

Operation and Adjustment Guide

for Clad French Casement Windows

Andersen®
architectural
windows and
doors

INSTALLER: Please leave this guide with the building owner to file for future reference.

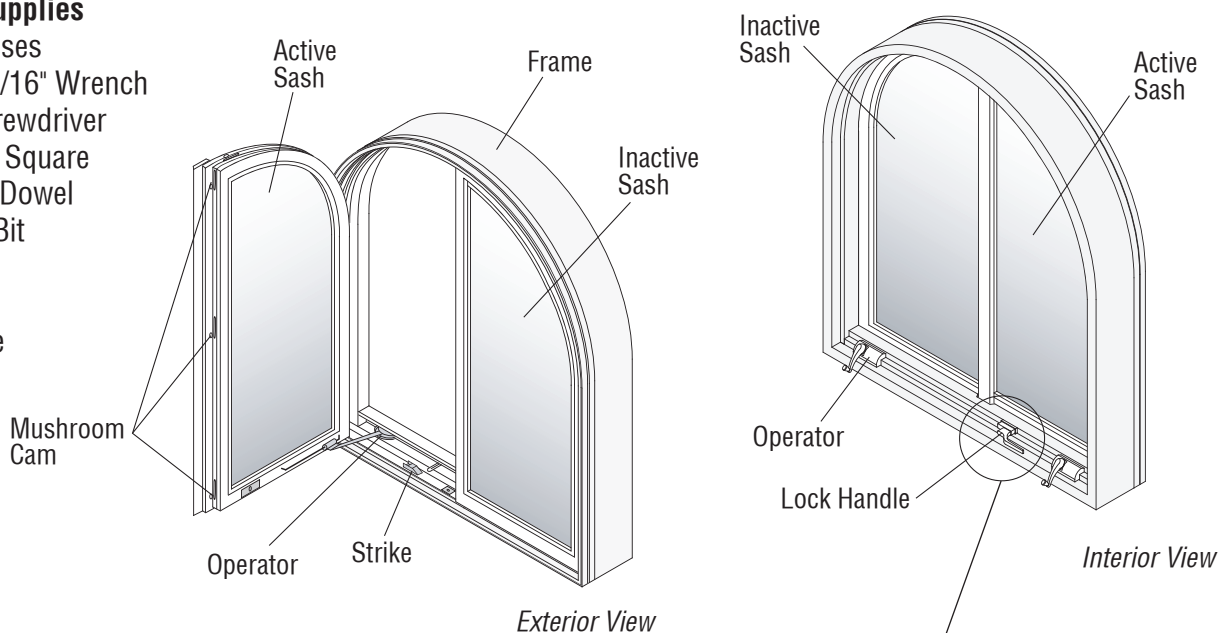
Congratulations! You have just purchased one of the many fine Andersen® products. Proper assembly, installation and maintenance are essential if the benefits of your Andersen product are to be fully attained. Therefore, please read and follow this instruction guide completely. If your abilities do not match this procedure's requirements, contact an experienced contractor. You may direct any questions about this or other products to your local Andersen dealer, found in the Yellow Pages under "Windows" or call Andersen WindowCare® service center at 1-888-888-7020 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.

⚠ WARNING

Improper use of hand/power tools could result in injury and/or product damage. Follow manufacturer's instructions for safe operation of equipment. Always wear safety glasses.

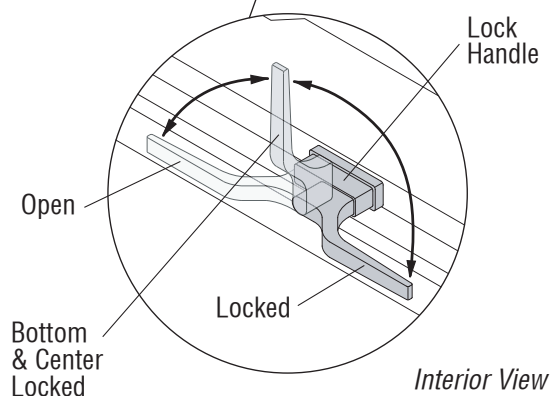
Tools and Supplies

- Safety Glasses
- 11mm or 7/16" Wrench
- Phillips Screwdriver
- Carpenters Square
- 1/8" Wood Dowel
- 3/32" Drill Bit
- Power Drill
- Wood Glue
- Utility Knife
- Level



