



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

Caring For Your  
Andersen<sup>®</sup>  
Double-Hung  
Windows

LONG LIVE THE HOME<sup>®</sup>



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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 retailer.

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

*Thank you for buying Andersen products.*



Please read the following instructions for proper installation and maintenance of Andersen® products. If your abilities do not match the requirements, contact an experienced contractor.

### CAUTION

- Andersen® head flashing and installation flanges **DO NOT** take the place of standard window and door flashing. Unit must be properly flashed and silicone sealed for protection against water and air infiltration.
- **DO NOT** apply any type of film to glass. Thermal stress conditions resulting in glass damage could occur.
- The use of movable insulating materials such as window coverings, shutters and other shading devices may damage glass and/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 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. 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.

## Finishing Double-Hung Windows

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

The exterior frame of Andersen® double-hung windows is covered with rigid vinyl. Painting and staining 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 exteriors. Submit color samples to Andersen for approval when painting Sandtone or Terratone colors or any color darker than Terratone. Do not paint Forest Green exteriors. Creosote-based stains should not come in contact with Andersen products. For vinyl painting instructions and preparation, contact your Andersen supplier. Andersen does not warrant the adhesion of paint to vinyl.

Prior to finishing the sash exterior, lightly sand the sash with fine sandpaper or steel wool. Remove dust particles with a clean, dry cloth, and then apply a fast-dry alkyd primer. Any high-quality oil or water base paint will work if applied correctly.

To finish the natural wood interior, use a high-quality oil base stain, oil base paint or latex paint. 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.

## Specialty Windows

Andersen specialty units include Flexiframe<sup>®</sup>, custom arch, arch, Springline<sup>™</sup>, Circle Top<sup>™</sup>, quarter round, elliptical, circle and oval windows. The maintenance and finishing directions contained in this guide also apply to these products. Please familiarize yourself with all cautions and directions before trying to paint or clean both the low-maintenance exteriors and natural wood interiors.

### 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 and split.
- DO NOT stain or paint weatherstrip, silicone beads, vinyl, glass or hardware.

## 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.

One side of each wood interior grille is painted to match the window's exterior. This side should not be finished. Prior to finishing the opposing side, lightly sand the inside face of the grilles with fine sandpaper or steel wool. (Properly prepared wood surfaces absorb finish materials more easily.) Remove dust particles with a soft, dry cloth. Any high-quality oil base stain, oil base paint or latex paint will work if applied correctly. 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.

## Finishing Tycote<sup>®</sup> Finish Grilles

**Painting Tycote<sup>®</sup> finish grilles:** Start by cleaning the grilles with soapy water. Rinse thoroughly, and make sure the grille is completely dry before applying a high-quality oil 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 drop or two 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<sup>®</sup> finish grilles:** Start by cleaning the grilles with soapy water. Rinse thoroughly. Make sure the grille is completely dry, then apply a high-quality gel stain. With an unused 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.

## Cleaning Double-Hung Windows

To keep Andersen® products attractive and functioning efficiently, you should clean them occasionally. In most areas they may require cleaning only a few times per year. However, some coastal areas, industrial areas or agricultural areas contain high amounts of air-borne 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 personal injury or death.

You can usually remove dust, dirt, smoke, film, soot and salt spray by using a mild detergent and 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 window cleaner, and wipe in a circular motion. Remove cleaning solution with a squeegee or a clean, lint-free cloth. Never clean glass in direct sunlight. To avoid damage to the glass, never use razor blades on glass surface.

## Cleaning Double-Hung Windows

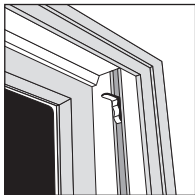


Fig. 1

Andersen 400 Series Woodwright® double-hung windows can be washed from the inside. Start by opening the lower sash about 4 inches. Locate the right and left wash assists at the top of the jamb liner (Fig. 1), and slide the wash assists down to the top of the lower sash. Press them between the sash and jamb liner until they snap in place.

The finger rest on each wash assist must contact the top of the sash (Fig. 2).

