

# Quick FAQ: Operating Your Tilt & Turn Windows and Doors

System: **Tilt & Turn / Casement / Doors / Sliding**

Item: **Window – Single Door – Patio Door – French Door** (Double Swing / Combo)

Material: **uPVC – Aluminum**

## Question 1: What do the different handle positions mean?

To operate your windows and doors correctly, think of the handle like a clock face:

### 6 o'clock (Pointing Down)

This is the **Closed & Locked** position. The multi-point locking system is fully engaged on all sides.

### 9 or 3 o'clock (Horizontal)

This is the **Turn Position**. The window or door will swing inward like a standard door for maximum airflow or cleaning.

### 12 o'clock (Pointing Up)

This is the **Tilt Position**. The top of the window tilts inward for secure, draft-free ventilation.

## Question 2: Help! My window is hanging from only one corner! Is it broken?

No, it is not broken. This is a common "**Mishandling Error**" that occurs if the handle is turned while the window is already open.

### The Fix:

- Do not panic. Push the sash firmly back against the frame at the top hinge corner.
- While holding it there, rotate the handle to the **Tilt (Up)** position, then move it back to the **Closed (Down)** position to reset the hardware.

## Question 3: Why won't my handle rotate to the lock position?

The most common reason is that the sash is not fully flush with the frame.

### The Fix:

- Never force the handle, as this can damage the hardware.
- Check for obstructions such as curtains, debris, or toys inside the frame.
- Press the sash firmly against the frame with one hand while rotating the handle with the other to ensure the locking cams align correctly.

## Question 4: How do I open and close my French (Double) Doors?

French doors follow a specific operating sequence:

### To Open:

Open the Primary (Active) Sash first using the handle. Then locate the locking lever or "shootbolt" on the inside edge of the Secondary (Passive) Sash and disengage it to open the second door.

### To Close:

You must close the Secondary Sash first. Engage its shootbolt lever to lock it into the frame. Only after this step can you close and lock the Primary Sash.

## Question 5: What should I do if my sliding door feels stuck?

If the handle on your sliding patio door will not rotate fully, the door panel is likely not fully aligned.

### The Fix:

Push the door panel tighter against the side jamb or frame and try rotating the handle again. Do not force the handle.

## Question 6: How do I prevent drafts or a "loose" feeling?

If a window feels drafty or loose, the locking cams may require professional adjustment to increase gasket compression against the frame.

### Recommendation:

Refer to the Maintenance Guide or contact a qualified service technician for adjustment.

### Important Safety Notice

Always keep windows and doors locked when not in use. Do not allow children to operate window or door hardware without adult supervision.

### Analogy for Quick Understanding

Operating a Tilt & Turn system is like using a high-end camera lens. If you try to force the zoom while the lens is locked, you may damage the precision gears. When everything is aligned and moved smoothly, the mechanism works perfectly every time.