TECHNICAL GUIDE

Intended for professional installers and qualified service technicians

Sash Adjustment & Calibration Guide

System: Tilt & Turn / Casement / Doors / Sliding
Item: Window – Single Door – Patio Door – French Door (Double Swing / Combo)
Material: uPVC – Aluminum
Tools Required: 5/32" Hex Key (Allen Wrench), Screwdriver

SECTION 1: INTRODUCTION & DIAGNOSIS

Newly installed sashes, especially those with heavy double glazing, may settle slightly after installation due to building movement, temperature changes, or normal material relaxation. This is normal behavior.

If the sash rubs against the frame, drags on the floor, or the handle feels difficult to operate, do not force it. Follow the adjustment steps below carefully.

SECTION 2: CRITICAL PRE-CHECK: "TOE & HEEL" (GLASS SHIMMING)

Before adjusting any hardware screws, confirm that the sash is not structurally sagging due to improper glass packing.

The Concept:

The weight of the glass must be correctly transferred to the bottom hinge using plastic glazing shims (Toe & Heel method).

Verification – The "X" Measurement:

- Measure the diagonals of the sash (from weld corner to opposite weld corner).
- Compare both measurements.
- The Rule: If the difference exceeds 1/8", the sash is structurally out of square (rhombus-shaped).

Action:

Do NOT adjust the hardware screws yet. The glass must be removed and re-packed (re-shimmed) correctly to square the sash before any hinge or cam adjustments are made.

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SECTION 3: ADJUSTMENT SCENARIOS (Windows & Tilt & Turn Doors)

A. PROBLEM: Sash rubs or hits the BOTTOM of the frame

Diagnosis: Vertical sagging.

Solution – Height Adjustment:

- Remove the plastic cover from the bottom hinge.
- Insert the 5/32" Allen key into the vertical adjustment screw.
- Turn clockwise to raise the sash upward.
- Test operation and repeat until the sash clears the bottom frame and moves smoothly.

B. PROBLEM: Sash rubs the SIDE (Locking Side) or hits the striker

Diagnosis: Lateral misalignment.

Solution – Horizontal Adjustment:

- **Bottom Hinge:** Locate the side adjustment screw on the hinge base and turn to move the lower corner left or right.
- **Top Stay / Scissor Hinge:** Open the sash fully and locate the adjustment screw on the top hinge arm. Turn to shift the top of the sash left or right.

Goal: Center the sash evenly within the frame with equal gaps on both sides.

C. PROBLEM: Handle is stiff or drafts are felt

Diagnosis: Incorrect gasket compression.

Solution – Compression Adjustment:

- Locate the locking cams (mushrooms) around the sash perimeter.
- These cams are eccentric (oval-shaped or marked with a dot).
- Using the Allen key, rotate the cam:
  - - Toward the rubber gasket: increases compression (tighter seal, stiffer handle).
  - - Away from the gasket: reduces compression (easier handle, less seal).

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SECTION 4: SPECIAL DOOR ADJUSTMENTS

D. French Doors (3D Adjustable Flag Hinges)

Applies to Double Swing or Tilt & Turn / Swing combinations.

- Vertical Adjustment: Turn the screw located at the bottom of the hinge barrel to raise or lower the door leaf.
- Lateral Adjustment: Turn the side screw on the hinge body to align the gap between the two doors.
- Compression Adjustment: Use the small compression screw (usually at the top of the hinge) to adjust gasket pressure.

E. Sliding Patio Doors

Problem: Door drags on the track or is difficult to slide.

Solution – Roller Adjustment:

- Locate the access holes at the bottom of the sash side profile (often covered by plastic caps).
- Insert a long screwdriver to reach the roller adjustment screw.
- Turn clockwise to raise the sash off the track.
- Adjust both rollers evenly to ensure the panel remains level and locks correctly.

SECTION 5: FINAL TEST

After completing adjustments, cycle the unit through all operating positions. The handle should rotate smoothly without excessive force, and there should be no rubbing or metal-to-metal contact between the sash and the frame or floor.

Important Notice:

These adjustment procedures are intended for experienced installers or service technicians. Improper adjustment may cause damage or affect product performance.

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