

Sash Replacement

for Andersen® Double-Hung Narroline® Windows
1962 to Present



IMPORTANT

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

Important Safety, Assembly, and Installation Information

Proper assembly, installation and maintenance of Andersen products is essential if the benefits of experienced product design and engineering, quality materials, and skilled workmanship are to be fully attained. General recommendations regarding assembly and installation are guidelines only. 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. Assembly and installation of Andersen products is the sole responsibility of the architect, building owner, contractor and/or consumer and Andersen has no responsibility in this regard.

⚠ 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.

⚠ WARNING

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

⚠ WARNING

Weight of window and door unit(s) and accessories will vary. Use a reasonable number of people with sufficient strength to lift, carry, and install window and door unit(s) and accessories. Always use appropriate lifting techniques.

⚠ CAUTION

- Unless specifically ordered, Andersen windows are not equipped with safety glass, and if broken, could fragment causing injury. Many laws and building codes require safety glass in locations adjacent to or near doors. Andersen windows are available with safety glass that may reduce the likelihood of injury when broken. Information on safety glass is available from your local Andersen dealer.
- 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 window unit.

1. Prepare for Replacement

Parts Included

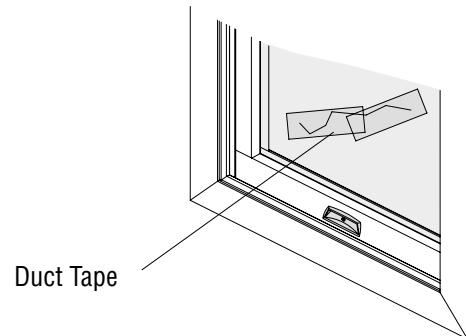
- Sash
- Vinyl Tabs
- Flush Mount Lock (supplied with 5/8" glass only)
- Keeper (supplied with 5/8" glass only)

Tools Required for Procedure

- Safety Glasses
 - Phillips Screwdriver
 - Utility Knife
 - Siliconized Acrylic Caulk (DP50 Sill Stops Only)
- Apply duct tape to glass if sash is broken.

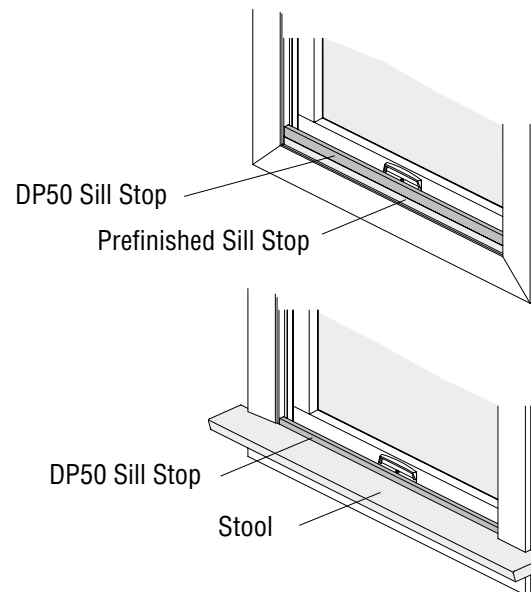
⚠ WARNING

Wear gloves, safety glasses, goggles, or eye shields when handling glass. Tape broken glass with duct tape before removal to reduce glass fragmentation.



