

# Sash Replacement Guide

for Andersen® 400 Series Tilt-Wash Transom Windows



## IMPORTANT

Read all instructions carefully before attempting this procedure. If you have any questions about your ability to complete this procedure, call Andersen at 1-888-888-7020 for further direction. Andersen WindowCare® service center hours are 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® products.

## Important Safety, Assembly, and Installation Information

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. Andersen has no responsibility in regard to the post-manufactured assembly and installation of Andersen products.

### ⚠ 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. Falling from opening may result in personal injury or death.

### ⚠ 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.

### Parts Included

- (1) Instruction Guide
- (1) Transom Replacement Sash
- (1) Inside Sill Trim Stop
- (1) Inside Sash Trim Stop
- (1) Sill Liner Foam Weatherstrip
- (3) Sash Clips
- (6) #7 x 5/8" Screws

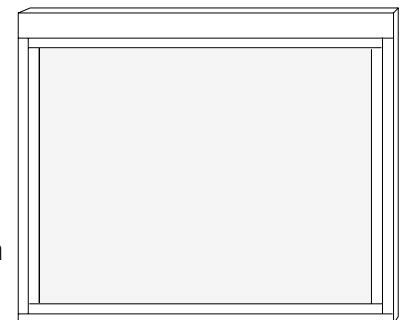
### Additional Parts Required

- Silicone Primer
- GE Silicone Sealant (unit matching)
  - (2903015) White
  - (2903016) Terratone
  - (2903017) Sandtone

### Tools & Supplies

- Safety Glasses
- Phillips Head Screwdriver
- 2 Thin Blade Putty Knives
- 1-1/4" Drywall Screw
- 4d (1-1/2") Finish Nails
- Small Thin Pry Bar
- Locking Pliers
- Caulk Gun
- Sharp Utility Knife
- Duct/Filament Tape
- Naphtha

### Component Identification



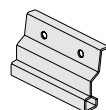
Replacement Sash



Sash Stop



Sill Stop



Sash Clip



Foam Weatherstrip

**⚠ WARNING**

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

**NOTICE**

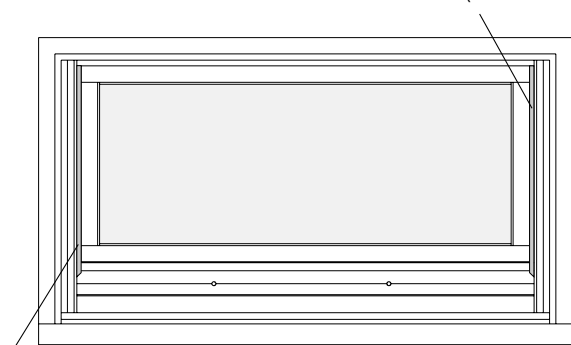
- Check size, glass type, color, and kit contents to verify all parts are correct.
- Unit/Sash opening must be plum, level, square, and free of bowed jambs.
- Measure frame diagonally from corner to corner. Distances must be the same or within 1/8" of each other.
- Wood frame and frame covers must be in good condition. Inspect for damage to frame, vinyl, sill, head, and side jambs. Repair as needed.
- If any of the above requirements are not met, have a qualified carpenter, builder or contractor determine whether window frame should be replaced or reinstalled, or if there are structural problems which need to be corrected before replacement sash is installed.

**1. Determine Vintage of Transom Unit**

**NOTICE**

Sash replacement procedures will vary according to vintage of unit. Units manufactured after March 1997 can be identified by the presence of a fillet bead (silicone sealant) between sash and frame on exterior unit. Follow procedures according to your vintage of Transom Unit.

