# INSTALLATION INSTRUCTION MANUAL

# WOOD CLAD VINYL FIXED CASEMENT WINDOW WITHOUT NAIL FIN (AERIS™)



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

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

ProVia®
THE PROFESSIONAL WAY

# GETTING STARTED

## TOOLS & MATERIALS YOU WILL NEED

- Tape Measure
- Pencil
- Shims
- Drill & Drill Bits
- Utility Knife
- Putty Knife
- Square
- Level
- Hammer or Mallet
- 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).
- For a helpful video on 'How to Install a Vinyl Casement Window', please SCAN or TAP the QR Code shown.

# AERIS™ FIXED CASEMENT WINDOW CONTENTS

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

**Assembly Contents**

Vinyl Window Unit (3¼" Main Frame Depth)

**OPTIONS:**
- Flush Fin (All 4 sides) (Refer to Section 'D' for installation)
- Brickmold

**MULLION KIT** (Only included when field mulling is necessary): *(Refer to Section 'E')*
- (6) 8 x 1" Phillips Pan Head Screws, Part #: S-HS-052-00
- (6) ⅜" Low Profile Hole Plug, Part #: S-HG-698-CC
- Mullion Cover (Exterior), Part #: S-VW-AM75-CC
- Mullion Trim (Interior), Part #: S-WO-1007XX-CC
- Stacking Plate Pack, Part #: S-HG-604P-00

**Installation Pack**
S-HS-515S-CC

(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



# 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 exterior finish 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.**

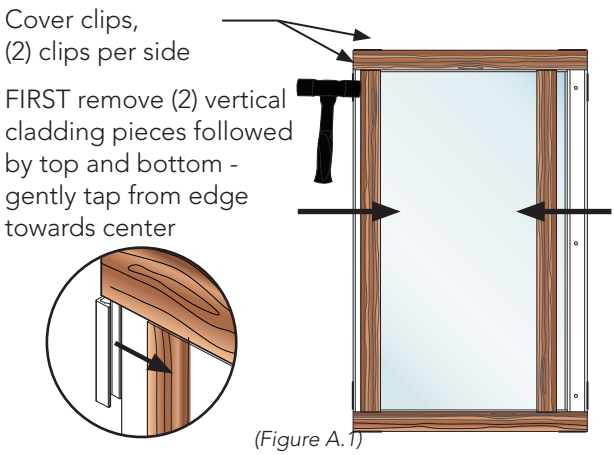
## ⚠ IMPORTANT INFORMATION!

• 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 Section E, Field Mulling, page 9.
Units must be mulled together before window unit is set into the opening.

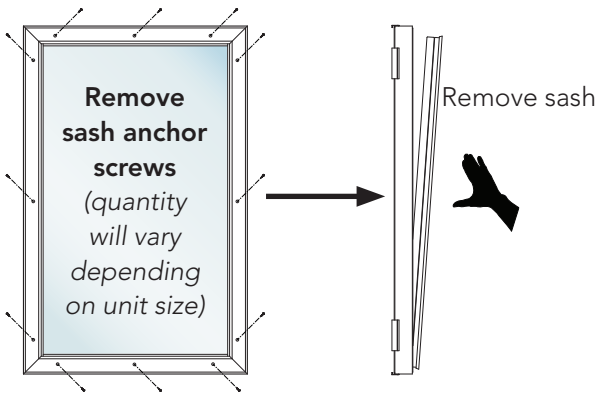
# A. INSPECT AND PREPARE FIXED CASEMENT

### WOOD TRIM REMOVAL




*(Figure A.1)*

### ANCHOR SCREWS AND SASH REMOVAL




*(Figure A.2)*

***The installation of an AERIS fixed casement window will require REMOVAL of ALL interior wood cladding and sash to access factory prepped installation screw holes. Follow steps below for removal procedure.***

***For units to be FIELD MULLED, complete Section A, then proceed to Section E - 'Field Mulling Window Units'. After mulling is complete, resume instruction to complete Sections B - D.***

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

***If JAMB EXTENSION was ordered, extension will ship loose due to the field removal of all wood cladding for installation. Window must be fully installed before jamb extension can be applied.***

1. Inspect new window unit for any material damages. 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 the Customer Support Team.