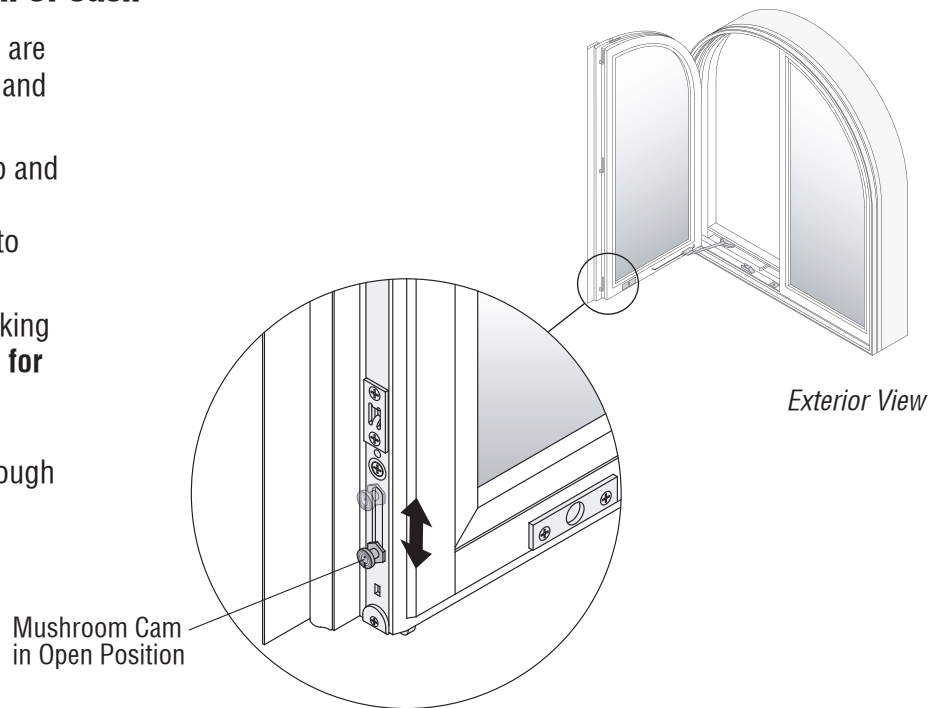
Lock Handle Operation

- The active (locking) sash is always the right hand sash as viewed from the interior.
- The lock handle is attached to the frame at the bottom of the window, below the active sash. It features a two step locking operation that locks the bottom and center of the window with the first 90° turn, and locks the top when the handle completes the 180° rotation. The locking system connects the active sash to inactive sash and secures both sash in the frame.



Check Clearance and Operation of Sash

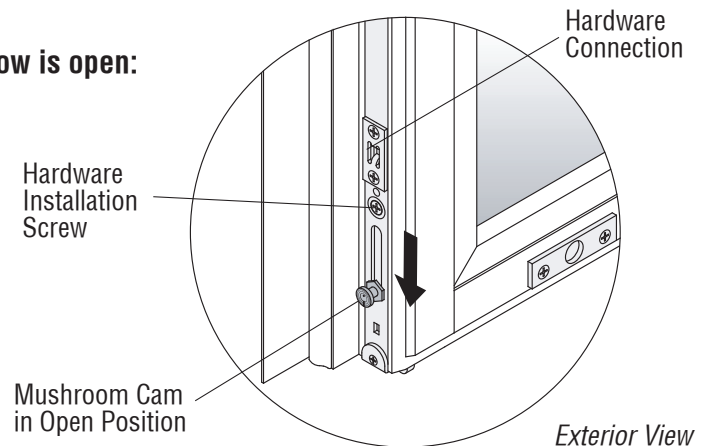
- Determine if clearance and operation are correct by opening and closing sash and operating lock hardware.
- Open sash. Push mushroom cam up and down to check operation of locking hardware. Return mushroom cams to open position.
- If there are no operational and/or locking issues proceed to **Installation Guide for Architectural Clad Hinged Windows #105419 - Step 7**. If locking and/or operational issues exist continue through the following section.



