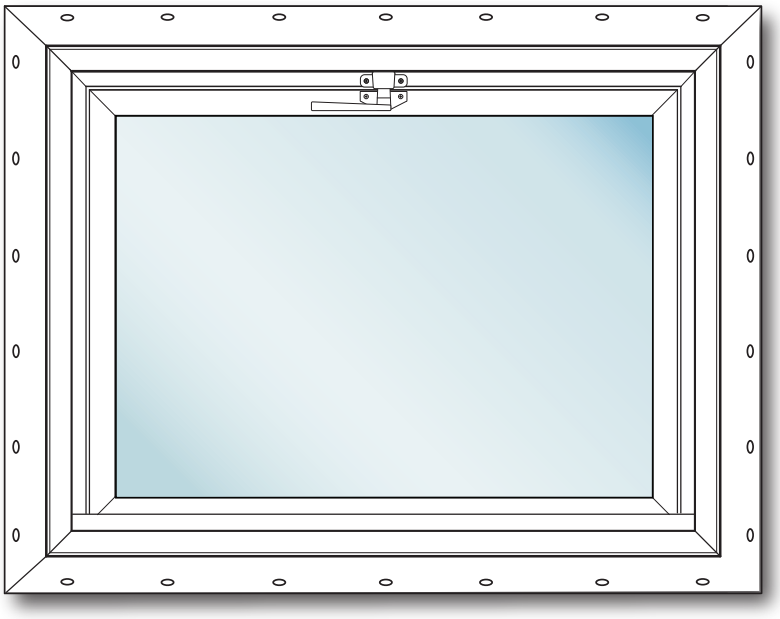
INSTALLATION INSTRUCTION MANUAL

VINYL HOPPER WINDOW WITH NAIL FIN

(ASPECT™, ENDURE™, AND 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

ProVia®
THE PROFESSIONAL WAY

GETTING STARTED

TOOLS & MATERIALS YOU WILL NEED

- Tape Measure
- Pencil
- Shims
- Drill & Drill Bits
- #1 Square Drive Hand Screwdriver
- Utility Knife
- Putty Knife
- Square
- Level
- Hammer or Mallet
- (1) Box Stainless Steel or Galvanized Roofing Nails
- Weather-Resistant Barrier Paper
- 6" or 9" Adhesive Flashing Tape in accordance with ASTM D779
- 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).

VINYL HOPPER WINDOW CONTENTS

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

Assembly Contents

Vinyl Window Unit (3¼" Main Frame Depth)

OPTIONS:
- Integral Nail Fin
- Brickmold Nail Fin w/ J-Channel (Sill Brickmold)
- Brickmold Nail Fin w/ J-Channel (4 sides)
- J-Channel Filler (Cover) Strip, (factory installed), Part #: S-VR-667-01

Mullion Kit (Only included when field mulling is necessary): *(Refer to Section G & H)*
- (2) Snap Mullion, Part #: S-VE-8410-CC
- Header Cover, Part #: S-VR-658-01 or S-VR-659-CC
- Header Cover Screw Pack (Qty 5), Part #: S-HS-600S-CC
- Stacking Plate Pack, Part #: S-HG-604P-00

Installation Pack
S-HS-521S-01/13

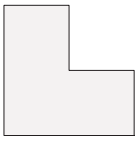
(6) ⅜" Low Profile Hole Plug, (Color Matched), Part #: S-HG-698-01/13

(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-783-01/13 (**NOT USED** with nail fin units)

Optional Accessory Installation Pack
S-HG-330S-00

(2) Nailing Fin Corner Seal Pads, Part #: S-HG-330-00



(16) #6 - 20 x ⅜" Phillips Pan Head Screws, Part #: S-HS-771-00
(Used for Aeris window units only)

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, 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.
- Window flashing must be used with all window installations to prevent air and water infiltration. Flash all windows in accordance with the ASTM E2112 standards (method A1, shown in this instruction). Use 6" or 9" adhesive flashing in all applications or conform to local code.
- All flashing material must be waterproof in accordance with ASTM D779. Use a roller over the applied tape to ensure full adhesion and no voids.
- All flashing and weather resistant barrier (house wrap/building paper) materials must be installed in a weatherboard fashion. Install and layer starting at the bottom and work upward.
- Fasteners for securing the nail fin of the window must be non-corrosive galvanized roofing nails or pan head screws. Nails should be at least 1¾" in length with the head of the roofing nail wide enough to cover the pre-punched slot of the nailing fin. The roofing nail must be able to penetrate the framing material by at least 1". Pan head screws should be at least 1¾" in length and should NOT deform the nail fin.
- **DO NOT INSTALL** new construction nail fin onto foam.
- **DO NOT INSTALL** roofing nails into nailing fin with an air gun or pneumatic device. Doing so will cause distortion or fracture of the nailing fins. All nailing fins must be secured by hand through the pre-punched nailing holes.

⚠ IMPORTANT INFORMATION!

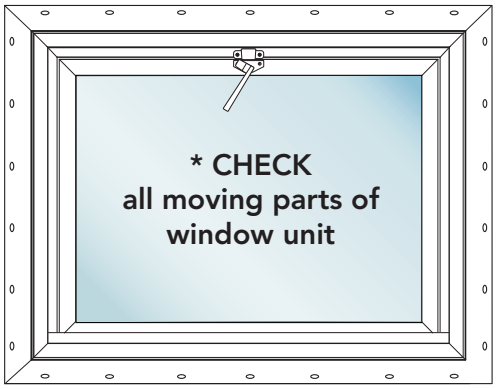
• ProVia understands there are various methods and conditions affecting the installation of a replacement window. We feel the most critical steps to follow are securing and shimming as instructed in this document.

FIELD MULLED WINDOW UNITS:

• Refer to Section G, Field Mulling on page 13 and Section H, Install Header Cover on page 14-15. Units must be mulled together before window unit is set in the opening.

