

# Sash Replacement, Removal and Reinstallation Guide

for Andersen® 400 Series Tilt-Wash Double-Hung and Tilt-Wash Double-Hung Insert Windows or 400 Series Tilt-Wash Double-Hung Windows with Stormwatch® Protection

**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.**

- ▶ **Read guide from beginning to end before starting installation. Read all warnings and cautions during unit installation.**
- ▶ **Check with your local building code official to identify and confirm compliance with local building code requirements.**

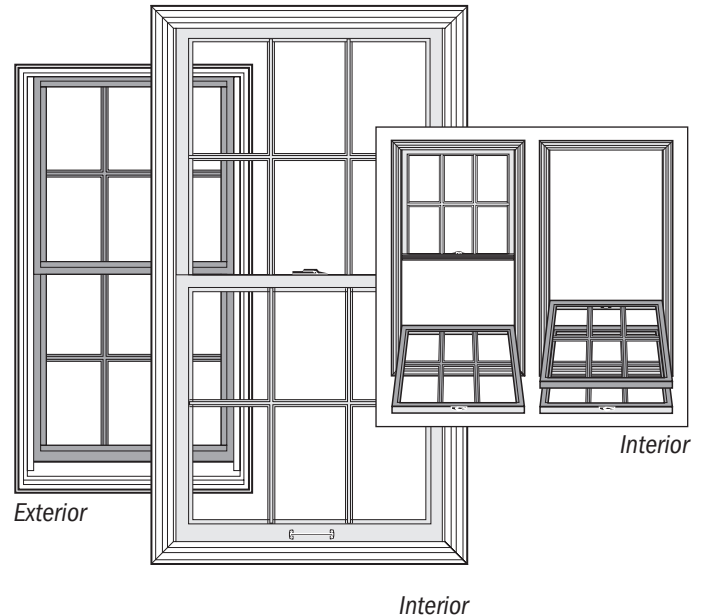
## Parts Included

- (1) Instruction Guide
- (1) Tilt-Wash Double-Hung Sash
- (2) Sash Bracket Cover (Stormwatch® Protection Only)

## Tools Needed

- Safety Glasses
- Flat Blade Screwdriver
- Phillips Screwdriver
- Citrus Cleaner
- Plastic Scraper

## Component Identification



### ⚠ 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

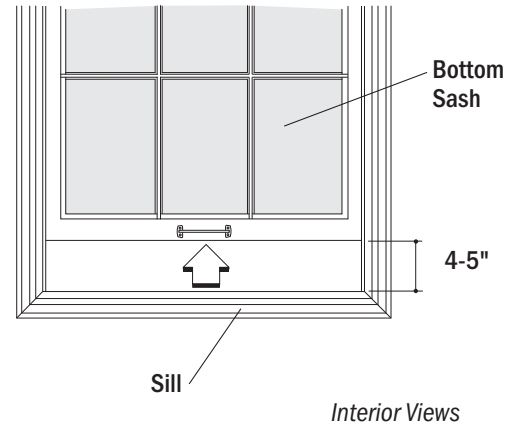
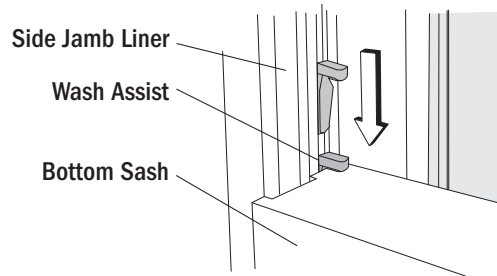
Follow manufacturers' instructions for hand and power tools. Always wear safety glasses. Failure to do so could result in injury, product or property damage.

### ⚠ 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.

## 1. Position Bottom Sash for Removal

- Position bottom sash about four to five inches from sill. (Refer to washing instructions in right-hand corner of head jamb.)
- Slide both wash assists (one for each side) down from top of side jamb liner until they “snap” in place between the bottom sash and side jamb liner.