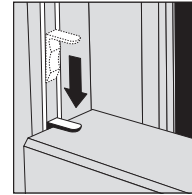


Fig. 2

Grip the top of the sash and pull inward to 90°. Keep the sash supported by positioning a chair or another piece of furniture below it (Fig 3). To prevent injury or breakage, do not place anything on glass.

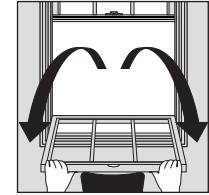


Fig. 3

### WARNING

Support sash during removal and reinstallation. Failure to support sash may result in personal injury, product, and/or property damage.

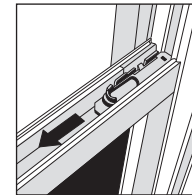


Fig. 4

To tilt the upper sash inside for cleaning, start by sliding the wash assists back to the top of the jamb liner. Pull the upper sash down until it is about 8 inches above the sill. Grip the tilt-latches on the top of the sash, and slide them toward the center (Fig 4). Pull inward. After cleaning the exterior glass, grip the tilt-latches and slide them inward as you position the sash back into the frame, then release them. Slide the sash down a few inches to make sure it is engaged in the jamb channel. Make sure the tilt-latches are engaged by pushing gently back and forth on the sash.

To position the lower sash back into the frame, grip both corners, and tilt it up into its original vertical position. Press firmly on both corners until it snaps back into the jamb liner. Slide the lower sash down and lock the windows, taking care to avoid pinching your fingers.



Fig. 5

Andersen 400 Series tilt-wash double-hung windows can be washed from the inside. Start by opening the lower sash about two or three inches. Locate the right and left wash assists at the top of the jamb liner (Fig. 5).

Slide the wash assists down to the top of the lower sash (Fig. 6). Press them between the sash and jamb liner until they snap in place.

The finger rest on each wash assist must contact the top of the sash.

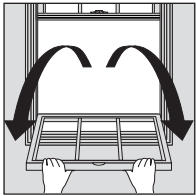


Fig. 7

Grip the top of the sash and pull inward (Fig. 7). Allow the sash to rest on the window sill. To prevent injury or breakage, hold the sash firmly and do not place anything on glass.

Slide the wash assists back to the top of the jamb liner (Fig. 8). The upper sash will not tilt out until both wash assists are at the top of the jamb liner. Pull the upper sash down until it is two or three inches above the lower sash. Press

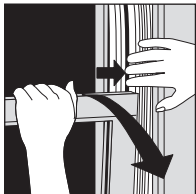


Fig. 9

the right jamb liner with one hand, and firmly grip the top corner of the upper sash with the other hand. Pull the corner of the sash forward (Fig. 9). Repeat with the left side, and tilt the upper sash out and down, so that it rests on the lower sash.

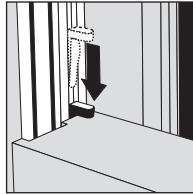


Fig. 6



Fig. 8

To position the sash back into the frame on Andersen 400 Series tilt-wash windows, grip both corners, and tilt it up into its original vertical position. Press firmly on both corners until it snaps back into the jamb liner. Slide the sash up. After washing the lower sash, tilt it up into its original position in the jamb liner. Slide the lower sash down and lock the windows, taking care to avoid pinching your fingers.

Andersen 200 Series tilt-wash windows have sliding tilt-latches in the sash. To tilt the sash inward for cleaning, simply grip the latches on the lower sash, and slide them toward the center of the sash (Fig. 10). Pull inward. Allow the sash to rest on a support such as a chair. To prevent injury or breakage, hold the sash firmly and do not place anything on the glass. Once the lower sash is down, repeat the procedure with the upper sash by pulling it down slightly to access the sliding tilt-latches.

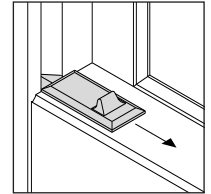


Fig. 10

To position the sash back into the frame, tilt the upper sash up into its original position. Grip the tilt-latches and slide them inward as you position the sash back into the frame, then release them. Push the upper sash down approximately 1 inch to make sure it is engaged in the jamb channel. Make sure the tilt-latches are engaged by pushing gently back and forth on the sash. Repeat with the lower sash.