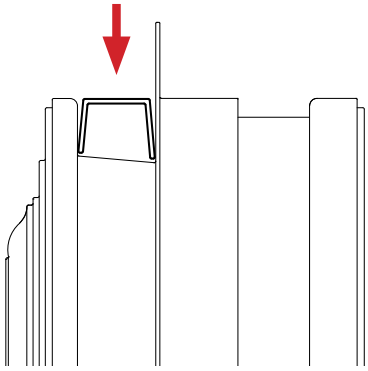
A. INSPECT AND PREPARE VINYL WINDOW UNIT

INSPECT HOPPER AND SCREEN



(Figure A.1)

CHECK FILLER STRIP



(Figure A.2)

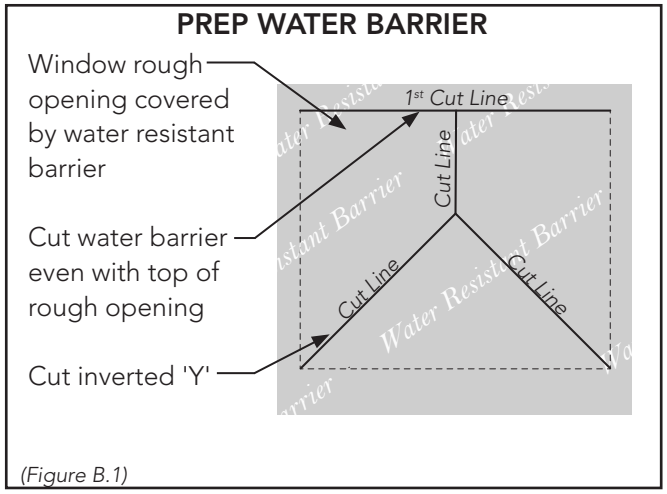
⚠ ***IMPORTANT!*** ***For window units with painted exterior, DO NOT remove the protective plastic cover until after installation is completed.***

For units to be field mulled, complete Section A, then proceed to Section G - "Field Mulling Window Units". After mulling is complete, resume this instruction to complete Sections B - F.

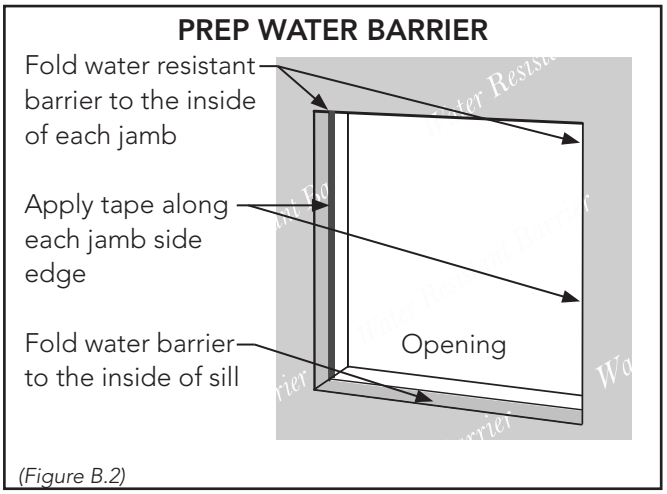
1. Inspect new window unit and screen for any material damages. Check all moving parts: locks, all operational hardware, glass, etc. **NOTE:** Moving parts can be repaired AFTER window is installed. Scan the product packaging QR Code label to access ProVia's **After Sale Product Support** to enter a request and post pictures to order, or call the Customer Support Team. *(Figure A.1)*

2. If unit was ordered as integral nail fin, the unit will include factory installed J-channel filler strips. Check to be sure all filler strips have remained located within the J-channel. Filler strips can be removed if needed. *(Figure A.2)*

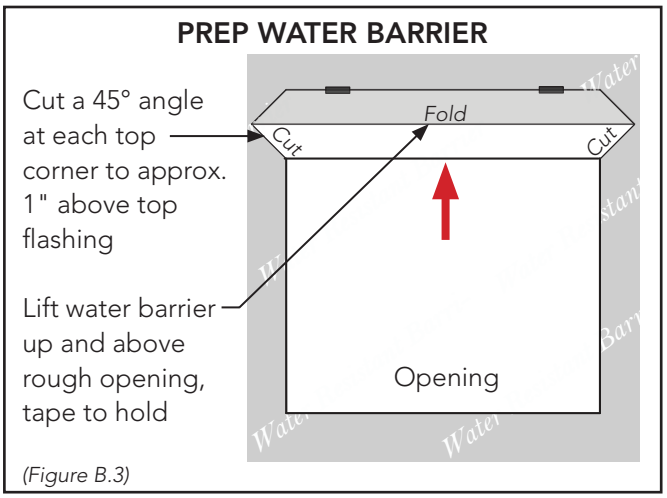
B. WATER RESISTANT BARRIER



(Figure B.1)



(Figure B.2)



(Figure B.3)

1. If water resistant barrier is covering window rough opening, cut as follows to expose opening.
   a. Cut the water barrier even with the top edge of the rough opening.

   b. Cut the water barrier at an inverted 'Y' in center of rough opening, each leg at a 45° angle to corner, as illustrated. *(Figure B.1)*

2. Fold the water resistant barrier to the inside of each jamb side and sill. Trim each flap to center of jamb. *(Figure B.2)*

3. Apply adhesive flashing tape to the water resistant barrier cut edge at each jamb side to seal edges. *(Figure B.2)*

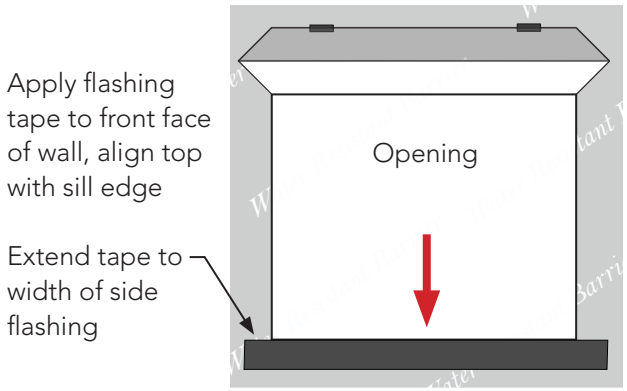
   NOTE: DO NOT apply tape to the top or bottom cut edge of the water barrier until noted in the instruction.