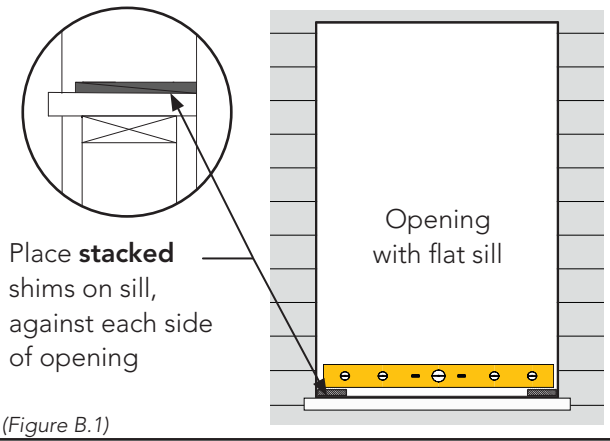
2. First, use a rubber mallet to gently tap exterior edge of each VERTICAL wood cladding piece towards center of unit to disconnect from wood cover clips. Repeat steps for TOP and BOTTOM cladding pieces. Carefully set all trim aside until after installation is complete. *(Figure A.1)*

3. With all cladding removed, sash anchor screws will be exposed. Carefully remove all anchor screws on all applicable sides. *Support sash from exterior during this step.* Observe sash orientation for re-installation in later step. *(Figure A.2)*

4. Remove sash from exterior side of frame. Carefully set sash and screws aside until after installation is complete. *Glass suction cups may aid with removal and re-installation. (Figure A.2)*

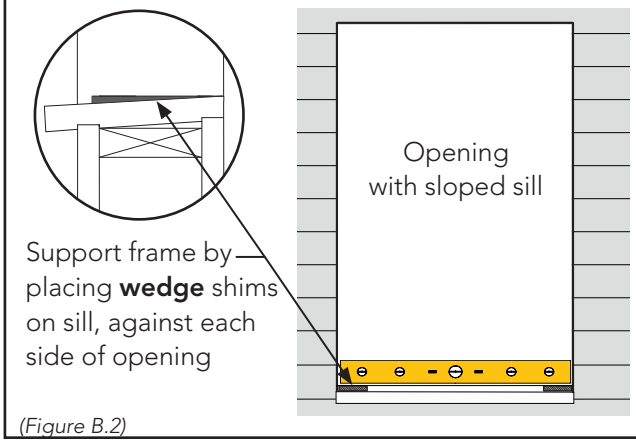
# B. PREP OPENING

**FLAT SILL WITH STACKED SHIMS**



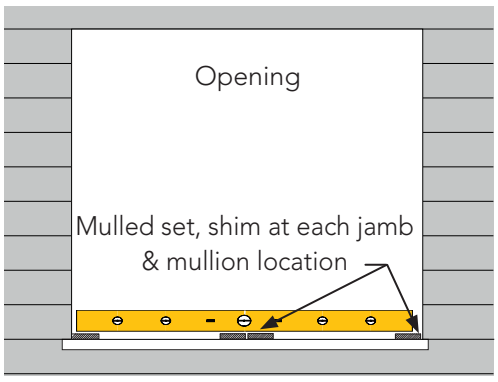

*(Figure B.1)*

**SLOPED SILL WITH WEDGE SHIMS**




*(Figure B.2)*

**MULLED SET WITH LEVEL STACKED SHIMS**




*(Figure B.3)*

1. Clean opening of all dirt, debris and obstructions.

2. Check for overall square of opening by measuring diagonally from corner to corner, each side.

3. Fill all voids or open cavities, found after removal of old window, with AAMA approved low-expanding window insulation foam that complies with ASTM C1620.