Fillet Bead (After March 1997)



Fillet Bead (After March 1997)

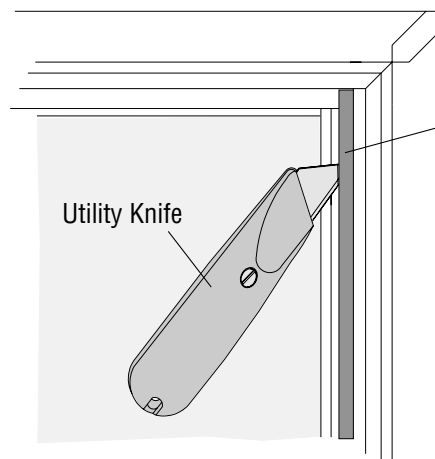
Interior View

**2. Cut Fillet Bead (Units Manufactured After March 1997 Only)**

**NOTICE**

Utility knife must penetrate through entire fillet bead top to bottom. Failure to do so may prevent removal of sash.

- Tape broken glass with duct or filament tape.
- Working from the exterior, use a sharp utility knife with blade fully extended to cut *Fillet Bead* between sash and frame of the unit.



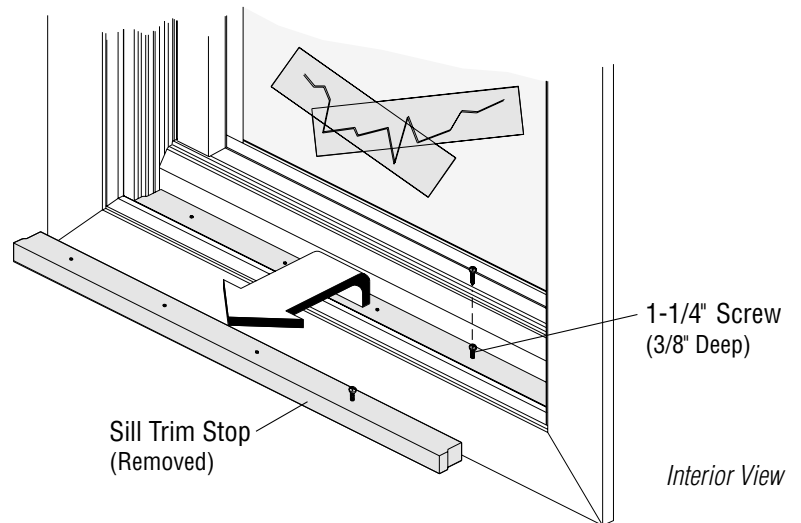
Fillet Bead (After March 1997)

Utility Knife

Exterior View

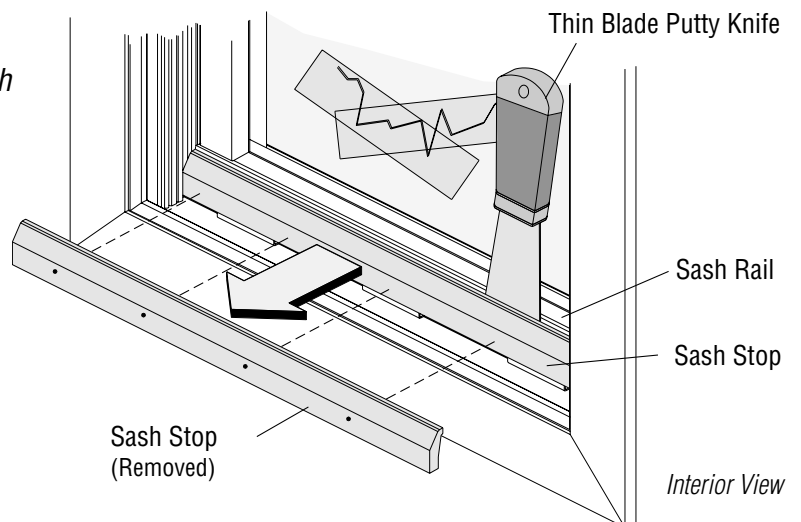
### 3. Remove Inside Sill Stop

- Drive 1-1/4" drywall screw 3/8" deep into Sill Stop approximately 2" from either end.
- Grasp screw head with locking pliers and lift Sill Stop out of unit.
- Remove nails and screw and discard stop.



