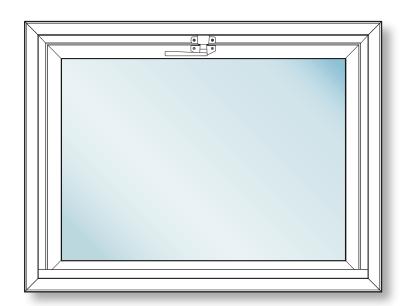


VINYL HOPPER WINDOW WITHOUT NAIL FIN

(ASPECT™, ENDURE™, ECOLITE™)



* 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





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).



VINYL HOPPER WINDOW CONTENTS

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

Vinyl Window Unit (31/4" Main Frame Depth)

Sill Extender (Bottom Only), shipped loose. (Refer to Section 'A' and 'D')

OPTIONS:

- Sill Extender (NC Extended Flange), Part #: S-VE-8350-01 (Refer to Section 'D')
- Head Expander, Part #: S-VE-5860-01 (Refer to Section 'A' & 'D' for installation)
- J-Channel Filler Strips, factory installed or shipped loose, Part #: S-VR-667-01 (Refer to Section 'A' for installation)
- EcoLite 1.75" Stucco Flange, Part #: S-VR-662-01 (Refer to separate instruction)

MULLION KIT (Only included when field mulling is necessary): (Refer to separate instruction)

- (2) Snap Mullion, Part #: S-VE-8410-01
- Header Cover, Part #: S-VR-656-01(with Gutter J-Channel) or S-VR-657-01(Flat)
- Header Cover Screw Pack (Qty 5), Part #: S-HS-600S-01
- Stacking Plate (Mull Strap) Pack, Part #: S-HG-604P-00

Installation Pack — S-HS-521S-CC

Assembly

Contents

(6) 3/8" Low Profile Hole Plug, (Color Matched), Part #: S-HG-698-CC



(6) #8 x 2" Phillips Pan Head Screws, Part #: S-HS-046-00



(2) #6 x ½" Phillips Pan Head Screws, (Color Matched), Part #: S-HS-783-CC (Use for optional head expander)





WINDOW INSTALLATION GUIDELINES

- Windows achieve maximum performance from proper installation methods such as square frame, level sill and constant 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.
- 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, tap or scan 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 the separate document, "Field Instruction For Mulling Vinyl Windows".

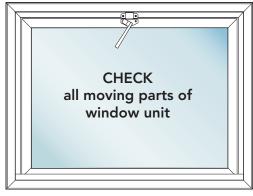
Units must be mulled together before the window unit is set into the opening.

STUCCO FLANGE:

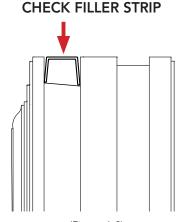
• Refer to the separate document, "Field instruction for Snap-In Window Accessories". Stucco flange must be installed and prepped on field mulled window units before setting into the opening. Factory installed stucco flange must be prepped on a single window unit before setting into the opening.

A. INSPECT AND PREPARE VINYL WINDOW UNIT

INSPECT HOPPER AND SCREEN



(Figure A.1)







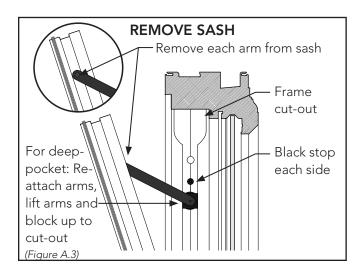
IMPORTANT! For window units with painted exterior, DO NOT remove the protective plastic cover until after installation is completed.

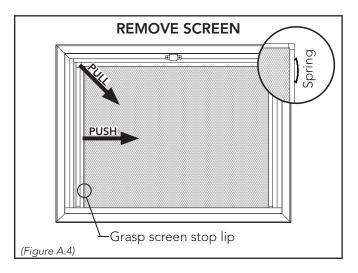


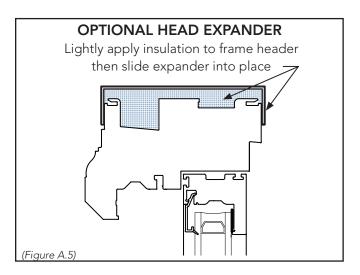
For units to be field mulled, refer to the included document, "Field Instruction for Mulling Vinyl Windows". After mulling is complete, resume this instruction to complete Sections B - D.

