

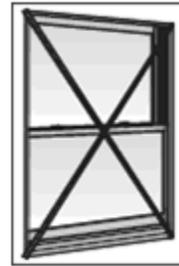
## **Trouble Shooting on Windows**

Window problems could be the result of many different things, however, the first thing that you should check for are installation related issues. If installation issues are found do not attempt to fix them, have the homeowner contact their installer to have the issue resolve.

**Below are several ways to check for installation related issues:**

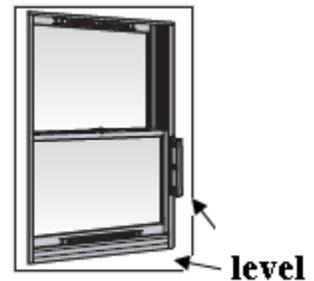
**Check window for square:**

Measure frame from top left corner to bottom right corner and from top right corner to bottom corner. The difference in the two measurements should be no more than 1/8". If the measurement is more that 1/8" the window is out of square.



**Check window for level and plumb:**

Place level on side jamb to see if window is plumb and on the sill to see if the window is level.

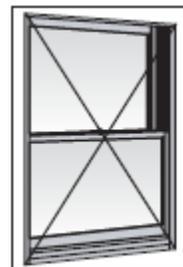


**Check for proper shimming:**

Measure the width of the window at the top, center and bottom. If the center measurement is different from the top or bottom by more than 1/16" the frame is over shimmed.

**Check for twisted frame:**

Attach a piece of string from corner to corner on the frame and measure the gap where the two pieces of string cross. If the gap between the strings is more than 1/8" the frame is twisted.



# NORWOOD

NEVER ORDINARY

Causes	Possible fixes and solutions	Window types		
		Casement Awning	Double Single hung	French Casement
<b>Sash will not open:</b>				
Improper installation	- Inspect window for installation issues	X	X	X
Sash is warped or not square	- Inspect sash to see if it is out of square, twisted or warped. Replace sash if required.	X	X	X
Stuck closed	- Check that shipping blocks are removed, remove if still attached. - If window was sent without factory finish, window may be painted shut. Check for paint around perimeter of sash. Inform homeowner do not attempt to remove paint.	X	X	X
Broken lock or damaged sash	- Remove and replace broken lock. - Check for damaged sash, repair or replace sash if required.	X	X	X
Sash rubbing on sill or does not fit square into frame	- Check for installation issues. - Sash hinge or operator track may be out of alignment. Remove sash and adjust track and/or shim hinge on top or bottom as required.	X		X
Operator loose or broken.	- Tighten or replace screws holding roto gear in place. - If gear is stripped it will have to be replaced.	X		
Pivot Pins damaged or misaligned	- Remove sash and replace damaged or missing pivot pins. - If pivot pins are fine reinstall sash ensuring that pivot pins are firmly seated in balance shoes.		X	
Damaged Vinyl pan	- Check for any nails that may have been driven through interior trim into the vinyl pan. Remove nails if present and replace pan if required.		X	
Balance broken or not connected	- Replace balance if broken. Balance size is written on the top of the balance. - Re-connect balance by removing sash and attach balance cord to balance shoe.		X	
Broken Balance shoe	- Remove sash and inspect balance shoe by disconnecting balance cord and turn the cam in the shoe to the unlock position and try to move it, if broken replace it		X	

Causes	Possible fixes and solutions	Window types
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# NORWOOD