4. Check sill for level, flat, and for proper structural support of opening to ensure a proper installation and seal of window unit. Shims are not required for a level and flat sill. If sill requires levelling, refer to Step 5. If sill is sloped, refer to Step 6. If sill is found to be flat and level, go to Section C. *(Figure B.1)*

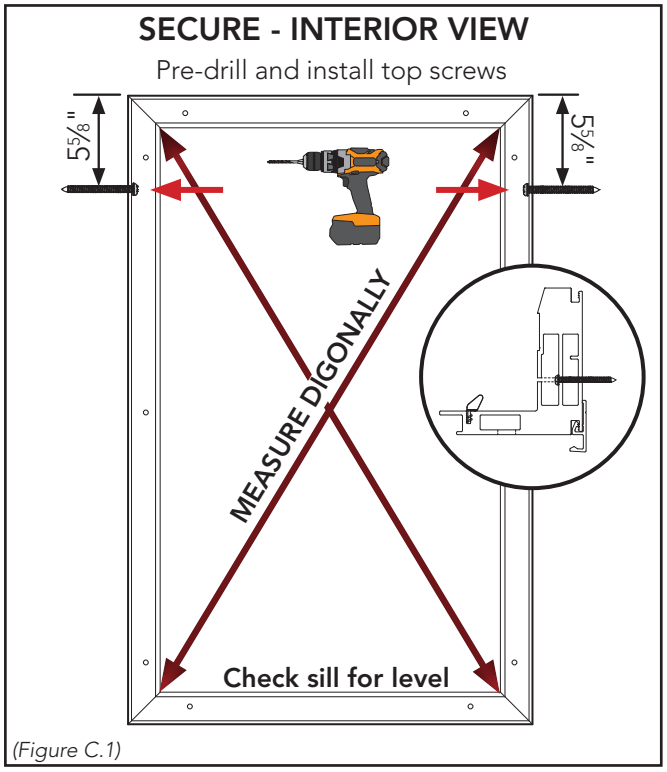
5. For flat sill plate, place **stacked** shims on sill, against each side of opening. Be careful shims **DO NOT** tilt sill toward inside of home. For mulled sets, place stacked shims under all side jamb locations. *(Figure B.1 & B.3)*

   **NOTE:** If foam wrap is used under sill, shim thickness **MUST** be increased to prevent foam wrap from crowning the sill. Be careful to not push frame into head of opening.

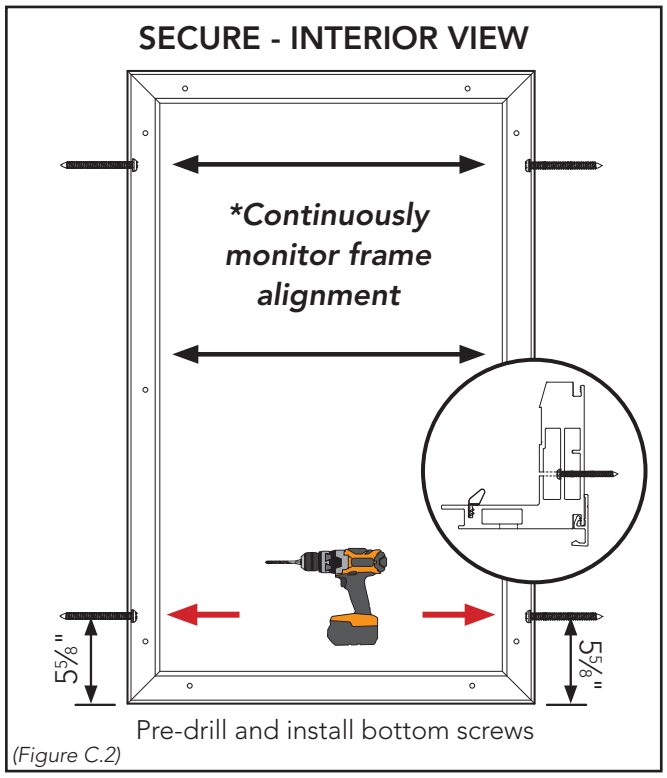
6. For sloped sill plate, place **wedge** shims on sill, against each side of opening. Wedge shims are critical to provide full support of frame bottom. Be careful shims **DO NOT** tilt sill toward inside of home. For mulled sets, place stacked shims under all side jamb locations. *(Figure B.2 & B.3)*

   **NOTE:** If foam wrap is used under sill, shim thickness **MUST** be increased to prevent foam wrap from crowning the sill. Be careful to not push frame into head of opening.

