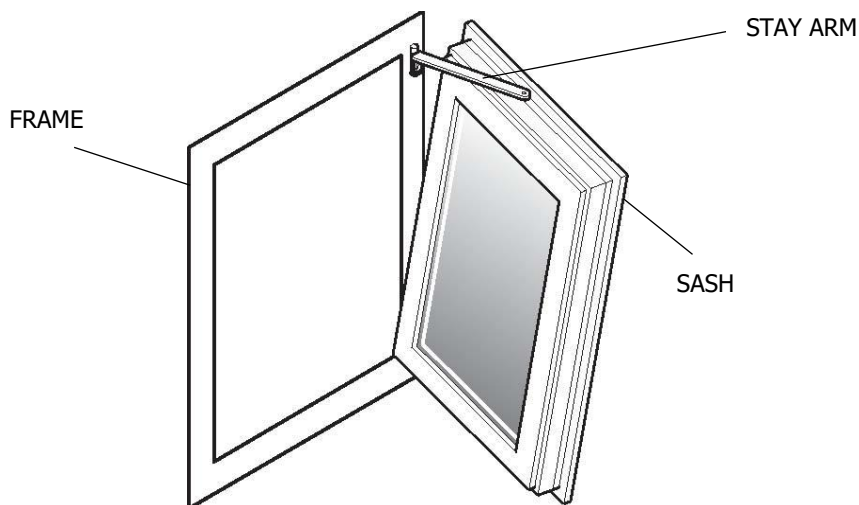


What is a hanging sash?

A sash (the operable part of a window or door) hangs when the top stay arm becomes disengaged. This causes the sash to swing open to one side and hang away from the frame. This can happen when the failsafe switch is accidentally depressed while rotating the handle between the turn and the tilt positions.



NOTE: If a hanging sash happens frequently, it may not be the result of an accidental operating issue. It may be the result of building settlement that causes the sash to be misaligned with the frame. When this occurs, the sash drops and the stay arm lock is unable to engage as designed.

If you believe this may be the case or if you have any questions, contact your Innotech Dealer or our head office at 604.854.1111 or 1.866.854.1122.

What operator type am I adjusting?

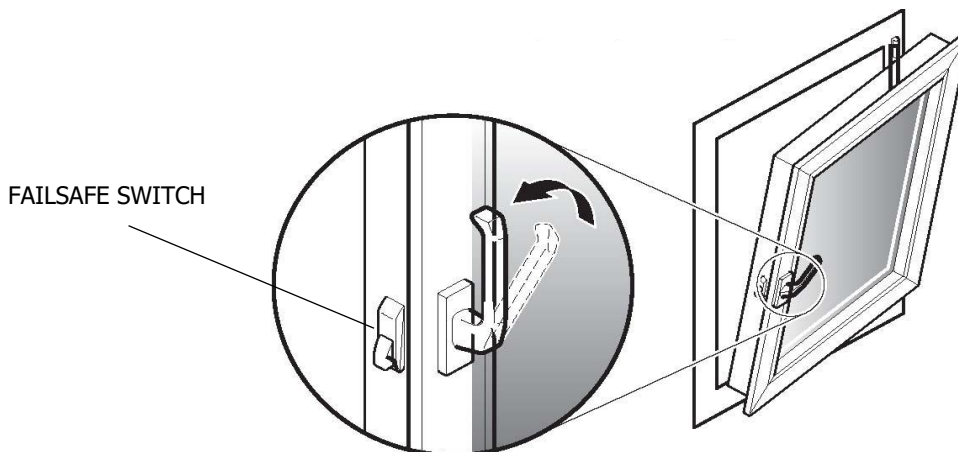
The instructions for resetting a hung sash vary slightly depending on the hardware type:

Hardware Type	Handle Points to Side	Handle Points Up
Turn before tilt (standard)	Sash swings open	Sash tilts inwards
Tilt before Turn (TBT)	Sash tilt inwards	Sash swings open

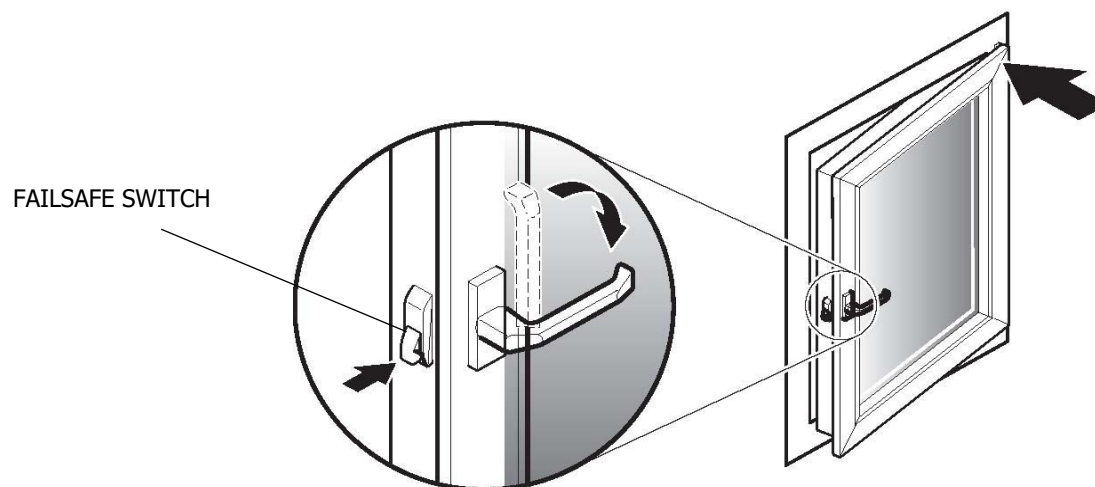
TURN BEFORE TILT (STANDARD) WINDOWS AND DOORS

Most dual action Tilt + Turn Windows and Tilt + Turn Doors open (turn into the room) when the handle points *sideways*.