4. Cut a 45° angle in the water resistant barrier at each top corner. Cut should extend approximately 1" above the head flashing tape (to be installed in later step). *(Figure B.3)*

5. Lift the water resistant barrier flap up and away from rough opening. Apply adhesive tape to hold in place, as illustrated. *(Figure B.3)*

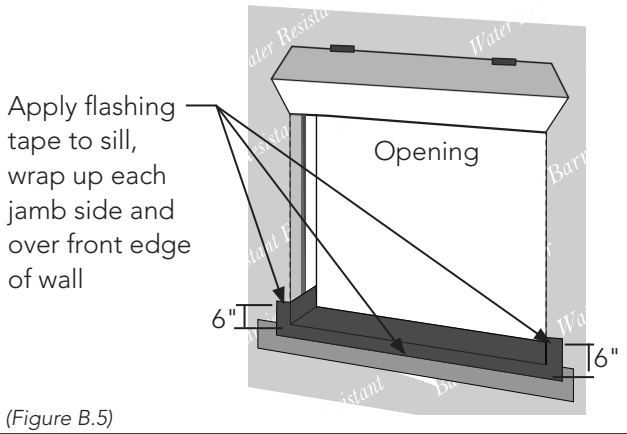
B. WATER RESISTANT BARRIER *(CONTINUED)*

EXTERIOR FLASHING TAPE



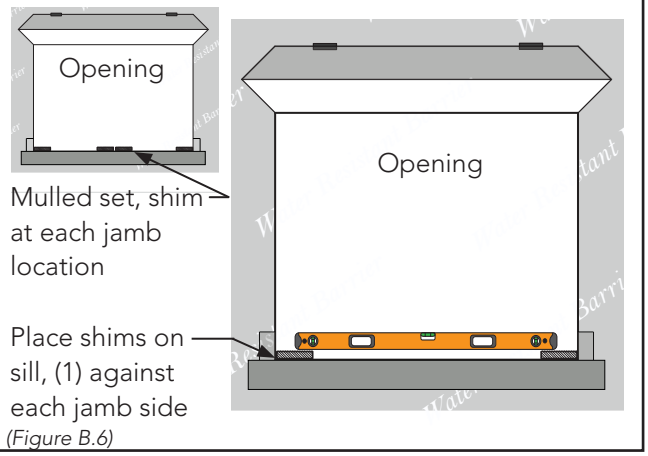
(Figure B.4)

EXTERIOR FLASHING TAPE



(Figure B.5)

IF SILL SHIMS ARE REQUIRED



(Figure B.6)

6 Apply adhesive flashing tape to the front face of wall, below sill. Top of tape should align with the sill edge. Extend each end of the flashing tape to width of side flashing (to be installed in a later step). *(Figure B.4)*

7 Apply adhesive flashing tape to the sill. Tape should begin and end approximately 6" above sill on each jamb side. Be sure to wrap tape over the front edge of wall, as illustrated. Wrapping tape will seal and protect wood from moisture leakage. *(Figure B.5)*

8 Place and level shims on the sill, (1) against each jamb side of opening. Shims will provide support to window jambs and level window sill. Be careful shims DO NOT tilt sill toward inside of home. For mulled sets, place shims under all side jamb locations. *(Figure B.6)*

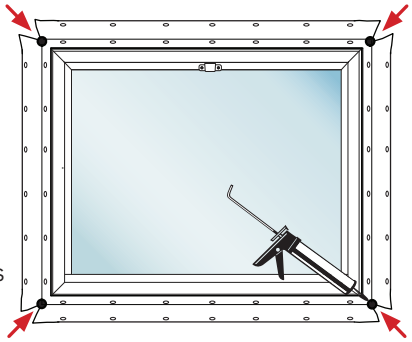
NOTE: If foam wrap is used under sill, shim thickness **MUST** be increased to prevent foam wrap from crowning the sill.

NOTE: DO NOT OVER SHIM below the jamb sides. This will cause unit head to press tightly against opening head, leading to vinyl expansion issues.

C. PREP ACCESSORY AND SET WINDOW UNIT

INTERIOR SIDE

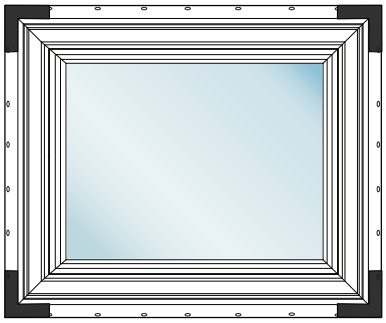
Open non-welded miters, push outward on joint, fill open corner with caulking, reseat corner, and remove any excess



(Figure C.1)

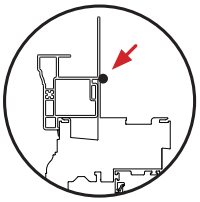
EXTERIOR SIDE

Apply corner seal pads or flashing tape to each exterior brickmold miter, cover miter joint in full

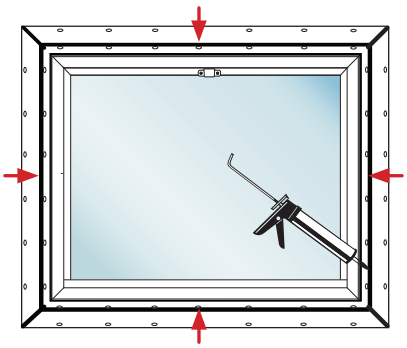


(Figure C.2)

INTERIOR SIDE



Apply caulking around perimeter joint of accessory and each miter



(Figure C.3)

1. **For window with Integral Nail Fin**, the exterior accessory groove will be exposed. Proceed to **Step 8**.

2. **For an accessory (nail fin with J-channel, or brickmold with J-channel) that is factory applied or shipped loose,** the accessory will occupy the exterior accessory groove. Proceed to **Step 3**.

3. If the vinyl accessory is shipped loose (field mulled units), apply at this time. For specific instructions on all snap-in accessories and for the brickmold with J-channel, refer to 'Field Instruction for Snap-In Window Accessories' QR code on back of this instruction.

