

# Sash Removal and Reinstallation

for Andersen® 400 Series Woodwright® Double-Hung Windows  
(manufactured before October 8, 2006)

## Thank you for choosing Andersen.

For questions call 1-888-888-7020. For more information and/or guides visit [andersenwindows.com](http://andersenwindows.com).

Please leave this guide with building owner.

► **Check with your local building code official to identify and confirm compliance with local building code requirements.**



### 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. Heavier windows and doors will require mechanical assistance. Failure to do so could result in injury, product or property damage.



### WARNING

Use caution when working at elevated heights and around window and door openings. Follow the manufacturers' instructions for ladders and scaffolding. Failure to do so could result in injury or death.



### WARNING

Follow manufacturers' instructions for hand and power tools. Always wear safety glasses. Failure to do so could result in injury, product or property damage.

### Tools Needed

- Safety Glasses
- 1/8" Hex Key

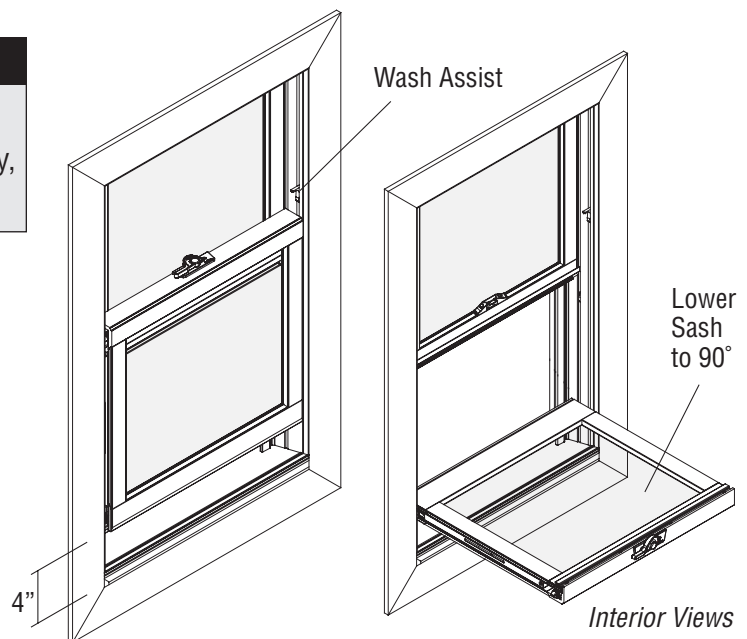
## 1. Position Bottom Sash



### WARNING

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

- Position *Bottom Sash* about 4" from sill.
- Slide *Wash Assists* down both side jambs to release *Tilt Latches*.
- Tilt *Bottom Sash* in, toward interior to 90° and support on chair or object.



