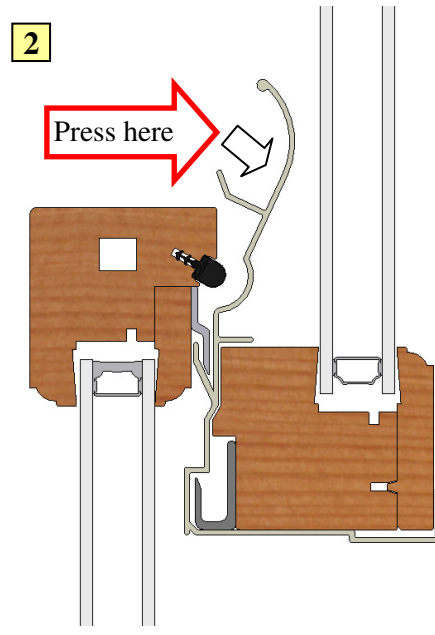
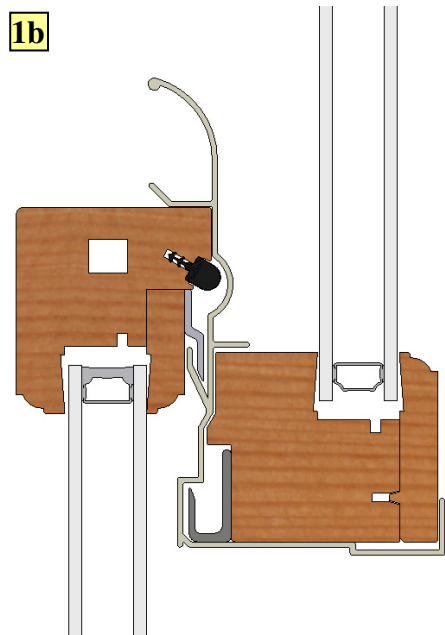
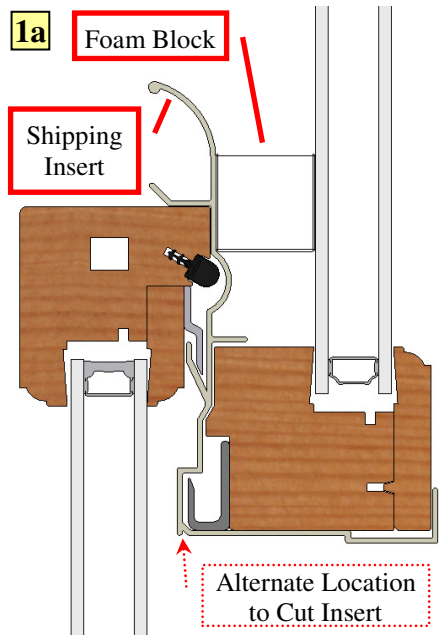
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## Removing the Shipping insert

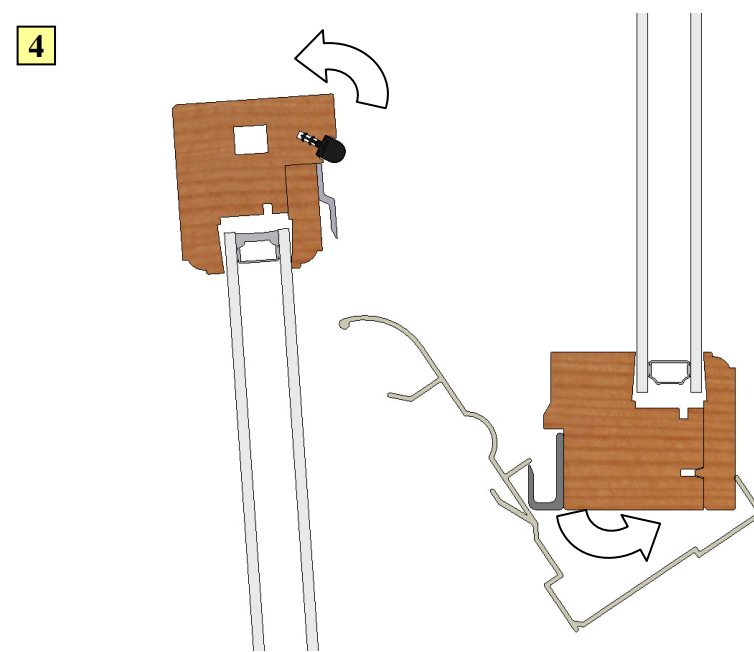
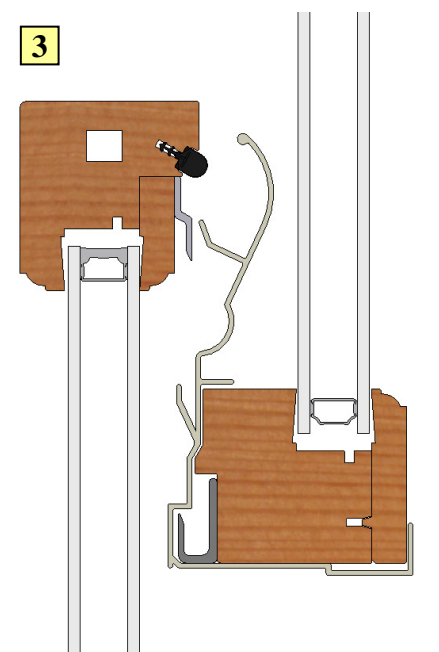


**Important:** Sash can be both heavy and awkward to handle during removal. You may require extra assistance to prevent personal injury and/or damage to the window.

Loewen Double and Single Hung windows have a Shipping Insert which protects the unit during shipping. This Insert should be removed before installation.



1. Remove the Foam Block which supports the Shipping Insert.
2. Press the top of the Shipping Insert to deform it and release the Top Sash.



3. With the Shipping Insert bent, raise the Bottom Sash.
4. Retract the Tilt Latches by turning the Camlock and tilt the Bottom Sash inward. Remove the Shipping Insert and reinstall the Bottom Sash vertically.

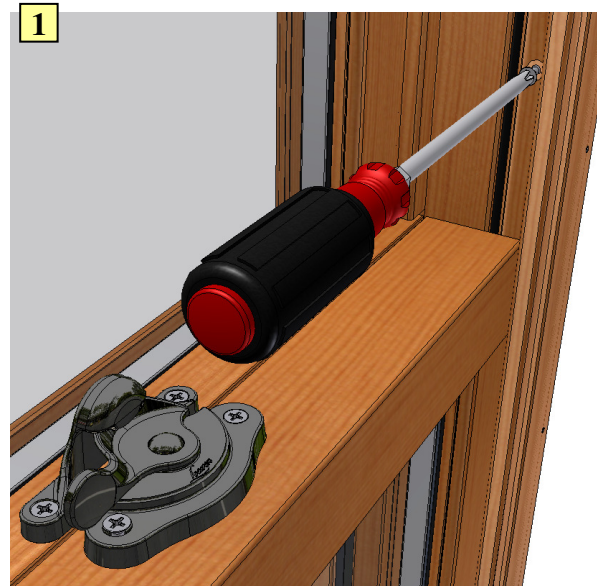
## Removing the Interior Sash Stops on Liberty Units



