

WINDOWS • DOORS  
**Andersen**<sup>®</sup>

Caring For  
Your Andersen<sup>®</sup>  
Casement &  
Awning Windows

WINDOWS • DOORS  
**Andersen**<sup>®</sup> 

The complete Andersen Owner-To-Owner<sup>®</sup> limited warranty  
is available at: [www.andersenwindows.com](http://www.andersenwindows.com).  
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**A**ndersen® windows are designed for beauty, efficiency and convenience. This booklet shows you how to care for your windows — how to help keep them looking and working like new.

If you have questions about your Andersen windows that are not answered in this booklet, please contact your Andersen dealer.

The instructions contained in this booklet are general guidelines only. For additional service procedures, installation guidelines, product information or support log on to: [www.andersenwindows.com](http://www.andersenwindows.com). You may also call Andersen customer service toll-free at 1-888-888-7020.

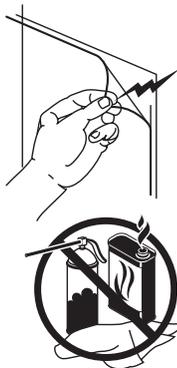
*Thank you for buying Andersen products.*



Please read the following manufacturer's instructions for proper care and maintenance of Andersen® products.

## ⚠ WARNING

- If a ladder or scaffolding is needed to reach and remove the protective film from the glass, make sure ladder or scaffolding is secure and care is taken during removal of the film. Failure to do so may result in injury.
- Protective film may pose suffocation hazard to children. Properly dispose of film immediately after removal and keep out of reach of children.
- Peeling off protective film may result in a static charge that could cause a shock or spark.
- Static charge and spark can pass through to the OTHER SIDE of glass.
- Solvents, cleaners and foam insulation must be dry and all flammables must be properly stored before removing protective film.
- Misting glass with water may reduce static charge and spark.
- For best results, protective film should be removed within 9 months of installation in temperatures above 32°F.



### REMOVE FROM AREA:

- Thinners
- Cleaners
- Mineral spirits
- Foam insulation cans
- Solvent-soaked rags

## ⚠ CAUTION

- Glass on Andersen® 200 Series windows is protected by a translucent film.
- Andersen® 400 Series products come standard with High-Performance™ Low-E4™ glass. This glass package has a low-maintenance exterior coating and removable protective film. The low-maintenance exterior coating is highly durable but may be damaged by scratching with hard objects. DO NOT use metal razor blades to clean glass or remove paint/stain from glass surface. Scratching of the exterior glass surface could damage the low-maintenance coating.
- DO NOT use metal razor blades to remove the protective film. Peel back protective film at a corner using a fingernail or clean plastic scraper.
- DO NOT allow any sealants (including silicone) to contact the exterior glass surface. Sealants may cause damage to the exterior low-maintenance coating of the glass.
- DO NOT use abrasive cleaners on any glass surface, or on the exterior of High-Performance™ Low-E4™ glass.
- DO NOT apply any after-market films to glass. Thermal stress conditions resulting in glass damage may occur.
- Tape glass edge with painter's tape prior to finishing or painting. Protective film is not a substitute for edge masking.
- The use of movable insulating materials such as window coverings, shutters and other shading devices may damage glass or vinyl. In addition, excessive condensation may result, causing deterioration of the window unit.
- Acid solutions used to wash masonry will damage glass, fasteners, hardware and metal flashing. Follow the acid solution manufacturer's instructions carefully. Protect and/or cover Andersen products during cleaning process to prevent acid contact. If acid does come in contact with window unit, immediately wash all surfaces with clean water.

Before painting or staining Andersen® products, please familiarize yourself with these general finishing guidelines:

DO NOT paint weatherstripping, gaskets, interlocks, jamb liners, silicone beads, insect screens or any surface that has sliding contact with other parts.

DO NOT allow painted surfaces to come in contact with other surfaces until thoroughly dry.