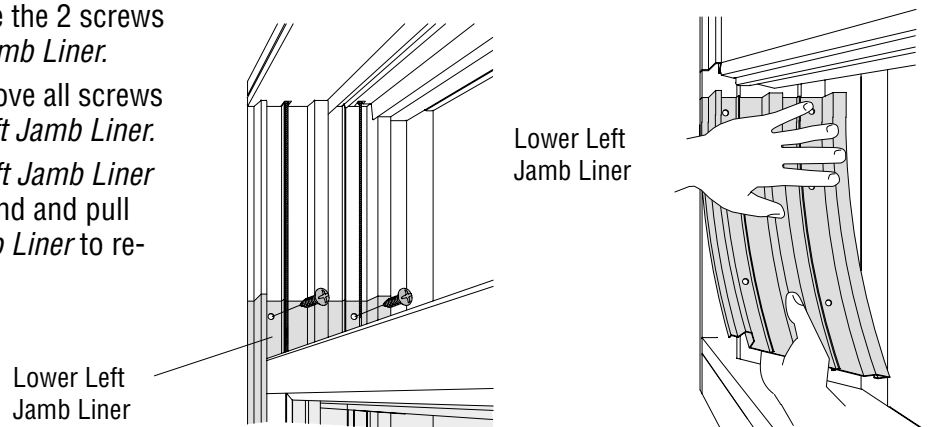
2. Remove DP50 Sill Stop if Required

- Check along sill for existence of a DP50 *Sill Stop*. (DP50 *Sill Stop* are applied on top of prefinished *Sill Stop* or on top of *Stool*) If unit is **not** equipped with an DP50 *Sill Stop* proceed to **Step 3**.
- Remove screws from DP50 *Sill Stop*.
- Remove DP50 *Sill Stop* by carefully pulling upwards to release it from sealant. It may be necessary to cut along DP50 *Sill Stop* with a utility knife to assist in its removal.



2. Remove Lower Left Jamb Liner

- Lower top sash completely and remove the 2 screws located on the top of the *Lower Left Jamb Liner*.
- Raise *Lower Sash* completely and remove all screws located on the bottom of the *Lower Left Jamb Liner*.
- Place left hand across top of *Lower Left Jamb Liner* and hold in place. Use right hand to bend and pull outward on bottom of *Lower Left Jamb Liner* to remove.



3. Remove Lower Sash

- Close *Lower Sash* completely. Pull out left side and hold sash in position.

⚠ CAUTION

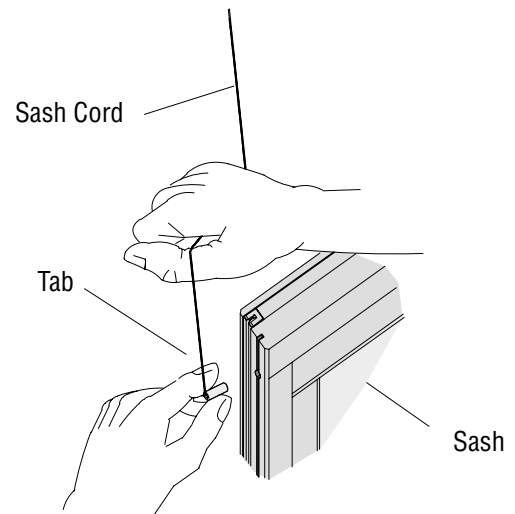
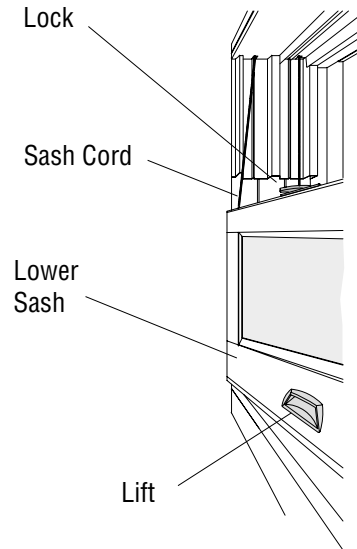
Sash cords are under high tension. Use caution when unhooking sash cord from sash. Sash cord could snap back up resulting in product damage and/or personal injury.

- Pull down on left hand *Sash Cord* with one hand and hold firmly while pulling *Sash Cord Tab* out of sash with the other.
- Ease *Sash Cord* up into head jamb.
- Repeat procedure with right hand *Sash Cord* and remove *Upper Sash*.

⚠ WARNING

Use extreme caution when working around window opening after sash has been removed. Personal injury and/or falls could occur.

- If *Lower Sash* is being replaced, remove *Lift* and *Lock*. Dispose of *Lower Sash* in a safe manner, then proceed to **Step 4**. If *Upper Sash* is being replaced put *Lower Sash* in a safe place and proceed to **Step 3**.



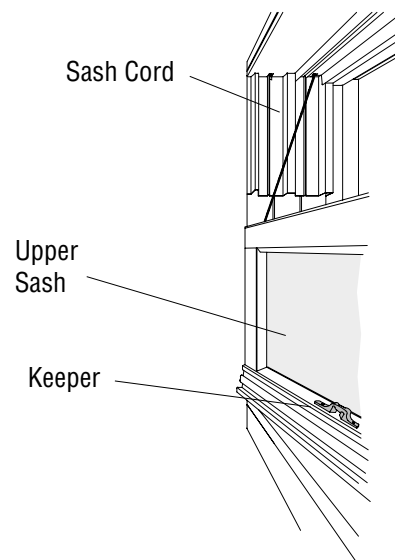
3. Remove Upper Sash if Required

- Lower *Upper Sash* completely. Pull out left side of sash and hold in position.

