



PROBLEM	CAUSE	SOLUTION
Rods pulling out of bottom of balance on bottom sash.	Balance too short.	Replace with correct balance.
Rods pulling out of bottom of balance on top sash.	Balance too short. Cill stops too short or not fixed.	Replace with correct balance. Ensure cill stops fixed & correct dimensions.
Bracket bent downwards and evidence of damage to bottom of balance tube and in the extreme a bent tube.	Balance too long on top and bottom sashes. In the case of the bottom sash no head stop.	Replace with correct balance. Check if the head stop is fitted & correct dimensions.
Noisy operation of the balances.	Bent rod. Balance not fitted plumb	Replace balance. Refit balance.
Sash not holding up .	Insufficient tension.	Apply more turns equally to each balance.
Sash jumping up.	Too much tension.	Reduce number of turns equally on each balance.
Sash will not hold up even after application of more turns.	Balance probably broken. Balance not strong enough for sash weight.	Replace balance. Check sash weight against limitations of balance.
Balance jams on application of too many turns. Rod will not move at all.	Balance has been over-tensioned and spring has collapsed “gripping the	Balance broken. Check weight of balance & ensure correct balance has been used.
Sash drops at top position but jumps from cill.	Too strong balance for application.	Use a balance of lower weight rating.
Distortion of brackets.	Protruding fixing screws.	Change screws & brackets as required.
Balance takes tension then suddenly loses tension. Rotation often accompanied by clicking noise.	Reverse turns have been applied.	Replace balance but if this fault becomes common, supplier should be contacted, as an error is occurring during fixing.
Pivot bars bending.	Window is “bowed” as a result of installation. Jamb section too small. Pivot bars inserted too far.	Adjust window fixing. Consult extruder. Adjust pivot bars.

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TROUBLESHOOTING FOR TRAVEL RESTRICTORS		
PROBLEM	CAUSE	SOLUTION
Sash is not restricted but restriction is required.	Restrictor not in operating position.	Release spring operated tongue using nylon key provided.
Sash is restricted but not required.	Restrictor not in closed position.	Push spring operated tongue back into restrictor & lock using nylon key.
Restrictor key breaks.	Too much pressure applied to key.	New key can be ordered (Part number: PE40162 (for PE401N) & PE63362 (for PE633)).
TROUBLESHOOTING FOR BAR TILT RESTRICTORS		
Sash won't close after tilting once installed.	The incorrect length of bar is being used or a gap smaller than 3.50mm has been left between the sash & the frame.	Order the correct length bar tilt restrictor & ensure the 3.50mm gap is maintained between the sash and the frame.
The outer frame slide won't fit into the profile.	Incorrect bar tilt restrictor.	Order the correct bar tilt restrictor.
Sash slide carrier stands proud of the sash stile.	Incorrect sash channel.	Order the correct sash channel.
Sash slide carrier is lower than the sash stile.	Incorrect sash channel.	Order the correct sash channel.

TROUBLESHOOTING FOR PIVOT BARS		
PROBLEM	CAUSE	SOLUTION
Sash will not tilt.	Pivot bar & shackle are not properly engaged into pivot shoe.	Lift or lower the pivot shoe, so that the pivot bar leg slides into the cam on the pivot shoe.
TROUBLESHOOTING FOR TILT LATCHES		
Sash will not stay in the upright position.	Tilt latches not properly engaged into the outer frame.	Push sash hard against the gaskets, whilst pulling the operating knob back. Then release the knob, so that the tongue of the latch goes into the outer

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