- Inspect new window unit and screen for any material damages. Check all moving parts: locks, all operational hardware, glass, etc. **NOTE:** Moving parts can be repaired AFTER window is installed. 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. (Figure A.1)
- If unit was ordered with J-channel filler strips, check to be sure all filler strips are factory located within window J-channel. If filler strips were ordered as 'shipped loose', install at this time. Note: sill filler strip will have a slightly different profile. (Figure A.2)
- 3 Determine ceiling clearance over and around window for proper window unit preparation.
 - a.) Standard Ceiling Application: window unit is below ceiling with full access around entire unit.
 - b.) **Deep-Pocket (Well) Application:** window unit is to be located within a deep wall pocket or tight to a drop or suspended ceiling, restricting access to the window.

A. INSPECT AND PREPARE VINYL WINDOW UNIT (CONT.)







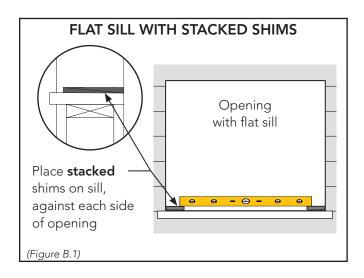


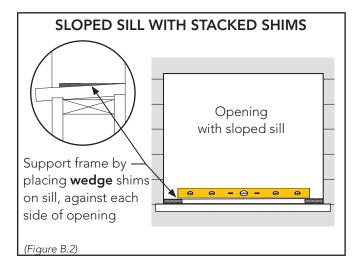
- 4 Prepare Window Sash Removal (Figure A.3)
 Standard Ceiling Application:
 - a.) Open sash, use a Phillips screwdriver to disconnect arms from sash.
 - b.) Carefully lay sash horizontal to frame.
 - c.) Lift sash pivot pins from shoe turnbuckle. Sash may need lifted with one side ahead of other to gain proper clearance.

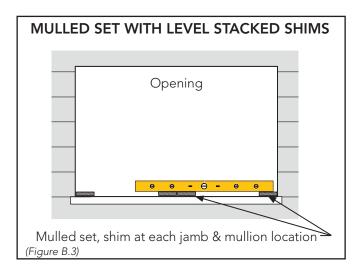
Deep-Pocket Ceiling Application:

- a.) Open sash, use a Phillips screwdriver to disconnect arms from sash.
- b.) Carefully lay sash horizontal to frame.
- c.) Remove black stop from each frame side.
- d.) Slide each arm and block up to frame cutout and remove.
- e.) Re-connect arms to sash. This step is required for installation with limited access.
- f.) Lift sash pivot pins from shoe turnbuckle. Sash may need lifted with one side ahead of other to gain proper clearance.
- **Solution Remove the screen** (Figure A.4):
 - a.) From the interior, gasp screen stop lip to pull screen towards the right side, compressing the (2) screen springs.
 - b.) Holding screen compressed, pull top left corner then bottom left corner to the interior to free from exterior track
 - * Reminder: DO NOT re-install sash or screen until after frame is installed.
- If optional **head expander** is to be used, lightly place batt insulation between frame header and the expander. Allow for compression without distorting header frame. Slide head expander in place. (Fig. A.5)
- 7 If optional **stucco flange** is to be used in a true stucco application against stucco, refer to Section H Stucco Flange Vinyl Accessory Installation, page 13. Stucco flange must be field installed and prepped before window unit is set in opening.

B. PREP OPENING







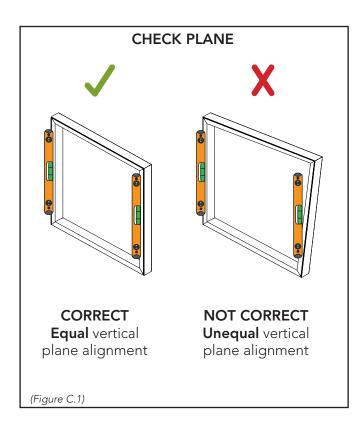
- 1 Clean opening of all dirt, debris and obstructions.
- 2 Fill all voids or open cavities, found after removal of old window, with AAMA approved low-expanding window insulation foam that complies with ASTM C1620.
- 3 Check sill for level, flat, and for proper structural support of opening to ensure a proper installation and seal of window unit. For flat sill plate, refer to Step 4. For sloped sill plate, refer to Step 5.

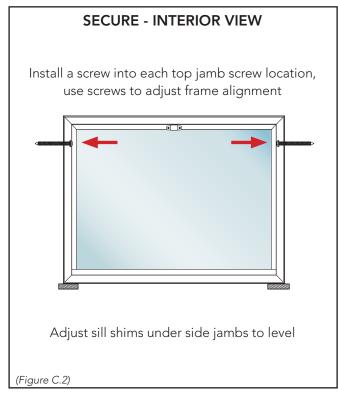
NOTE: For window units 36" wide or greater, an additional shimming location may need added to prevent sill from deflecting.

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.