## 2. Engage Balancer Cord Locks and Remove Balancer Cord Clips

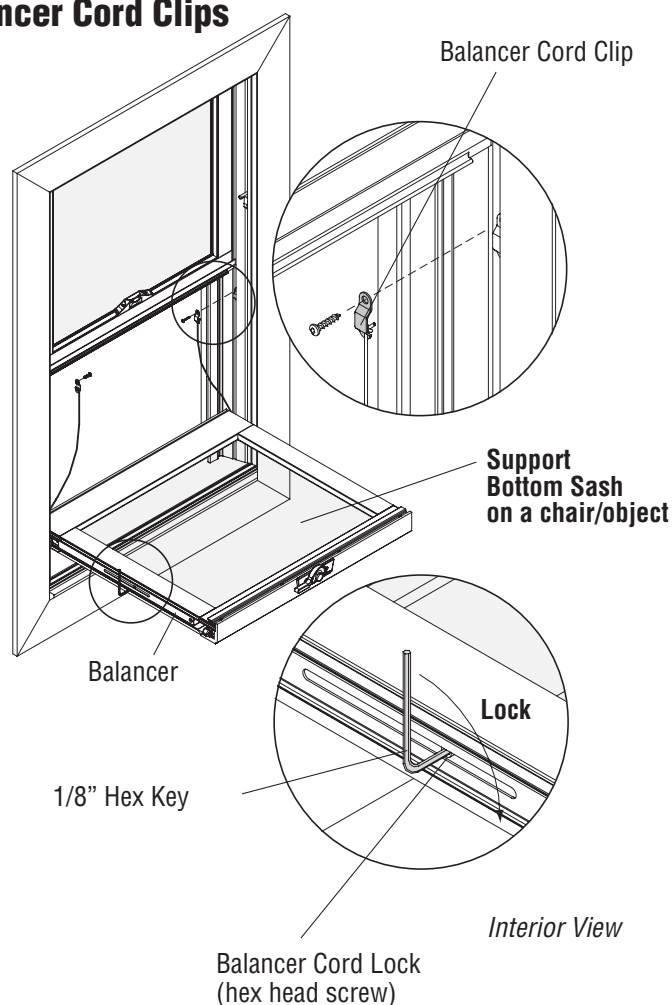
### ⚠ WARNING

Balancer Cords must remain locked during the sash removal and reinstallation process. Failure to keep Balancer Cord locked during sash removal and reinstallation may cause Balancer Cord to suddenly release, which may cause personal injury or product damage.

### ⚠ WARNING

Support bottom of sash while detaching Balancer Cord Clips to prevent it from falling onto sill. Failure to do so may result in personal injury and/or product damage.

- Engage *Balancer Cord Lock* located in *Balancer* on both sides of *Sash* by turning hex head screw 1/2 turn **clockwise** using 1/8" hex key. Positive stop will be felt.
- Use 1/8" hex key to remove hex head screws securing *Balancer Cord Clips* to frame. Retain screws for reuse. *Sash* will move freely in *Jamb Liner* after screws are removed.



## 3. Remove Bottom Sash

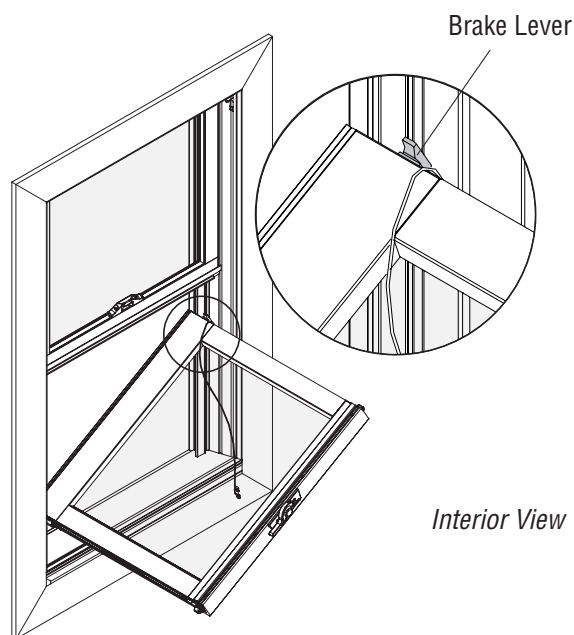
### ⚠ WARNING

Use extreme care when working around window opening. Never leave a window opening unattended, especially when children are present. Falling from window opening may result in personal injury or death.

### ⚠ WARNING

Brake Levers are primary lock for Balancers and must remain perpendicular to sash during removal and reinstallation process to prevent sudden release of Balancer Cord, potentially causing injury or product damage. Balancer Cord Lock is a secondary lock.

- Hold *Sash* at 90°, lift one side until *Brake Levers* are clear of frame, and remove. Set *Sash* aside in a safe location.