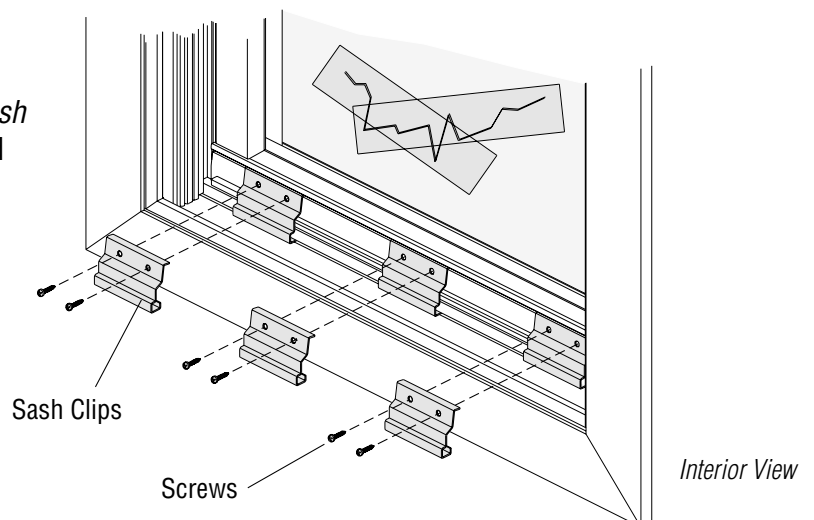
### 4. Remove Sash Stops

- Using a thin blade putty knife carefully wedge blade into the center, between *Sash Stop* and *Sash Rail* working from the center to both ends. Remove *Sash Stop* from sash.
- Remove nails and discard *Sash Stop*.



### 5. Remove Sash Clips

- Remove screws from *Sash Clips*. Properly dispose of screws.
- Remove *Sash Clips* from *Sash* and sill. (Pull *Sash Clips* out of kerf in *Sash* and push clip down and out of sill.) Properly dispose of *Sash Clips*.

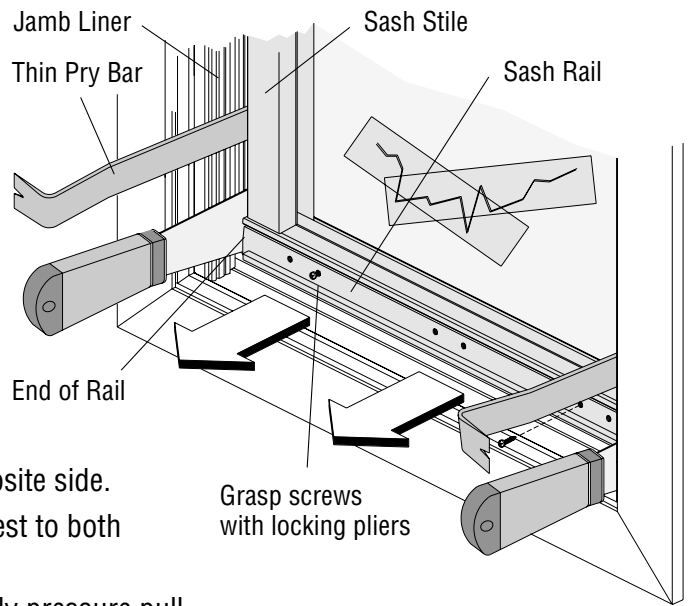


## 6. Remove Sash

### NOTICE

Make certain blades of putty knives go completely through to outside frame member of Transom Unit (approximately 1-1/2").

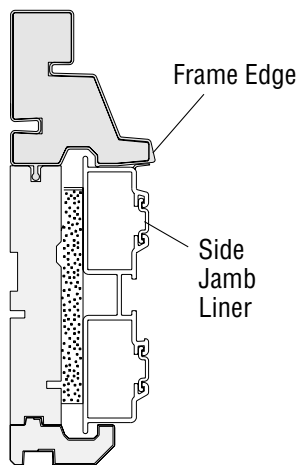
- Insert thin pry bar between either left-hand or right-hand *Jamb Liner* and *Sash* approximately four inches above *Sill*. Pry *Sash* and *Jamb Liner* apart and insert thin blade putty knife along end of rail pushing completely through to outer frame member (approximately 1-1/2"). Remove pry bar. Repeat for opposite side.
- Insert a clip screw into existing screw holes for clips closest to both stiles. Drive screws in 2/3 fully seated.
- Grasp either screw head with locking pliers and with steady pressure pull *Sash* to interior approximately 2-1/2". Repeat procedure to opposite side.
- Carefully remove *Sash* by pulling towards interior while at the same time lowering the top of *Sash* out of the head jamb pocket. When enough room is available between *Sash* and *Head Jamb* grasp top of *Sash* and pull toward interior until *Sash* is removed.