# C. INSTALLATION



*(Figure C.1)*



*(Figure C.2)*

1. Set window unit directly onto shimmed sill. Center unit in the opening. *If top of window is against top of opening, reduce height of bottom shims. Shims are still required below sill as specified*

2. From top of frame, measure down 5⅝" to locate top installation screw hole. From sash side, pre-drill a ⅛" pilot hole centered on jamb width through both walls of frame. Pre-drill a ⅜" hole to further open first wall for hole plugs (install in later step). Install a #8 x 2" Phillips pan head screw into top jamb screw location. Repeat on opposite side. **DO NOT OVER TIGHTEN screw causing frame to pull!** *(Fig. C.1)*

3. Check for overall square of window unit by measuring diagonally from corner to corner. Adjust top jamb screws as needed. *Recommended tolerance for diagonal measurement is ⅛". (Figure C.1)*

4. Check to be sure sill is level. Use sill shims to adjust sill for level if needed. For mulled units, be sure shims are placed directly under mull location for support. *A level sill is critical. If sill is not straight and level, it must be shimmed for proper fit of the window sash.* ***DO NOT over shim.*** *If foam wrap is used under sill, shim thickness MUST be increased to prevent sill from crowning.*

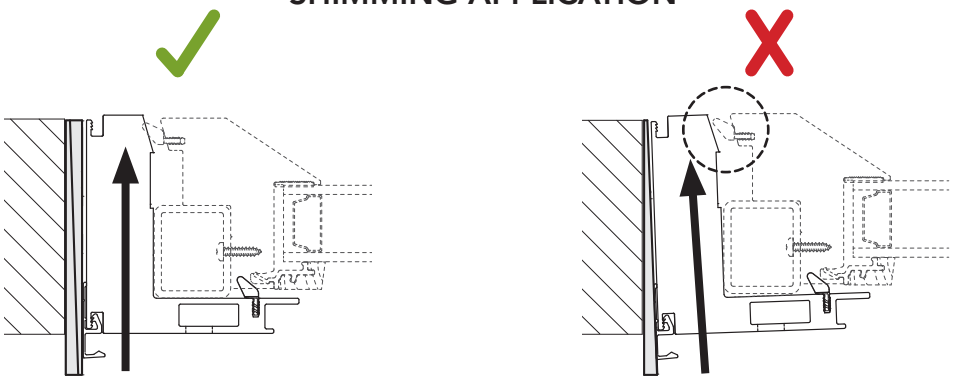
⚠ ***IMPORTANT! Shims can be installed prior to installation of screws. It is critical to monitor margins throughout this installation method.***

5. From frame bottom, measure up 5⅝" to locate bottom installation screw holes. From sash side, pre-drill as previously noted, then install a #8 x 2" Phillips pan head screw. Repeat opposite side. **DO NOT OVER TIGHTEN screw causing frame to pull!** If spacing between jamb screws is greater than 24", additional jamb screws may need added to stabilize frame. Pre-drill ⅜" hole through first wall of frame. *Additional jamb screws may need added if foam wrap is used on jambs causing over-tight margins and difficult sash operation. (Fig. C.2)*