Locking and Operational Troubleshooting

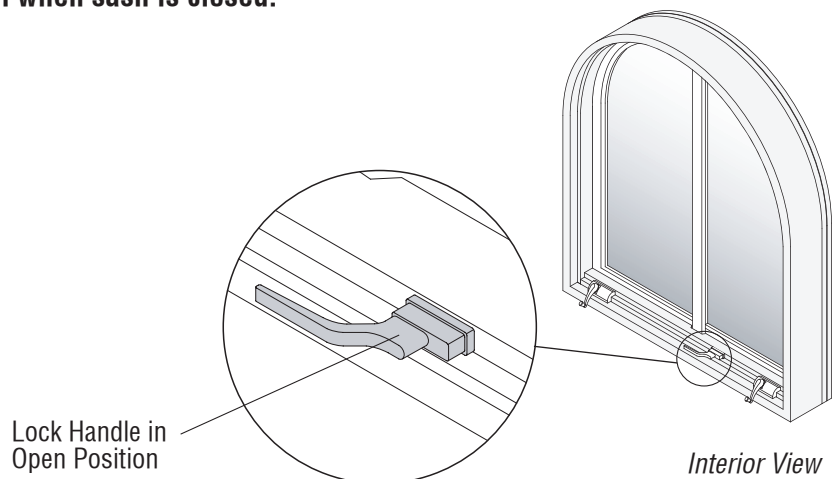
For locking hardware that is difficult to move when window is open:

- Check to see that hardware is screwed down tight but not too tight. Check all hardware installation screws with Phillips screwdriver.
- Make sure all hardware connections are made properly. Push mushroom cams up and down to make sure all mushroom cams move together.



If lock handle will only move 90° or not at all when sash is closed:

- Lock handle is not aligned with gear hub. Open sash. Push mushroom cams to open position. Put lock handle in open position. Close sash and check operation.

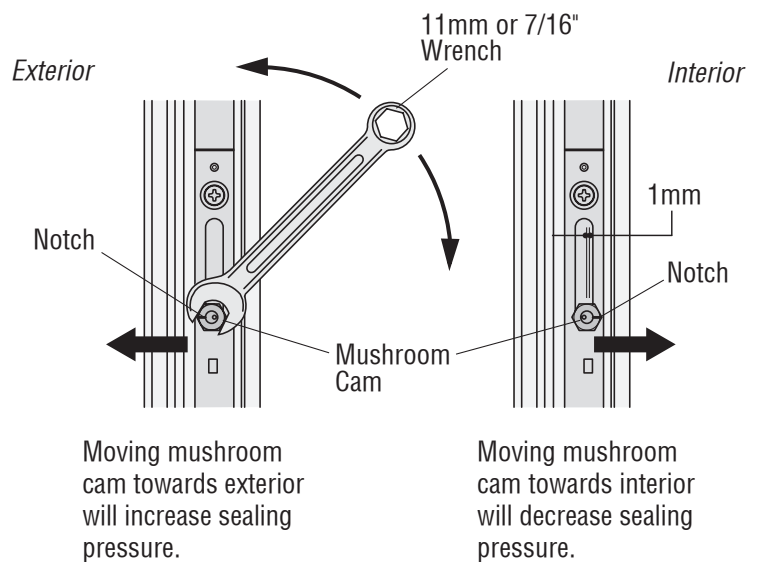
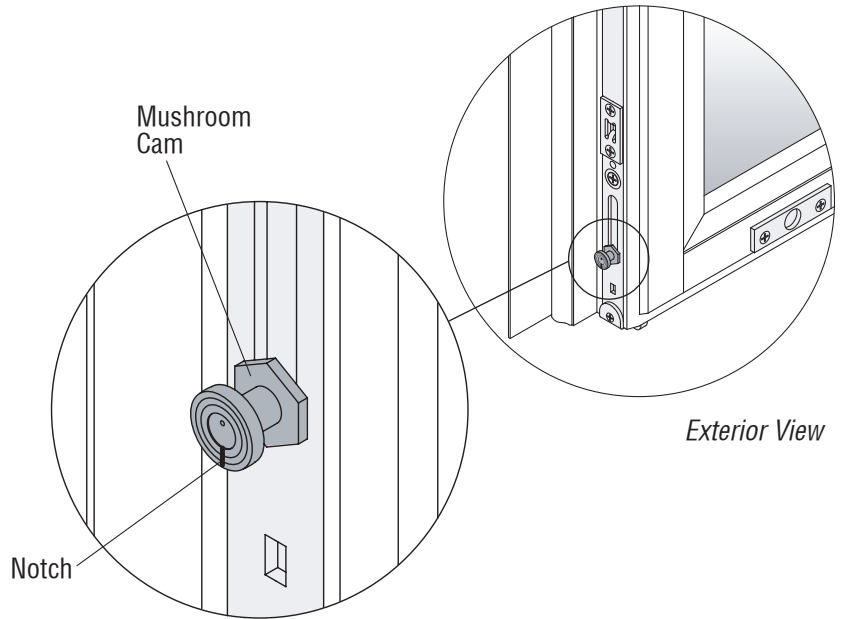