For a clean, attractive stained appearance, the use of a pre-stain or primer is strongly recommended.

Abrasive cleaners or solutions containing corrosive solvents should not be used on Andersen® products.

Before painting, use a fast-dry alkyd primer.

Properly prepared wood surfaces absorb finish materials more easily. Prior to finishing wood interiors, lightly sand the surfaces with fine sandpaper or steel wool. Sandpaper and steel wool should not contact glass surface. Remove dust particles with a soft, dry cloth.

## WARNING

- Sanding, staining, painting, varnishing and other finishing procedures should always be done in well-ventilated areas. Follow all manufacturer's warnings, cautions and instructions. Failure to do so may result in injury or illness.

## Exterior Finishing

Thoroughly read the paint or stain manufacturer's instructions prior to applying the finish. Failure to do so may result in poor appearance or damage to your window.

The exterior frame of Andersen® casement and awning windows is covered with rigid vinyl. Paints and stains may cause damage to the rigid vinyl exteriors. Sandtone or Terratone® color frame exteriors may be painted any color lighter than Terratone color using quality oil-base or latex paint. Submit color samples to Andersen for approval when painting White-colored units any other exterior color. Submit color samples to Andersen for approval when painting Sandtone or Terratone colors or any color darker than Terratone. Do not paint units with Forest Green-colored exteriors. Creosote-based stains should not come in contact with Andersen products. For vinyl painting instructions and preparation, contact your Andersen dealer. Andersen does not warrant the adhesion of paint to vinyl surfaces.

Prior to finishing the sash exterior, lightly sand the sash with fine sandpaper or steel wool. Care should be taken to avoid contact of abrasive materials to the glass surface. Use painter's tape around the perimeter of the sash and grilles to further protect the glass surface during finishing. Andersen 400 Series and 200 Series products come standard with protective film which should be removed after installation, construction, finishing and cleaning has been completed. Remove dust particles with a clean, dry cloth, and then apply a fast-dry alkyd primer. Paint can be applied according to paint manufacturer's instructions.

## Interior Finishing

To finish the natural wood interiors, use a high-quality oil-base stain, oil-base paint or latex paint. Properly mask off the perimeter of the sash using painter's tape. Apply paint or stain with the window open, and do not close it until the finish is completely dry. All stains should dry overnight before topcoat is applied. After staining, the surfaces should be topcoated with a quality conventional lacquer, varnish, or polyurethane. Never clean up paint or stain on glass surface with a metal razor blade. Use a clean cloth or clean plastic scraper to avoid damage to the glass surface.

### CAUTION

- DO NOT expose unfinished wood to high moisture conditions, excessive heat or humidity. Finish interior wood surfaces immediately after installation. Unfinished wood surfaces will discolor, deteriorate, and/or may bow or split. Finish interior wood surfaces immediately after installation.
- DO NOT stain or paint weatherstrip, silicone beads, vinyl, glass or hardware.

## Specialty Windows

Andersen® specialty units include Flexiframe®, custom arch, arch, Springline™, Circle Top™, quarter round, elliptical, circle and oval windows. The maintenance and finishing directions for these products are the same as for casement/awning windows.

Please read and follow all cautions and directions when painting or cleaning both the low-maintenance exteriors and natural wood interiors.

## Finishing Vinyl Interior Grilles

There are two types of Perma-Fit® vinyl grilles: narrow-profile grilles and wide-profile grilles. Older windows may feature narrow-profile grilles, which are available for replacement only and require no painting or staining. The interior surfaces of wide-profile grilles can be ordered with a factory-applied Tycote® coating that allows for finishing. Remember, wide-profile grilles with this coating can be painted or stained on **their interior sides only**. Thoroughly read the paint or stain manufacturer's instructions prior to applying the finish. Failure to do so may result in poor appearance or damage to your grilles.