4. For mulled units and units with a field installed vinyl accessory, open the non-welded corner miter by pushing outward on joint. Fill the open corner with caulking. Reseat the corner and remove any excess. Repeat on all sides. *(Figure C.1)*

5. Apply corner seal pads (pack #: S-HG-330S-00 - *note, screws from pack will not be used*) or adhesive flashing tape to each exterior corner miter of the vinyl accessory. Be sure to cover miter fin joint in full. *(Figure C.2)*

6. Apply a bead of caulking along interior side of each closed corner miter to seal. *(Figure C.3)*

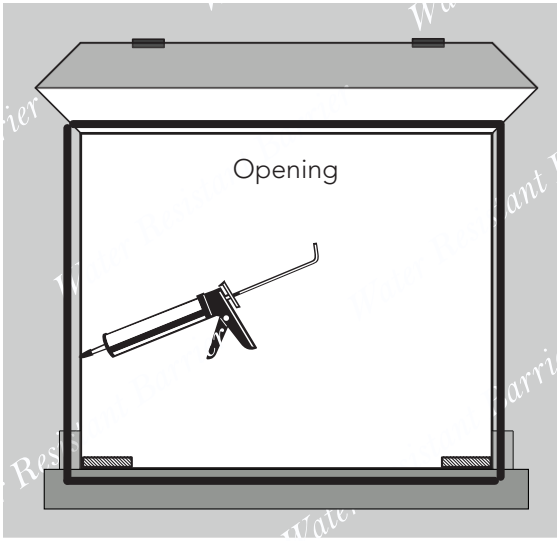
7. Apply a bead of caulking around entire inner perimeter joint, where accessory meets the frame, for a complete seal. *(Figure C.3)*

NOTE: For mulled units using integral nail fin with J-channel, apply a bead of caulking around entire perimeter joint, where the end of the integral nail fin meets the backside of J-channel, as shown. *(Figure C.3)*

C. PREP ACCESSORY AND SET WINDOW UNIT *(CONT.)*

APPLY CAULKING TO OPENING

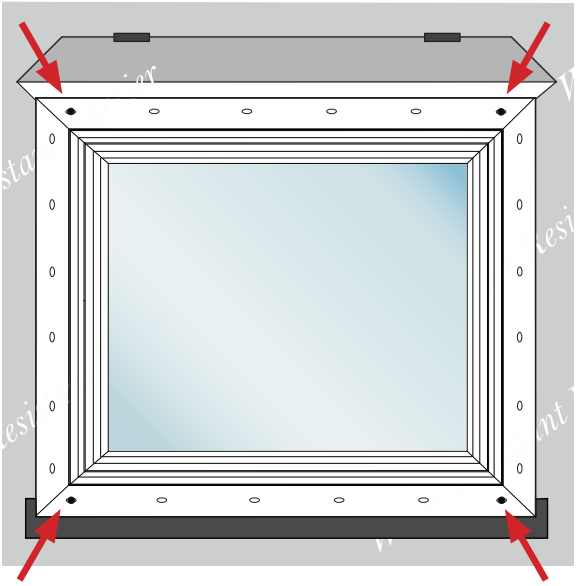
Apply a generous bead of caulking to the exterior sheathing to seat and seal nail fin



(Figure C.4)

FASTEN NAIL FIN CORNERS

use horizontal slots



(Figure C.5)

8. Apply a generous ⅜" bead of continuous caulking to the exterior sheathing to seat and seal nail fin when installed. *(Figure C.4)*

   NOTE: Option to apply a ⅜" bead of continuous caulking to the back side of the nail fin to form a complete seal to sheathing.

9. Before setting unit in place, make sure sash is locked.

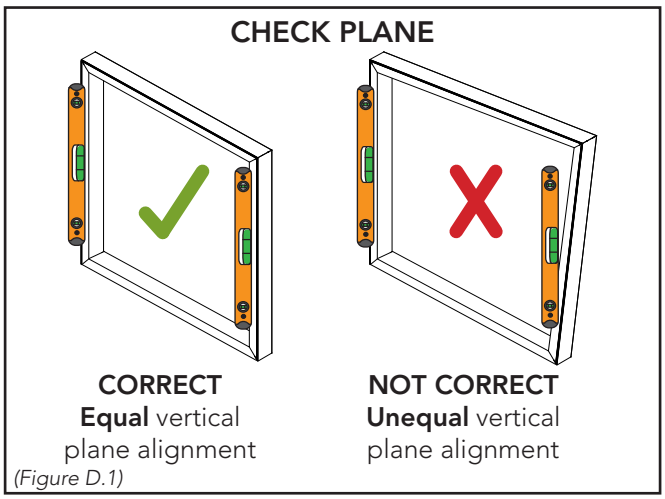
10. Place window unit into opening and onto sill shims. Center and square unit within opening. Push nail fin against sheathing and water resistant barrier to bed window unit, forming a tight seal between window and water barrier. *Install window unit immediately after the caulking is applied and before a skin forms on caulking's surface.*

    NOTE: If top of window is against top of opening, reduce height of bottom shims. Shims are still required below sill as specified.

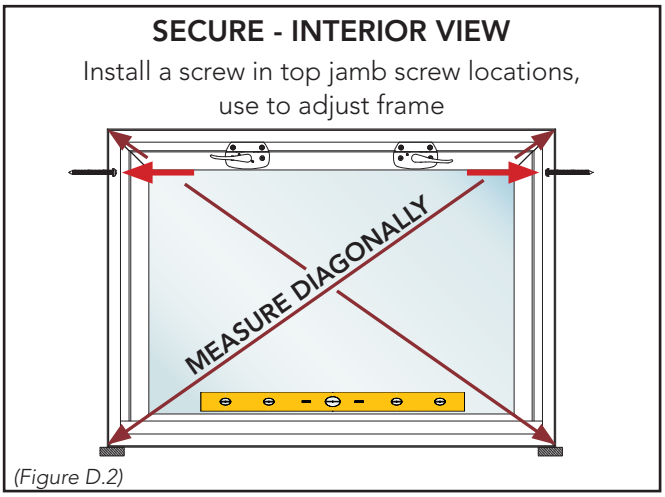
11. After sill is shimmed, levelled, and preliminarily squared; install a fastener into the horizontal slot at each nail fin corner to secure unit in place. **DO NOT OVER TIGHTEN FASTENER.** This will allow for adjustment in following steps.

    NOTE: DO NOT use power tool to install fasteners.

