

USA Architectural Double Hung (CADH)

Balance Shoe Replacement

Tools Required

- Flat head screw driver
- Needle Nose Pliers
- Putty Knife (if needed)



1. Remove sash from window frame

- For the bottom sash, raise the sash 4"-6", pull on tilt latch, then tilt the sash towards you. With the sash horizontal, lift it straight up to disengage from the balance shoe.
- For the top sash, pull it down, pull on tilt latch and then tilt the sash towards you. With the sash horizontal, lift it straight up to disengage from the balance shoe.



2. Remove the vinyl balance cover

- Use the flat head screwdriver or a finger under the bottom side of the balance cover and pull to remove.



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3. Remove aluminum jamb liner cover

- In the middle of the jamb, insert the flat head screw driver under the edge of the metal jambliner cover and pull forward to release. Follow the same process for the Wood jambliner cover, if more jambliner flex is needed.

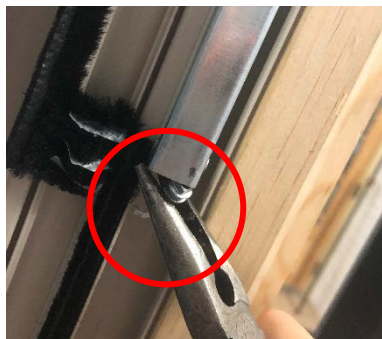


4. Release the bobbin from the balance shoe

- After sash removal, the metal cam opening will be facing up (as in the 1st image below)
- Bring the balance shoe up to meet the edge of the block and tackle balance by using the large flat screwdriver. Turn the cam 90 degrees to release the locking mechanism. (as in the 2nd image below). **(Caution: hold the screw driver securely in the cam. The balance system will be pulling up on the shoe when the tension is released. Improperly releasing the cam could cause injury or damage)**
- Rotate the metal cam until the cam opening is facing up (as in the 1st image below)



- Hold the bobbin securely with a needle nose pliers while releasing
 - **Caution: The bobbin is under tension and will pull up when released. Improperly releasing the bobbin could cause injury or damage)**



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When bobbin is attached

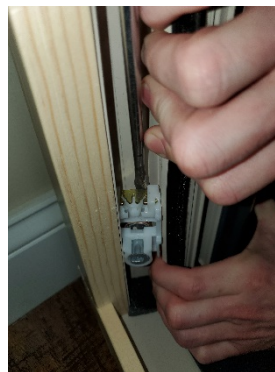


When bobbin is released



5. Remove the balance shoe (this may require 2 people)
 - Now that the bobbin is released, turn the metal cam 90 degrees to unlock the shoe. Lower it to halfway between the balance and the sill. Leave it unlocked.
 - Flex the center section of the jambliner away from the balance shoe to open up the pocket
 - Pull balance shoe out

Flex jambliner center away from the balance shoe



6. Replace the balance shoe
 - Flex the center section of the jambliner away from the balance shoe to open up the pocket
 - Push balance shoe in
7. Attach the bobbin back into the balance shoe (reverse of step 4)
 - Bring balance shoe up to bobbin using flat head screw driver
 - Rotate the metal cam 90 degrees to lock the shoe (metal cam opening will be facing up)

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- Place bobbin in balance shoe using needle nose pliers (do not pinch the string)
- Hook the string to the exterior side of the shoe



8. Put aluminum and wood jamb liner cover and balance cover back in place
9. Re-install the top sash
 - Lower the balance shoes by using the flat head screw driver and then locking in place. The left and right balance shoe should be set at the same height.
 - Set pivot bars of top sash into balance shoe
 - Push sash away from you until it snaps into place. (Be sure to retract tilt latches while engaging to frame)
 - Raise the sash up
10. Re-install the bottom sash
 - Lower the balance shoes by using the flat head screw driver and then locking in place. The left and right balance shoe should be set at the same height.
 - Set lower sash tilt pins into balance shoe
 - Push sash away from you until it snaps into place. (Be sure to retract tilt latches while engaging frame)
 - Slide sash down to lock