



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

Caring For Your  
Andersen<sup>®</sup>  
Gliding  
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 and follow the manufacturer's 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.

Environmental glazing should not be sandwiched between two other lights of glass unless the glass in the insulating unit is tempered.

Acid solutions commonly used to wash brick and other masonry materials do not affect exterior cladding, but may affect glass and hardware. Follow the acid solution manufacturer's recommendations 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.
- Before painting, use a fast-dry alkyd primer.
- Abrasive cleaners or solutions containing corrosive solvents should not be used on Andersen products.
- 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.

## Exterior Finishing

**Andersen® 400 Series gliding windows** have a glass fiber reinforced composite on their frame exteriors. The sash exterior is protected by rigid vinyl.

- 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, Terratone or any color darker than Terratone.



### 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.

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 sash 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 sash 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, apply a high quality oil or water-base paint.

The exterior frames of **Andersen® 200 Series gliding windows** are protected by rigid vinyl. The sash exterior is protected by a long-lasting urethane-base finish. To apply finish to frame exterior, see previous vinyl painting instructions. Prior to finishing the sash exterior, lightly sand the sash with fine sandpaper or steel wool. Remove dust particles with a clean, dry rag, and then apply a fast-dry alkyd primer. Use a high-quality oil or water-base paint. Always read and follow finishing material manufacturer's instructions for proper use.

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## Interior Finishing

**Andersen® 400 Series and 200 Series gliding windows** 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 window.

- 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 window with the sash open, and do not close the sash 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.

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## 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 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 pine interiors.

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## Finishing Wood Interior 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. 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.



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.

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## Cleaning Gliding 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 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.

### 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.

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## Cleaning Grilles, Insect Screens & Hardware

You can 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.

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## 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 away with use.\*

\*See your dealer for more information on the bright brass hardware 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.

**Note:** For complete hardware performance and care information, write Andersen Corporation, 100 Fourth Avenue North, Bayport, MN 55003.

"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

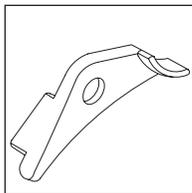


Fig. 1

To remove insect screens on **Andersen® 400 Series gliding windows**, start by opening the sash. The two screens are held tightly by a center cam lock (Fig. 1). Disengage the cam lock handle to loosen the screens within the frame. Carefully push one screen at the bottom to clear the sill. Turn it slightly, and bring it inside. Repeat with the second screen. To reinstall, simply reverse the procedure, making sure the cam lock is fully engaged and the screens are secure in the frame.

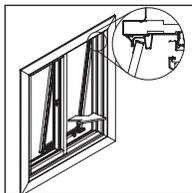


Fig. 2

The insect screens on **Andersen 200 Series gliding windows** feature upper rail clips that fit into a groove on the window exterior (Fig. 2). These clips help to hold the screen in place. To remove the screens, start by opening sash fully. Grasp the two latch tabs on the lower rail of the screen and gently push them toward the center.

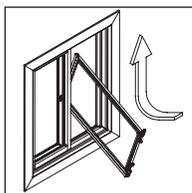


Fig. 3

Carefully push the insect screen outward at an angle, and pull it out of the screen rail clip groove. Then pull the screen through the window opening. To reinstall the screen, simply reverse the procedure (Fig. 3), making sure the upper rail clips are completely engaged in the screen groove. Pull the 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** gliding windows involves some minor assembly. See the installation instructions for more details.

## Installing Andersen® 400 Series Grilles



Fig. 4

On **Andersen® 400 Series gliding windows**, you must secure the grilles yourself, using a metal starter tip and attachment clips (Fig. 4). (These come with the grilles.)

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. 5). (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. 6). Press the clips into the starter holes (Fig. 7), and snap the grille into position.

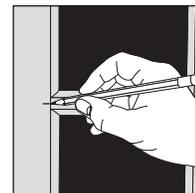


Fig. 5

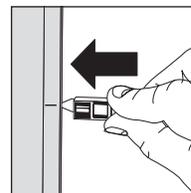


Fig. 6

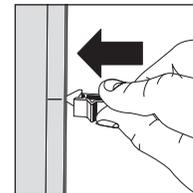


Fig. 7

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## Installing Andersen® 200 Series Grilles

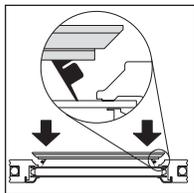


Fig. 8

Andersen® 200 Series gliding windows feature grille fasteners at the end of each grille member. To remove these grilles, carefully pull the grille member away from the sash, one vertical member at a time. The grille fasteners pivot down to fit between the glass surface and sash lip, securing the grille in place (Fig. 8). 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.

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## Replacing Glass Panes

In most cases, it is easier and more economical to replace the entire window sash. 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.

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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 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.

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## Gliding Window Adjustments

If your Andersen gliding 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, it is advisable for the homeowner to consult an Andersen window professional.

**Apron:** Inside window 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.

**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 depth 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 exterior of the head or side jambs to provide a weather barrier and to help prevent leakage between the frame and the wall.

**Frame:** Outer 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.

**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 interior and/or exterior of the glass.

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

**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 studs:** 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.

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

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

**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.

**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.