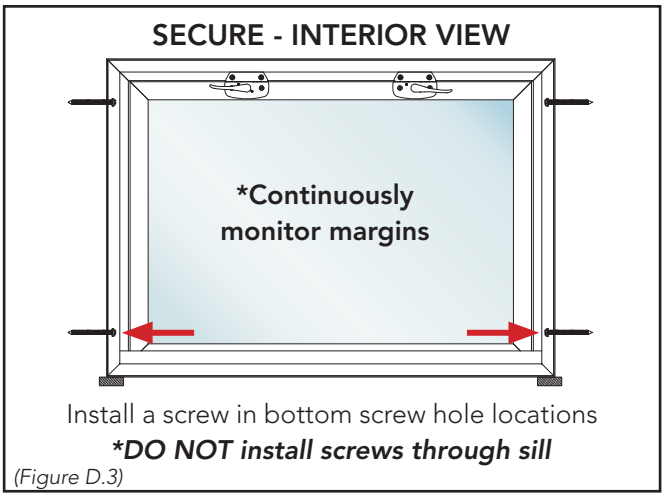
D. INSTALLATION



(Figure D.1)



(Figure D.2)



(Figure D.3)

Frame alignment is critical for the success of the installation and sash operation. Step 1 provides an alignment reference check that should be used throughout the full installation procedure to identify and correct any alignment issues.

1. Check plane of the window. Each vertical jamb side frame should be equal and parallel to the other. See illustration for equal and unequal plane. *(Figure D.1)*

2. 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!** *Note, if screw holes cannot be accessed from the interior, remove the screen so screw holes can be accessed from the exterior. Refer to QR code on back. (Figure D.2)*

3. Check for overall square by measuring diagonally from corner to corner. Use top screws to adjust frame alignment in order to establish an even sash to frame margin along top of sash. *(Figure D.2)*

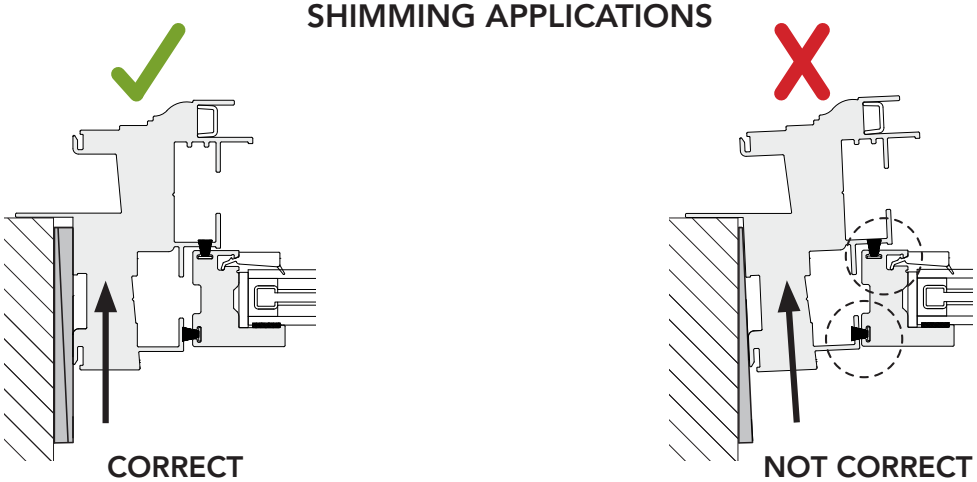
4. Use sill shims to adjust/re-adjust sill to level if needed. For mulled units, be sure shims are placed directly under mull location for support. *Reminder, if foam wrap is used under sill, shim thickness MUST be increased to prevent sill from crowning. (Figure D.2)*

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

5. Install a #8 x 2" Phillips pan head screw in each bottom prepped screw location. Then install a screw in each middle prepped location (if applicable). **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. Pre-drill ⅜" hole through first wall of frame.* ***Note**, additional jamb screws may need added if foam wrap is used on jambs, causing over-tight margins and difficult sash operation. (Figure D.3)*

D. INSTALLATION *(CONTINUED)*

SHIMMING APPLICATIONS



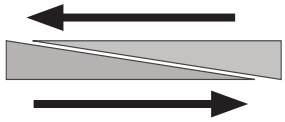
CORRECT
Flat shims or wedge shims stacked will result in EQUAL margins

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

(Figure D.4)

⚠ ***IMPORTANT!*** ***Shims are needed to achieve sash to frame alignment. The alignment needs to be CONTINUOUSLY monitored throughout installation. Shimming as instructed in Step 6 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 D.4)*



SHIMMING - INTERIOR VIEW

Place stacked shims next to each screw location

DO NOT place shims at header and sill locations of jamb

(Figure D.5)

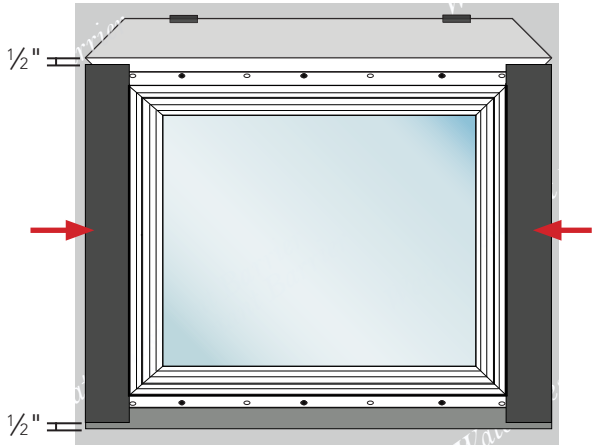
6. Place shims next to all screw locations. **DO NOT PLACE SHIMS WITHIN 4" OF TOP OR BOTTOM CORNERS.** This will cause frame distortion. If spacing between side jamb shims is greater than 12", additional shims may be needed to maintain margins and stabilize frame. **CONTINUOUSLY CHECK SASH TO FRAME MARGINS WHILE SHIMMING.** *Note, window hardware should not be visible between exterior sash weather strip and frame. (Figure D.5)*

7. 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.