6. Adjust jamb screws as required to achieve straight frame alignment within sash opening, uniform top to bottom.

# C. INSTALLATION *(CONTINUED)*

## SHIMMING APPLICATION

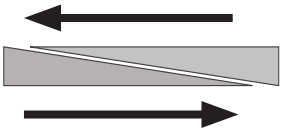


**CORRECT**
Flat shims or wedge shims stacked to create a flat plane will result in equal margins

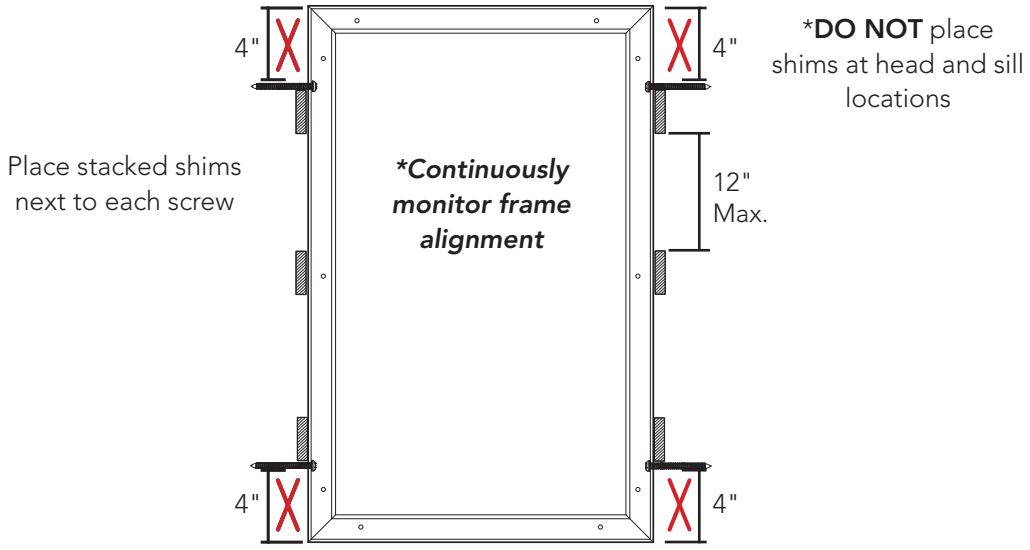
**NOT CORRECT**
A wedge shim will cause frame to roll resulting in unequal margins

*(Figure C.3)*

⚠ ***IMPORTANT!*** ***CORRECT*** *shimming application; stack wedge shaped shims contrasting and plane to plane. See diagram below.* ***DO NOT*** *use a single wedge shim. This will cause the frame to roll, resulting in unequal margins. (Figure C.3)*