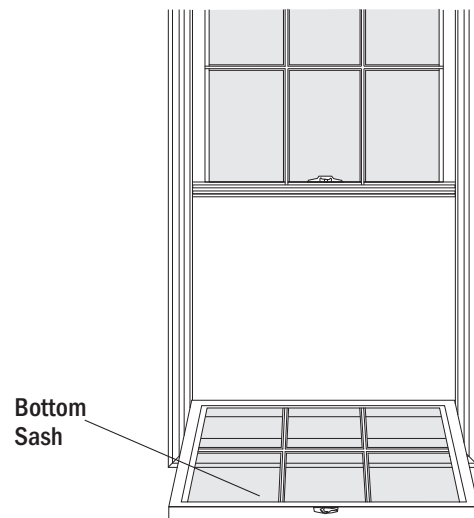


## 2. Tilt Bottom Sash Down

### NOTICE

Sash must be at a 90° angle to be removed.

- Tilt bottom sash in and down, horizontally, to a 90° angle.



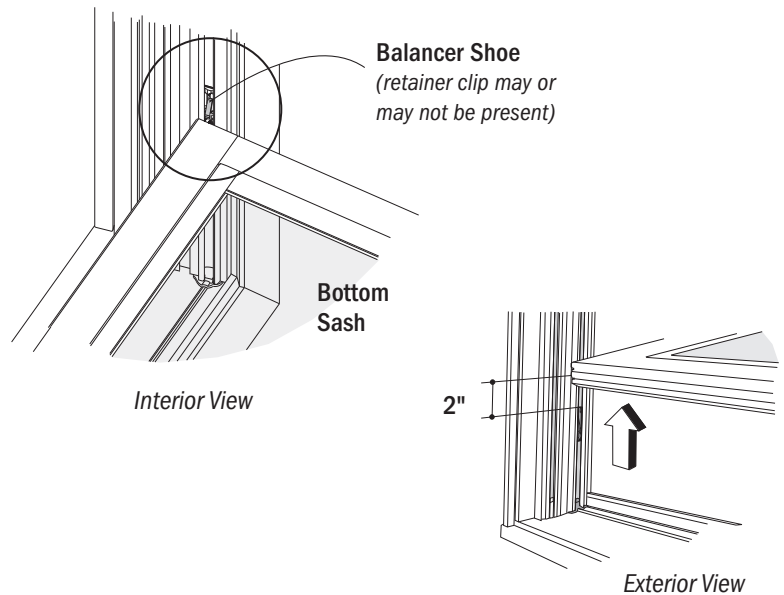
*Interior View*

### 3. Release Bottom Sash

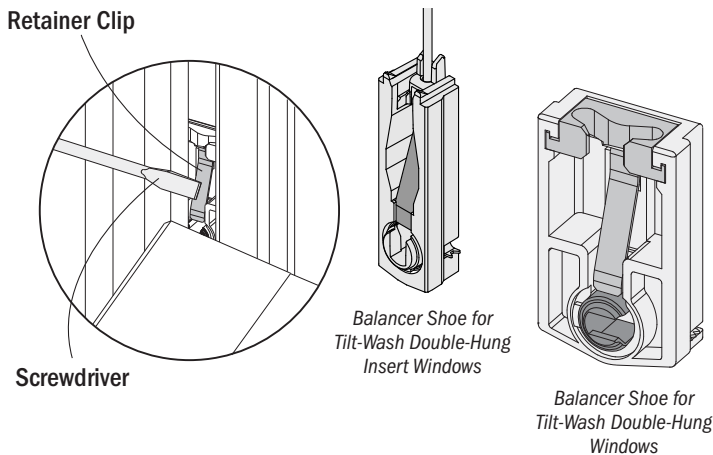
#### ⚠ WARNING

Before releasing the sash from jamb liners, make certain sash is properly supported. Failure to support sash could result in serious injury, product and/or property damage.

