

Sash Won't Stay Up – Out of Shoe

Tools Needed

- Small, flat head screwdriver



Locate shoe locked at bottom

- Align flat screwdriver in slot
- Caution : Strong tension from the balance coils may warrant the use of both hands
- Rotate ¼ turn, clockwise to release break



Sash Won't Stay Up – Out of Shoe

- Slide shoe up several inches above sill
- Rotate ¼, counterclockwise to relock shoe



Slide sash down

Sash Won't Stay Up – Out of Shoe



- Activate tilt latches
- Tilt 90 degrees inward to engage pivot pin into shoe
- Swing sash to horizontal position
- Pin should align back into shoe



- Swing sash into vertical position
- Engage tilt latches
- Sash should now stay up

Sash Won't Stay Up – Out of Shoe



If sash does not stay in raised position -

- This is likely due to a pivot pin which is not engaged with balance shoe

- See

[Remove Double Hung Sash](#)
[Install Double Hung Sash](#)