INSTALLATION INSTRUCTION MANUAL

VINYL FIXED CASEMENT WINDOW WITHOUT NAIL FIN

(ASPECT™ & ENDURE™)



**** 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
- AAMA approved Low-Expanding Window Insulation Foam in accordance with ASTM C1620
- High Quality Silicone Caulking in accordance with ASTM C920, Class 25 & Caulking Gun

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 Service 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).

ASPECT™ & ENDURE™ VINYL FIXED CASEMENT CONTENTS

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

Assembly Contents

Vinyl Window Unit (3¼" Main Frame Depth)

Sill Extender (Bottom Only), shipped loose, Part #: S-VE-4473-CC *(Refer to Section 'D')*

OPTIONS:
- Sill Extender (4 Sides), Part #: S-VE-4473-CC *(Refer to Section 'D')*
- Stucco Flange, Part #: S-VE-4485-CC *(Refer to separate instruction)*

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-461-CC (Flat)
- 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 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.

IMPORTANT INFORMATION!

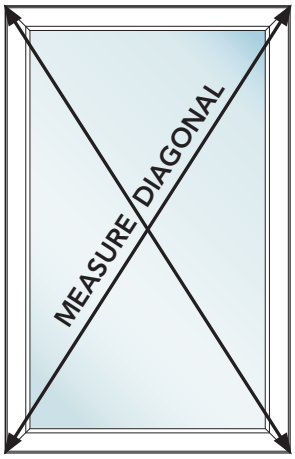
• ProVia® understands there are various methods and conditions affecting the installation of a replacement window. We feel the most critical steps to follow are securing and shimming as instructed in this document.

FIELD MULLED WINDOW UNITS:
• Refer to separate document, "Field Instruction For Mulling Vinyl Windows". Units must be mulled together before window unit is set into the opening.

STUCCO FLANGE:
• Refer to separate document, "Field instruction for Snap-In Window Accessories". Stucco flange must be installed and prepped on field mulled window units before setting into the opening. Factory installed stucco flange must be prepped on a single window unit before setting into the opening.

A. INSPECT AND PREPARE VINYL WINDOW UNIT

INSPECT AND CHECK WINDOW UNIT



(Figure A.1)

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

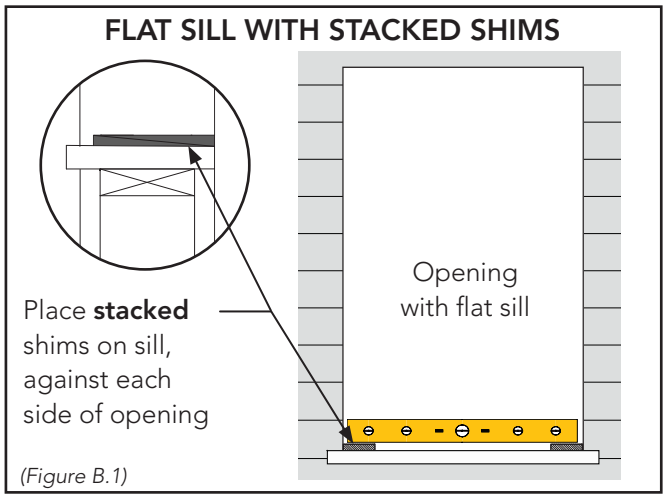
For units to be field mulled, refer to the included document, "Field Instruction for Mulling Vinyl Windows". After mulling is complete, resume this instruction to complete Sections B - D.

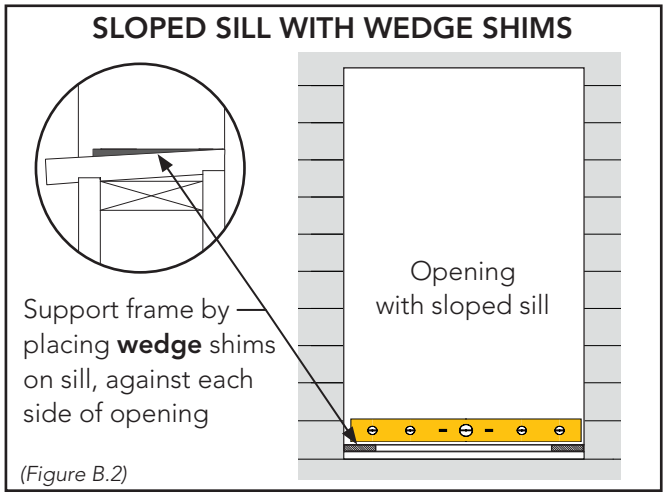
1. Inspect new window unit for any material damages. Scan the product packaging QR Code label to access ProVia's **After Sale Product Support** to enter a request and post pictures to order, or call Customer Service.