If locking hardware moves freely when window is open but is difficult to operate when window is closed:

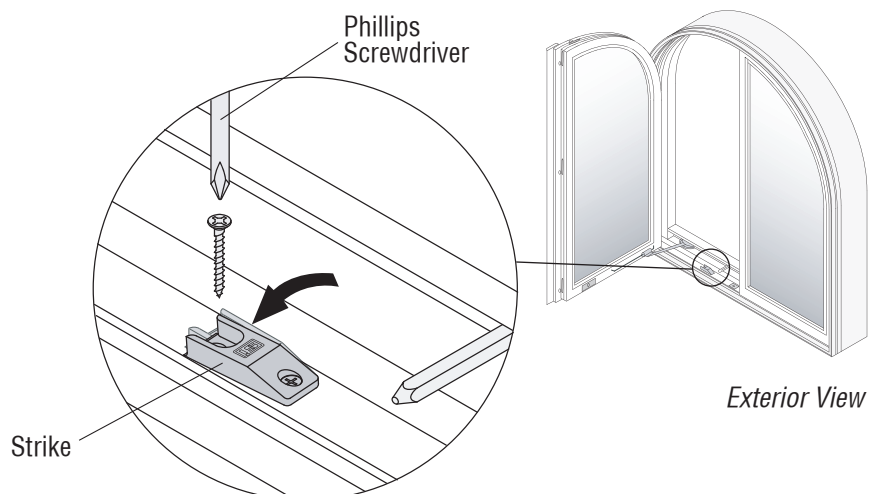
- Adjust the mushroom cams using a 11mm or 7/16" wrench. The mushroom cams are on offset pins so they can spin elliptically 1mm in each direction. Notch indicates direction of offset.

To check where the mushroom cams are contacting the strikes, place masking tape over the mushroom cams, close the window and operate the lock mechanism. Where the tape has been worn away is where the mushroom cams are contacting the strikes. Turn each mushroom cam away from the side that is contacting the strike.

Note: Adjusting mushroom cams will change sash sealing pressure.

