

What to check first.

Most calls end at one of these. Each is something building staff can do safely from inside the room.

What you see	Check this first	Then
1 Water on the inside sill	Open the window and clear the drainage slots in the bottom of the frame. Pour a cup of water in and watch it leave on the outside.	Still wet, or wet where two windows join: request service.
2 A draft at a closed window	Check that the handle is fully down. Look round the gasket and press back any length that is out of its groove.	A torn or flattened gasket is replaced. Ask for the part.
3 The handle is stiff	Do not force it. Clean the fittings, oil the moving parts and work the handle a few times.	Still stiff: request service.
4 The handle is loose	Turn the cover plate at its base. Tighten the two screws under it.	
5 The window rubs, has dropped, or will not lock	It needs an adjustment. A trained super with the adjustment tool can make it.	No trained person on site: request service.
6 Fog between the panes	It cannot be cleaned. The seal of the glass unit has failed, and the unit is replaced from inside the room.	Request service. See the warranty below.
7 The sliding door is hard to slide	Check that the lever is fully up. Clean the track.	Still hard: request service.
8 The window opens only a few inches	That is the limiter doing its job.	Nothing to fix.