- 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)
- 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)

C. INSTALLATION

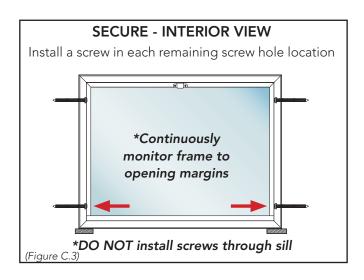


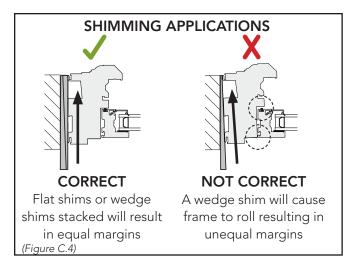


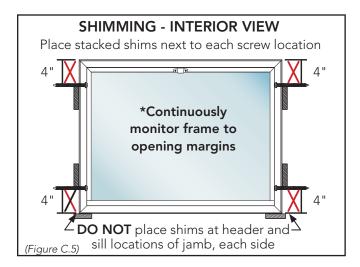
- Frame alignment is critical for the success of the installation and sash operation. Step 1 provides a critical frame alignment reference check to identify and correct if needed through the full installation procedure.
- 1 Check the plane of the window unit. Each vertical jamb side frame should be equal and parallel to the other. See illustration for equal and unequal plane. (Figure C.1)
- 2 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
- Unlock sash and carefully open. Install a #8 x 2" Phillips pan head screw into each top factory prepped jamb screw location to hold in place. DO NOT OVER TIGHTEN screw causing frame to pull! (Figure C.2)
- 4 Use top screws to adjust frame alignment in order to establish an even sash to frame margin along top of sash. (Figure C.2)
- Use sill shims to adjust/re-adjust sill to level as needed. For mulled units, be sure shims are placed directly under mull location for support. (Figure C.2)

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

C. INSTALLATION (CONTINUED)







IMPORTANT! Shims can be installed prior to screw installation. It is critical to monitor sash to frame alignment throughout installation.

Install (2 - 4) #8 x 2" Phillips pan head screws in each remaining factory prepped screw location. If unit is prepped in middle, install bottom screws first. DO NOT over tighten screws! DO NOT install screws through sill! If spacing between screws is greater than 24", additional jamb screws may need added to stabilize frame. Pre-drill 3/4" hole through first wall of frame. Note, additional jamb screws may need added if foam wrap is used on jambs, causing overtight margins and difficult sash operation. (Figure C.3)

IMPORTANT! Shims are needed to achieve sash to frame alignment. The alignment needs to be CONTINUOUSLY monitored throughout installation. Shimming as instructed in Step 7 is critical to maintain stability of the frame.

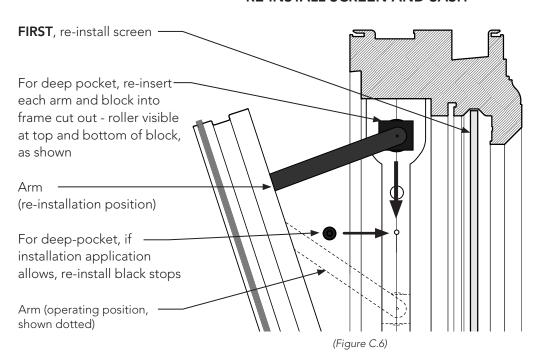
IMPORTANT! CORRECT shimming application; stack wedge shaped shims contrasting and plane to plane. See diagram below. DO NOT use a single wedge shim. This will cause the frame to roll, resulting in unequal alignment. (Figure C.4)



- 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. Note, window hardware should not be visible between exterior sash weather strip and frame. (Figure C.5)
- Final check on frame alignment. Adjust shims and screws as needed to achieve and maintain equal and straight alignment, all sides. If needed, additional screw and shim locations may be added to header to improve margins. Align from interior side of window.

C. INSTALLATION (CONTINUED)

RE-INSTALL SCREEN AND SASH





For most applications, re-attach arms to sash

- **Re-install screen** (Be sure screen is oriented with screen stop lip to the interior side.)
 - a.) From the interior, insert the right side of screen into exterior track of frame.
 - b.) Use screen stop lip to push screen to the right, compressing springs.
 - c.) With spring compressed, slightly twist and insert top and bottom left side of screen.

10 Re-install sash (Standard Ceiling Applications) (Figure C.6)

- a.) Hold sash in horizontal position and insert pins into each shoe located in bottom of frame.
- b.) Tilt sash up to re-attach arms with factory screws.