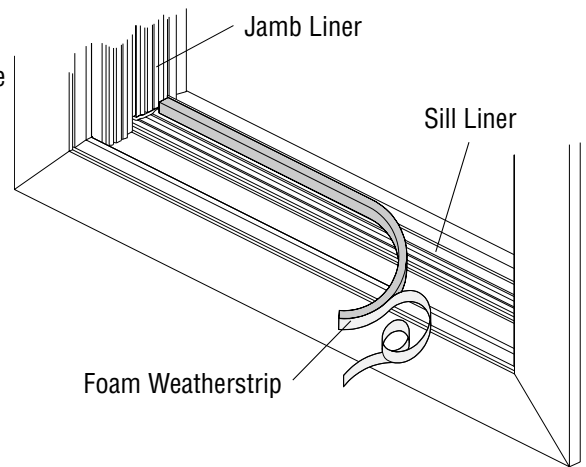
Interior View

## 7. Apply Sill Liner Foam Weatherstrip

- Clean *Head*, *Jamb*, and *Sill Liners* around frame of any dirt, debris, or left over silicone sealant.
- Cut *Weatherstrip* to appropriate length to fit between *Side Jamb Liners* on *Sill Liner*.
- Remove adhesive release liner.
- Install *Weatherstrip* on *Sill Liner* between *Side Jamb Liners* as shown. Press down firmly on *Weatherstrip* so it adheres to *Sill Liner*.
- Apply silicone primer sparingly to *Side Jamb Liner* and frame edge to prepare for fillet bead applied in **Step 13**.



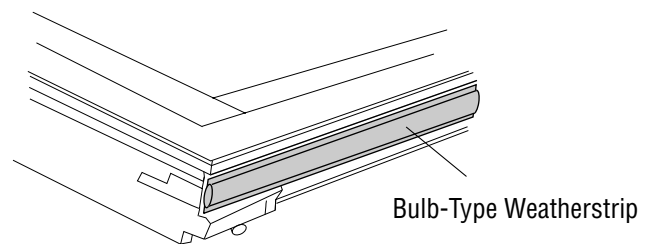
Cross Section Detail  
Side Jamb



Interior View

## 8. Remove Side Stile Weatherstrip from Removed Sash (Units Manufactured Before March 1997 Only)

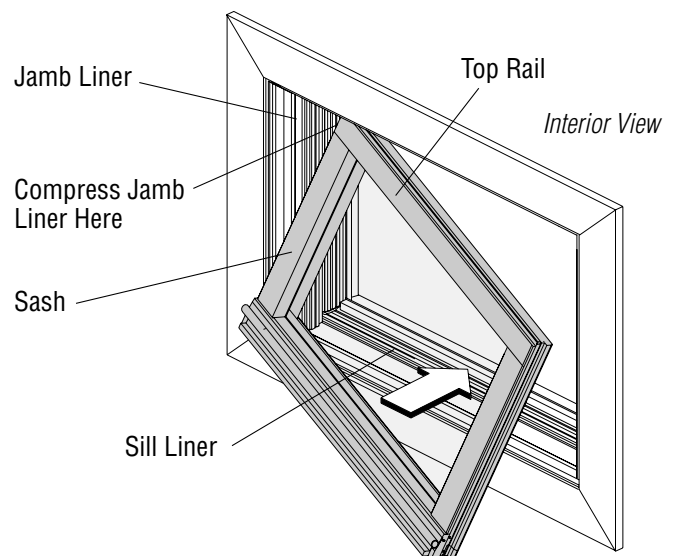
- Remove bulb-type *Side Stile Weatherstrip* from removed sash by carefully pulling up on one end.
- Reinstall *Side Stile Weatherstrip* on *Replacement Sash*.