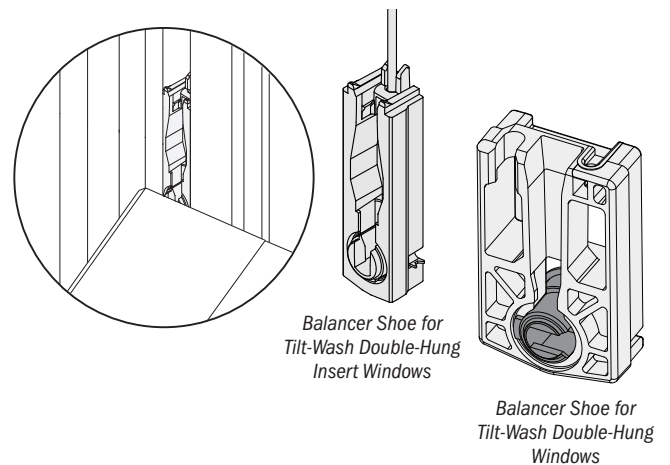
- Depress balancer shoe retainer clip, if present, using a small flat blade screwdriver releasing sash pivot pin on bottom sash.
- Raise bottom sash corner two inches above balancer shoe and hold in place.
- Repeat steps for opposite side of the bottom sash.



#### Balancer Shoe (with Retainer Clip)



Or

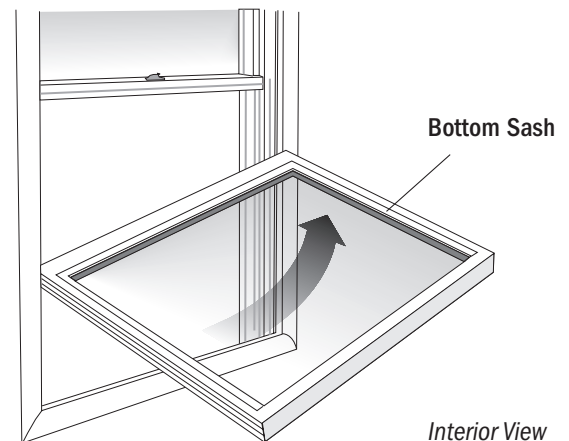


### 4. Remove Bottom Sash

#### ⚠ WARNING

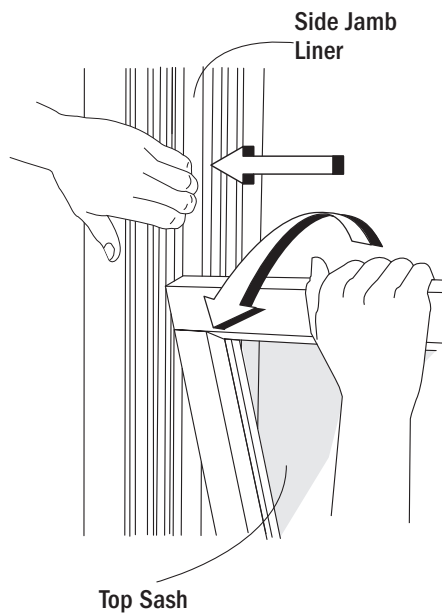
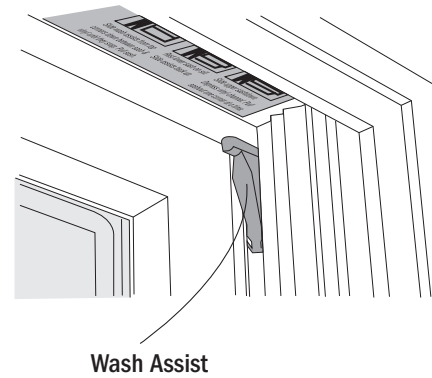
Use extreme care when working around window opening. Never leave a window opening unattended, especially when children are present. Falling from window opening could result in severe injury or death.

- When both sash pivot pins are released, lift bottom sash up and out.
- For **bottom sash** replacement, proceed to **step 9**.
- For **top sash** removal or replacement, proceed to **step 5**.

