



Care & operation of horizontal sliding windows

Opening and Closing the Window

Your vinyl sliding window system is designed with integral pull rails for easy operation of the moving sashes. These pull rails are small edges that extend to the inside of the house and spans the entire height of the sashes. Use these to horizontally slide the operating sash. Avoid pushing or pulling on the other sides of the sashes.

Locking the Window

Be sure the operating sashes are in their fully closed position. Otherwise, the lock and latch locations will not align properly and the window may be difficult to lock. Locate the locking location on the meeting rail of the window. With your finger, move the knife latch vertically until it points in the opposite direction. Never force the latch, as this may cause damage to the window or the locking mechanism. If the locking mechanism does not move freely, your window may not be fully closed. Open the sash, close it tightly and try again. To unlock the window, merely move the latch to its original position.

Ventilator Stop

Concealed in the sill track is a spring-loaded stop for the convenience of restricting the sash from opening fully (allows for roughly 2" (50mm) of ventilation). To activate this feature, apply down and sideways pressure to the face of the mechanism and the stop will pop up. To disengage, press down and sideways.

Cleaning Glass

Your sliding window system is designed so the operating sash can be removed from the frame for easy cleaning. Begin by disengaging the lock and slide the sash to the center of the window so that it bypasses the anti-lift stop located in the head of the frame. Grasp the sash in the center on both sides and lift up into the frame. Carefully swing the bottom of the sash away from the frame. Remember, on large units, this sash can be heavy. Take the precaution to have a surface ready to lay it on, or seek help from a second person. The sash can now be removed. If your sliding window has only one operating panel, Ply Gem does not recommend cleaning exterior glass surface from inside the home. Use a hose and a squeegee with a telescoping handle to clean the exterior glass especially for windows located above the ground floor.

While the sashes are removed, clean the sill tracks upon which the window rolls with a vacuum. Tracks should be cleaned with soap and water using a small stiff nylon brush. Never use abrasive materials, scouring pads, steel wool, solvents, thinners or paint removers.

Replace the sashes by inserting the top of the sash into the upper groove of the window frame. Then, while pushing upward, slide the lower part of the sash over the track until it is firmly seated in place. Be sure to return the sashes to their original orientation. This means that the pull-rails should be located toward the interior of the home and the lock should be located on the side of the sash that is closest to the center of the window.

Lubrication and Cleaning

The operating sash in your sliding window moves horizontally in its tracks. These tracks are exposed to outside elements and can collect dust, dirt and debris. A semi annual cleaning is recommended to prevent this material from disturbing the proper operation of the window system. It is recommended to lubricate the top and bottom tracks to enhance operation of the window. A spray silicone or car wax suitable for plastics works well. Do not use petroleum-based lubricants as they attract dirt and will hinder operation. The roller mechanisms are self-lubricating and additional lubricant is not required. However, in areas of heavy pollution or weathering, a light coat of spray silicone may be applied to the rollers to ensure easy operation.