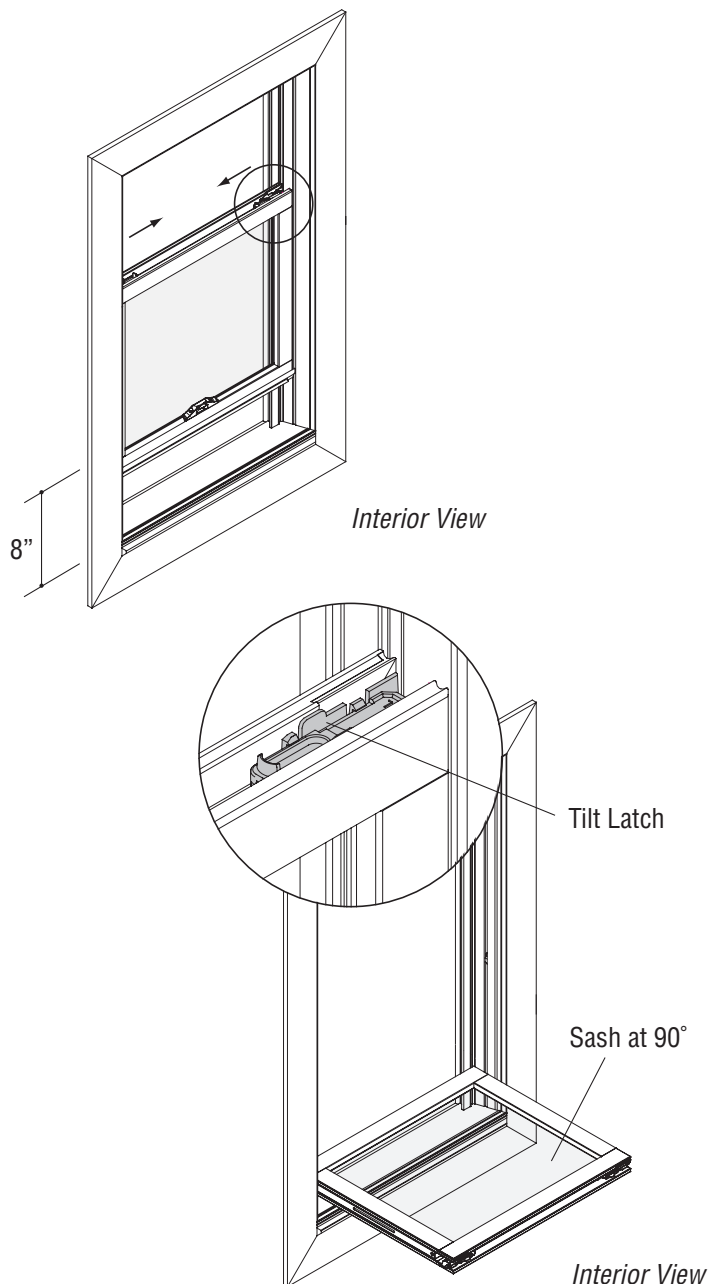


## 4. Remove Top Sash

### **WARNING**

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

- Position *Top Sash* about 8" from the sill.
- Slide *Tilt Latches* to open position.
- Grasp *Top Sash* firmly, holding *Tilt Latches* in open position, and tilt in toward interior to 90° and support on chair or object.
- Repeat Steps **2 and 3** to remove *Top Sash*.



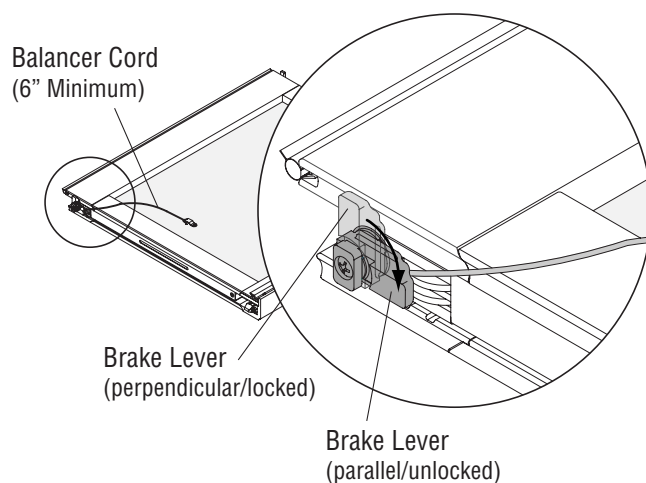
## 5. Prepare Balancer Cords for Sash Reinstallation