8. Install fasteners in pre-punched nail fin holes, all sides. Install fasteners in every other hole or as needed to keep nail fin flat. **DO NOT OVER TIGHTEN.**

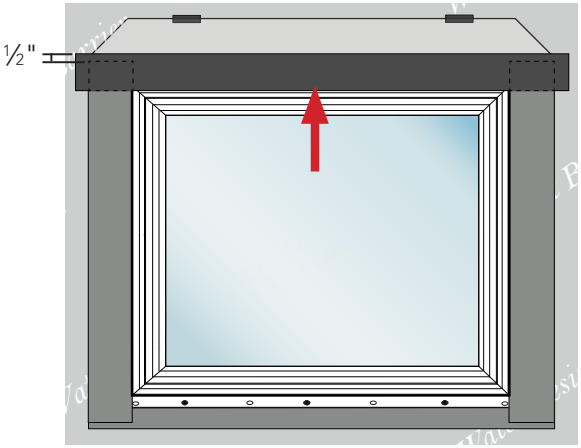
E. FLASHING

EXTERIOR JAMB SIDE FLASHING TAPE



(Figure E.1)

EXTERIOR HEAD FLASHING TAPE

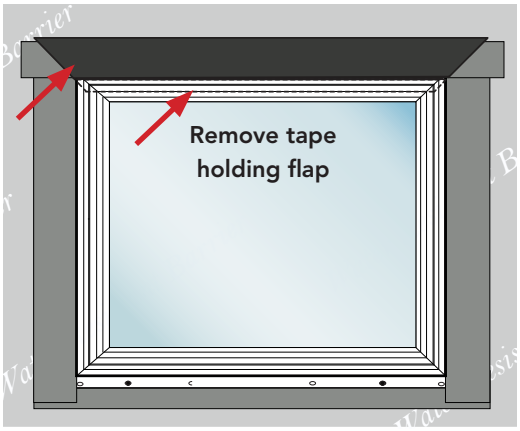


(Figure E.2)

1. Apply adhesive flashing tape to each jamb side. Begin top of the side flashing approximately ½" below where the top edge of header flashing will be placed (Refer to Step 3). Stop the bottom of the side flashing approximately ½" above bottom edge of front face sill flashing. **NOTE,** if window unit has snap-in nail fin, wrap tape onto the window frame, approximately ¼". *(Figure E.1)*

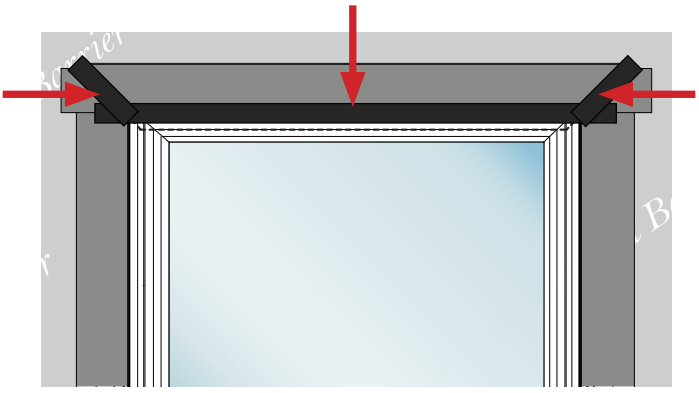
2. Apply adhesive flashing tape to the header. Place top of the head flashing approximately ½" above top of the side flashing. Extend each end of the head flashing approximately 1" beyond side flashing. **NOTE,** if window unit has snap-in nail fin, wrap tape onto the window frame, approximately ¼". *(Figure E.2)*

HEAD WATER BARRIER FLAP



(Figure E.3)

EXTERIOR FLASHING TAPE



(Figure E.4)

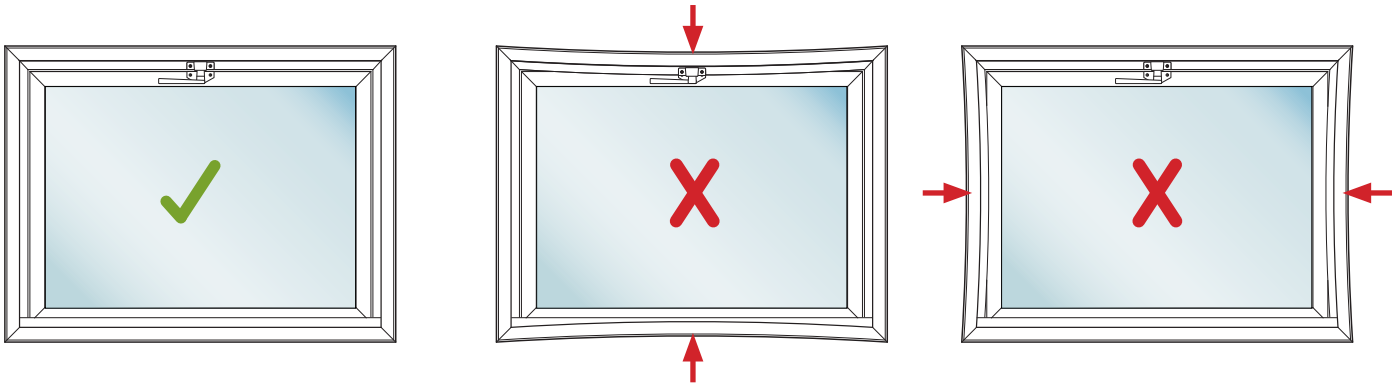
3. Remove tape holding the water resistant barrier flap above header. Lower flap over header flashing. Trim to top of window frame if needed. *(Figure E.3)*

4. Apply adhesive flashing tape to bottom edge of the water resistant barrier flap. *(Figure E.4)*

5. Apply adhesive flashing tape to each 45° corner of the water resistant barrier for a complete seal. *(Figure E.4)*

F. INSULATE AND FINAL ADJUSTMENTS

LOW-EXPANDING FOAM - MARGIN CHECK



(Figure F.1)