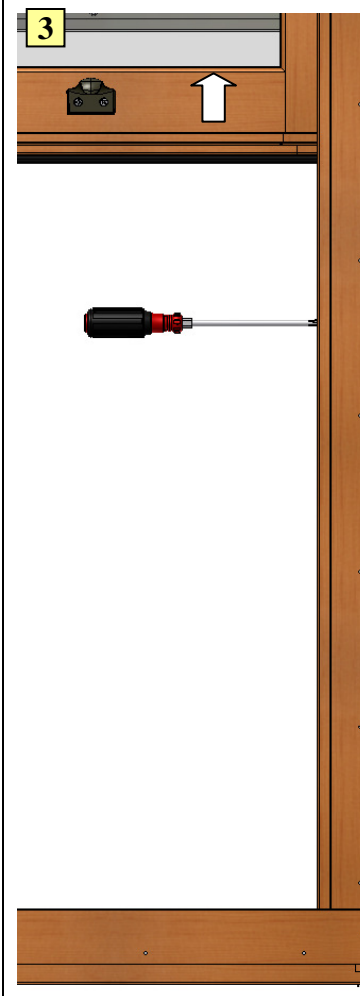
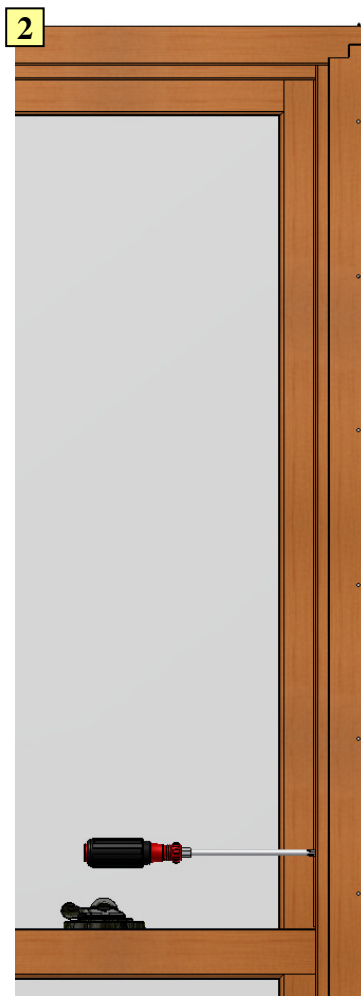
**Important:** Brace the bottom sash to prevent it from falling inward when removing the interior sash stop.

Follow these instructions to remove the Interior Sash Stop.

### Removing the Interior Sash Stop:



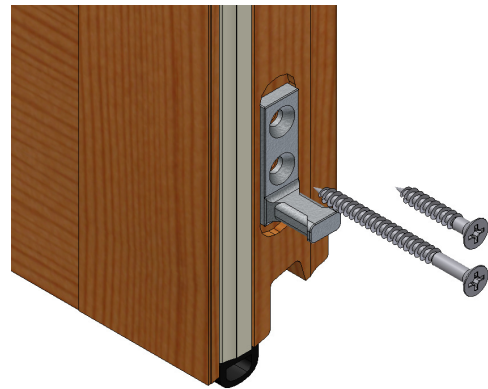
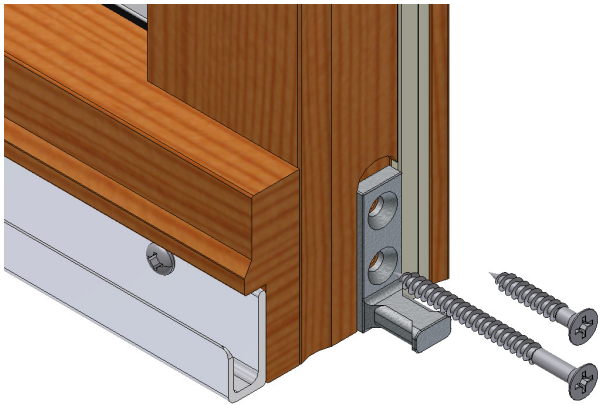
1. Use a screwdriver to remove the Interior Sash Stop screws.
2. With the Bottom Sash Lowered, remove the Interior Sash Stop screws above the Lock Rail.
3. Raise the Bottom Sash. Remove the Interior Sash Stop screws below the Sill Rail. The Bottom Sash can now be removed.



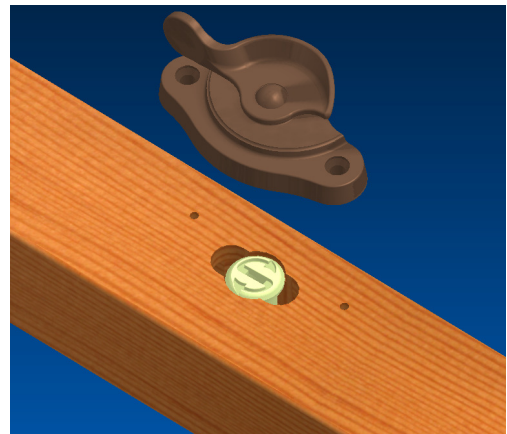
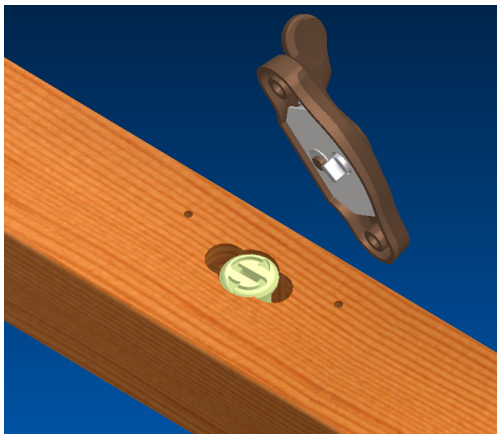
## Painting & Finishing the Unit

Be sure to follow the Loewen Finishing Instructions when finishing your window. For details, go to <http://www.loewen.com/architect/architect/productCare/finishingProduct.html>

When finishing the Sash, do not remove any weather-strip. If the weather-strip is removed, the window's performance may be diminished. When removing the Sash Pivots, take note that the lower screw is longer than the upper screw. Ensure that these same fasteners are replaced in their correct locations or damage may occur to the Insulating Sealed Unit.



The Lock on the lower Sash and the Keeper on the upper Sash are shipped factory applied and can be removed for painting/finishing. When reapplying the Lock to lower Sash, move to locked position and position Lock onto Lock Rail aligning key on Lock to keyway on spindle.



## Tilting & Removing the Sash

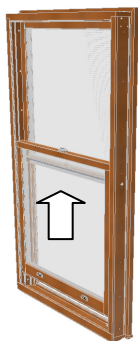


**Important:** Sash can be both heavy and awkward to handle during removal. You may require extra assistance to prevent personal injury and/or damage to the window.