### NOTICE

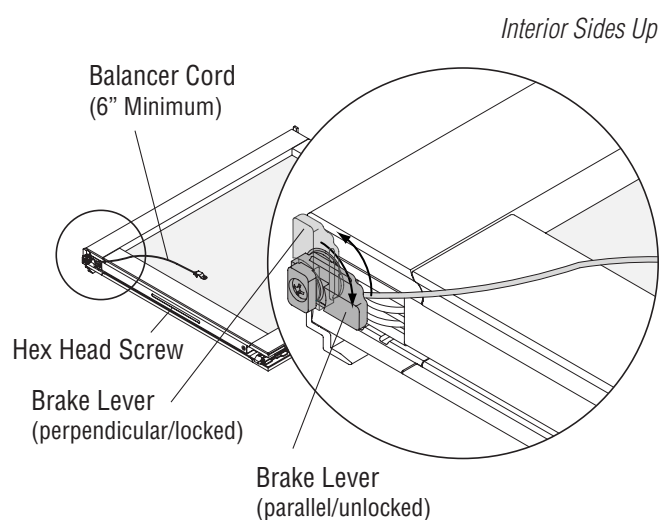
Sash will not operate properly and may be damaged if Balancer Cord is wrapped around Brake Lever. Unwrap Balancer Cord if wrapped around Brake Lever. Keep Brake Lever perpendicular (locked) to sash.

### IMPORTANT

Balancer Cord must be extended at least 6" from Balancer before reinstalling Sash.



Top Sash



Bottom Sash

### ⚠ WARNING

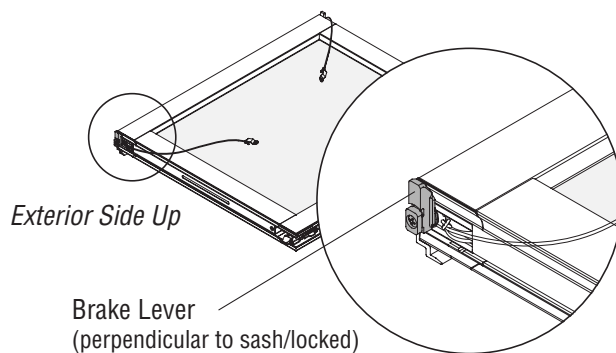
Balancer Cords are under high tension. Sudden release of Balancer Cord may cause personal injury and/or product damage.

Maintain a firm grasp on *Balancer Cord* and pull out at least 6" from *Balancer*. Then, immediately lock *Balancer Cord* by turning *Brake Lever* toward exterior side of *Sash*, perpendicular to exterior surface of *Sash*, and by turning hex head screw 1/2 turn **clockwise** with 1/8" hex key. Balancer Cord is not loaded at this point.

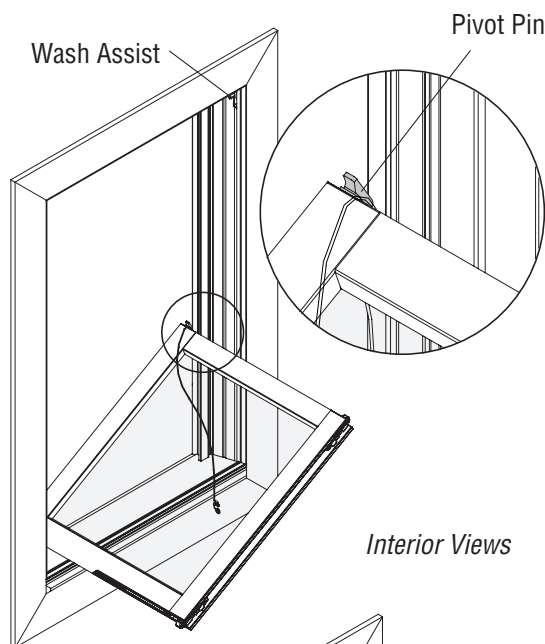
- Repeat for opposite *Balancer Cord* if not extended at least 6" from Balancer.

