



WINDOWS • DOORS
Andersen.

Caring For Your
Andersen®
Frenchwood®,
Narroline® or
Perma-Shield®
Gliding Patio Door

LONG LIVE THE HOME®



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Andersen® patio doors are designed for beauty, efficiency and convenience. This booklet shows you how to care for your patio door – how to help keep it looking and working like new.

If you have questions about your Andersen patio door 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 information, installation instructions or product information, log on to 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 and follow these instructions for the proper 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. The unit must be properly flashed, and a quality construction sealant must be used 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 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 they are completely dry.
- For a clean, attractive appearance, we strongly recommend you follow the stain/paint manufacturer's directions.
- Do not use abrasive cleaners or solutions containing corrosive solvents on Andersen products.
- Before interior painting, use a fast-dry alkyd primer.
- Properly prepared wood surfaces absorb finish materials more easily. Before you finish 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.

Exterior Finishing

Andersen Frenchwood® and Narroline® gliding patio doors have rigid vinyl cladding on their frame exteriors and a long-lasting urethane base finish on the door panels. The Perma-Shield® gliding patio door features vinyl-clad frame and panels.

- Sandtone or Terratone® color 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 any color darker than Terratone.
- Do not paint Forest Green exteriors.

Below is a general overview of vinyl painting instructions. For detailed vinyl instructions and preparations, contact your Andersen supplier. Painting and staining may cause damage to rigid vinyl exteriors. Andersen does not warrant the adhesion of paint to vinyl.

- Buff the frame and panels with a 3M® ScotchBrite® pad, 00 steel wool or 240-grit sandpaper until the surface is dull. Remove dust particles with a soft, dry cloth.
- Clean the frame and panels by wiping them with a surface conditioner or acetone. After the solution dries, prime the surface with a fast-dry alkyd primer in a neutral color. Always read and follow the manufacturer's recommendations for proper use.
- When the primer is dry, remove the operating panel and apply a high quality oil or water base paint.

Silicone Instructions

CAUTION

Do not paint silicone bead on door panel. Painting the silicone bead will adversely affect door performance.

- If silicone bead is damaged, remove it and install a new, high-quality bead of silicone that matches the paint color.
- The stile and rail exterior joint is sealed with silicone. If silicone is left on these joints, they will not accept paint.

If you need to apply a new silicone bead, make sure the areas of glass and panel that will touch the new bead are clean and dry. A new silicone bead must be applied properly for the panel to perform correctly. If silicone is smeared on any glass surface, wait until it cures before removing it. Spray the surface with window cleaner, then use a nylon knife to scrape off the cured silicone.

Note: Do not apply creosote-based stains to Andersen products.

"ScotchBrite" is a registered trademark of the 3M Company.

Interior Finishing

Andersen Frenchwood® and Narroline® gliding patio doors may have natural wood interiors that can be painted or stained. Thoroughly read the manufacturer's paint or stain instructions before applying the finish. Failure to do so may result in poor appearance or damage to your door.

- Before you paint or stain the interior wood surface, sand it with fine sandpaper or steel wool. Remove dust particles with a soft, dry cloth. Apply a pre-stain before staining for the best results on interior pine.
- Use a high quality oil base stain, oil base paint or latex paint. Paint or stain the door with the panel open, and do not close the panel until the finish has dried thoroughly.
- Let any stain dry overnight. After the stain is dry, finish the wood with a high quality conventional lacquer, varnish or polyurethane.

CAUTION

- **DO NOT** expose unfinished wood to high moisture conditions, excessive heat or humidity. Discoloration, bowing and/or splitting may result. Finish interior wood surfaces immediately after installation.
- **DO NOT** stain or paint weatherstripping, silicone beads, vinyl, glass or hardware.

Finishing Wood Interior Grilles

Gliding patio door grilles are available in a variety of options. If you have a white polycarbonate or painted white interior grille, the interior and exterior surfaces are already finished and no further finishing is required.

If you have a natural wood interior, it is ready for finishing to match the interior décor. The exterior-facing surface of each wood interior grille is painted White, Sandtone, Terratone® or Forest Green color to match the door's exterior.

This exterior finished side should not be refinished.

Before you finish the interior side of a wood grille, lightly sand the inside face with 240-grit sandpaper or 00 steel wool. This will help the wood absorb the finish evenly. Remove dust particles with a soft, dry cloth.

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.

Apply a high quality oil base stain, oil base paint or latex paint in an open, well ventilated area. Allow stain to dry overnight before you apply a finish coat. Once the stain is dry, finish the grille surfaces with a high quality conventional lacquer or polyurethane.

Cleaning Your Gliding Patio Door

Clean your Andersen® products occasionally to keep them looking good and working well. In most areas, they may only need cleaning a few times each year. However, some coastal areas, industrial areas or agricultural areas contain high amounts of airborne particles. In these areas, you will need to wash your patio doors more often.