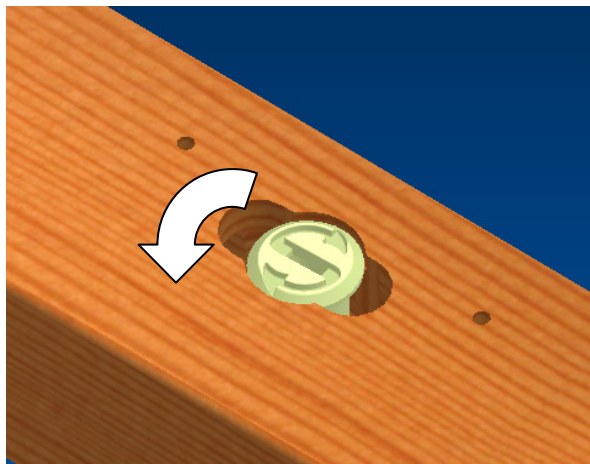
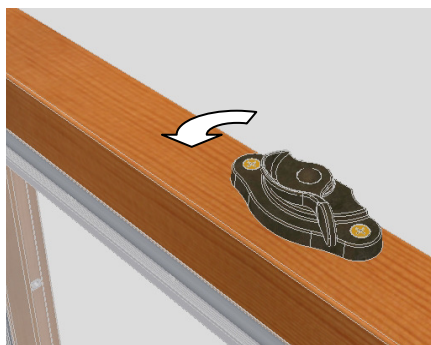
Loewen Double and Single Hung windows have a tilt feature enabling the homeowner to wash the exterior without removing the Sash from the Frame.

### Tilting the Bottom Sash (Double Hung & Liberty Double Hung Units):

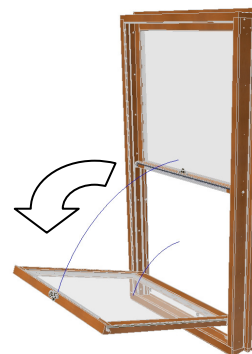
1



2



3



4



1. Unlock the window and raise the Bottom Sash approximately 100 mm (4") from the Sill.
2. Rotate the Camlock an additional  $\frac{1}{4}$  turn to retract the Tilt Latches from the Jamb. Note: if lock is removed, Spindle can be rotated with a flat screwdriver to retract Tilt Latches.
3. Slowly tilt the Bottom Sash inward until it is horizontal, pivoting the Sash about its Sill Rail. Carefully rest the top of the Bottom Sash on a stable padded support to protect against damage to the Bottom Sash or personal injury while cleaning.
4. In the case of the Liberty Impact Double Hung, a vinyl sash catch is factory applied in place of the tilt latches.

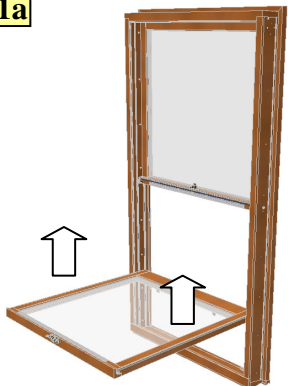


## Loewen Double and Single Hung: Supplemental Installation Instructions

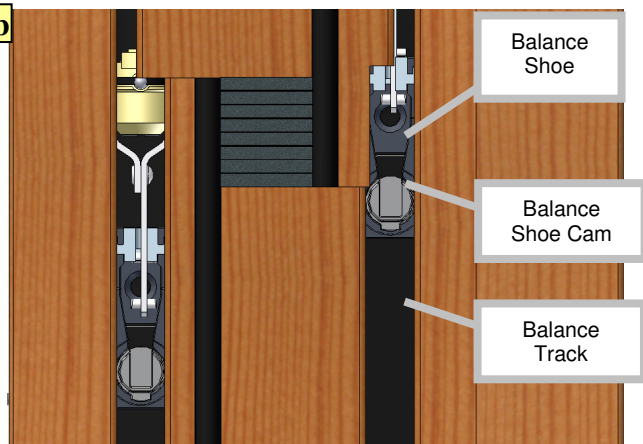


### Removing the Bottom Sash (Double Hung & Liberty Double Hung Units):

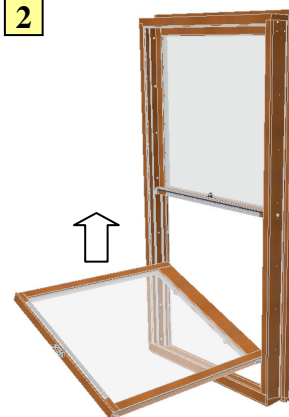
1a



1b

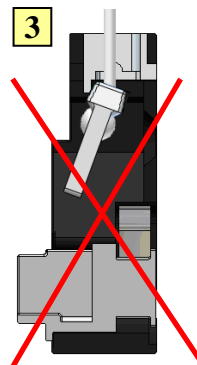


2



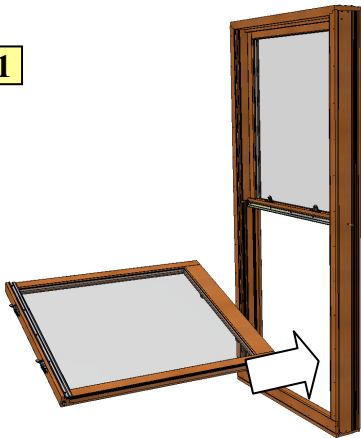
1. With the Bottom Sash horizontal, lift both sides of the Sash evenly for 50 mm (2") until the Sash Pivots are free from the Balance Shoe Cam. *Note: Do not rack the Sash out of the Frame. Lift both Sash Pivots out of the Balance Shoes at the same time or you may damage the Balance Shoe Cam.*
2. Once the Sash Pivots are free from the Balance Shoes, lift one side higher than the other until the Sash Pivot is free from the Balance Track along each Jamb, being careful not to bump the edges of the Balance Track with the Sash Pivots which may damage the Jambs.
3. Sometimes the Balance Clip may be misaligned, preventing the Sash Pivots from lifting out of the Balance Shoe. If this is the case, use a Screwdriver to reposition the Clip before attempting to remove the Sash.

3

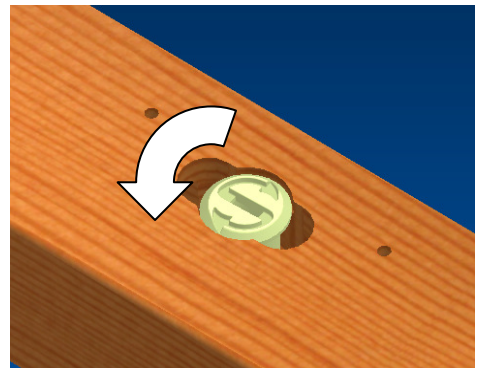
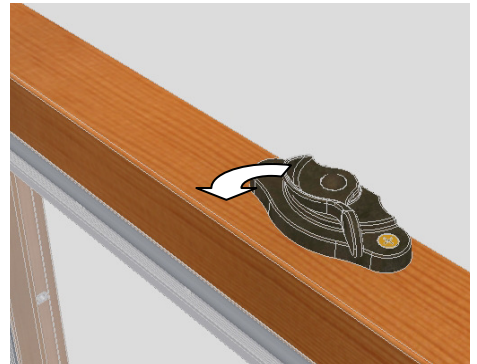
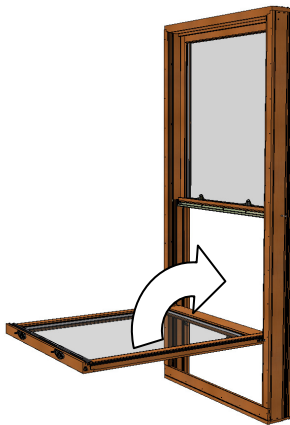


**Reinstalling the Bottom Sash (Double Hung & Liberty Double Hung Units):**

**1**



**2**



1. With the top of the Bottom Sash toward you, and the exterior side facing up, hold the Sash with one side slightly raised. Guide the Sash Pivots into the Balance Track one side at a time ensuring the pivots are 50 mm (2") above the Balance Shoes.
2. Move the Sash to a horizontal position and lower each side simultaneously into the Balance Shoe Cams. Ensure each Pivot is fully seated in the Balance Shoe Cam before tilting the Top Sash back into place with the Camlock rotated to retract the Tilt Latches as they pass the Jamb. Note: if lock is removed, Spindle can be rotated with a flat screwdriver to retract Tilt Latches.

