

Ultimate Double Hung- Field Service Guide

Sliding Windows Hardware- Ultimate Double Hung

You Will Need to Supply

Flathead screwdriver	Phillips screwdriver
Pry bar	Rubber mallet
Side cutter	Pry bar with 90° elbow

NOTE: (for WUDH only) Damage to the lower wood fillers may occur when removing from jamb carrier and require replacement. Bottom wood filler part number W2018.

NOTE: Numbers listed in parentheses () are metric equivalents in millimeters rounded to the nearest whole number.

Installation Package	
Description	Part Number
1- Pair jamb carrier gaskets	10500510
2-#7 x 7/8" screws	11800727
2-Hardware clips	11860044
2- Clutch pocket plugs	10500504
2- Sash stops	BG-10500524 WH-10500523
2-Check rail pads	BG-10500508 WH10500509

Jamb Carrier Removal

1. Remove both the top and bottom sash as described in the Marvin Owner's Manual.
2. Once the sash have been removed and the clutches are in a locked position, lightly mark the clutch heights on the jamb with a pencil. See figure 1.

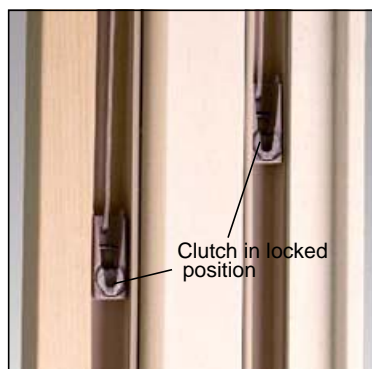


Figure 1

3. Use a flathead screwdriver to unlock the clutches, grip the screwdriver firmly with both hands and rotate the clutch 1/4 turn and slowly raise the clutches to the bottom of the balance tubes. See figure 2.

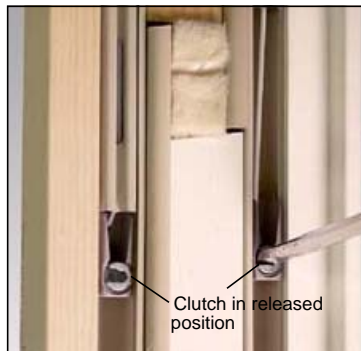


Figure 2



CAUTION

Clutches are under extreme spring tension.

4. Remove the check rail pads. See figure 3.



Figure 3

5. Remove the head jamb parting stop with a pry bar. See figure 4.



Figure 4

- Remove the #7 x 7/8" Phillips head screw. See figure 5. **Skip this step if product was produced prior to 10/22/2007.**



Figure 5

- Use the flathead screwdriver to remove the lower fillers from the jamb hardware assembly. This is best done by placing the flathead screwdriver into the space opened by the removed check rail pad. Loosen both corners of the jamb fillers from the notches before trying to remove them, to reduce the possibility of damage to the fillers. See figure 6.



Figure 6

NOTE: Remove in a gentle manner taking care so as not to break or damage the filler. Clad filler shown.

- From the exterior, pry out the jamb hardware assembly using a pry bar by placing it into the bottom filler channel, hooking it into the notches on the side, and levering it out. See figure 7.



Figure 7

Balance Tube Replacement

- Carefully remove the jamb carrier gasket from the head jamb end of the jamb carrier. Slide both balance tubes up 3" (76) and remove the existing S-hooks. See figure 8.



Figure 8

- Use a pliers to gently lift up 3"-4" (76-102) of the jamb weather strip from the jamb carrier. See figure 9. Lower the wood filler about 3" (76).



Figure 9

NOTE: Jamb carriers shipped from the factory will already be prepped.

- Turn the jamb carrier over and remove 1 1/2" (38) of the jamb carrier between the balance tube and rivet pins. See figure 10.

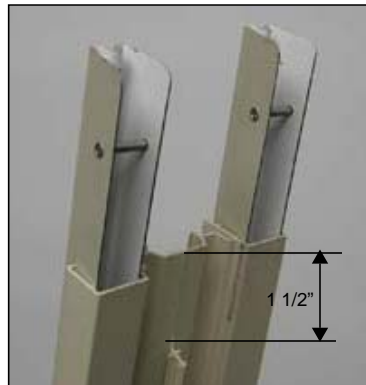


Figure 10

4. Install the hanger clip on the top edge of the jamb carrier between the balance tube and rivet pins. See figure 11.

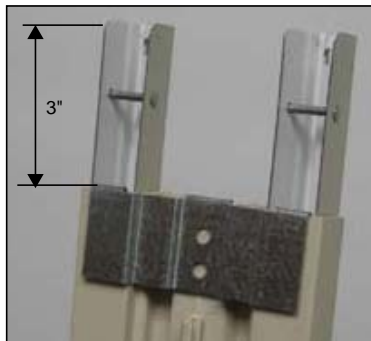


Figure 11

5. Slide the balance tubes back down into the hanger clip hooks until you hear a “click”. See figure 12. Look down from the top of the assembly to insure that the pins are in the proper location on the hanger clip hooks; if not, pull balance tube back and repeat step.



Figure 12

NOTE: The wood filler has to be kept below the new hardware clip in order to install 7/8" long screws through the clip. After installation slide the filler up to the pad.

6. Install the top gasket back onto the jamb carrier. See figure 8.

Jamb Carrier Replacement

1. Insert the bottom filler into the jamb hardware assembly by sliding it into its respective channel. See figure 13.



Figure 13

2. Seat the jamb assembly facing towards the exterior first, and press the remainder of the assembly into the jamb pocket. See figure 14A and figure 14B.

NOTE: If the filler is not fully seated, place a cloth over the wood filler for protection. Using a rubber mallet; start tapping at one end and work your way up the filler. Continue until the filler is fully seated.

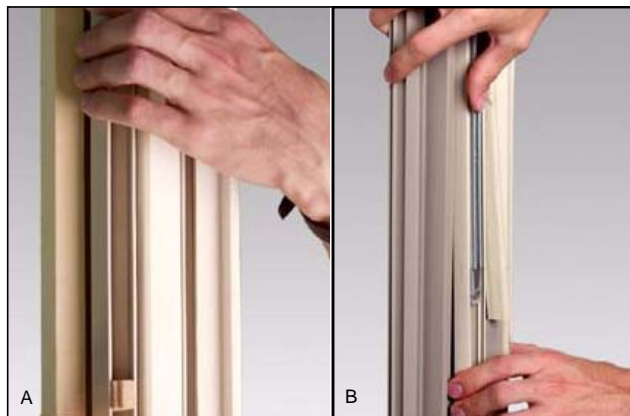


Figure 14

3. Install a #7 x 7/8" Phillips head screw, tighten until seated. See figure 15. **Skip this step if product was produced prior to 10/22/2007.**



Figure 15

4. Slide the filler up against the head jamb. Install the check rail pads and head jamb part stop.
5. Hold the screwdriver firmly and slide the clutch assemblies down the jamb carrier to the pencil marks. See figure 1 and figure 2. Rotate the balance clutch cam to the open locked position (cam opening up). Release the screwdriver carefully from the clutch assembly (it must lock in place or damage will occur). Compare clutch height from the sill for the sash affected. They must be within 1/8" (3) of each other or damage may occur when sash are reinstalled. Adjust height as needed.
6. Reinstall sash and check for proper operation.