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 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 the 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 the glass surface.

To clean a vinyl exterior, use a mild detergent and water solution and a soft cloth or brush. Do not use abrasive cleaners or solvents. For persistent dirt or grime, use Mr. Clean® or Soft Scrub® brand cleaners, or a mixture of water and alcohol or ammonia.



WARNING

Use extreme care when working around door openings. Never leave a door open or unattended when children or pets are present, and follow all safety precautions when using a step stool, ladder, or scaffold.

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

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

Cleaning Insect Screens

Frenchwood®, Narroline® and Perma-Shield® gliding patio doors are available with Perma-Clean™ gliding and retractable insect screens. Gliding 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. Retractable insect screens require a minimum of care. To keep them working smoothly, simply keep the track free of dirt and grease.

Your Perma-Clean gliding insect screen features either stainless steel spring guides or spring-loaded rollers on top and rollers on bottom. The screen latching mechanism is located on the side jamb of two-panel doors, and on the locking stile of three-panel doors (Fig. 1).

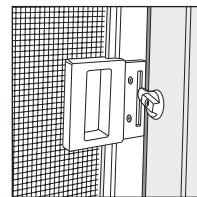


Fig. 1

To remove the screen, slide it to the center of the frame, lift it, and pull it out at the bottom.

When you replace the gliding screen, be sure to insert the top into the vinyl channel first, making sure the roller or spring makes contact with the vinyl extruded rib inside the channel (Fig. 2).



Fig. 2

Then position the bottom rollers on the sill rib guide. Be sure to latch the screen completely.

If the screen operates stiffly, make sure the rollers are properly seated on the guide. If the bottom appears to be dragging, insert a screwdriver into the adjusting holes on the inside bottom rail, and turn the screwdriver to raise or lower the screen (Fig. 3).

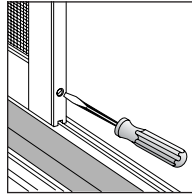


Fig. 3

Close the screen to within one inch of the side jamb, and make sure the opening is uniform from top to bottom. If you need to replace the screen, call your local Andersen retailer to order a rescreening kit.

Cleaning Inside Head Stop and Track

For long term ease of operation, clean the inside head stop and track of your door. Do not use lubricants on the track itself; this will cause the rollers to slide, not roll (Fig. 4 & 5).

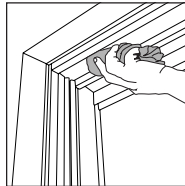


Fig. 4

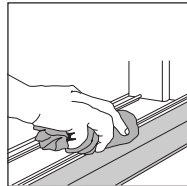


Fig. 5

Cleaning Hardware

To clean hardware, 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. Although Andersen® patio door hardware finishes should last for many years, they will eventually wear due to use, climate and conditions. Worn hardware should be replaced or refurbished by a professional metal finisher.

Note: For complete hardware performance information, care information or replacement parts, visit the Andersen website at www.andersenwindows.com or call Andersen customer service toll-free at 1-888-888-7020.

Simple Adjustments

Your Andersen patio door is designed to give you years of trouble-free operation. The following steps will help you get the best performance and the longest service from your patio door.

Adjusting Your Patio Door

If the operating panel moves stiffly, it may be dragging slightly because the door is out of adjustment. To adjust it, remove the caps located on the interior bottom rail of the door, insert a screwdriver, and turn the screwdriver clockwise to raise the panel, or counterclockwise to lower the panel (Fig. 6). Move one notch at a time, checking the door's operation as you go.

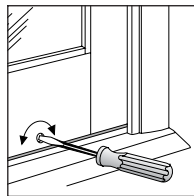


Fig. 6 - Panel Adjustment

Close the panel to within one inch of the side jamb and check for uniform opening from top to bottom. Reinstall caps when adjustment is complete.

After adjusting the rollers for operation and checking for an even reveal, you may need to adjust the latch receiver. The reachout lock mechanism is designed to pull the operating panel into the weatherstripping for optimal contact.

Close the operating panel slowly. When the pin on the receiver makes contact with the button on the deadlock, slowly turn the inside thumb latch to the lock position (Fig. 7). The latch should engage the latch receiver smoothly and pull the panel into the side jamb for a snug fit.

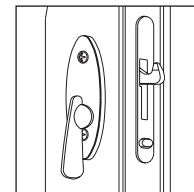


Fig. 7 - Latch Lever

To adjust the fit, use a small flat bladed screwdriver to turn the adjustment screw on the latch receiver (Fig. 8). Turn the screw counterclockwise toward the "in" position for a tighter fit, or clockwise toward the "out" position for a looser fit.