Bulb-Type Weatherstrip

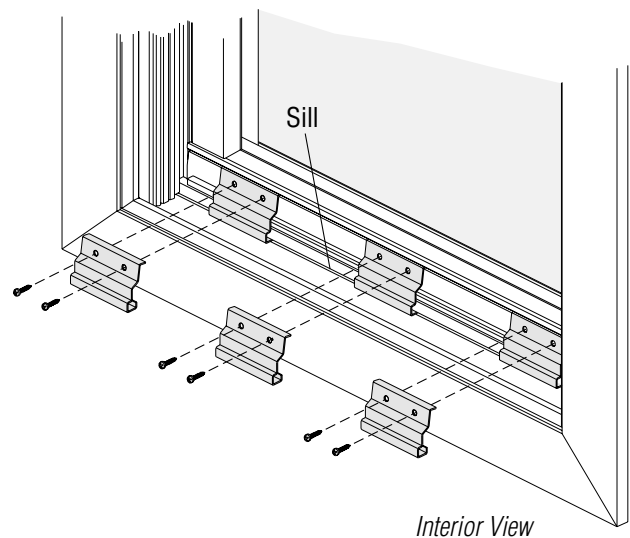
## 9. Install Replacement Sash

- Grasp *Replacement Sash* firmly along sides. Position *Sash* at a 45° angle and insert top of *Sash* between *Side Jamb Liners*.
- Compress one side of *Jamb Liner* with *Sash* as the other side is inserted into jamb pocket.
- Slide *Top Rail* of *Sash* up while lowering the bottom of *Sash* until top of *Sash* is in *Head Jamb* pocket and bottom is in contact with *Sill Liner*.
- Carefully push lower corners of *Sash* into frame until *Sash* is fully seated. Be careful not to dislodge new *Foam Weatherstrip* along *Sill Liner*.



## 10. Attach Sash Clips

- Position *Sash Clips* along bottom rail in former location. Make certain lower part of clip is hooked with *Sill*.
- Secure *Sash Clips* using screws provided.

