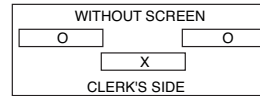


## Installation Instructions

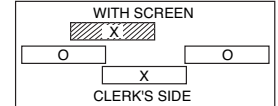
### DW Series Horizontal Sliding Service Windows (Series 1800 Thru 5200)



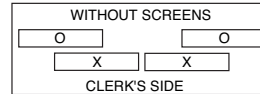
Horizontal Sliding Windows are available in 10 Standard Series. For diagrams shown here, designations are as follows:  
O = Fixed Panel  
X = Sliding Panel



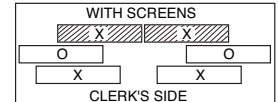
SERIES 2600 - OXO



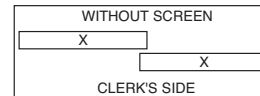
SERIES 2800 - OXO



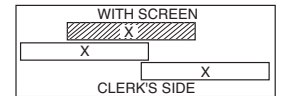
SERIES 3400 - OXXO



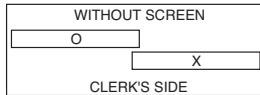
SERIES 3600 - OXXO



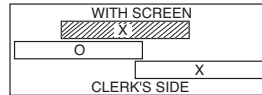
SERIES 4200 - XX



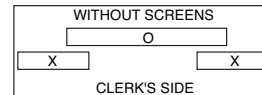
SERIES 4400 - XX



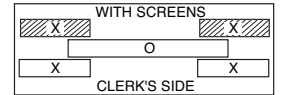
SERIES 1800 - XO or OX



SERIES 2000 - XO or OX



SERIES 5000 - XOX



SERIES 5200 - XOX

## IMPORTANT: PLEASE READ BEFORE INSTALLING THE WINDOW

**The following instructions will reduce your chances of experiencing problems during installation, and ensure smooth, trouble-free operation of these windows.**

The DW Series Horizontal Sliding Service Window is designed for heavy-duty commercial use such as fast food restaurants, pharmacies, dry cleaners or anywhere a high quality service window is required. It can be used for interior or exterior applications.

### INSTALLATION REQUIREMENTS

The DW Series Horizontal Sliding Service Window is designed for an obstruction free sill that allows for convenient transactions. A full bottom track is available as an option. Installing this window following the instructions will ensure that the window operates properly.

1. All windows include a pile weatherstrip along the bottom of the sliding panel. This pile must be in contact with the counter or sill to achieve the proper seal.
2. It is important that the distance between one side jamb to the other, is the same from the top of the window to the bottom and all areas in between. It is also important that the distance between the top header and the bottom sill is the same all the way across the window. This will assure even and constant gliding of the sliding panel(s) in the overhead track. For more information on how to confirm square conditions, contact CRL's technical sales department.
3. The two above requirements must be met at the time of installation. If the counter/sill is level and the opening is plumb, there should be no problem in meeting the requirements (proceed to Installation Procedures for a Level and Plumb Opening with Proper Clearances) However, if the counter/sill is not level or the opening is out of plumb, adjustments will have to be made (proceed to Installation Procedures for Out of Square Openings).

## Installation Instructions

### DW Series Horizontal Sliding Service Windows (Series 1800 Thru 5200)

#### WINDOW CHECKLIST

1. Remove the window from package and inspect as soon as received. Advise CRL immediately if any damage is noted.
2. Remove packing wood dowel from sliding panel channel.
3. Before opening and closing the window, read the Latching Information (see page 3).
4. Re-tighten all the screws, as some may have loosened during transit.
5. Bench test this window before installation.

#### MATERIALS INCLUDED

Window and Components

#### MATERIALS RECOMMENDED (NOT INCLUDED)

- |                                            |                                                         |
|--------------------------------------------|---------------------------------------------------------|
| 1. CRL Cat. No. 199 Utility Knife          | 4. CRL Cat. No. M64 Construction Sealant (Select Color) |
| 2. CRL Cat. No. 1973 Glass Cleaner         | 5. CRL Cat. No. NWS9 Tapered Wood Shims                 |
| 3. CRL Cat. No. 1550 Lint Free Shop Towels |                                                         |