# Loewen Double and Single Hung: Supplemental Installation Instructions



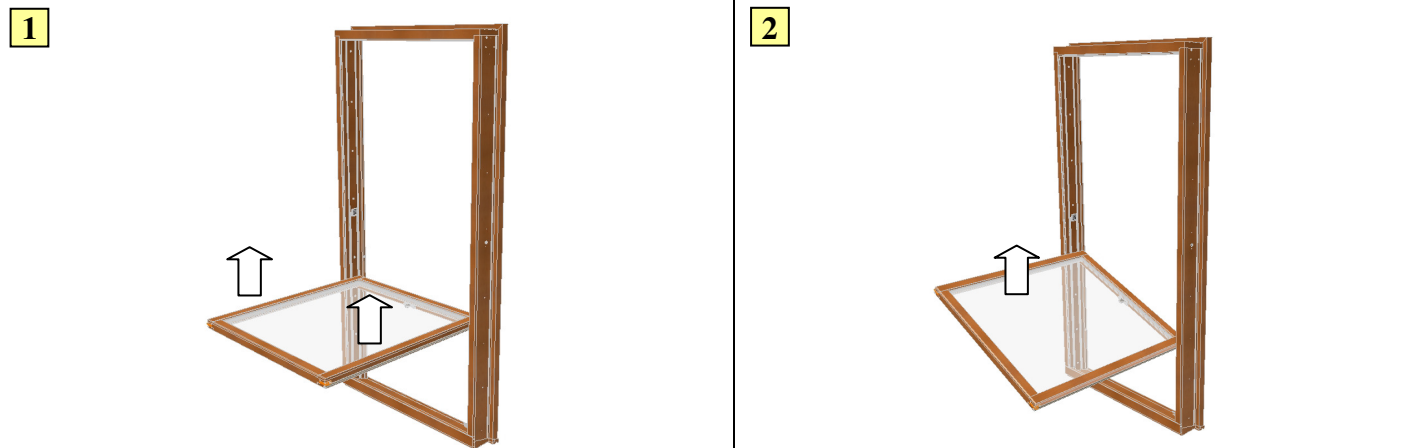
## Tilting the Top Sash (Double Hung & Liberty Double Hung Units):



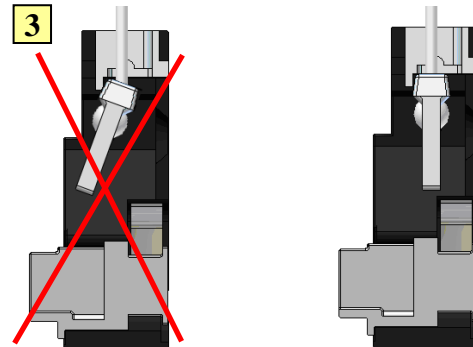
1. Lower the Top Sash approximately half way.
2. Retract the Tilt Latches on either side of the Head Rail until they release from the Jamb.
3. Hold the Tilt Latches in the retracted position until they clear the Jambs as you tilt the Top Sash inward until it is horizontal.

**Note:** The Top Sash does not tilt on a Single Hung window.

## Removing the Top Sash (Double Hung & Liberty Double Hung Units):



1. With the Top Sash horizontal, lift both sides of the Top Sash evenly 50 mm (2") upward until the Pivots are free from the Balance Shoe Cams. **Note:** Do not rack the Sash out of the Frame. Lift both pivots out of the cams at the same time or you may damage the Balance Shoe Cam.
2. Once the Pivots are free from the Balance Shoe Cams, lift one side higher than the other until the Pivot is free from the Balance Track along each Jamb, being careful not to bump the edges of the Balance Track with the Pivots which may damage the Jambs.
3. Sometimes the Balance Clip may be misaligned, preventing the Sash Pivots from lifting out of the Balance Shoe. If this is the case, use a Screwdriver to reposition the Clip before attempting to remove the Sash.





**Reinstalling the top sash (Double Hung & Liberty Double Hung Units):**

**1**

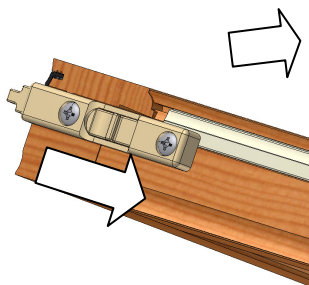


**2**

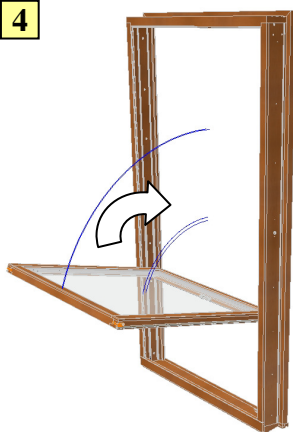


1. With the Top of the Sash toward you, and the exterior side facing up, hold the Sash with one side slightly raised. Guide the Sash Pivots into the Balance Track one side at a time ensuring the Sash Pivots are 50 mm (2") above the Balance Shoes.
2. Move the Sash to a horizontal position and lower each side simultaneously into the Balance Shoe Cams. Ensure each Pivot is fully seated in the Balance Shoe Cam before tilting the Top sash back into place.

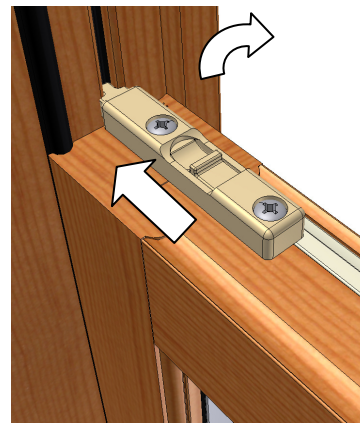
**3**



**4**

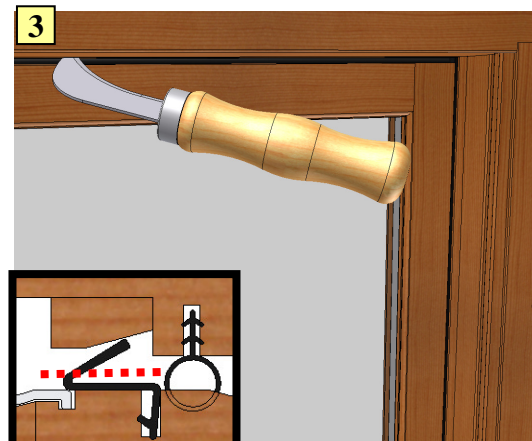
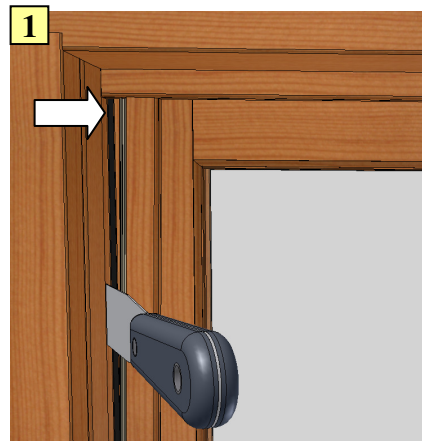


**5**



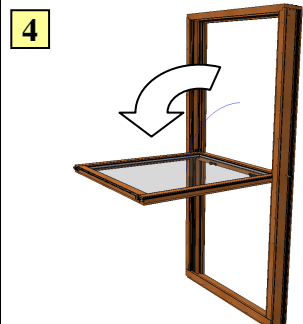
3. Fully retract the Tilt Latches.
4. Gently tilt the Sash back into position while ensuring that the Tilt Latches are retracted so that they do not damage the Jambs.
5. Once the Sash is vertical, ensure that the Tilt Latches are properly engaged along the each Jamb.