## WARNING

After upper sash has been tilted back into the frame, upper sash **MUST** be pushed downward about one inch to re-engage sash balance. If balance is not re-engaged, upper sash will quickly fall, potentially causing injury.

## WARNING

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. Personal injury and/or falls could occur.

**Note:** After cleaning, lubricate all moving parts with a light oil or dry silicone spray. Lubricants or harsh abrasive cleaners will break down or collect corrosive particles.

### Cleaning Grilles, Insect Screens & Hardware

You can usually remove dust, dirt, smoke, film, soot and salt spray from grilles using a mild detergent and 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.

Insect screens are best cleaned with a garden hose and soapy water. If they have been neglected, wash them with a detergent and water, using a soft-fiber brush.

To clean hardware other than brass, use a mild soap and water solution, then rinse and wipe dry with a soft cloth. After cleaning, lubricate moving hardware parts with a light oil or dry silicone spray.

### Maintaining Brass Hardware

Andersen® brass hardware is protected from tarnishing by a clear factory-applied coating. This coating should last for many years\* depending on the climate and conditions, but it will eventually wear with use.

\*See your dealer for more information on the Andersen 20/10-year limited warranty.

To clean brass hardware, use a mild dish washing soap and water. Apply and remove the solution with a clean, soft cloth. Do not use abrasive cleaners or stiff brushes — they will damage the protective coating. Use a non-abrasive paste wax such as Johnson Wax® or Turtle Wax® to polish the hardware, making sure to follow the manufacturer's directions.

**Note:** Immediately rinse off any harsh chemicals or cleaners that come into contact with the hardware.

If the protective coating becomes worn, it is best to remove it entirely, since there will be a noticeable color difference between the coated and uncoated parts. To remove the coating, start by removing the hardware from the window. Soak the hardware in a paint stripper containing methylene chloride, making sure to follow the manufacturer's instructions. The stripping process may take up to two hours.

Remove the hardware from the paint stripper, and rub the surfaces with #00 steel or bronze wool to remove any remaining coating. Rinse thoroughly and polish the hardware until clean brass color returns. If severe tarnishing has occurred, a brass cleaner may be needed. If you choose to reapply a clear protective coating, use a clear lacquer spray, which is available at most hardware stores. Reassemble and reinstall the hardware following hardware installation guidelines.

**Note:** For complete hardware performance and care information, write Andersen Corporation, 100 Fourth Avenue North, Bayport, MN 55003 or visit our website: [www.andersenwindows.com](http://www.andersenwindows.com).

"Mr. Clean" is a registered trademark of the Procter & Gamble Company.  
"Soft Scrub" is a registered trademark of the Clorox Company.

"Johnson Wax" is a registered trademark of S.C. Johnson & Sons, Inc.  
"Turtle Wax" is a registered trademark of Turtle Wax Inc.

## Removing/Installing Standard Insect Screens

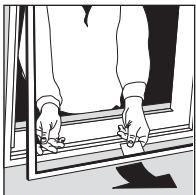


Fig. 11

To remove insect screens on Andersen 400 Series double-hung windows and 200 Series Narroline® units, open the bottom sash. Use the finger lift at the bottom of the insect screen to hold it in place as you unlock the wing fastener blades on the sides. Carefully push the insect screen to clear the sill and head channel (Fig. 11). Turn it slightly, and bring it inside. To reinstall an insect screen, simply reverse the procedure, making sure the wing fastener blades are completely engaged in the window frame.

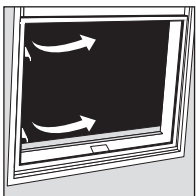


Fig. 12

The Woodwright® double-hung window can feature an optional half insect screen that allows thorough ventilation without affecting the view through the upper sash. To remove this insect screen for cleaning, start by raising the lower sash to the full open position. Unlock the upper and lower latches on one side of the insect screen. While holding onto the upper and lower insect screen pulls (Fig. 12), gently push the insect screen away from the window. The

two locked latches act as hinges and then slide out when the insect screen is disengaged from the frame. Turn the insect screen slightly, and carefully bring it through the opening and into the home. To reinstall the half insect screen, simply reverse the procedure, inserting the locked latches into the insect screen channel to make hinge points. Use the upper and lower screen pulls (Fig. 13) to draw the insect screen into place, and secure the unlocked latches.