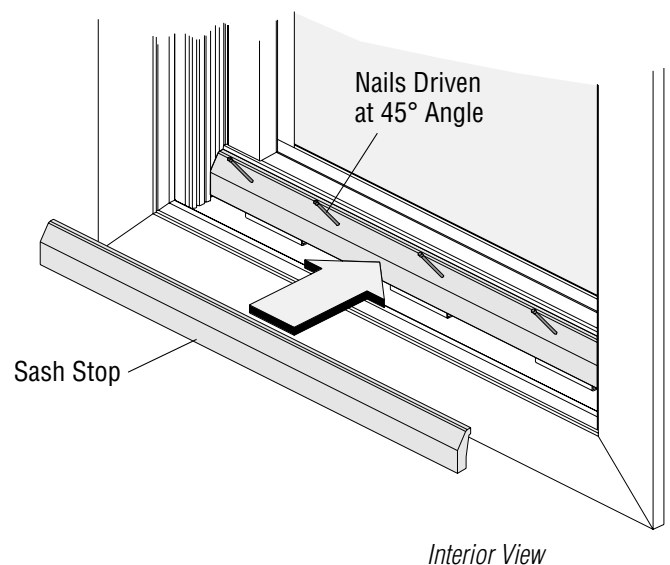


## 11. Install New Sash Stop

### CAUTION

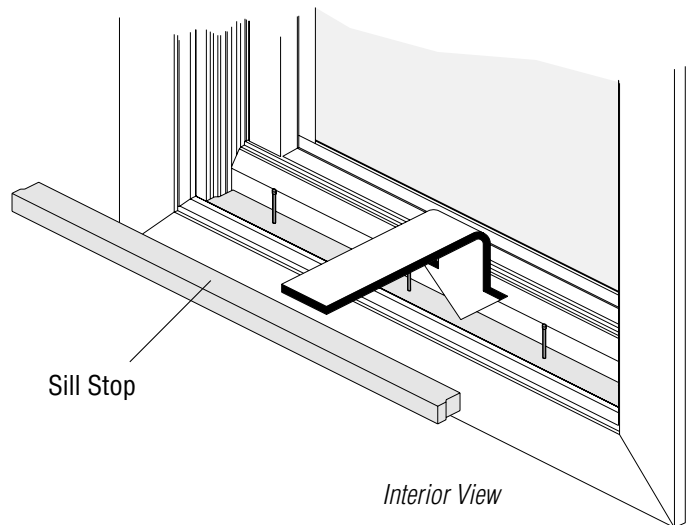
Drive nails into Sash Trim Stop at a 45° angle. Failure to do so may cause glass edge damage and/or glass lite breakage.

- Insert *Sash Stop* so it rests on *Sash Clips*.
- Secure *Sash Stop* using 4d (1-1/2") finish nails driven in at 45° angle in the same position as when removed.



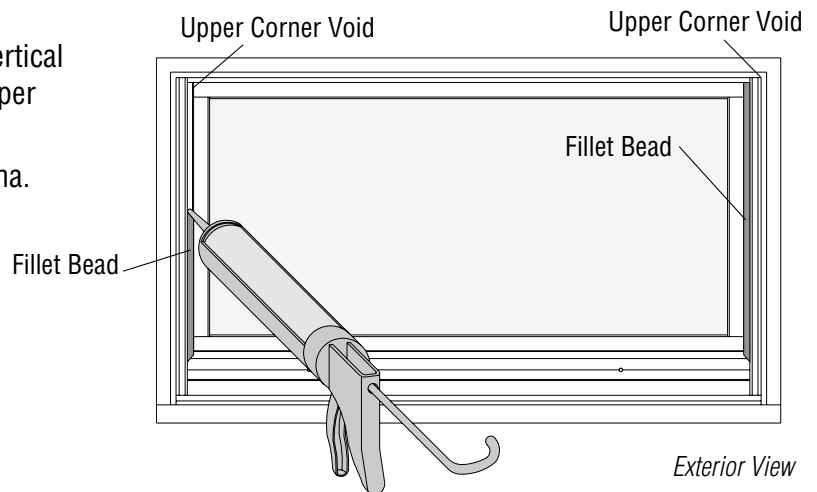
## 12. Install New Sill Stop

- Insert *Sill Stop* as shown. Secure using 4d (1-1/2") finishing nails in the same sequence as when removed.
- Set all nails to approximately 1/16" deep below wood surface.



## 13. Apply Fillet Bead (All Units)

- Apply *Fillet Bead* between *Sash* and frame on vertical sides of unit only. Make sure *Fillet Bead* fills upper corner voids between *Sash* and frame.
- Clean off any excess silicone sealant with naphtha.



## Finishing, Cleaning, and Maintenance Instructions

### CAUTION

- **DO NOT** expose unfinished wood to high moisture conditions, excessive heat or humidity. Finish interior wood surfaces immediately after installation. Unfinished wood surfaces will discolor, deteriorate, and/or may bow and split.
- **DO NOT** stain or paint weatherstrip, silicone beads, vinyl, glass, or hardware.
- 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 the cleaning process to prevent acid contact. If acid does come in contact with unit, immediately wash all surfaces with clean water.

### INTERIOR FINISHING

Read and follow finishing manufacturer's instructions and warnings on each container of finish material for priming, painting, staining, and varnishing.

### CLEANING

Clean exterior frame, sash members, and insect screens using a mild detergent-and-water solution and a soft cloth or brush. **DO NOT** use abrasive cleaners or solutions containing corrosive solvents. For persistent dirt or grime, use a nonabrasive cleanser or a mixture of water and alcohol or ammonia.

### MAINTENANCE

Immediately sand and refinish any interior wood that becomes stained or mildewed to prevent further discoloration and/or damage. For further information, contact your local Andersen dealer. Dealers can be found in the Yellow Pages under Windows.