



Custom Vinyl Products, LLC
260 Enterprise Drive
Newport News, VA 23603

Double Hung Operating Instructions

- 1) Make sure the sashes are unlocked.
- 2) At this point, the bottom sash will be able to be raised freely, and the top sash will be able to be lowered freely.
- 3) To clean: (use a mild soap and water on frames and any standard glass cleaner on glass. DO NOT use any kind of harsh cleaner on the vinyl frames and sashes. Use of such products can cause damage to the vinyl and WILL void the warranty.)
 - a. Raise the bottom sash up at least 2" (failure to do so will result in a damaged window and such damage will not be covered under warranty)
 - b. At the top corners of the sash there are spring loaded tilt latches. Pull in, towards the center of the window, on the tilt latches, and hold them.
 - c. While holding the tilt latches in the unlocked position, gently pull the sash towards you for cleaning and release the tilt latches.
 - d. To clean the top sash, pull down on the sash until the tilt latches can be operated easily.
 - e. Pull in on tilt latches and gently pull sash towards you for cleaning and release tilt latches.
 - f. When finished cleaning, simply tilt the top sash back up into place and push to automatically engage the tilt latches, then raise the sash all the way back up into place. Then, do the same for the bottom sash, lowering it into place.
 - g. Make sure to reengage the sash locks for security.
- 4) If at any time the sashes do not travel up and down freely, DO NOT force them. They should travel relatively easily. Occasionally during cleaning, the sashes will become "locked out". Simply re-tilt the sash, down passed 90 degrees, then re-tilt it back up into position. The balance system on the window is self-correcting. IF this does not correct the issue, then call the main office at (757)887-3194 and ask to speak to our Service Manager for further assistance.