Removing the Top Sash (Single Hung):



**Important: Brace the top sash to prevent it from falling inward when removing the sash stops.**

1. Remove the Vertical Interior Sash Stops which lie along the Top Stiles.
2. Remove the Horizontal Interior Sash Stops which lie along the Head Rail.
3. Cut the Top Sash Retaining Clip.
4. Tilt the Top Sash Inward and Lift the Sash out of the Balance Shoes using the Sash removal instructions described for the Double Hung.

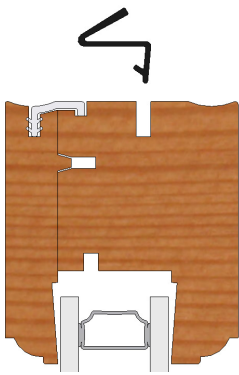


## Loewen Double and Single Hung: Supplemental Installation Instructions

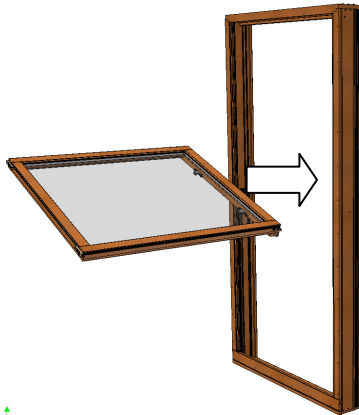


### Reinstalling the Top Sash (Single Hung):

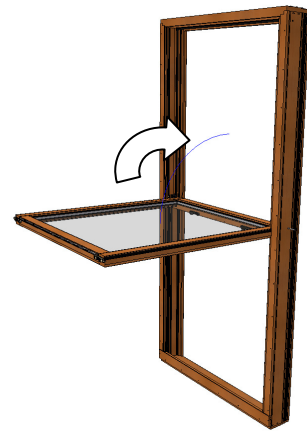
1



2



3



1. Install a new Sash Retaining Clip into the Head Rail. Install a new Head Weatherstrip
2. Insert the Sash into the Frame, ensuring the Pivots are engaged into the Balance Shoe Cams.
3. Gently tilt the Sash back into a vertical position.
4. Install the Sash Stops.

4



## Setting Balance Shoe Height

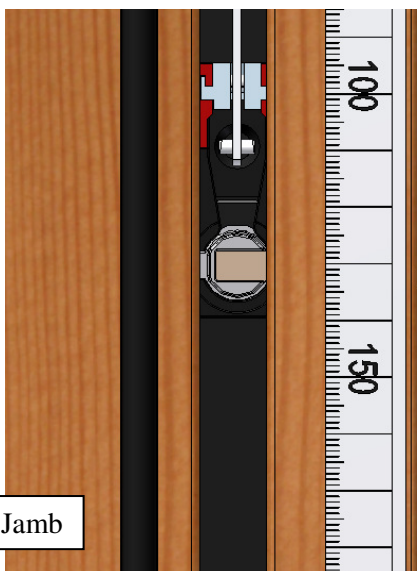


**Caution:** The Balance Shoes are under great tension when engaged. Use great care. The Balance Shoes are under great tension when engaged. Use great care.

Should a Balance Shoe require repositioning, complete these steps before installing the Sash.

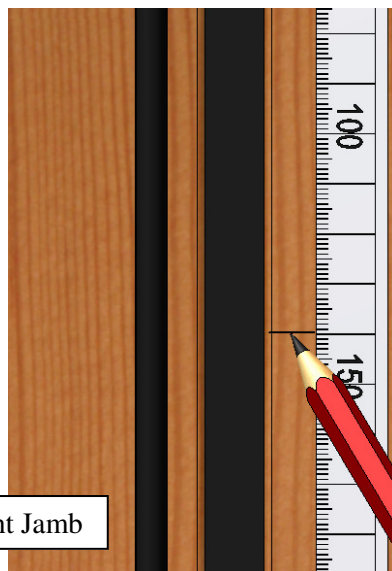
### Setting the Balance Shoe Height:

1



Opposite Jamb

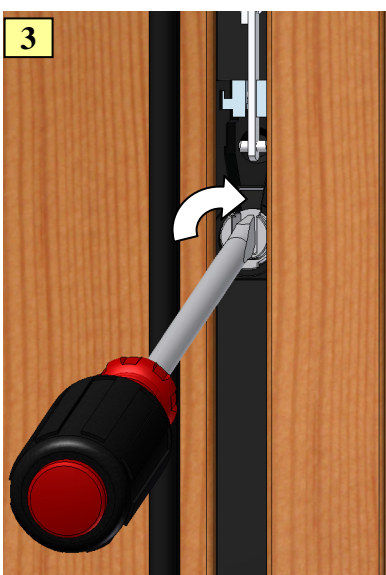
2



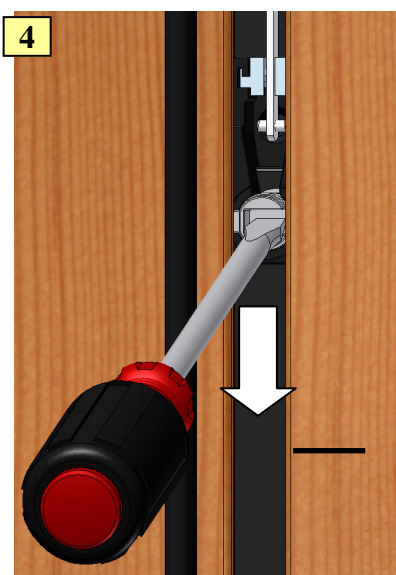
Current Jamb

1. Measure the Balance Shoe location on the opposing Jamb to within 3 mm (1/8") of its true position.
2. Temporarily mark that dimension with a pencil in along the Balance Track containing the Shoe that has slipped.

