



# Earthwise<sup>TM</sup>

## Vinyl Windows

### CUSTOMER SERVICE BULLETIN

#### How to reposition balance shoe.

Earthwise<sup>TM</sup> windows are designed for easy operation and outstanding energy conservation. Proper maintenance is essential for providing these benefits.

Step 1. Confirm that the left and right balance shoes are at the bottom of the window.



Step 2. With a flat blade screwdriver, rotate the slot on the balance shoes so they are in the "U" position. Use both hands. The shoe may spring up.



Step 3. Position shoes so they are 2" from the bottom.



Step 4. Place the flat section of the sash pivot bar into the "U" part of the shoe. Do both sides at the same time. Tilt sash up to normal position. Confirm that tilt buttons have engaged into frame.



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