Re-install sash (Deep-Pocket Ceiling Application) (Figure C.6)

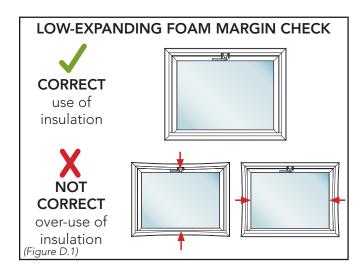
- a.) Hold sash in horizontal position and insert pins into each shoe located in bottom of frame.
- b.) Tilt sash up to re-insert each arm with block into the frame cut-out.
- c.) Tilt sash up until arm blocks are located below black stop locations. Re-install black stops each side if installation application allows.

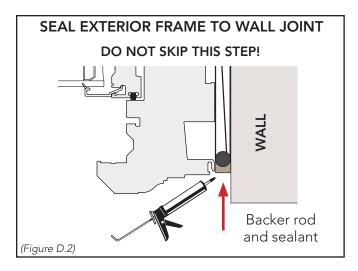


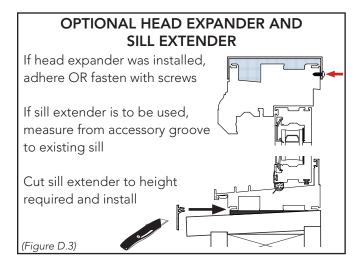
IMPORTANT! Deep-pocket (well) applications or applications with limited access may not have the accessibility to re-install black stops. Black stops will keep arms from sliding up and over center, preventing sash from closing. If black stops are not re-installed, the sash arms must be manually pushed down to close sash with each operational use.

11 Check sash for proper operation. For sash operation issues, refer to the Troubleshooting Section.

D. INSULATE AND FINAL ADJUSTMENTS







- Install hole plugs into all jamb screw locations.
- 2 Close and lock sash.
- IMPORTANT! Sash must operate properly before and after application of foam insulation.
- Insulate by using an AAMA approved ASTM C1620 low-expanding foam to fill all cavities between frame and opening. Check and maintain all margins during insulating. Over use of low-expanding foam may cause frame to bow, jeopardizing operation of window. (Figure D.1)
- 4 Apply caulking to seal the EXTERIOR window frame to wall joint. Use backer rod if needed. DO NOT SKIP THIS STEP (Figure D.2)
- If optional **head expander** was installed, adhere in place with silicone OR fasten in place with (2) #6 x ½" Phillips pan head screws (included) from INTERIOR side. If exterior accessory groove is to be used, cut expander in half lengthwise. Only use interior half as needed. Discard exterior half. (Figure D.3)
- 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)
- 7 If MasterFit™ Trim is ordered, DO NOT nail trim to jamb extension. Refer to QR code on back for measuring assistance.



PROBLEM	CAUSE	SOLUTION
Water leaking at top	Top sash rail is bowed downward. Sash is bowed outward. Header mullion cover not added or removed.	1. New sash is needed. 2. Install an additional snubber at top center to pull sash inward. (Please order through Customer Service.) 3. Refer to "Field Instruction For Mulling Vinyl Windows"
Sill bows upward	 No shims below jambs. Critical on mulled units. Over insulating or over shimming below sill. Installing sill extender before foam below sill has cured. Insufficiently shimming under jambs when foam wrap is used under sill. Exterior trim is tight against window, not allowing for vinyl expansion in the heat. Jamb side shims placed too close to bottom of unit, not allowing for vinyl expansion in the heat. 	 Add shims to window sill per this instruction. Remove foam. Re-square and level window unit. Refer to this instruction for proper insulation procedure. Remove sill extender and foam below sill. Re-foam and let cure completely before re-installation of sill extender. Re-shim window unit per this instruction. Refer to "Installing Exterior Veneers to Windows" QR code at end of this instruction. Remove shims at bottom jamb side locations. Shim per this instruction.
Header bows downward	 Excessive foam or over insulating above header. Jamb side shims placed too close to top of unit, not allowing for vinyl expansion in the heat. 	Remove foam above header. Re-foam per this instruction. Remove shims at top jamb side location. Shim per this instruction. It may be necessary to pre-drill and add a screw to correct bowed header.
Frame racked or out of square	Improper or no shims below the jambs.	Re-shim window unit per this instruction.
Sash alignment is restricted	Outside corners of sash have an excess weld build-up.	Remove the excess weld on corners and from both sides of the bulb seal until a square corner is achieved.
Window leaks water at accessory corners	Improper or no caulking on backside corners of accessory. Improper or no caulking at accessory to frame joint.	Caulk accessory per this instruction. Caulk accessory 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 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 for Snap-In Window Accessories



Field Instruction Mulling Vinyl Windows (Aspect & Endure)



Install. Instruction Vinyl Window Stacking Plate #604



Condensation, Humidity and Dew Point Temperature



Measuring Instruction MasterFit™ Trim



Installing Exterior Veneers to Windows