1. Rotate the handle so it points up in the Tilt position. If at first you cannot rotate the handle, press and hold the failsafe switch, then rotate the handle up to the Tilt position.



2. Gently push and hold the upper hinge corner of the sash against the frame while leaving the sash open.



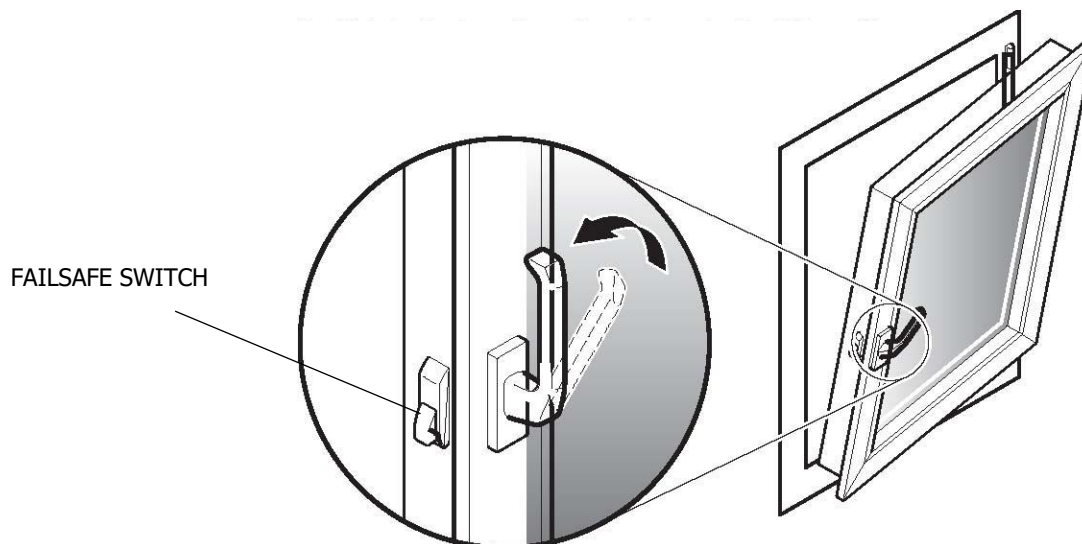
3. Press and hold the failsafe switch then rotate the handle sideways to the Turn position.
4. Release the failsafe switch.

The window or door is now reset in the swing open position and can be operated normally.

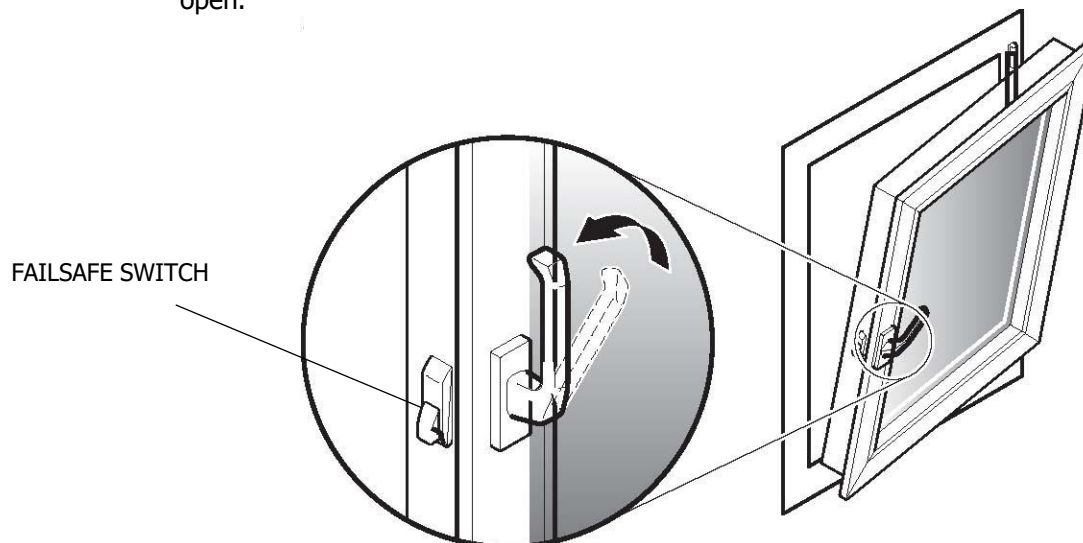
TILT BEFORE TURN (TBT) WINDOWS AND DOORS

Some dual action Tilt + Turn Windows and Tilt + Turn Doors open (turn into the room) when the handle points to up.

1. Rotate the handle to the Tilt position (sideways). If at first you cannot rotate the handle, press and hold the failsafe switch then rotate the handle to the Tilt position.



2. Gently push and hold the upper corner of the sash against the frame while leaving the sash open.



3. Press and hold the failsafe switch then rotate the handle upwards to the Turn position.
4. Release the failsafe switch.

The window or door is now reset in the swing open position and can be operated normally.