



## **OPERATING, MAINTENANCE AND CLEANING INSTRUCTIONS**

### **Model 9350 Double Hung Window**

***Caution: Only A Qualified Window Installer or Building Custodian with Extensive Window Experience should perform Window Maintenance.***

#### **Description:**

The Model 9350 window is a side load double hung unit. Both sashes can be operated.

#### **Operation:**

Unlock the window's meeting rail lock(s) by deactivating the sash lock(s) from the keeper. This enables the either sash to operate. To re-lock, first close the sash completely and ensure that the meeting rail is fully interlocked. Then turn the cam type sash lock mechanism(s).

Some double hung windows may have optional auto-sill locks. Auto-sill locks are often used in place of meeting rail locks, but sometimes both are used. Auto-Sill locks are located on the bottom rail of the lower sash. These locks are spring loaded and catch on an extruded full width "keeper" at the top of the water leg on the sill of the window's master frame. Squeezing the automatic sill lock against the sash's lift rail and lifting slightly will enable you to unlock the window. The 9350 double hung has a standard anti-drift latch at the head to hold the top sash in place when it is not in operation.

#### **Maintenance:**

The Model 9350 is basically a maintenance free product with only a few mechanical mechanisms. A periodic cleaning and lubrication schedule as well as annual maintenance should help provide years of trouble free service from your windows.

#### **Sash Removal:**

1. The model 9350 is a side load product that requires the sashes to be removed for cleaning. This product is offered with two types of counter-balancing systems.

#### **Block & Tackle Balances:**

1. Spring clips are located 12” from the head of the window, in the sash pockets. To remove the sash, pull out the clips to catch the end of the balances.
2. Raise the sash up until balances engage clips.
3. Lift sash up approximately 3” forcing it to one side of the master frame and pulling the opposite side in to remove it from the master frame.
4. To reinstall, place sash approximately 3” above the bottom of the balances, insert one side of the sash into the jamb to allow opposite side to enter the frame.
5. Center the sash inside the frame and lower it onto the balances.
6. Close sash and push in the spring clips.

### **Ultra-Lift Balances:**

1. At the bottom corners of the sash, there are balance carriers attached to the balances. This carrier has a hinged hook held in place by a spring clip.
2. Raise the sash up as far as it will go and release the hooks.
3. Lower sash to approximately 8” above the sill.
4. Raise sash back up to allow hooks to lock into rectangle cutout in window jambs.
5. Remove screws in sash caps located at the top of the sash and remove the sash caps.
6. Lift sash upwards and to one side, pulling the opposite side in to remove it from the master frame.
7. To reinstall, insert one side of the sash into the jamb to allow opposite side to enter the frame.
8. Replace sash caps, making sure that they are fully engaged into the jambs.
9. Replace screws, making sure that the screw head is fully seated in the recess pocket.
10. Lower Sash 1 to 2 inches
11. Press hooks back into clip.

### **Glass Replacement (Sash or Master Frame):**

1. Remove the glazing wedge and aluminum glazing bead.
2. On the exterior side of the sash and fixed lite, use a utility knife and cut between the glass and aluminum frame member. This will cut away the architectural glazing tape and sealant that holds the glass to the aluminum.
3. Remove the glass to the interior.
4. Clean the aluminum frame where the glazing tape had been applied. Toluene or other approved material can be used.
5. Install new glazing tape first across the vertical legs of the frame members.

6. Install the glazing tape on the horizontal frame members. The horizontal tape should overlap the vertical tape and must be pushed firmly against the vertical strip to get a good seal.
7. Apply a heal bead around the perimeter of the glazing tape.
8. Apply a small seam of butyl sealant to all aluminum-to-aluminum joints.
9. Install the setting blocks as originally located prior to the de-glazing operation. (Usually setting blocks are located at the quarter points from each edge.)
10. Clean the edges of the glass with toluene or other approved material, then install the glass, making sure that it is located properly on the setting blocks and glazing tape. Caution should be exercised during this procedure. You often have only one chance to “set the glass” in the proper position, since the architectural glazing tape adheres tenaciously to it.

### **Screen Replacement:**

1. The screen is spring loaded from the side.
2. Remove the sashes per the previous instructions.
3. Push the screen to one side, compressing the spring clip.
4. Hold onto the screen firmly and push the opposite side out to disengage it from the master frame.
5. Pull the screen in through the window diagonally.

### **Balance Replacement:**

#### **Block & Tackle Balances:**

1. Remove the sashes per the previous instructions.
2. Pull balance down to clear the balance clip and remove. Make sure you grip the balance firmly as it will be under tension.
3. Replace the balance by inserting the hook on the back side of the balance in the top slot of the cutouts in the jambs.
4. Pull down and secure the top end of the balance under the clip.

#### **Ultra-Lift Balances:**

1. Remove the sashes per the previous instructions.

2. Hook the curved part of a balance-tensioning tool around the small pin at the end of the balance.
3. Remove the end of the spiral balance from the balance shoe, which rides up and down in the jamb of the master frame. **Use caution**, the spiral balance is under tension. Hold tool firmly not allowing the spiral to unwind.
4. Let spiral reenter tube until hex head is seated within tube.
5. Unscrew the balances and remove them from the jamb track.
6. The Ultra-Lift balance is pre-tensioned by the manufacturer. Do not try to tension the balance.

### **Cleaning and Lubricating:**

1. The glass may be cleaned using commercially available cleaning solutions intended for this purpose.
2. The aluminum portion of the window should be cleaned in accordance with AAMA publication #610 “Voluntary Guide Specification for Cleaning and Maintenance of Painted Aluminum Extrusions and Curtain Wall Panels” or AAMA #609 “Voluntary Guide Specification for Cleaning and Maintenance of Architectural Anodized Aluminum”. Current versions of these publications can be ordered by contacting the Architectural Aluminum Manufacturers Association at 1827 Walden Office Square, Suite 104, Schaumburg, IL 60173-4268. Phone: (847) 303-5664. Fax: (847) 303-5774. Or contact AAMA at [www.aamanet.org](http://www.aamanet.org).
3. The jamb’s balance tracks of the window should be cleaned and lubricated at least once per year and more often if local conditions dictate.
4. To clean the jambs, use a mild non-abrasive cleaner and wipe down the interior pockets of the jamb balance track from top to bottom. Clean the jamb surfaces of the master frame and sash, which are in contact with each other when the sash is opened or closed.
5. A clean, soft cloth should be used to dry the jambs and balance tracks.
6. Lightly spray the entire length of the jamb and balance track with a silicone spray. This will lubricate the window and help it operate more easily and more smoothly.

### **Annual Maintenance/Record Keeping:**

1. Peerless recommends an annual inspection of your windows and installation by a qualified window installer.

2. Check the general appearance of the windows and installation; specifically noting the seal integrity of the insulating glass, proper locking and operation of the window, and all caulking surrounding the window. Check all fin seal weather stripping and Santoprene bulbs for condition and continuity.
3. Clean the window frame and glass as recommended in the “Cleaning” section.
4. Maintain a window log indicating the date of the annual inspection or any other service work performed on the windows. Note the person(s) who did the work, the condition of each window, the specific location of each window, and what service work or cleaning was performed.
5. Submit a photostatic copy of this log when requesting any warranty service work.

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