⚠ CAUTION

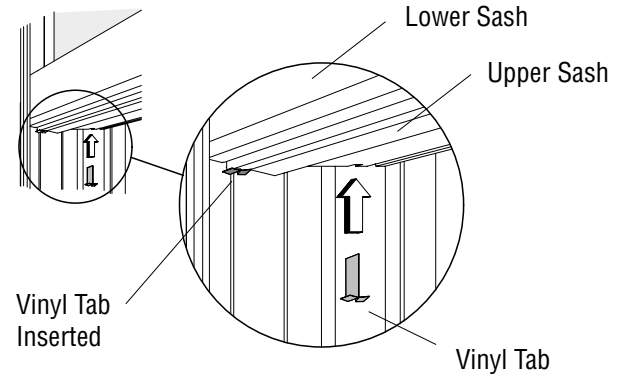
Sash cords are under high tension. Use caution when unhooking sash cord from sash. Sash cord could snap back up resulting in product damage and/or personal injury.

- Pull down on left hand Sash Cord with one hand and hold firmly while pulling Sash Cord Tab out of sash with the other.
- Ease Sash Cord up into head jamb.
- Repeat procedure with right hand sash cord.
- Remove *Keeper* and dispose of sash in a safe manner.



4. Replace Sash

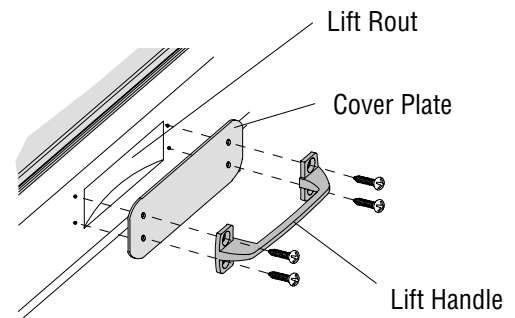
- Follow sash removal instructions in reverse to reinstall sash.
- Insert *Vinyl Tabs* into slots on the bottom left hand side of both sash.
- Reinsert and secure Jamb Liner. Remove *Vinyl Tabs*.
- Apply replacement *Flush Mount Lock* furnished with sash if required.



Narroline Units Manufactured before 1970

(Primed Narroline Units)

- A *Cover Plate* available from your Andersen supplier can be used to cover up the *Lift Rout* on replacement sash.
- Place *Cover Plate* over *Lift Rout* and mark holes with pencil.
- Pre-drill holes on marks and attach *Lift Handle*.



Finishing Instructions

⚠ CAUTION

Do not expose unfinished wood to high moisture conditions, excessive heat or humidity. Finish interior wood surfaces immediately after installation. Discoloration, bowing and/or splitting may result.

INTERIOR FINISHING

Andersen has determined that two coats of polyurethane varnish or two coats of paint plus a primer are needed to protect natural wood surfaces. Without these finishes, wood surfaces will discolor and deteriorate from moisture and fungal attack. Please follow these instructions carefully to make sure of satisfactory results. Andersen assumes no liability for incorrectly finished windows or window damage caused by not following these instructions. Before you begin, thoroughly read and follow the instructions and warnings on each container of finish material.

Before Finishing

- Set all nails with a punch to 1/16" below the wood surface. Fill all nail holes with a quality wood filler and let dry. Lightly sand the wood surfaces with 220-grit sandpaper. Wipe away dust or dirt with a clean cloth before proceeding.

Staining

- Apply a pre-stain to make sure of a uniform appearance. Apply the pre-stain in the direction of the wood grain.
- Apply the stain according to the manufacturer's instructions. Two coats are recommended for best results. Apply the stain in the direction of the wood grain.
- Apply a coat of quality polyurethane varnish. Wait at least 5 hours (preferably 24 hours), and lightly sand the surface.
- Apply a second coat of polyurethane. Be sure to lap the finish coat 1/16" onto the glass to form a water seal between the glass and wood. Let dry for 24 hours.

Painting

- Apply one coat of quality primer/sealer.
- Apply 2 coats of quality trim paint according to the manufacturer's instructions. Be sure to lap the finish coat 1/16" onto the glass to form a water seal between glass and wood. Let dry for 24 hours.