## SHIMMING - INTERIOR VIEW

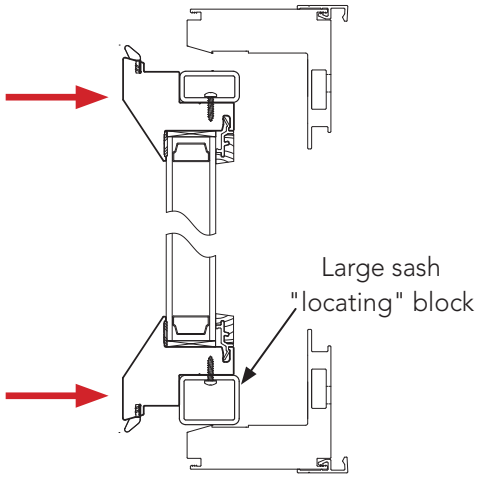



*(Figure C.4)*

7 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 C.4)*

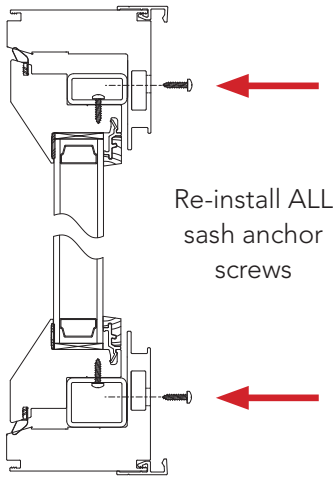
# C. INSTALLATION *(CONTINUED)*

**RE-INSERT SASH**




*(Figure C.5)*

**SECURE SASH**




*(Figure C.6)*

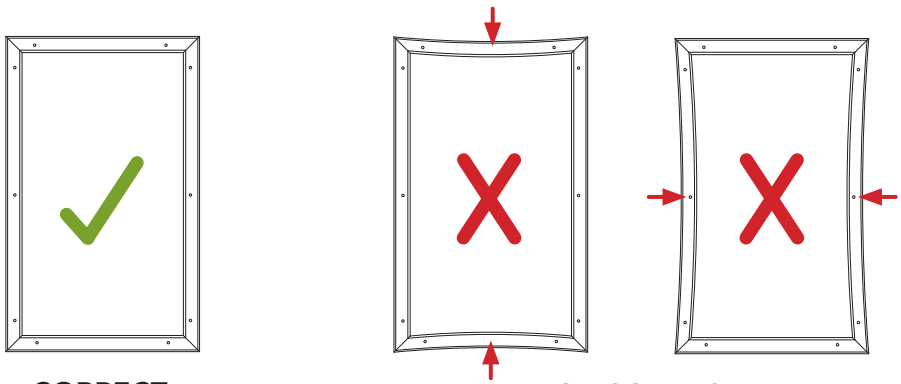
8. Re-install sash. Properly orient sash with the large sash "locating" block on the BOTTOM. Directly insert sash into frame. *Note, the large bottom and side "locating" blocks are used to help center sash. Blocks will sit tight against frame. (Figure C.5)*

9. Re-install ALL sash anchor screws to secure the sash to frame. ***Care MUST BE used when installing screws to avoid stripping out!*** *If screw hole does become stripped, pre-drill new screw hole above or below existing and install screw. (Figure C.6)*

10. Final check on frame alignment. Adjust shims and screws as needed to achieve and maintain equal and straight alignment, all sides.

# D. INSULATE AND FINAL ADJUSTMENTS

**LOW-EXPANDING FOAM - MARGIN CHECK**



**CORRECT**
use of insulation

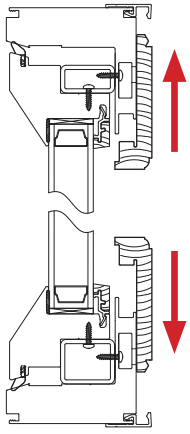
**NOT CORRECT**
over-use of insulation

*(Figure D.1)*

1. Insulate by using AAMA approved ASTM C1620 low-expanding foam to fill cavities between frame and opening. Check and maintain all margins during insulating. ***Over use of low-expanding foam may cause frame to bow. (Figure D.1)***

# D. INSULATE AND FINAL ADJUSTMENTS *(CONT.)*

**INTERIOR WOOD CLADDING**



FIRST, slide TOP and BOTTOM wood cladding in place then vertical

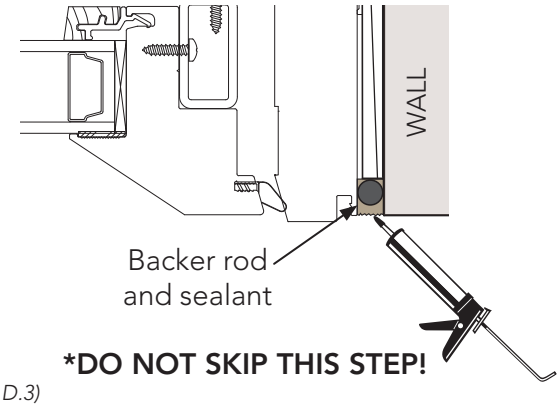
*BE SURE wood is fully located within clips

*(Figure D.2)*

2 Re-insert all interior wood cladding. FIRST, insert the TOP and BOTTOM cladding, followed by each vertical piece. Be sure cladding is secured within wood cover clips. *(Figure D.2)*

3 **Apply caulking to seal the EXTERIOR window frame to wall joint. Use backer rod if needed. DO NOT SKIP THIS STEP.** ***(Figure D.3)***