1. Install hole plugs into all jamb screw locations.

2. Close and lock sash.

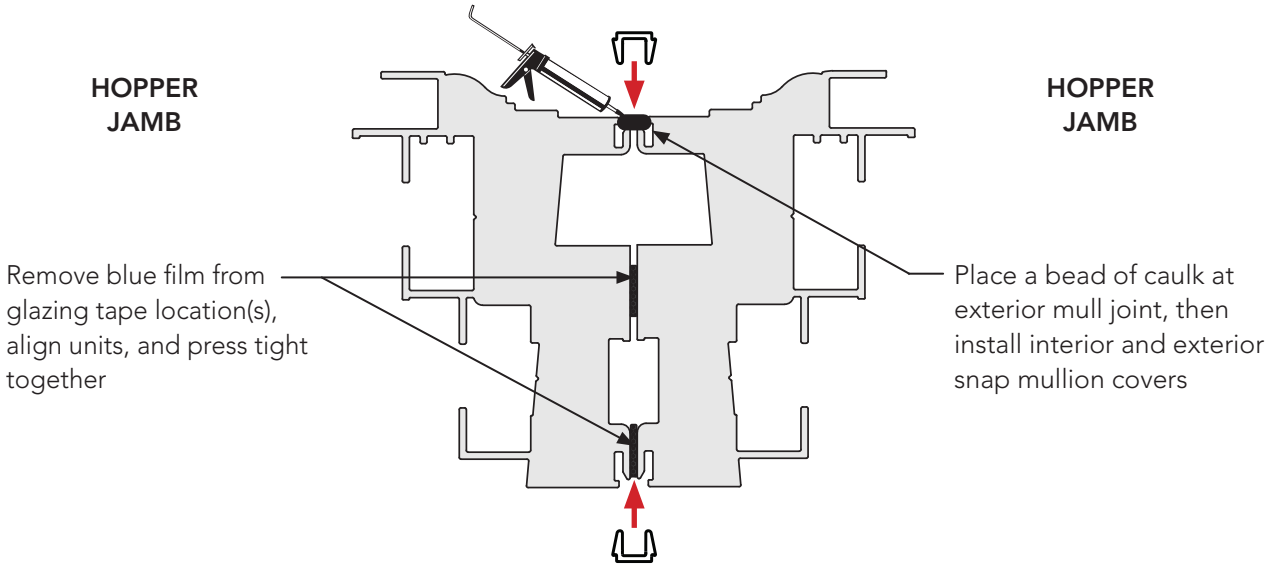
⚠ ***IMPORTANT!*** ***Sash must operate properly before and after application of foam insulation.***

3. 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 F.1)***

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

G. FIELD MULLING WINDOW UNITS

SIDE-BY-SIDE AND/OR STACKED WINDOW MULL SECTION VIEW



(Figure G.1)

Field mulling will be required if factory 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.

1. Check for weld flash at corners, which would prevent windows from a clean and tight mull. Clean away any excess weld on EXTERIOR and/or in the accessory grooves.

2. Arrange all windows, EXTERIOR side down, on a stable and well supported surface. Be sure EXTERIOR is fully protected from damage.

3. One window unit will have glazing tape factory applied. Remove backing from tape, align units to be mulled, and adhere to opposite frame. *(Figure G.1)*

4. Use a rubber mallet to tap INTERIOR snap mullion cover in place. Tap each end in place then work towards the center. *(Figure G.1)*

5. Carefully flip mulled set over, EXTERIOR side will be face up. Measure and trim EXTERIOR snap mullion cover to length, just below accessory groove. This will prevent header cover (installed in following section) from lifting at joint.

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

7. Install stacking plates at all exterior mulled joints. Please scan the QR code on back of this instruction to view the "Vinyl Window Stacking Plate #604 Installation Instruction".

8. For ALL side-by side mulled sets, continue to the following section for installation of the header cover. Units with a stack mull will not receive a header cover. In this case, proceed to main installation instruction.

H. INSTALL HEADER COVER

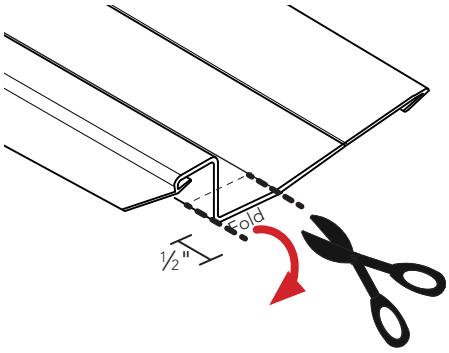
IMPORTANT INFORMATION BEFORE YOU BEGIN

The 659 and 658 header cover is intended to provide extra protection at mull joint location(s) for side-by-side mulled window units. Windows must be mulled together with header cover applied before window unit is set into opening.

NOTE: *Window units ordered with brickmold accessory will not receive a header gutter or cover.*

****NOTE: IF the decision is made to wrap vinyl cladding with termination into unit's top accessory groove and the header cover is NOT installed, or factory installed cover is removed, it is then the responsibility of the installer to provide the adequate protection required to avoid any leakage issues at mulled joint location(s). Joint MUST BE fully sealed.***

Prep Header Cover w/ Gutter & Nail Fin 659

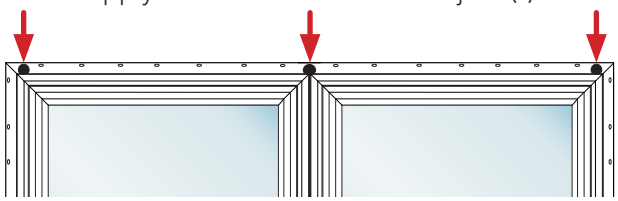


Snip gutter vinyl to create flap, bend downward

(Figure H.1)

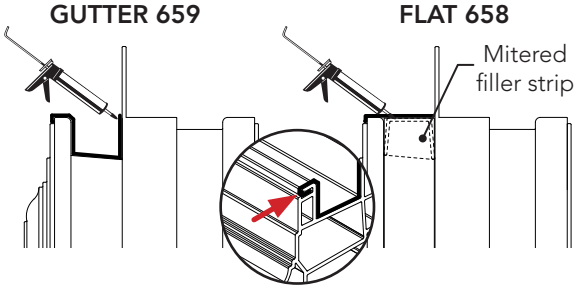
MULLED SET HEADER ELEVATION VIEW

Apply sealant to ends and mull joint(s)



Sealant pattern for GUTTER 659

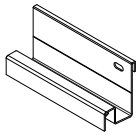
Sealant pattern for FLAT 658



Continue sealant over face and into groove

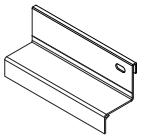
(Figure H.2)

Header Cover w/ Gutter & Nail Fin 659



or

Header Cover Flat w/ Nail Fin 658



1. **Check to BE SURE front accessory groove is CLEAR of obstructions, i.e. extra vinyl in welds.** The previously installed exterior mull cover must be located just below the accessory groove to prevent cover from lifting at joint. Trim or remove any excess material.