NEVER ORDINARY

		Casement Awning	Double Single hung	French Casement
<b>Sash will not close:</b>				
Sash lock in lock position.	- Set lock in unlock position.	X	X	X
Improper installation	- Inspect window for installation issues	X	X	X
Sash is warped or not square	- Inspect sash to see if it is out of square, twisted or warped. Replace sash if required.	X	X	X
Obstructions	- Check that shipping blocks are removed, remove if still attached. - Weather stripping loose or coming off. Replace or reattach weather stripping	X	X	X
Broken lock or damaged sash	- Remove and replace broken lock. - Check for damaged sash, repair or replace sash if required. - Clean & Lubricate Hardware.	X	X	X
Loose, damaged or broken keeper	- Tighten or replace keeper	X	X	X
Sash rubbing on sill or does not fit square into frame	- Check for installation issues. - Sash hinge or operator track may be out of alignment. Remove sash and adjust track and/or shim hinge on top or bottom as required.	X		X
Loose or damage hinge or hinge track	- Tighten or replace screws on hinge and/or track.	X		X
Operator loose or broken.	- Tighten or replace screws holding roto gear in place. - If gear is stripped it will have to be replaced.	X		
Pivot Pins damaged or misaligned	- Remove sash and replace damaged or missing pivot pins. - If pivot pins are fine reinstall sash ensuring that pivot pins are firmly seated in balance shoes.		X	
Damaged Vinyl pan	- Check for any nails that may have been driven through interior trim into the vinyl pan. Remove nails if present and replace pan if required.		X	
Balance broken or not connected	- Replace balance if broken. Balance size is written on the top of the balance. - Re-connect balance by removing sash and attach balance cord to balance shoe.		X	
Broken Balance shoe	- Remove sash and inspect balance shoe by disconnecting balance cord and turn the cam in the shoe to the unlock position and try to move it, if broken replace it		X	
Sash do not line up at meet rail	- Make sure that both sash are fully closed. - Check for loose weather stripping, reinstall or replace if needed. - Check for dirt or construction debris on the sill. - Check for installation related issues		X	

Causes	Possible fixes and solutions	Window types		
		Casement	Double Single	French

# NORWOOD

NEVER ORDINARY

		Awning	hung	Casement
<b>Sash will not stay up/down:</b>				
Broken balance	- If sash will not stay up, check for broken balances, replace as required.		X	
Pivot Pins damaged or misaligned	- Remove sash and replace damaged or missing pivot pins. - If pivot pins are fine reinstall sash ensuring that pivot pins are firmly seated in balance shoes.		X	X
Wrong size balances	- Check size of balances and contact Norwood to confirm correct balance size.		X	
<b>Sash sags or binds</b>				
Improper installation	- Inspect window for installation issues	X	X	X
Sash is warped or not square	- Inspect sash to see if it is out of square, twisted or warped. Replace sash if required.	X	X	X
Obstructions	- Check that shipping blocks are removed, remove if still attached. - Weather stripping loose or coming off. Replace or reattach weather stripping	X	X	X
Anchor screws not in top hinge	- Check that top hinge has 3" anchor screws, install screws as required.			X
Operator loose, or bent	- Tighten or replace screws holding roto gear in place. - If roto gear arm is bent try to straighten it or have it replaced.	X		
Pivot Pins damaged or misaligned	- Remove sash and replace damaged or missing pivot pins. - If pivot pins are fine reinstall sash ensuring that pivot pins are firmly seated in balance shoes.		X	
Balance broken or not connected	- Replace balance if broken. Balance size is written on the top of the balance. - Re-connect balance by removing sash and attach balance cord to balance shoe.		X	
Broken Balance shoe	- Remove sash and inspect balance shoe by disconnecting balance cord and turn the cam in the shoe to the unlock position and try to move it, if broken replace it		X	
Dirt or debris in track	- Clean and lubricate track		X	

Causes	Possible fixes and solutions	Window types		
		Casement Awning	Double Single hung	French Casement
<b>Window Leaking</b>				

# NORWOOD

NEVER ORDINARY

Improper installation	- Inspect window for installation issues	X	X	X
Weather stripping damaged or missing	- Re-place any damaged or missing weather stripping	X	X	X
Sash not square in frame	- Check margins on sash and adjust hinges as required.	X		X
<b>Condensation</b>				
Moisture between glass. This occurs when the seal between the two pieces of glass as failed allowing moisture to form between the glass.	- Sealed unit or sash will have to be replaced. Fill out and return the After Sales Service Report to Norwood and a replacement sealed unit or sash will be supplied.	X	X	X