## 6. Reinstall Top Sash

- Place *Top Sash* on work surface exterior side up.
- Check that *Brake Levers* are positioned perpendicular to *Sash*, pointing to the exterior side of *Sash*, in the locked position. Reposition if necessary.
- Lay *Balancer Cords* on exterior surface of *Sash*.

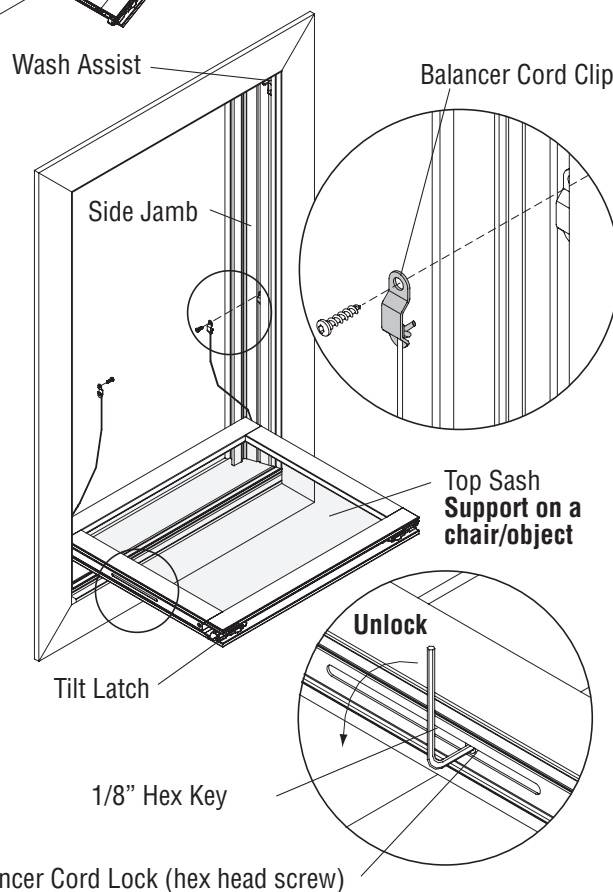


- Lift *Sash* into opening at 90° and place *Brake Levers* into outer channel on *Side Jamb*.



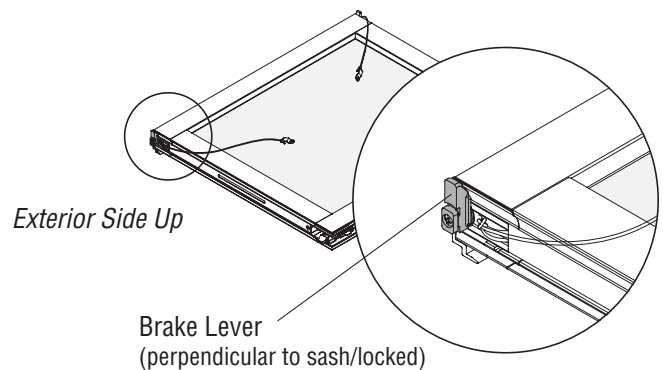
Interior Views

- Use previously removed screws to fasten *Balancer Cord Clips* at original locations in outer frame channel on *Side Jamb*. Keep sash supported perpendicular to opening while fastening *Balancer Cord Clips*.
- Disengage (unlock) *Balancer Cord Lock* on each *Balancer* (both sides of sash) by using 1/8" hex key to turn hex head screw 1/2 turn **counterclockwise**. Support sash.
- Push *Wash Assists* to top of frame.
- Slide *Tilt Latches* to open position and return *Top Sash* to closed position.
- Check *Tilt Latch* engagement in *Side Jamb Channel* by gently pushing sash back and forth.
- Push *Top Sash* to top of frame into closed position.