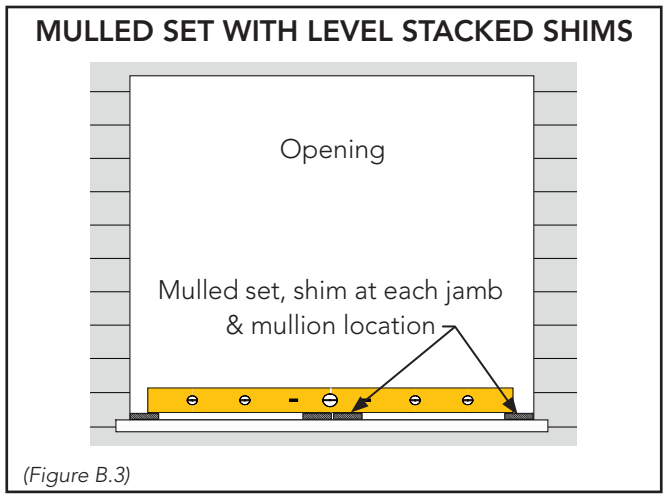
2. Check for overall square of window unit by measuring diagonally from corner to corner, each side. *Recommended tolerance for the diagonal measurement is ⅛" (Figure A.1)*

3. If optional **stucco flange** is to be used in a true stucco application against stucco, refer to the included "Field instruction for Snap-In Window Accessories". If stucco flange is shipped loose, flange must be installed and prepped before window is installed in opening. *If used as trim only, no prep is required.*

B. PREP OPENING







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

2. 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.

3. Check sill for level, flat, and for proper structural support of opening to ensure a proper installation and seal of window unit. For a flat sill plate, refer to Step 4. For a sloped sill plate, refer to Step 5.

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

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

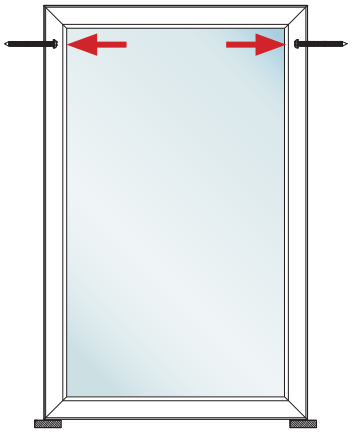
4. For a flat sill plate, place **stacked shims** on sill, against each side of opening. Be careful shims **DO NOT** tilt sill toward inside of home. For mulled sets, place stacked shims under each side jamb location. *(Figure B.1 & B.3)*

5. For a sloped sill plate, place **wedge shims** on sill, against each side of opening. Be careful shims **DO NOT** tilt sill toward inside of home. For mulled sets, place shims under each side jamb location. *(Figure B.2 & B.3)*

C. INSTALLATION

SECURE - INTERIOR VIEW

Install a screw into each top screw location

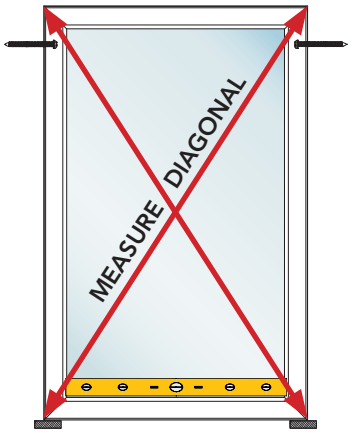


(Figure C.1)

ADJUST - INTERIOR VIEW

Check for overall square, adjust screws as needed

Check sill for level



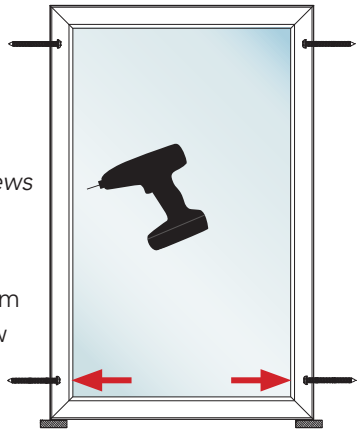
(Figure C.2)

SECURE - INTERIOR VIEW

Continuously monitor alignment

Additional center screws may need added

Install screws in bottom factory prepped screw locations



(Figure C.3)