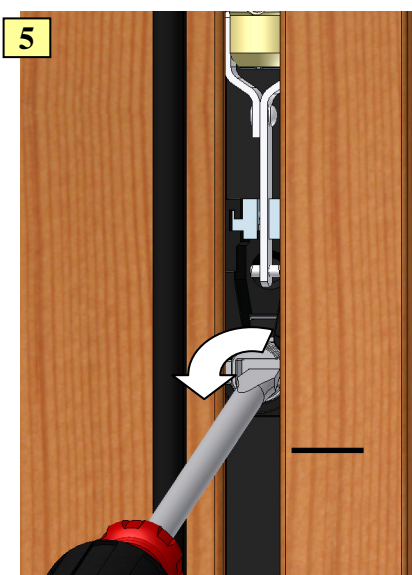
3



4



5



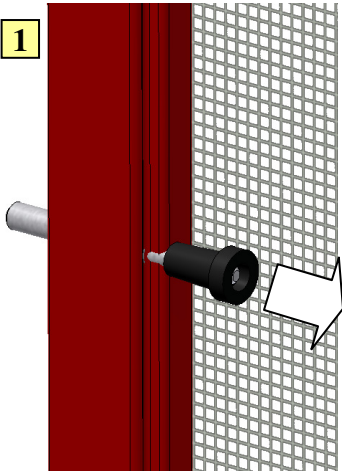
3. Using a 1/4" flathead screwdriver, rotate the Balance Shoe Cam 90° to the released position. In this position, the open face of the cam points inward. **Use Caution:** The Balance Shoes are under extreme tension.
4. Holding the screwdriver firmly, slide the Balance Shoe down toward the mark made in the step above.
5. Lock the Balance Shoe by rotating the screwdriver counter-clockwise so that the open face of the Cam points up. Slowly remove the screwdriver from the Balance Shoe, ensuring that it is fully engaged. Verify that the Balance Shoe location is within 3 mm (1/8") of the opposite one to prevent damage when installing the Sash.

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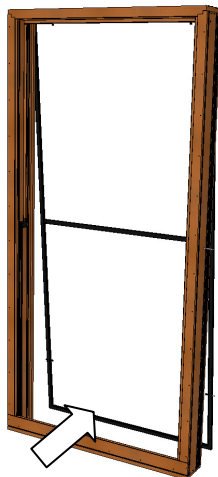


### Removing the Screen:

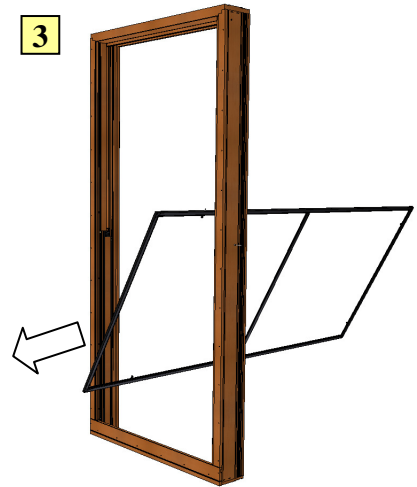
1



2



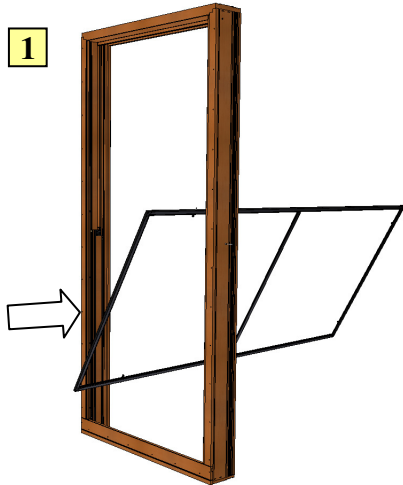
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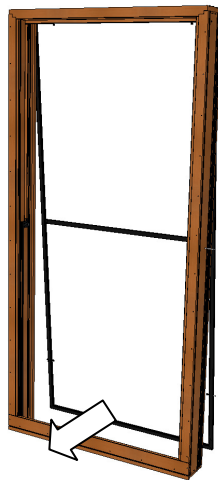
1. Raise the Bottom Sash, grasp the Plunger Heads on either side of the screen and gently retract the Pins.
2. Slide the bottom of the Screen outward. Grasp the Screen Frame and pull down slightly.
3. Turn the Screen sideways and bring the Screen inside.

### Installing the Screen:

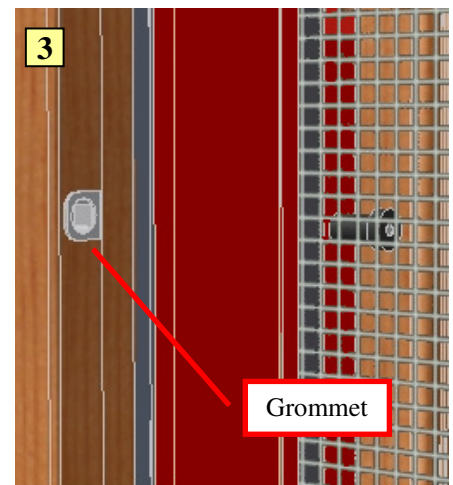
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2



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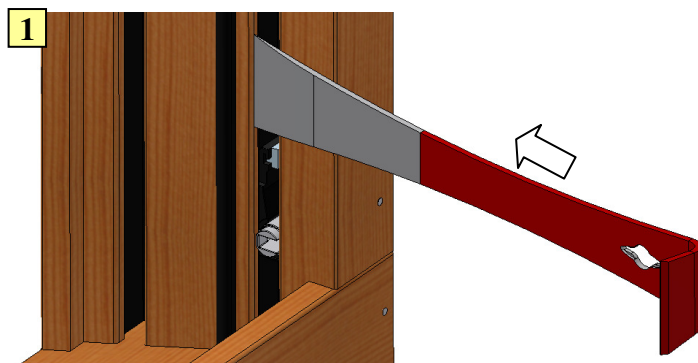


1. Slide the Screen sideways outward through the Frame.
2. Turn the Screen upright and place the Top Plungers into the Grommets located in the Head.
3. Pull the Screen against the Frame Leg while holding the Plunger Heads to retract the pins. Release Screen Plungers into the Grommets.