## Finishing Tycote® Finish Grilles

**Painting Tycote® finish grilles:** Start by cleaning the grilles with mild soapy water. Rinse thoroughly, and make sure the grille is completely dry before applying a high-quality oil-base or latex trim paint. If paint runs onto the exterior grille surface, allow it to dry, then remove it with a dry cloth and a small amount of mineral spirits.

### CAUTION

- DO NOT sand any part of vinyl grilles. Do not use paints, stains or resins containing lacquer thinner, turpentine, xylene or toluene on grilles. Excessive use of mineral spirits may damage grilles.

**Staining Tycote® finish grilles:** Start by cleaning the grilles with mild soapy water. Rinse thoroughly. Make sure the grille is completely dry, then apply a high-quality gel stain. With a clean/dry brush, go over the grille again to remove any excess stain in the grille recesses. Allow the stain to dry thoroughly, and apply a polyurethane or compatible finish topcoat to the stained surface.

## Finishing Wood Interior Grilles

### CAUTION

- Thoroughly read the paint or stain manufacturer's instructions prior to applying the finish. Failure to do so may result in poor appearance or damage to your grilles.

The exterior side of each wood interior grille is painted to match the window's exterior. This side should not be finished. Always finish removable grilles before installing them on the sash. Prior to finishing the interior side, lightly sand the inside face of the grilles with fine sandpaper or steel wool. Remove dust particles with a soft, dry cloth. Use a high-quality oil-base stain, oil-base paint or latex paint. Apply paint or stain in an open, well-ventilated area. All stains should dry overnight before further finishing is attempted. After staining, the grille surfaces should be finished with a quality conventional lacquer, varnish, or polyurethane.

## Cleaning Casement & Awning Windows

To keep Andersen® products attractive and functioning efficiently, you should clean them occasionally. In most regions they may require cleaning only a few times per year. However, some coastal areas, industrial areas or agricultural areas contain high amounts of airborne particles and may require more frequent washing of your windows.

### WARNING

- Use extreme care when working around window openings. Never leave a window opening unattended when children are present. Falling from a window opening may result in injury or death.
- Use of ladders and/or scaffolding and working at elevated levels may be hazardous. Follow equipment manufacturer's instructions for safe operation. Use extreme caution when working around window and door openings. Injury and/or falls could occur.



Fig. 1

Most Andersen® casement windows can be washed from the inside. Simply open the window fully and reach between the frame and sash (*Fig. 1*). Wash the sash from the inside, using caution to avoid accidental falls or mishaps.

Andersen® awning windows may be washed from the inside. The first step is to disengage the rod from the sash (*Fig. 2*). Open the sash about five inches and grasp the rod where it attaches to the sash. Lift upward to disengage the plastic shoe from the sash bracket.

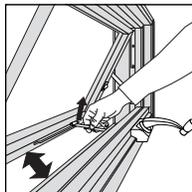


Fig. 2



Fig. 3

Crank the operator arm to the closed position to get the rod and shoes out of the way as you clean. Pull the top of the sash inward, and place a piece of scrap wood on top of the sash — propping it in the open position (*Fig. 3*).

To remove dust, dirt, smoke, film, soot and salt spray use a mild detergent water solution and a soft cloth or brush. To remove heavy dirt or grime from glass, first wipe loose debris from the glass surface with a soft, dry cloth. Then apply a cleaning solution, such as mild soapy water, vinegar or a liquid window cleaner, and wipe in a circular motion. Remove cleaning solution with a squeegee or a clean, lint-free cloth. Do not use abrasive cleaners on the exterior of High-Performance™ Low-E4™ glass. **As a general practice, you should never clean glass in direct sunlight. To avoid damage to the glass, never use razor blades on glass surface.**

To clean vinyl exteriors, use a mild detergent and water solution and a soft cloth or brush. Abrasive cleaners or solutions containing corrosive solvents should not be used. For persistent dirt or grime, Mr. Clean® or Soft Scrub® brand cleansers or a mixture of water and alcohol or ammonia can be used.