1. Set window unit directly onto flat sill or 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. Install #8 x 2" Phillips pan head screw into each factory prepped TOP jamb screw location to hold in place. **DO NOT OVER TIGHTEN screws causing frame to pull!** *(Figure C.1)*

3. Check for overall square of window unit by measuring diagonally from corner to corner, each side. Adjust top jamb screws and shims as needed. *Recommended tolerance for the diagonal measurement is ⅛". (Figure C.2)*

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

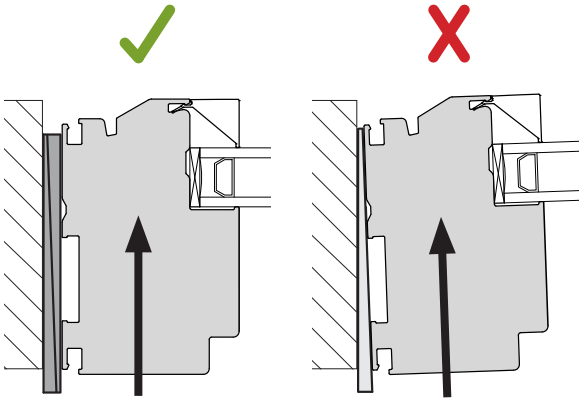
⚠ ***IMPORTANT! Shims can be installed prior to installation of screws. It is critical to maintain frame alignment.***

4. Install #8 x 2" Phillips pan head screws in BOTTOM factory prepped jamb screw locations. **DO NOT OVER TIGHTEN SCREWS!** *(Figure C.3)*

   NOTE: If spacing between jamb screws is greater than 31", additional jamb screws may need added to stabilize frame. Pre-drill ⅛" thru-hole followed by a ⅜" hole through second wall of frame.

C. INSTALLATION *(CONTINUED)*

SHIMMING APPLICATION



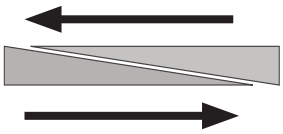
CORRECT
Flat shims or wedge shims stacked to create a flat plane

NOT CORRECT
A wedge shim will cause frame to roll

(Figure C.4)

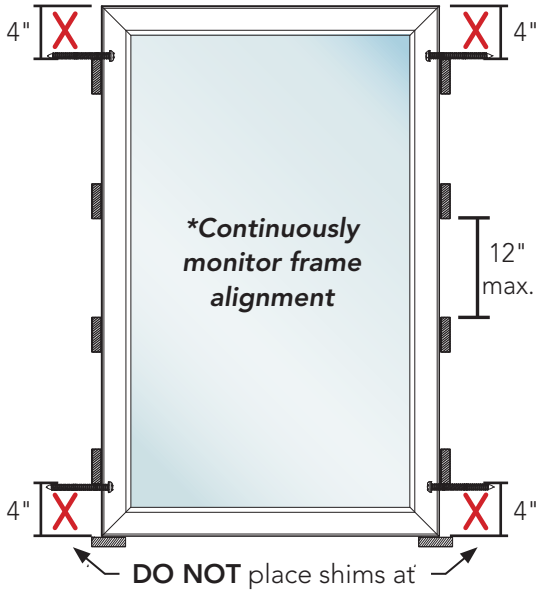
⚠ ***IMPORTANT!*** ***Shimming as instructed in Step 5 is critical to maintain stability of frame.***

⚠ ***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. (Figure C.4)*



SHIMMING - INTERIOR VIEW

Place stacked shims next to screw locations and every 12"



DO NOT place shims at header and sill locations of jamb, each side

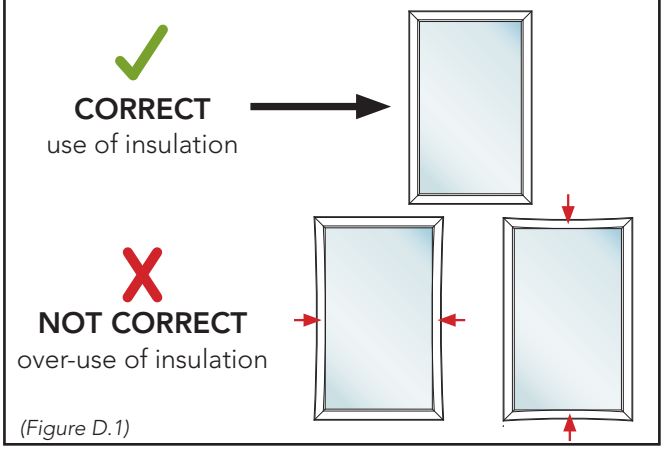
(Figure C.5)