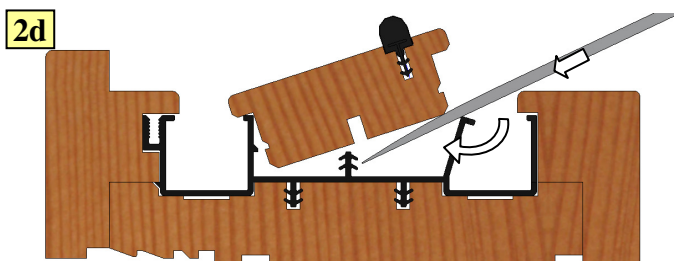
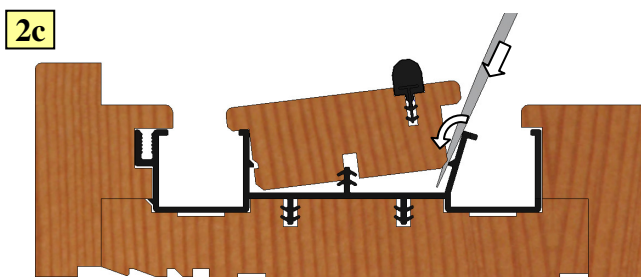
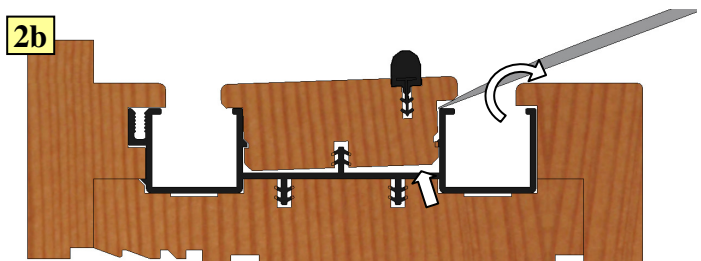
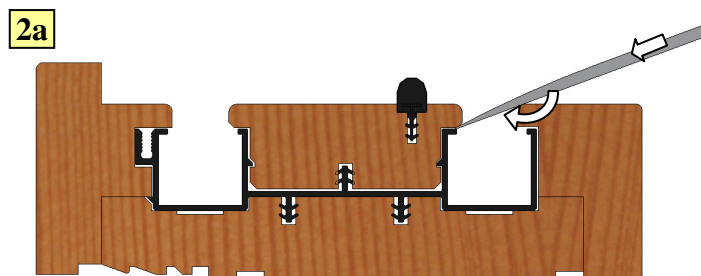
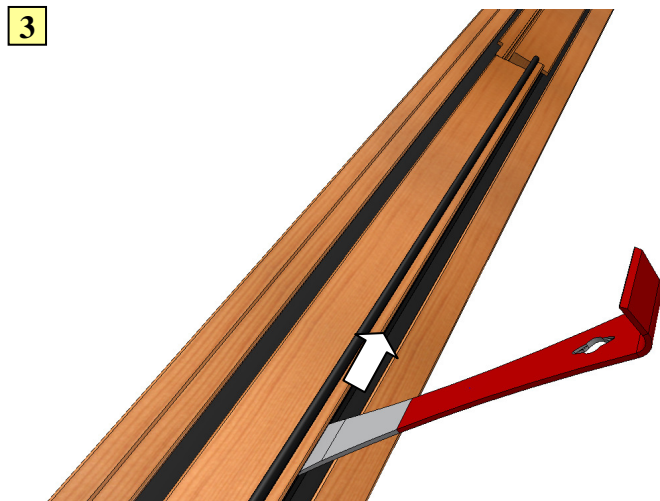


## Removing the Jamb Covers

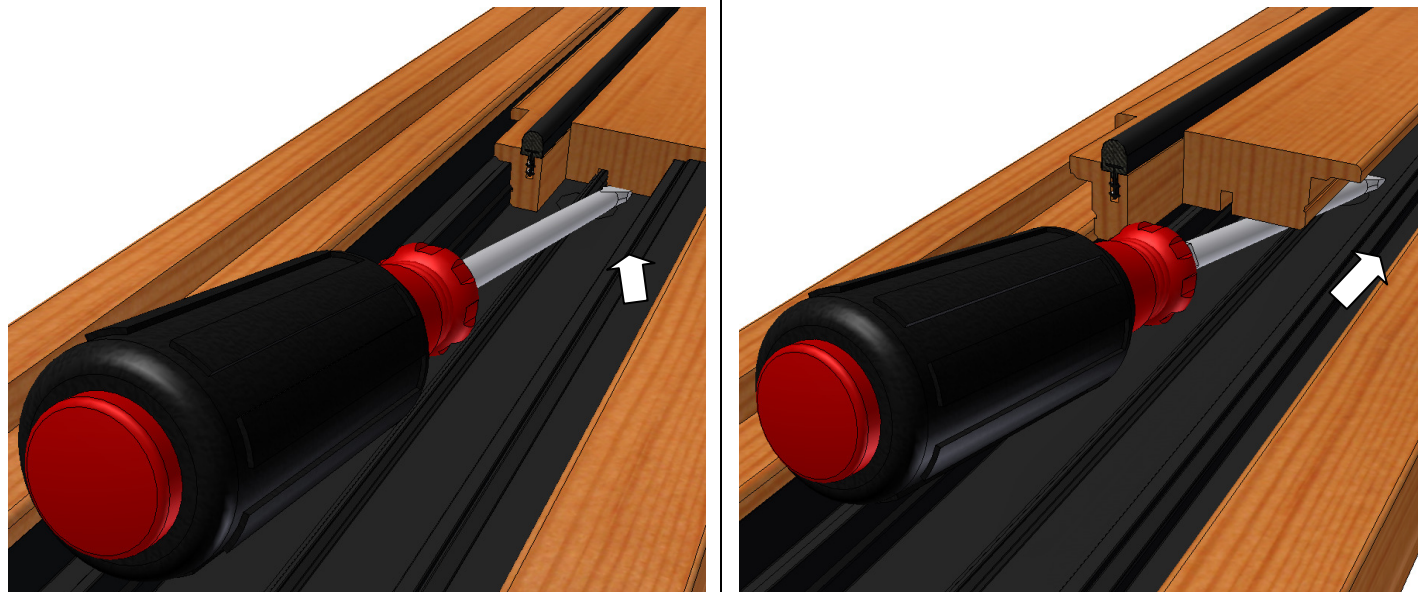
### Removing the Lower Jamb Cover:



1. Insert a pry bar into the inside Balance Track near the Sill so that the tip rests just under the inner leg of the Lower Jamb Cover.
2. Pry gently upward with the pry bar (2a) until the Lower Jamb Cover begins to lift (2b). Press the tip down and under the Lower Jamb Cover, bending the Jamb Liner (2c) and pry upward until the Lower Jamb Cover is removed (2d).
3. Slide the pry bar upward along the Lower Jamb Cover, repeating step 2 until the Lower Jamb Cover is completely free from the Jamb.



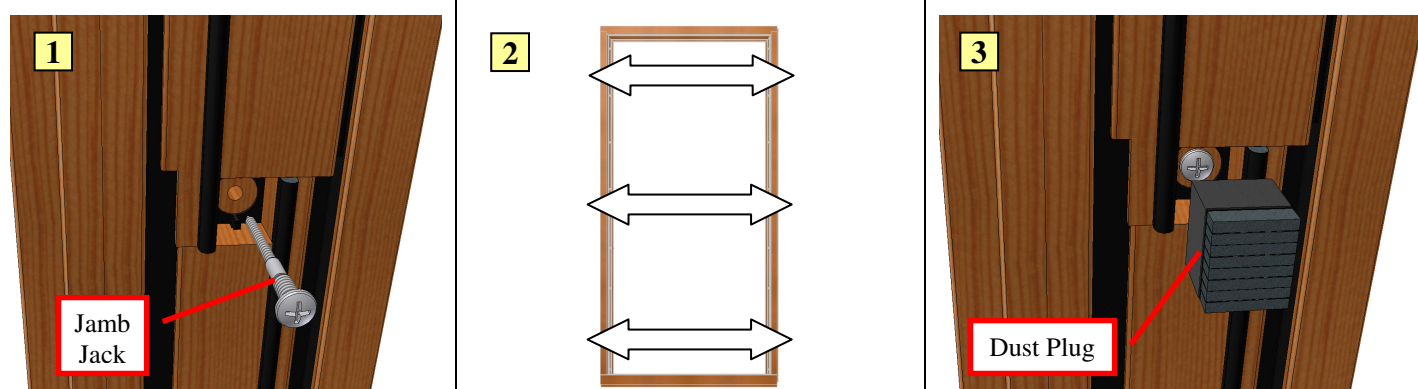
### Removing the Upper Jamb Cover:



1. After removing the Lower Jamb Cover, slide a flat screwdriver tip underneath the bottom end of the Upper Jamb Cover. Gently pry the Cover up.
2. Continue sliding the screwdriver under the Upper Jamb Cover, prying as you go until you have completely removed the Upper Jamb Cover.

