Lock Mechanism Replacement Guide
for Andersen® A-Series Inswing & Outswing; 400 Series Frenchwood®
Hinged Inswing & Outswing Patio Doors and
400 Series Frenchwood® Hinged Inswing & Outswing Patio Doors
with Stormwatch® Protection

**Important**

Read all instructions carefully before attempting this procedure. If you have any questions about your ability
to complete this procedure, call Andersen at 1-888-888-7020 for further direction. Andersen WindowCare®
service center hours are Monday through Friday, 7 a.m. to 7 p.m. Central Time and Saturday, 8 a.m. to 4 p.m.
Central Time. Thank you for choosing Andersen® products.

**Important Safety, Assembly, and Installation Information**

Every assembly and installation is different (windloads, structural support, etc.) and, Andersen strongly
recommends consultation with an Andersen supplier or an experienced contractor, architect, or structural engineer
prior to the assembly and installation of any Andersen product. Andersen has no responsibility in regard to the
post-manufactured assembly and installation of Andersen products.

**WARNING**

Use caution when working at elevated
heights and around unit openings. Follow
manufacturer’s instructions for safe use of
ladder and/or scaffolding. Failure to do so
may result in injury or death.

**WARNING**

Follow manufacturer’s
instructions for safe operation
of hand/power tools. Always
wear safety glasses. Failure to
do so may result in injury and/or
product damage.

**WARNING**

Windows and doors can be heavy.
Use safe lifting techniques and a
reasonable number of people with
enough strength to lift, carry and
install window and door products
to avoid injury and/or product
damage.

**WARNING**

Incorrect installation may affect egress and home security. Follow instruction guide to make sure hardware is
installed correctly.
Lock Mechanism Replacement Guide

Parts Included
(1) Instruction Guide
(1) Passive OR Active Lock Mechanism
(1) Inswing Blocker Assembly
(1) Outswing Blocker Assembly

Tools & Supplies
• Safety Glasses
• Hex Wrench for Handle Set Screw
• Phillips Screwdriver
• Flat Blade Screwdriver
• Torx Screwdriver
• Utility Knife
• Locking Pliers
• Hammer

Panel Identification

NOTICE
This instruction guide includes instructions for replacing either the Active Panel Lock Mechanism or the Passive Panel Lock Mechanisms. For Passive Panel Lock Mechanism Replacement proceed below. For Active Panel Lock Mechanism Replacement go to Page 6.

Lock Mechanism Replacement - Passive Panel

1. Remove Trim Set

NOTICE
Support Handles and Escutcheon Plates when removing bolts to avoid dropping/damaging hardware.

• Loosen Set Screw on underside of Exterior Handle to remove Interior and Exterior Handle.
• Remove Escutcheon Plate Bolts and Interior Escutcheon Plate.
• Remove Exterior Escutcheon Plate and Gasket.
2. Remove Hardware from Passive Panel

- Remove Hook Bolt Receivers, Strike Plate, and Dead Bolt Latch Receiver/Blocker using Phillips screwdriver.

3. Remove Astragal

**CAUTION**

It may be necessary to break paint or varnish seal between Astragal Trim Strip and door panel before removing Astragal. Break seal using a sharp utility knife.

- Pull outwards to remove Astragal. If Astragal does not come out lightly, break paint or varnish seal between Astragal Trim Strip and panel using a sharp utility knife.
4. Remove Existing Lock Mechanism

- Remove and retain screws holding Lock Mechanism.
- Remove Lock Mechanism.

5. Attach Blocker to Replacement Lock Mechanism

- Identify proper Blocker to use. Properly dispose of unused Blocker.
- Separate Blocker Cap from Blocker Pin using a pliers.
- Tap Blocker Pin into bottom of Lock until fully seated using a hammer.
- Snap Blocker Cap over Blocker Pin.
6. Install Replacement Lock Mechanism
- Insert Lock Mechanism into door panel and secure using appropriate size screws.

7. Reapply Astragal, Hardware and Trimset
- Reapply Astragal, Hardware and Trimset reversing procedure in steps 1, 2 and 3.
Lock Mechanism Replacement Guide

Lock Mechanism Replacement - Active Panel

1. Remove Trimset

**NOTICE**
Support Handles and Escutcheon Plates when removing bolts to avoid dropping/damaging hardware.

- Loosen *Set Screw* on underside of *Exterior Handle* to remove *Interior* and *Exterior Handle*.
- Remove *Escutcheon Plate Bolts* and *Interior Escutcheon Plate*.
- Remove *Exterior Escutcheon Plate* and *Gasket*.
- Remove *Cylinder Mounting Bolts*, *Limiting Plate*, *Lock Actuator*, and *Cylinder*.

2. Remove Lock Mechanism

- Note orientation of *Latch* on *Lock Mechanism*. Lock position will be addressed in Step 5.
- Remove and retain all screws along length of *Lock Mechanism*.
- Pull *Lock Mechanism* out of panel.
3. Install Replacement Lock Mechanism

- Insert Lock Mechanism into door panel and secure using appropriate size screws.

3 Point Active Lock Mechanism

Use #8 x 5" Torx Head Screw here for 400 Series Frenchwood Hinged Inswing and Outswing Patio Doors with Stormwatch® Protection Only

or

#8 x 1-1/2" Screw (400 Series Frenchwood® Hinged Inswing)

#8 x 2" Screw (400 Series Frenchwood® Hinged Outswing)

Use #8 x 5" Torx Head Screw here for 400 Series Frenchwood Hinged Inswing and Outswing Patio Doors with Stormwatch® Protection Only

or

5 Point Active Lock Mechanism

Active/Passive or Passive/Active Doors Only

#8 x 5" Torx Head Screw (400 Series Frenchwood® Hinged Inswing and Outswing)

#8 x 1-1/2" Screw (400 Series Frenchwood® Hinged Inswing)

#8 x 2" Screw (400 Series Frenchwood® Hinged Outswing)
4. Install Trim Set
   - Reinstall Trim Set by reversing procedure in Step 1.

5. Check Handing of Latch and Operation of Lock Mechanism
   - Check position of Latch. If Latch needs to be reversed, proceed with bullets below.
   - Insert a 1/8" flat blade screwdriver into Latch Reversal Hole until it bottoms out.
   - Apply downward pressure on screwdriver handle while pulling Latch up and out, as shown.
   - Remove screwdriver from Latch Reversal Hole.

   • Grasp Latch, pull outwards slightly, and rotate 180°.

   ▶ Notice
   Position Latch so that sloped portion contacts Latch Receiver first.

   • Push Latch back into Lock Mechanism Housing.

   ▶ Lock mechanism replacement procedure is complete.