

Hardware Adjustments

How to Reset a Hanging Sash

**Tilt + Turn Windows
Tilt + Turn Doors**

Version 1.0



Contents

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1 Resetting a hanging sash

1.1 What is a hanging sash?

A sash “hangs” when the top stay arm becomes disengaged and the sash swings open to one side with the handle in between the Tilt and the Turn positions.

The following adjustment procedures apply to dual-action Tilt & Turn windows and Tilt & Turn doors installed after July 1, 2015. All adjustments are performed from the hinge side of the unit.

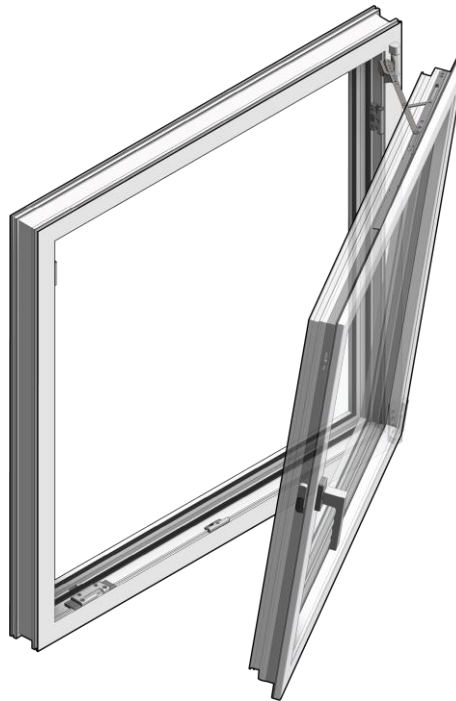


Figure 1 - Hanging Sash

NOTE: If a hanging sash happens frequently, it may not be the result of an accidental operating issue. It may be the result of building settlement that causes the sash to be misaligned with the frame. When this occurs, the sash drops and the stay arm lock is unable to engage as designed.

If you believe this may be the case or if you have any questions, contact your Innotech Dealer or our head office at 604.854.1111 or 1.866.854.1122.

1.1.1 What operator type am I adjusting?

The instructions for resetting a hung sash vary slightly depending on what operator type your windows have.

Operator Type	Handle Points to Side	Handle Points Up
Turn before tilt (standard)	Sash swings open	Sash tilts inwards
Tilt before Turn (TBT)	Sash tilt inwards	Sash swings open

1.2 Turn Before Tilt Windows and Doors

Most dual action Tilt + Turn Windows and Tilt + Turn Doors open (turn into the room) when the handle points up.

1. Rotate the handle so it points up in the Tilt position. If at first you cannot rotate the handle, press and hold the failsafe switch, then rotate the handle to the Tilt position.



Figure 2 - Turn the Handle to the Tilt Position

2. Gently push and hold the upper hinge corner of the sash against the frame while leaving the sash open.
3. (A) Press and hold the failsafe switch then (B) rotate the handle sideways to the Turn position.

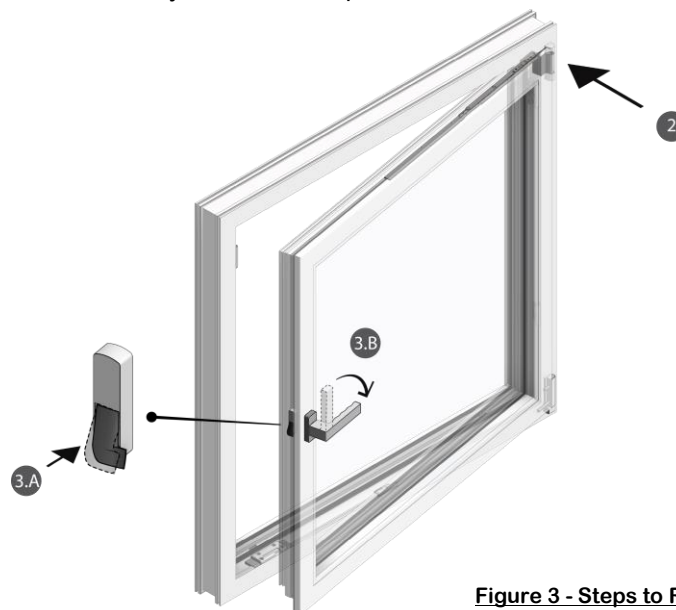


Figure 3 - Steps to Reset the Hung Sash

4. Release the failsafe switch.

1.3 Tilt Before Turn (TBT) Windows and Doors

Some dual action Tilt + Turn Windows and Tilt + Turn Doors Tilt when the handle points to the side (horizontally).

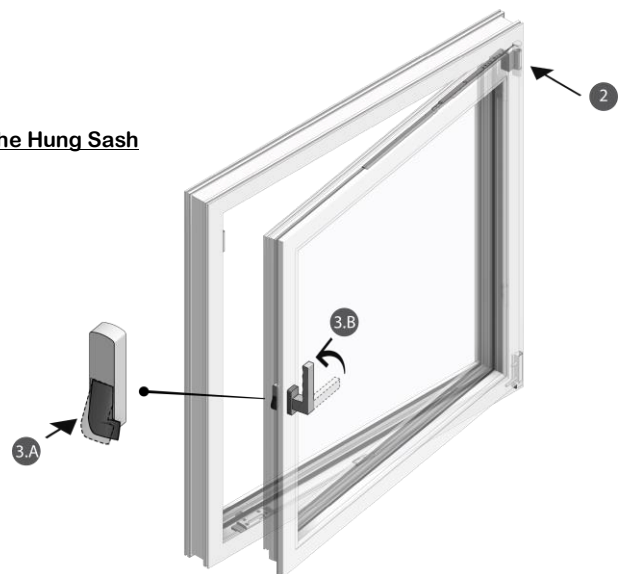
1. Rotate the handle to the Tilt position. If at first you cannot rotate the handle, press and hold the failsafe switch then rotate the handle to the Tilt position



Figure 4 - Turn the Handle to the Tilt Position

2. Gently push and hold the upper hinge corner of the sash against the frame while leaving the sash open.
3. Press and hold the failsafe switch then turn the handle to the Turn position.

Figure 5 - Steps to Reset the Hung Sash



4. Release the failsafe switch.

The window or door is now reset in the swing position and can be operated normally.

For more information on these quality products
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