**SEAL EXTERIOR FRAME TO WALL JOINT**




***DO NOT SKIP THIS STEP!**

*(Figure D.3)*

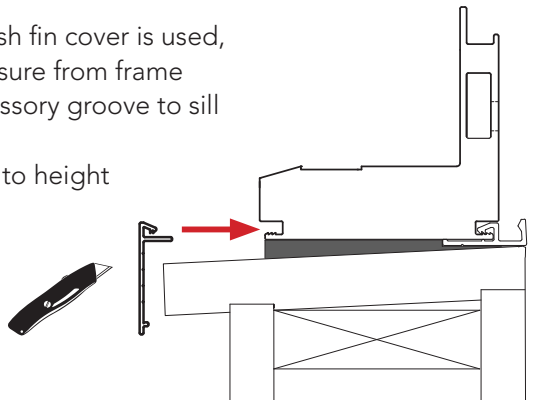
⚠ ***IMPORTANT! This is a weeping sill. Maintain weep hole clearance when trimming exterior. DO NOT screw through sill!***

4 If the **optional exterior flush fin** cover is to be used, measure distance from the accessory groove to the existing sill or rough opening. Cut fin to height required and install. **DO NOT** install until foam has fully cured. *(Figure D.4)*

**OPTIONAL FLUSH FIN**

If flush fin cover is used, measure from frame accessory groove to sill

Cut to height



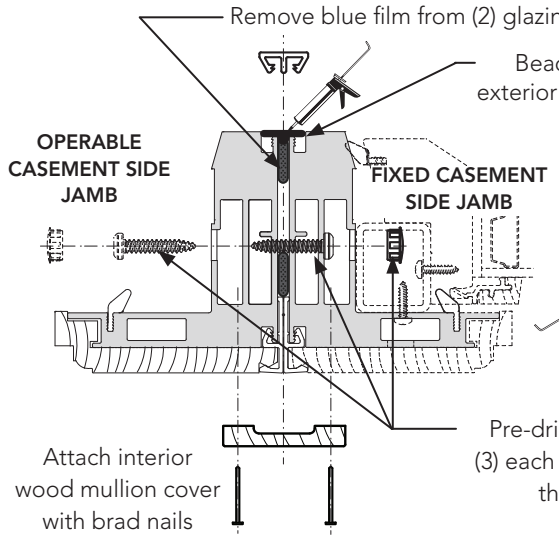
*(Figure D.4)*

5 If the **optional brickmold accessor**y is to be used, snap all (4) sides into front accessory groove.

6 If **MasterFit™ Trim** is ordered, **DO NOT** nail trim to jamb extension. Refer to QR code on back for measuring assistance.

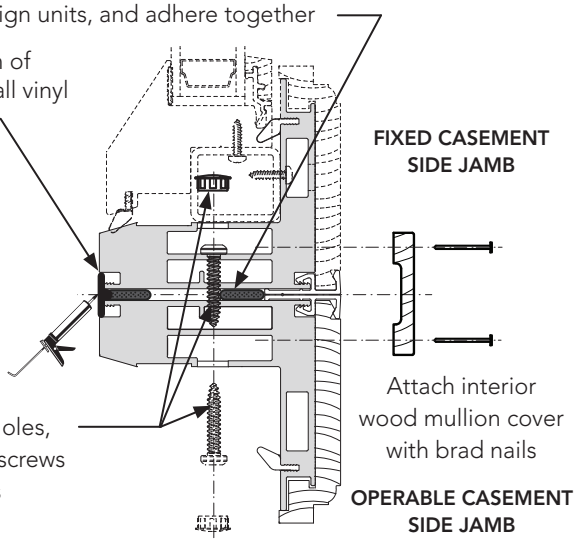
# E. FIELD MULLING WINDOW UNITS

### SIDE BY SIDE MULL SECTION VIEW




*(Figure E.1)*

### STACK MULL SECTION VIEW




*(Figure E.2)*

**Field mulling will be required if finished mulled unit size exceeds a specific shipping size parameter. A multiple window unit may ship partially mulled, requiring field mulling to complete the assembly. Units must be mulled together before setting into the opening.** ***Section A must be completed before field mulling.***

1. If window units are ordered factory mulled with additional window units to be field mulled, factory installed stacking plates may need to be removed in order to install wood spacer. If there are no stacking plates to be removed, proceed to next step.