Fig. 13

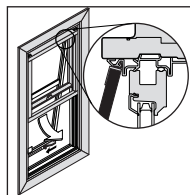


Fig. 14

The insect screens on Andersen 200 Series double-hung windows feature upper rail clips that fit into a groove on the window exterior (Fig. 14). These clips help to hold the insect screen in place. To remove the insect screen, start by raising the lower sash fully. Grasp the two latch tabs on the lower rail of the insect screen and gently push them toward the center of the insect screen.

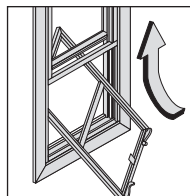


Fig. 15

Carefully push the insect screen outward at an angle, and pull it out of the insect screen rail clip groove. Then pull the insect screen through the window opening. To reinstall the insect screen, simply reverse the procedure (Fig. 15), making sure the upper rail clips are completely engaged in the insect screen groove. Pull the insect screen inward and, once the insect screen is in position, push the latches outward to secure it in place.

**Note:** The initial installation of the insect screen for Andersen 200 Series double-hung windows requires some minor assembly. See the installation guidelines for more details.

## Removing/Installing Andersen® Removable Interior Grilles

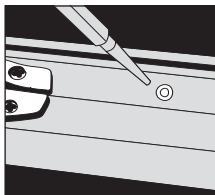


Fig. 16

Andersen® 400 Series tilt-wash and 200 Series Narroline double-hung windows have built-in interior grommets for easy grille removal and attachment. To remove grilles, carefully pull the grilles away from the sash grommets, one at a time. To install grilles, start at the bottom of the sash, snapping them into place as you work your way up. Brand new windows may have thin pieces of plastic covering the grommets. Drill or punch out these plastic pieces with a screwdriver, small drill bit or a nail set (Fig. 16). You may have to bow the grille slightly as you install it, but excessive bending may damage it. Take care to avoid catching your fingers under the grille during installation.

### CAUTION

Half insect screen is installed from interior side of window.

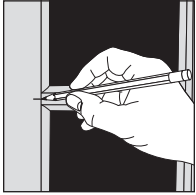


Fig. 17

Andersen® 400 Series Woodwright® double-hung 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, using an installation tool and metal fasteners. (These come with the grilles.) Start by placing the grilles in position against the windows. Use a pencil to mark the locations of the fasteners (Fig. 17). (Each grille end that contacts the sash should be secured by a fastener.) Then, carefully press the fastener into the marked points, using the installation tool, to create slots in the glazing bead. Press the fasteners into the slots (Fig. 18), and snap the grille into position.

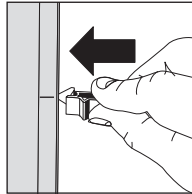


Fig. 18

For more details, see the installation instructions at [www.andersenwindows.com](http://www.andersenwindows.com).

### Removing/Installing Andersen® 200 Series Tilt-Wash Grilles

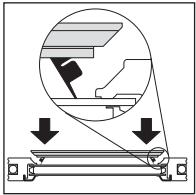


Fig. 19

To remove grilles, carefully pull the grille member away from the sash, one vertical member at a time. The end of each grille member contains a grille fastener, which pivots down to fit between the glass surface and sash lip, securing the grille in place (Fig. 19). To install these grilles, position them against the glass pane and apply light pressure on both ends of a single vertical member to begin engagement of the fasteners. Continue until all grille fasteners are engaged.

### 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. Then consult a qualified glazier or Andersen dealer.

### 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.

### 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 video.

### WARNING

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. Personal injury and/or falls could occur.

**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 brickmould 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 weather-tight 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 plastic or wood and fit on the inside of the sash against the glass surface for easy removal.

**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.

**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 or plastic 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 ventilating windows which generally means the sash pivots on a central axis and turns 90 or more degrees.

**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.

**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.

**True divided light:** A term which refers to windows in which multiple individual panes of glass or lights are assembled in the sash using muntins.

**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 seal between a window sash and frame or stops to prevent weather infiltration.

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