5 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 stabilize frame. *(Figure C.5)*

6 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

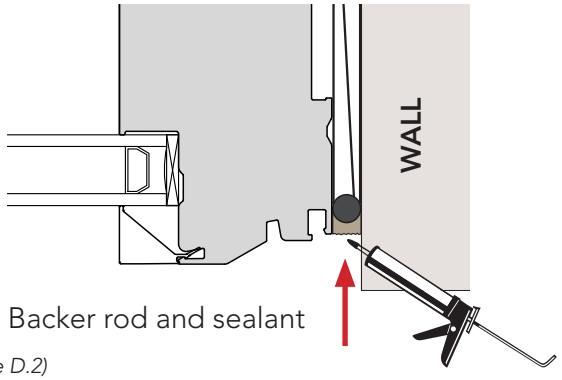
LOW-EXPANDING FOAM - ALIGNMENT CHECK



(Figure D.1)

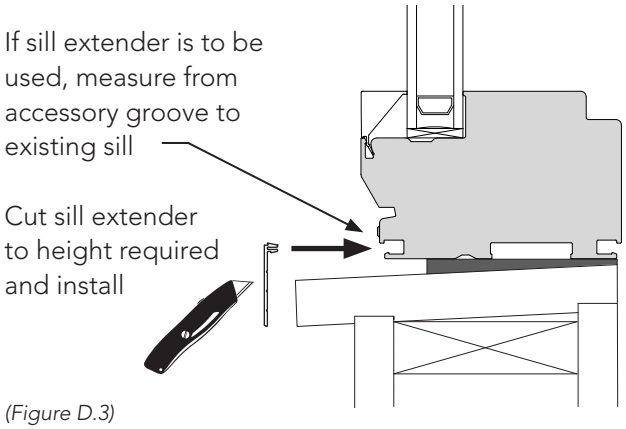
SEAL EXTERIOR FRAME TO WALL JOINT

DO NOT SKIP THIS STEP!



(Figure D.2)

OPTIONAL SILL EXTENDER



(Figure D.3)

1. Install hole plugs into all jamb screw locations.

⚠ *IMPORTANT!* ***Section C MUST be complete before application of foam insulation.***

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

3. **Apply caulking to seal the EXTERIOR window frame to wall joint. Use backer rod if needed. DO NOT SKIP THIS STEP.** ***(Figure D.2)***

⚠ *IMPORTANT!* ***This is a weeping sill. Maintain weep hole clearance when trimming exterior. (Figure D.3)***

4. If optional **sill extender** is to be used, measure distance from sill accessory groove to existing sill or edge of rough opening. Cut fin to height required and install. **DO NOT** install until foam has fully cured. *(Figure D.3)*

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
Frame racked or out of square	Improper or no shims below the side jambs.	Re-shim window unit per this instruction.
Sill bowed downward	Shims are installed below each jamb side but not in center.	Add shims to sill per this instruction.
Sill bows upward	1. Over insulated below sill. 2. Installing sill extender before foam below sill has cured. 3. Exterior trim is tight against window, not allowing for vinyl expansion in the heat. 4. Jamb side shims placed too close to bottom of unit, not allowing for vinyl expansion in heat. 5. Insufficient shimming under jambs when foam wrap is used under sill.	1. Remove foam. Re-square and level window unit. Refer to this instruction for proper insulation procedure. 2. Remove sill extender and foam below sill. Re-foam and let cure completely before re-installation of sill extender. 3. Refer to "Installing Exterior Veneers to Windows" QR code at end of this instruction 4. Remove shims at bottom sill locations. Shim per this instruction. 5. Re-shim window unit per this instruction.
Header bows downward	1. Excessive foam or over insulating above header. 2. Jamb side shims placed too close to top of unit, not allowing for vinyl expansion in heat.	1. Remove foam above header. Re-foam per this instruction. 2. Remove shims at top header locations. Shim per this instruction.
Window leaks water at accessory corners	1. Improper or no caulking on interior side of stucco flange corners. 2. Improper or no caulking at stucco flange to frame joint.	1 - 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 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 Service 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

Install. Instruction Vinyl Window Stacking Plate #604

Measuring Instruction MasterFit™ Trim

Installing Exterior Veneers to Windows

Condensation, Humidity and Dew Point Temperature

Version 1.1 · 05.12.2025 · © 2025 ProVia · S-MK-07300

ProVia® THE PROFESSIONAL WAY

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