#### INSTALLATION PROCEDURES

##### (FOR A LEVEL AND PLUMB OPENING WITH PROPER CLEARANCES)

1. Check the opening to be sure it is square and has the proper clearances.
  - a) Wall opening width must be 1/2" (minimum) more than the window width.
  - b) Wall opening height must be 1/4" (minimum) more than the window height.
2. To secure the window in the opening, the following steps should be taken:
  - a) The window comes pre-drilled and countersunk in both side jambs and the header, for installation. If additional securing is required, drill and countersink holes appropriately. Make sure that the countersink is deep enough to accommodate the entire screw head, leaving it flush or slightly below the surface.
  - b) Slip the window into the opening with the bottom of the side channels setting on the base. Starting at the top, shim both sides with CRL Cat. No. NWS9 Tapered Wood Shims (not included) equally in the opening. This can be easily accomplished by inserting the shims opposing each other (one from the outside and one from the inside). Gently push them together until you have filled the equally spaced gaps. Now secure the top of each side jamb with the Flat Head Screws (provided). Do not tighten the screws at this time, just snug them in place. Continue the shimming and securing process down both sides of the window, allowing the exact same space that you allowed at the top. After this procedure is completed, with clearances and squareness checked, gently tap the tapered shims together to achieve a tight fit. Tighten the screws. Now shim across the top of the window using the same procedures as listed above for both sides.
  - c) Check the operation of the window at this time. Does the window slide freely? If not, the window has probably been installed improperly. Review Installation Procedure above to ensure proper installation. If the window is installed properly but still does not slide freely, call CRL for assistance.
  - d) After everything is operating smoothly, take a CRL Cat. No. 199 Utility Knife (not included) and trim off any excess Tapered Wood Shims (not included) protruding beyond the window frame.
  - e) Caulk around the perimeter of the frame with CRL Cat. No. M64 Construction Sealant (not included).
3. Clean the window thoroughly with CRL Cat. No. 1973 Glass Cleaner (not included) and CRL Cat. No. 1550 Lint Free Shop Towels (not included).

# **Installation Instructions**

## **DW Series Horizontal Sliding Service Windows**

### **(Series 1800 Thru 5200)**

#### **INSTALLATION PROCEDURES**

#### **(FOR AN OUT OF SQUARE OPENING)**

1. Read the preceding Installation Procedures (For Level and Plumb Openings). This will familiarize you with the steps needed to complete a proper installation. Then refer to Step 2 below for corrective actions if the opening is out of square.
2. If the counter/sill is not level but can be shimmed to a level position, all that is required is an opening above the counter/sill large enough to accommodate the frame set, with the jambs plumb and spaced evenly from top to bottom. Out of square side clearances can be compensated for with NWS9 Tapered Wood Shims (not included). If the counter/sill is level but the opening is out of square, you still only need a large enough opening above the counter/sill to accommodate the frame set, with the jambs plumb and spaced evenly from top to bottom. If neither of the above solutions solve your out of square problem, re-work your opening, or call CRL for possible alternate solutions.

#### **UNITS WITH FULL BOTTOM TRACK**

#### **(OPTIONAL ITEM)**

It is the installers choice to create weep holes in the window depending on the installation and the needs of the customer. The most common practice is to drill holes through the walls of the outer channel of the bottom track. Deburr and clean the holes thoroughly.

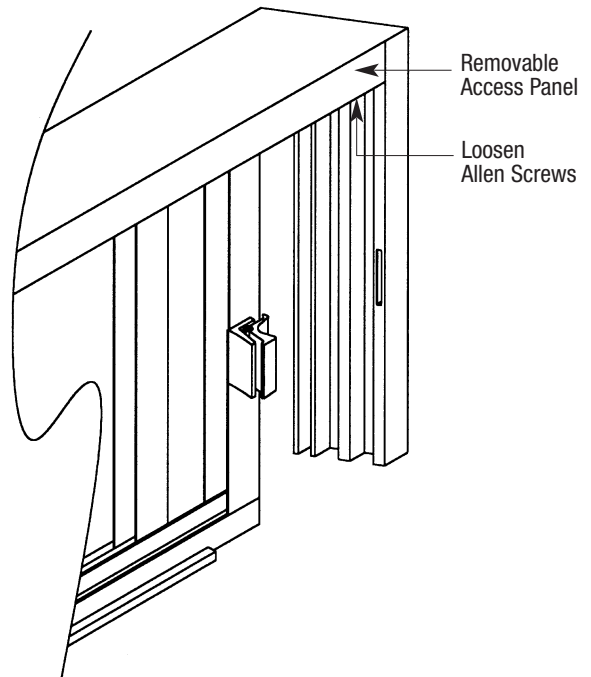
#### **SELF-LOCKING HANDLE**

Locking is effortless when window is installed properly.

- To lock the sliding panel, slide towards the outside of the window. A click sound indicates that window is properly locked.
- To unlock the sliding panel, squeeze the Self-Locking Handle and then slide towards the inside of the window.

Be aware that any deviation in the installation process might affect lock operation and can cause problems (see procedure for proper installation). Lock will be inoperable whenever:

- Wall opening is not square, true, and right size.
- Window unit is not plumb and square.
- Aluminum parts are not aligned and straight.
- Lock slots in the frame are not free of obstruction.  
The lock will not operate correctly if dirt/sealant/etc... is allowed to build up in the slot.



#### **MAINTENANCE**

The DW series of windows are designed for minimal maintenance needs. Contact CRL for cleaning or re-glazing instructions.