Casement and awning hinges need to be cleaned and lubricated occasionally to eliminate squeaking and binding. Hardware screws, especially hinge screws, should be periodically inspected and tightened if necessary. Wind buffeting the sash over time can loosen hardware fasteners. Remove grease or debris with a soft, dry cloth, then lubricate hinges and all other moving parts with a dry silicone spray. Lubricants or harsh abrasive cleaners are not recommended. Dry silicone spray may be purchased from your local hardware store.

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## Cleaning Grilles and Insect Screens

To remove dust, dirt, smoke, film, soot and salt spray from grilles, use a mild detergent water solution and a soft cloth or brush. To remove grease, oil or industrial solids, you may need to use stronger solutions such as Mr. Clean®, Soft Scrub® or rubbing alcohol. Glass surface should not come in contact with any abrasive materials. Conventional insect screens and TruScene® insect screens are best cleaned with a soft cloth or sponge.

“Mr. Clean” is a registered trademark of the Procter & Gamble Company.

“Soft Scrub” is a registered trademark of the Clorox Company.

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## Maintaining Andersen® Hardware

Your Andersen® hardware has been manufactured of high-quality, fine metal. Fine metal requires periodic attention to maintain its beauty and characteristics. Climate, location, and exposure to corrosive environments such as industrial areas, pesticides, herbicides, or salts can affect the hardware's beauty and characteristics.

### CAUTION

- DO NOT use or apply harsh chemicals, abrasives and/or cleaners. Product damage could occur.
- DO NOT refurbish hardware. Contact a professional hardware restorer for refurbishing.

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## Bright Brass, Antique Brass, Satin Nickel, Distressed Nickel, White or Stone

- Wash hardware using a mild detergent and a soft cloth. Andersen bright brass and satin nickel hardware finishes are protected with a physical vapor deposition (PVD) coating process resulting in a beautiful finish that's resistant to scratching, corrosion and tarnish. Andersen satin nickel and bright brass are covered by the same 10-year transferable limited warranty.

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## Polished Chrome or Brushed Chrome

- Wash hardware using a mild detergent and a soft cloth. Avoid abrasive cleaners, pads, or brushes.
- Polish chrome finishes using a commercially available chrome polish following manufacturer's instructions.

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## Oil-Rubbed Bronze or Distressed Bronze

- Handling and frequent use create the bronze patina that is the hallmark of the oil-rubbed bronze and distressed bronze finishes. Oil-rubbed bronze and distressed bronze are "living finishes" with no protective coating. With use, your hands will polish away the darker material exposing the bronze beneath. The appearance of these finishes will vary depending on usage and environmental conditions.
- Occasionally apply light mechanic oil to deepen the color and sheen of the product. Cover metal parts with oil entirely, allow the oil to stand for a few minutes, then gently rub off excess using a clean cloth.

**Note:** For additional hardware performance and warranty information visit our website: [www.andersenwindows.com](http://www.andersenwindows.com)

### Removing/Installing Standard Insect Screens

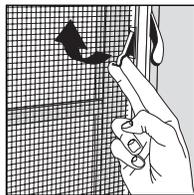


Fig. 4

To remove casement and awning insect screens, unlock the wing fastener blades (Fig. 4) and lift the insect screen from the sill. To reinstall the insect screen, simply reverse the procedure, inserting the top of the insect screen first, then re-engaging the wing fastener blades. Make sure the wing fastener blades are completely engaged in the window frame.



Fig. 5

### Removing/Installing Grilles

Most Andersen® casement and awning windows have interior slots for easy grille removal and attachment. To remove grilles, carefully pull the grilles away from the sash slots, one at a time. To install grilles, start at the sash bottom. Apply firm pressure, snapping them into place as you work your way up (Fig. 5). You may have to bow the grille slightly as you install it, but excessive bending may damage it. Avoid catching your fingers under the grille during installation.

Some older Andersen® casement and awning windows, and other units such as elliptical, circle and oval windows, do not feature pre-installed slots or grommets. On these units, you must secure the grilles yourself, using a metal starter tip and attachment clips (Fig. 6). (Packaged with the grilles.)