2. Factory will apply (2) strips of glazing tape to (1) unit of the set. Remove backing from tape, align units (side-by-side or stacked), and adhere together. Be sure glazing tape adheres to opposite frame. (*Figure E.1 & E.2)*

3. Pre-drill (6) ⅜" holes through first wall of vinyl, placing (3) each side of mull location. Be sure opposing screws are offset. Secure window units together using #8 x 1" Phillips pan head screws (included). Install ⅜" hole plugs at each screw location. The maximum spacing between screws is 24", additional screws may need added. *(Figure E.1 & E.2)*

4. For units with laminated exterior, use a utility knife, angle blade toward exterior, to score each side of the accessory channel to cut laminate and expose channel.

5. Protect the interior wood surface. Position mulled set with EXTERIOR side face up. Measure and trim the EXTERIOR zero mullion cover to length just below accessory groove.

6. On EXTERIOR side, place a bead of sealant in full length of horizontal or vertical exterior accessory groove along mull joint. Install the EXTERIOR zero mullion cover just below groove using a rubber mallet to tap into place.

7. For side-by-side mulled units, apply a bead of sealant along the top mull joint(s) for full width of the surface as shown in detail drawing above, to provide a full seal.

8. Install stacking plates at all exterior mulled joints. Please scan the QR code on back of instruction to view the "Vinyl Window Stacking Plate Installation Instruction". For Aeris™ casement units, stacking plate will need to be mounted on flush frame surface.

9. Install interior wood mullion cover over vinyl mullion cover using brad nails, as shown. *This step should be the FINAL step of installation, even after interior casing has been installed. (Figure E.1 & E.2)*

# TROUBLESHOOTING & TIPS

| PROBLEM | CAUSE | SOLUTION |
|---|---|---|
| Frame racked or out of square | Improper or no shims below the side jambs. | Re-shim window unit per this instruction. |
| Sill bowed down | Shims are installed below each jamb side but not in center. | Add shims to sill per this instruction. |
| Sill bowed up | 1. Over insulated below sill.<br>2. Installing sill extender before foam below sill has cured.<br>3. Exterior trim is tight against window, not allowing for vinyl expansion in the heat.<br>4. Insufficient shimming under jambs when foam wrap is used under sill.<br>5. Jamb side shims placed too close to bottom sill locations, not allowing for vinyl expansion in heat. | 1. Remove foam. Re-square and level window unit. Refer to this instruction for proper insulation procedure.<br>2. Remove sill extender and foam below sill. Re-foam and let cure completely before re-installation of sill extender.<br>3. Refer to "Installing Exterior Veneers to Windows" QR code at end of this instruction<br>4. Re-shim window unit per this instruction.<br>5. Remove shims at bottom jamb side sill locations. Shim per this instruction. |
| Header bowed down | 1. Excessive foam or over insulating above header.<br>2. Jamb side shims placed too close to top header location, not allowing for vinyl expansion in heat | 1. Remove foam above header. Re-foam per this instruction.<br>2. Remove shims at top jamb side header. Shim per instruction. |
| Window leaks water at accessory corners | 1. Improper or no caulking on backside corners of exterior accessory.<br>2. Improper or no caulking at exterior accessory to frame joint. | 1. Caulk accessory per this instruction.<br>2. Caulk accessory per this instruction. |
| Water leaks on multi-level mulled units | Missing or improper caulking behind exterior mull strip at T-joint or cross joint. | Caulk mull strips per this instruction. |
| 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, visit our Installation Support Homepage.***
***TAP or SCAN the QR code.***

**Installing Exterior Veneers to Windows**

**Condensation, Humidity and Dew Point Temperature**

**Installation Instruction Vinyl Window Stacking Plate**

**Measuring Instruction MasterFit™ Trim**

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ProVia
THE PROFESSIONAL WAY

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