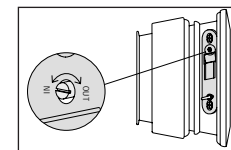


Fig. 8 - Adjustment Screw

Other detailed installation instructions and replacement parts can be found at www.andersenwindows.com. Instructions for hardware adjustment, panel replacement, and a wide variety of other care and maintenance instructions are available.

Broken Glass

In most cases, it is easier and more economical to replace the door panel, rather than the glass. If a glass 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.

Removing Panels

You can remove both the operating and stationary panels of your Andersen gliding patio door for replacement or when moving large pieces of furniture or equipment in and out of your home. To remove the operating panel, close and lock it, then remove screws in the head stop (Fig. 9). Open the door and tip the panel out from the top. Then remove it from the sill track.

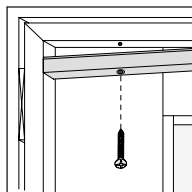


Fig. 9

WARNING

- Weight of patio door panels will vary. Use reasonable number of people with sufficient strength to lift, move and carry door panels. Always use appropriate lifting techniques.
- Support operating panel in frame at all times until head stop is attached. Failure to do so could result in the panel falling out causing personal injury, property damage and/or product damage.

The stationary panel is secured to the frame with screws driven into the stationary sill filler. To remove the stationary panel, remove these screws (Fig. 10). Then remove the head bracket (Fig. 11), and slide the panel past the center of the frame.

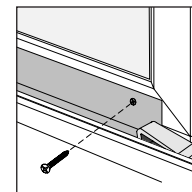


Fig. 10

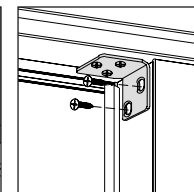


Fig. 11

From the exterior, pull it out from the bottom.

Reinstallation instructions are provided with replacement panels. You can also find them and a wide variety of other care and maintenance instructions at www.andersenwindows.com.

Avoiding Trouble

Movable insulating materials – such as coverings, shutters and other shading devices – may cause thermal stress or excessive condensation, damaging the doors. 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, ask an Andersen dealer or visit www.andersenwindows.com to obtain a copy of the “Controlling Indoor Condensation” brochure or video.

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

Astragal: The center member of a double door, attached to the fixed or passive door panel.

Bay window: A composite of three or more windows, usually made up of a large center unit and two flanking units at 30-, 45- or 90-degree angles to the wall.

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

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

Cladding: A low-maintenance material, such as vinyl, on the exterior of a window or patio door unit.

Cripple stud: A framing member, usually a 2x4 or 2x6 board, used above or below a window opening, or above a doorway. A cripple stud extends from the top of a door or window to the top plate, or from the bottom of a window to the sole plate.

Divided light: Glass of a sash or patio door panel that is separated into smaller sections using muntins or grilles.

Double glazing: The use of two panes of glass in a window or door to increase energy efficiency and performance.

Extension jambs: Flat wood parts that are fastened to the inside edges of a window jamb to extend its width and adapt it to a thicker wall. The inside edge of an extension jamb 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: The outside member of a window or door unit that encloses the sash or panel, respectively; composed of side jambs, head jamb and sill.

Gasket: A continuous strip of flexible material used to create a weathertight seal between the sash and frame of roof windows or patio doors.

Glazing: The glass panes in the sash of a window or panel of a door. Also, the act of installing glass panes in a sash or panel.

Glazing bead: A plastic or wood finishing strip applied to the window sash or door panel 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 that don't actually divide the glass. These are 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 a rough opening to prevent the weight of a wall or roof from resting on the window frame or doorway.

Jack studs: Framing members, generally 2x4 or 2x6 boards, that form the inside of the rough opening for a window or door. They run from the sole plate to the header, and support the header.

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 and side jambs of sliding windows.

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.

Light: A single pane of glass within a window or patio door. Also refers to each visible section of glass created by a grille or muntin.

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 helps open and close projecting windows such as casement, awning and roof windows.

Panel: The component of a patio door that holds the glass pane.

Pivot: The point at which a window sash turns; usually in the center of ventilating windows.

Rough opening: The space in a wall in which a window or door is installed.

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

Shoe: A piece of window hardware that connects a sash to an operator arm.

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

Stop: A wood trim member nailed to the window or door frame to hold, position or separate its parts.

Tempered glass: Glass manufactured to withstand greater than normal forces on its heat-treated surface. When tempered glass breaks, it shatters into small pieces to reduce the danger of glass cuts.

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 the horizontal joining area between two window units that are stacked one on top of the other.

Vapor barrier: A watertight material used to keep moisture away from structural elements such as floors, walls and ceilings.

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

Weatherstripping: Metal, plastic, foam or felt strips used to create a seal between a window sash or door panel and the frame to prevent weather infiltration.

Wing 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.