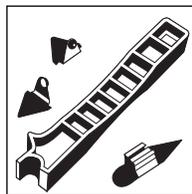


Fig. 6

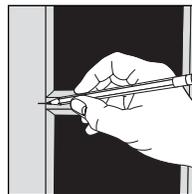


Fig. 7

The starter tip is a simple tool used to make small starter holes in the glazing bead around the interior perimeter of the glass. The attachment clips slide into these small holes and attach to the grilles, holding them in place. Start by placing the grilles in position against the windows. Use a pencil to mark the locations of the attachment clips (Fig. 7).

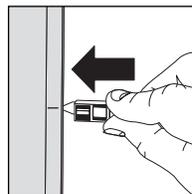


Fig. 8

(Each grille end that contacts the sash should be secured by a clip.) Then, carefully press the starter tip into the marked points to create starter holes in the glazing bead (Fig. 8). Press the clips into the starter holes (Fig. 9), and snap the grille into position.

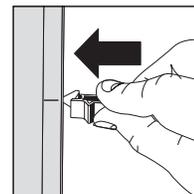


Fig. 9

### Replacing Glass Panes

In most cases, it is easier and more economical to replace the entire window sash, rather than the glass. If a window pane is broken, always cover the damaged area with tape for safety – and cover the floors to avoid damage from falling glass. Consult a qualified glazier or Andersen dealer.

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### Adjusting Casement Sash

If the window is sticking, check to make sure channels and moving parts are free of paint, stain, dirt or corrosive materials. Clean and lubricate as needed. If trouble persists, the sash may be out of square.

As homes settle, window operation can be affected. Some newer casement windows feature hinges with adjustment inserts, which allow the sash to be adjusted 1/16" up. These inserts are found on the bottom hinges. To use these inserts, the hinges must be disengaged from the sash. It is advisable to consult an Andersen window professional before undertaking this procedure.

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### Adjusting Hardware

If the operator handle should slip off or loosen, tighten the set screw, making sure the handle is flush with the cover (Fig. 10). Leaving handles and set screws loose may cause stripping. On casement windows with two locks, always engage the bottom lock first.

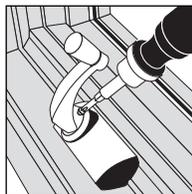


Fig. 10

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### Avoiding Trouble

Movable insulating materials such as window coverings, shutters and other shading devices may cause thermal stress or excessive condensation, damaging the windows. Andersen Corporation is not responsible for product performance when these kinds of materials or devices are used with our products.

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### Preventing Condensation

Most condensation problems are the result of interior atmospheric conditions, such as humidity. For more information, consult an Andersen dealer and ask for a copy of the "Controlling Indoor Condensation" brochure or DVD.

**Apron:** Inside flat trim member which is used under the stool at the bottom of the window.

**Astragal:** The center member of a double door, which is attached to the fixed or inactive door panel.

**Bay window:** A composite of three windows, usually made up of a large center unit and two flanking units at 30- or 45-degree angles to the wall.

**Bow window:** A composite of four or more window units in a radial or bow formation.

**Casing:** A flat, decorative moulding which covers the inside edge of the jambs and the rough openings between the window unit and the wall.

**Cladding:** A low-maintenance material that makes up the exterior or is attached to the exterior of the window or patio door unit.

**Double glazing:** Use of two panes of glass in a window to increase energy efficiency and provide other performance benefits.

**Drip cap:** A moulding placed on the top of the head brick mould or casing of a window frame to divert water.

**Extension jambs:** Flat wood parts that are fastened to the inside edges of the window jamb to extend it in width and adapt to a thicker wall. The inside edge of extension jambs should be flush with the finished wall surface.

**Flashing:** A metal or plastic strip attached to the outside of the head or side jambs to provide a weather barrier and to help prevent leakage between the frame and the wall.