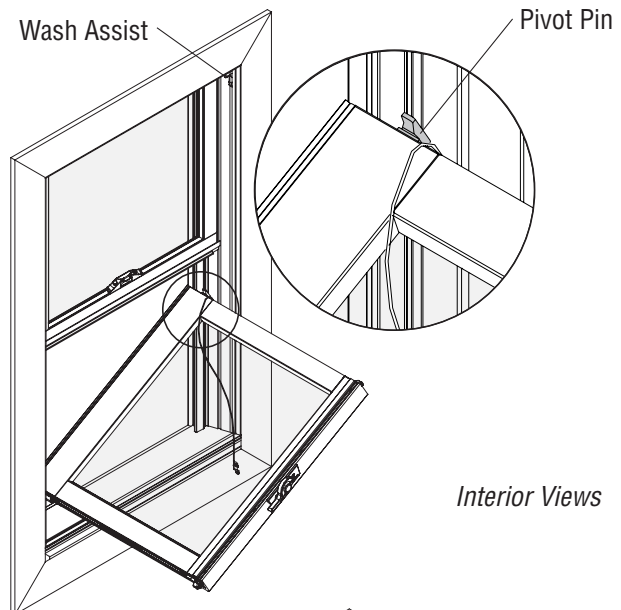


## 7. Reinstall Bottom Sash

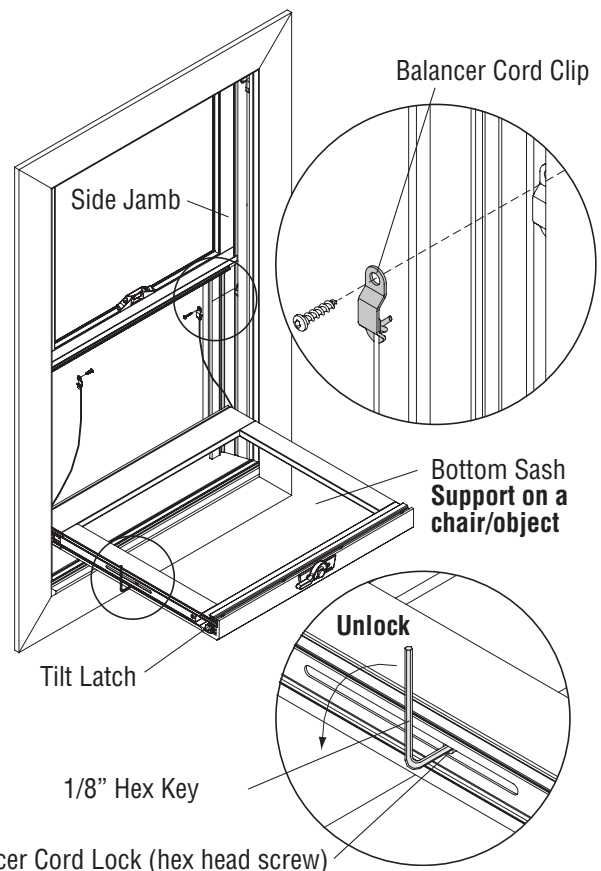
- Place *Bottom Sash* on work surface exterior side up.
- Check that *Brake Levers* are positioned perpendicular to *Sash*, pointing to the exterior side of *Sash*, in the locked position. Reposition if necessary.
- Lay *Balancer Cords* on exterior surface of *Sash*.



- Lift *Sash* into opening at 90° and place *Brake Levers* into inner channel on *Side Jamb*.



- Use previously removed screws to fasten *Balancer Cord Clips* at original locations in inner frame channel on *Side Jamb*. Keep sash supported perpendicular to opening while fastening *Balancer Cord Clips*.
- Disengage (unlock) *Balancer Cord Lock* on each *Balancer* (both sides of sash) by using 1/8" hex key to turn hex head screw 1/2 turn **counterclockwise**. Support sash.
- Slide *Tilt Latches* to open position and return *Bottom Sash* to closed position.
- Check *Tilt Latch* engagement in *Side Jamb Channel* by gently pushing sash back and forth.
- Push *Bottom Sash* down into closed position.



- ▶ Procedure is complete.