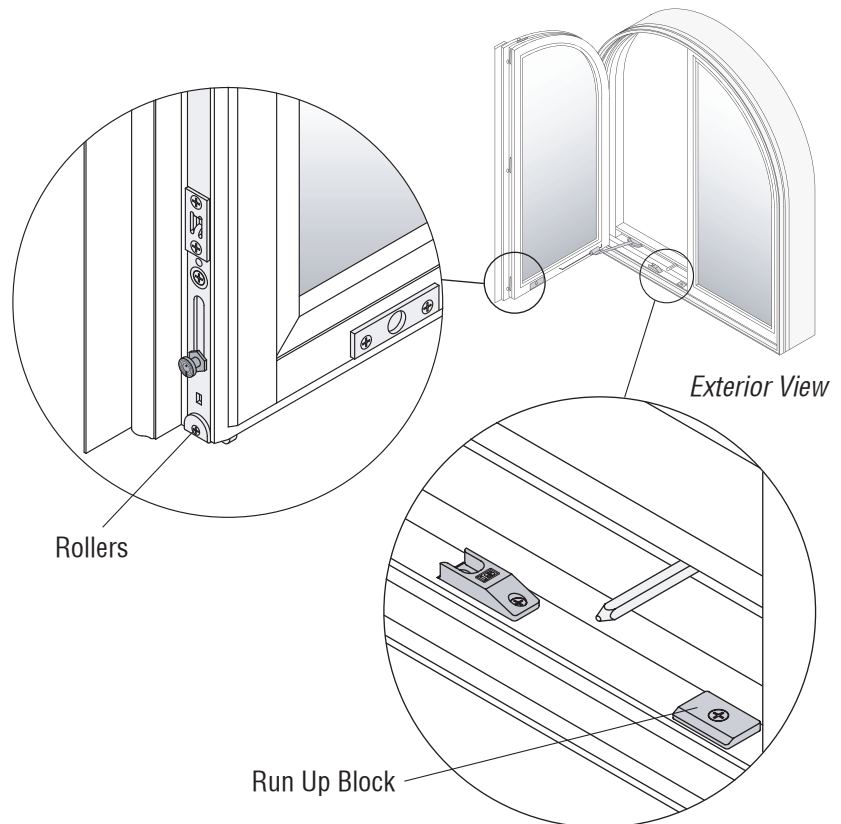


- Move the open end of the strike out enough to make it easier for the mushroom cam to enter the strike. Remove the screw from open end of the strike. Fill screw hole using 1/8" dowel and wood glue. Cut dowel flush with surface of frame using utility knife. Reposition strike, predrill with 3/32" drill bit and secure with screw.

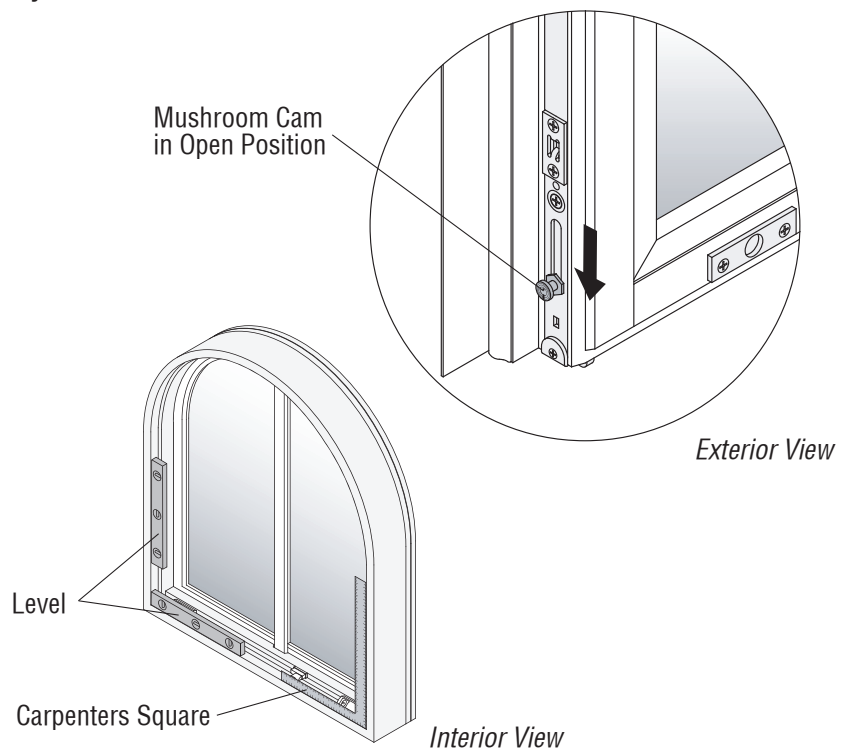


If mushroom cam hits base of strike when operating locking hardware:

- Check position of run up block and rollers.
Roller should hit center of run up block when sash is closed.
- Check unit for plumb and square using a level and carpenters square.
If unit is not plumb or out of square adjust position in rough opening. Adjust shims as needed.
- Check that frame has not been over-shimmed and/or twisted when installed.
If frame is over-shimmed and/or twisted, adjust shims as needed. Space between frame and sash should be even and consistent around entire perimeter.
- Adjust hinges as needed. (Follow procedure in **Installation Guide for Architectural Clad Hinged Windows #105419 - Step 6**)

**If sash rubs on frame or will not close completely:**

- Check position of mushroom cams, make sure they are in the open position before closing sash.
- Check unit for plumb, level and square using a level and carpenters square.
If unit is not plumb, level or is out of square, adjust position in rough opening. Adjust shims as needed.
- Check that frame has not been over-shimmed and/or twisted when installed.
If frame is over-shimmed and/or twisted adjust shims as needed. Space between frame and sash should be even and consistent around entire perimeter.
- Adjust hinges as needed. (Follow procedure in **Installation Guide for Architectural Clad Hinged Windows #105419 - Step 6**)



Proceed to **Installation Guide for Architectural Clad Hinged Windows #105419 - Step 7**