**Frame:** Outside member of a window unit that encloses the sash, composed of side jambs, head jamb and sill.

**Gasket:** A pliable, flexible continuous strip of material used to effect a weathertight seal between sash and frame of roof windows, much like the seal around a refrigerator door.

**Glazing:** The glass panes or lights in the sash of a window. Also the act of installing lights of glass in a window sash.

**Glazing bead:** A plastic or wood finishing strip applied to the window sash around the perimeter of the glass on the outside.

**Glazing stop:** The part of the sash or door panel that holds the glass in place.

**Grille:** Ornamental or simulated muntins and bars which don't actually divide the lights of glass. Generally made of wood on the interior side of the sash and Fibrex® material on the exterior. Some wood interior grilles can be removed for easier cleaning.

**Head:** The main horizontal member forming the top of the window or door frame.

**Head board:** A flat board cut to fit the contour of a bow or bay window and installed between the head jambs and the flat wall surface.

**Header:** A heavy beam extended across the top of the rough opening to prevent the weight of wall or roof from resting on the window frame.

**Insect screen:** Lightweight aluminum frame with screen mesh applied. Designed to keep insects out when window is open. Insect screens will not stop a child from falling out of the window. Keep children away from open windows.

**Interlock:** Part of the weatherstrip system. Two separate pieces of material attached to a gliding window or gliding patio door that meet and lock within each other to create a weathertight seal when the window or door is closed.

**Jack stud:** Framing members, generally 2 x 4's or 2 x 6's, which form the inside of the window or door rough opening. They run from the sole plate to the header, which is supported by them.

**Jamb:** The main vertical members forming the sides of a window or door frame.

**Jamb liner:** Metal, plastic or wood covering the inside surface and head jambs of sliding windows.

**Keeper:** The protruding, hook-shaped part of a casement or awning window lock, which is mounted on the sash.

**Lift:** A handle or grip installed on the bottom rail of the lower sash of a double-hung window to make it easier to raise or lower the sash.

**Mortise:** A recess or slot cut into a board that receives the projecting portion (tenon) of another member in order to form a joint.

**Muntin:** A short bar, used to separate glass in a sash into multiple lights. Also called a windowpane divider or a grille.

**Operator:** A metal arm and gear that allows for easy operation of closing of projecting windows such as casement, awning and roof windows.

**Pivot:** A mode of operation for venting windows which generally means the sash pivots on a central axis and turns 90 degrees or more.

**Protective film:** Low-density plastic film that is applied to the interior and exterior glass surfaces. This film protects units during manufacturing, delivery and construction.

**Sash:** The framework holding the glass in a window unit. Composed of stiles (sides) and rails (top and bottom).

**Shoe:** A piece of venting window hardware that connects the sash to the operator arm.

**Silicone bead:** A small strip of sealant that is applied to the full perimeter of the exterior of the glass surface where the sash/panel meets the glass. It adds protection and creates a finished look.

**Sill:** The horizontal member that forms the bottom of a window frame.

**Stop:** A wood trim member nailed to the window frame to hold, position or separate window parts. Often an interior cosmetic component, the stop is often moulded into the jamb liners on sliding windows.

**Tempered glass:** Glass manufactured to withstand greater than normal forces on its heat-treated surface. When it breaks, it shatters into small pieces to reduce hazard.

**Tenon:** A rectangular projection cut out of a piece of wood for insertion into a mortise.

**Transom:** A smaller window above a door or another window. A transom joint is also the horizontal joining area between two window units that are stacked one on top of the other.

**Vapor barrier:** A watertight material used to prevent the passage of moisture into or through structural elements (floors, walls, ceilings).

**Venting unit:** A window or door unit that opens or operates.

**Weatherstripping:** Metal, plastic, foam or felt strips designed to create a seal between a window sash and frame or stops to prevent weather infiltration.

**Wing blade fastener:** A small metal device that secures an insect screen or combination screen/storm panel into the window frame. Usually located on the sides of the insect screen or panel frame.