## Using the Jamb Adjusting System

### Installing the Jamb Jack:



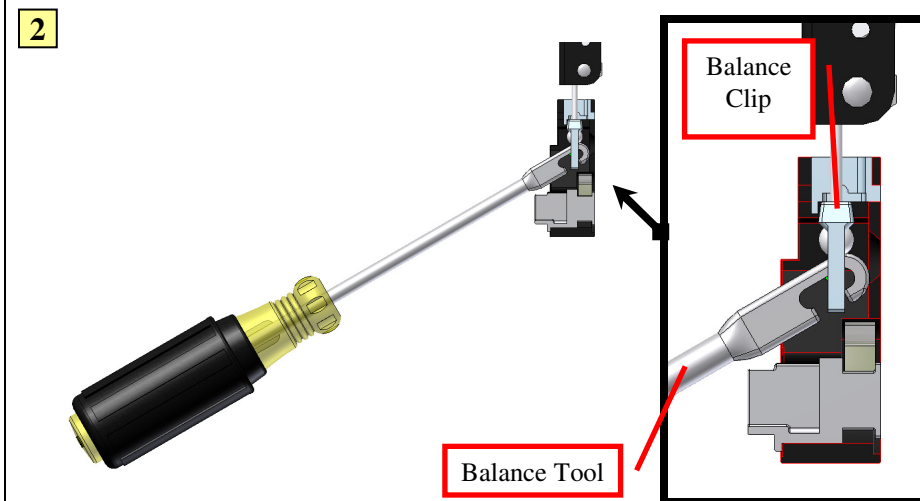
1. Remove the Pile Dust Plug from the jamb to expose the pre-drilled hole for the Jamb Jack. Using the pre-drilled holes in the Jambs at the meeting rail, insert the Jamb Jack in the holes and drive them until they bottom out.
2. Measure the width at the Head, Sill and Check Rail. Use the Jamb Jacks to obtain an even gap between Sash and Frame. Using a No. 2 Phillips screwdriver, turn the Jamb Jacks clockwise to move the Jambs away from the Sash or counterclockwise to move the Jambs toward the Sash. Adjust until the Head, Sill and Check Rail gaps are all equal. Adjust the shims at the Check Rail as necessary.
3. Insert the Dust Plug over the Jamb Jack hole.

## Replacing Balance Shoes and Adjusting Superboost Balances

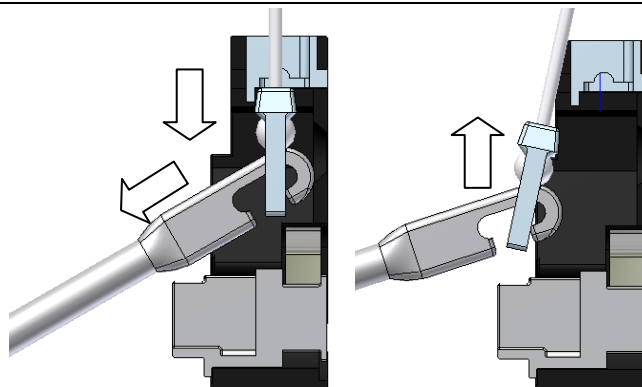


**Caution:** Balance components are under extreme tension. Use care when operating.

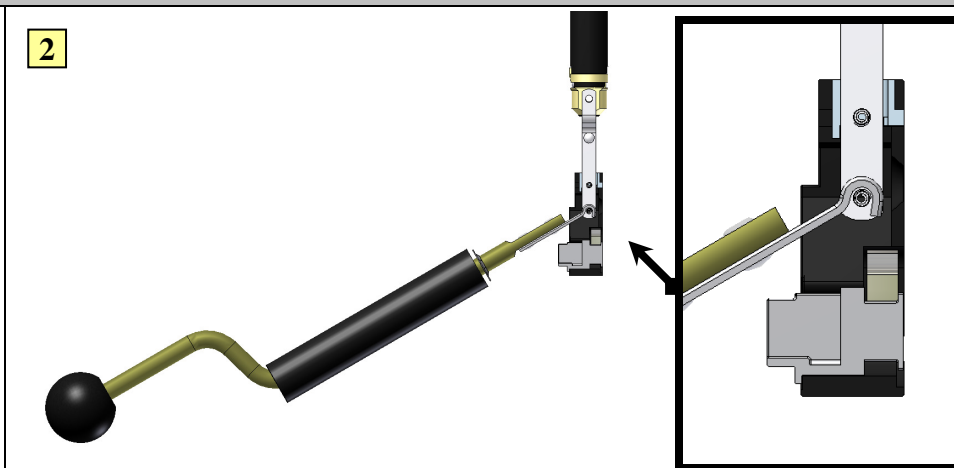
### Disconnecting Block & Tackle Balances from the Balance Shoes:



1. Insert the Balance Tool into the Block-and-Tackle Balance Clip.
2. Ensure that the Balance Tool fully engages the Block-and-Tackle Balance Clip.
3. With a smooth motion, pull the Clip down and out of the Balance Shoe.



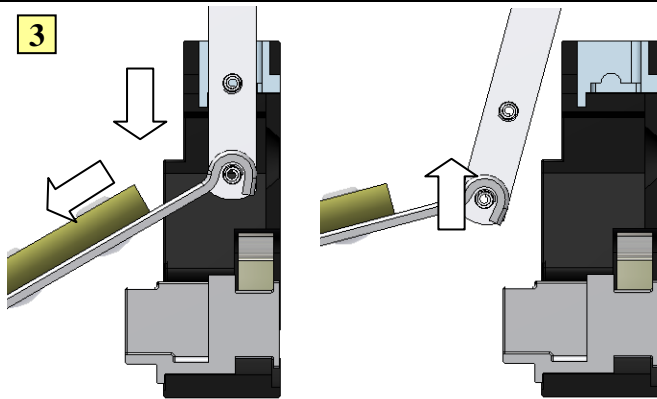
### Disconnecting Superboost Balances from the Balance Shoes:



## Loewen Double and Single Hung: Supplemental Installation Instructions



1. Hook the Balance Tool onto the Superboost Balance Foot.
2. Ensure that the Balance Tool fully engages the Superboost Balance Foot.
3. With a smooth motion, pull the Foot out of the Balance Shoe.

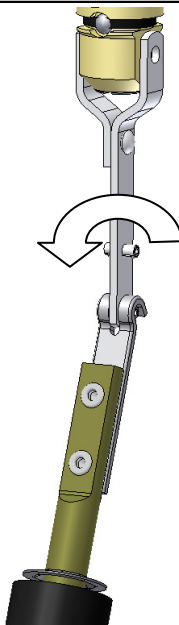


### Adjusting Superboost Balances:

The weight range of some Superboost Balances can be adjusted 3-4 lbs.

1. With the Superboost Balance disconnected from the Balance Shoe, rotate the Foot to adjust the Balance Strength.
  - (A) Turn counter-clockwise to increase the lifting force (maximum four turns).
  - (B) Turn clockwise to reduce the lifting force (maximum four turns).

1a



1b