2. **For Header Cover with Gutter 659,** snip each side of the J-channel gutter approximately ½" to create a flap. Bend flap down and against the frame's J-channel, as shown. *(Figure H.1)*

3. For each option, a small section of the snap-in leg, located on underside of the extrusion (refer to *Figure H.3 - next page*), must be removed at mull location(s). Mark and cut approximately a ½" of the leg at mull joint(s) to allow gutter/cover to lay flat against frame.

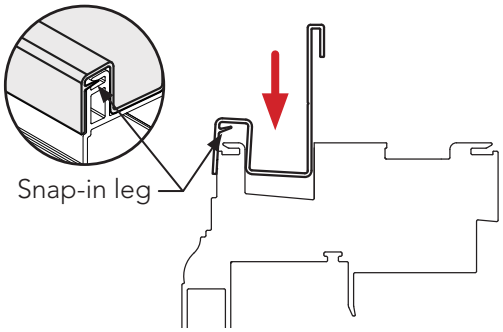
4. Apply a bead of silicone or sealant along each end of the mulled window header and mull joint(s). *(Fig. H.2)*

   • **Header Cover with Gutter 659,** apply a bead of silicone or sealant along each end of the mulled set header and mull joint(s) for the frame width. At each location, continue over front face and into the front accessory groove as shown in details. Run a bead of sealant along the frame's J-channel.

   • **Header Cover Flat 658**, apply a bead of silicone or sealant along each end of the mulled set header and mull joint(s) for the frame width. At each location, continue over front face and into the front accessory groove as shown in details.

H. INSTALL HEADER COVER *(CONTINUED)*

HEADER COVER WITH GUTTER 659

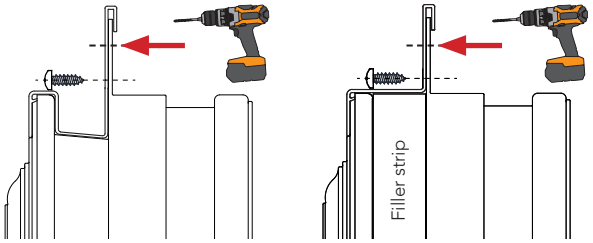


Place over nail fin, snap leg into groove and seat into the J-channel

(Figure H.3)

SECURE COVER TO FRAME HEADER - SECTION VIEW

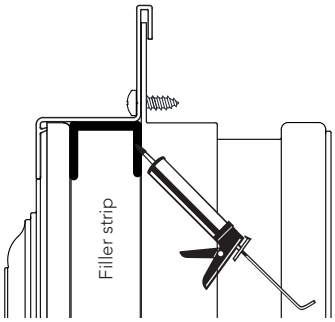
Gutter 659 **Flat 658**



Pre-drill and secure with screws provided

(Figure H.4)

SEAL HEADER COVER FLAT 658 - END VIEW



Apply sealant around perimeter of filler strip

(Figure H.5)

5. Place cover onto frame header by first placing nail fin over the window frame nail fin. Snap accessory leg into front accessory groove. Align cover miter with frame miter, each end. Use a soft mallet to tap into position and ensure the cover is properly seated into bead of silicone. Be sure cover with gutter 659 is fully seated into the frame's integral J-channel. Re-check for proper end-to-end alignment. Remove any excess sealant from each end. *(Figure H.3)*

6. Pre-drill and secure cover in place with screws provided along nail fin vinyl score line. Place (1) #6 x ½" Phillips pan head screw *(Pack #: S-HS-600S-CC)* 2" to 3" from each end and every 18" for width of mulled set, as shown. BE SURE to avoid placing screw at mull location(s). Screws are intended to hold cover in position during installation. *(Figure H.4)*

7. From the interior side, drill a 3⁄16" hole through all factory prepped window frame nail fin hole locations, through the cover nail fin. This will locate all nail hole locations for installation. **Be sure to elongate each end hole to match nail fin slot to allow for installation adjustments.** *(Figure H.4)*

8. **For Header Cover Flat 658**, apply a bead of sealant across width and approximately ½" down each side of mitered filler strip for a complete seal, as shown. (*Figure H.5*)

NOTE: If the decision was made to not install the side filler strips, fill the end of the J-channel cavity with silicone or sealant, each end of the mulled set for a complete seal.

Mulled set is ready for installation.

TROUBLESHOOTING & TIPS

PROBLEM	CAUSE	SOLUTION
Water leaking at top	1. Top sash rail is bowed downward. 2. Sash is bowed outward. 3. Header cover was removed or not installed.	1. New sash is needed. 2. Install an additional snubber at top center to pull sash inward. *(Please order through Customer Support.)* 3. Refer to Section H.
Sill bows upward	1. No shims below jambs. Critical on mulled units. 2. Over insulating or over shimming below sill. 3. Insufficiently shimming under jambs when foam wrap is used under sill. 4. Exterior trim is tight against window, not allowing for vinyl expansion in the heat. 5. Jamb side shims placed too close to bottom of unit, not allowing for vinyl expansion in the heat. 6. Installing fasteners in nail fin units prior to proper setting and alignment of window.	1. Add shims to window sill per this instruction. 2. Remove foam. Re-square and level window unit. Refer to this instruction for proper insulation procedure. 3. Re-shim window unit per this instruction. 4. Refer to "Installing Exterior Veneers to Windows" QR code at end of this instruction. 5. Remove shims at bottom jamb side locations. Shim per this instruction. 6. Remove fasteners except at each corner. Square and level unit per this instruction. Set proper margins per this instruction before re-installation of nail fin fasteners.
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 the heat. 3. Installing fasteners in nail fin units prior to proper setting and alignment of window.	1. Remove foam above header. Re-foam per this instruction. 2. Remove shims at top jamb side location. Shim per this instruction. 3. Remove fasteners except at each corner. Square and level unit per this instruction. Set proper margins per this instruction before re-installation of nail fin fasteners. 4. 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	1. Improper or no caulking on backside corners of accessory. 2. Improper or no caulking at accessory to frame joint.	1. Caulk accessory per this instruction. 2. 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.

TROUBLESHOOTING & TIPS

**Please call Customer Support 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

Instruction for Hopper Window Quick Release Arm

Condensation, Humidity and Dew Point Temperature

Measuring Instruction MasterFit™ Trim

Installing Exterior Veneers to Windows

Install. Instruction Vinyl Window Stacking Plate #604

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