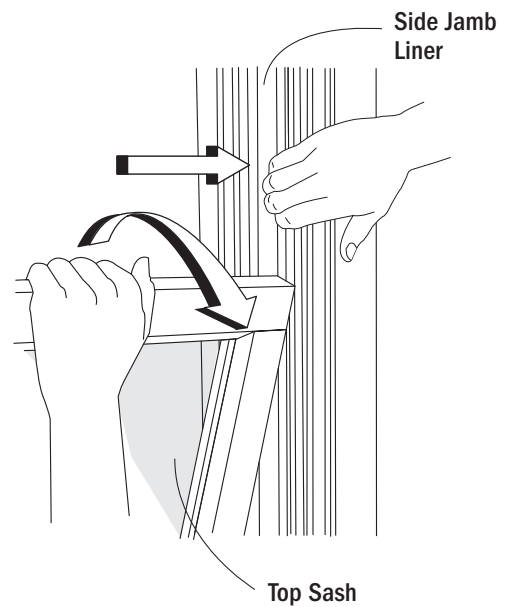


## 5. Position Top Sash for Removal

- Slide wash assists back to top of window unit.
- Position top sash to about five inches from sill.
- Holding top right-hand side of top sash, depress side jamb liner with one hand and carefully pull top sash inward until it releases from liner.
- Holding top sash in position, depress left-hand side jamb liner and carefully pull top sash inward.



Interior Views

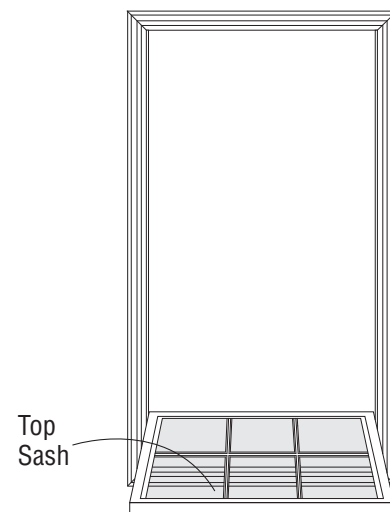


## 6. Tilt Top Sash Down

### CAUTION

Sash must be at a 90° angle to be removed.

- Tilt top sash in and down, horizontally, to a 90° angle.

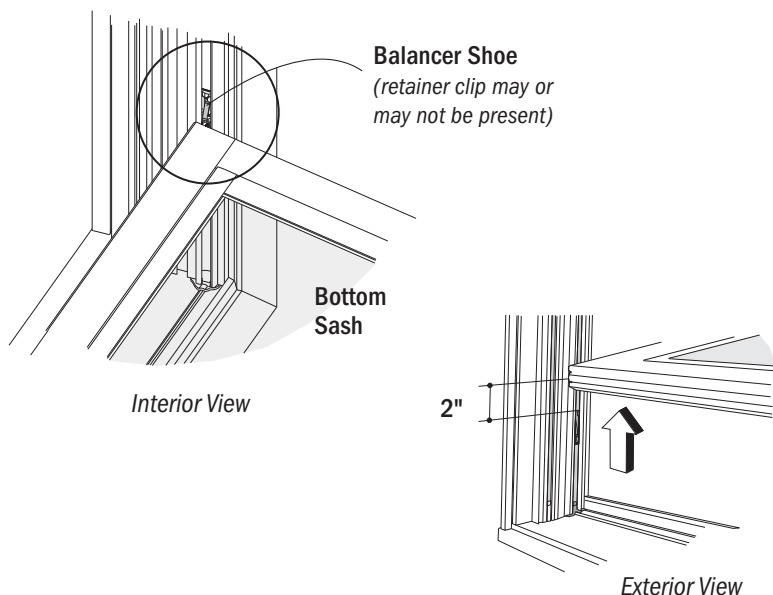


## 7. Release Top Sash

### **⚠ WARNING**

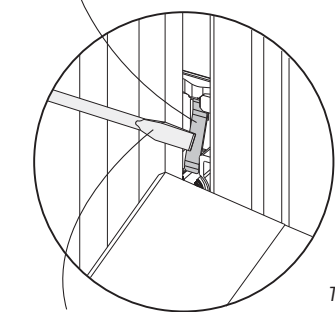
Before releasing the sash from jamb liners, make certain sash is properly supported. Failure to support sash could result in serious injury, product and/or property damage.

- Depress balancer shoe retainer clip, if present, using a small flat blade screwdriver releasing sash pivot pin on top sash.
- Raise top sash corner two inches above balancer shoe and hold in place.
- Repeat steps for opposite side of the top sash.



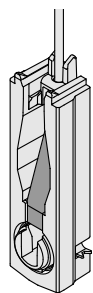
### **Balancer Shoe (with Retainer Clip)**

Retainer Clip

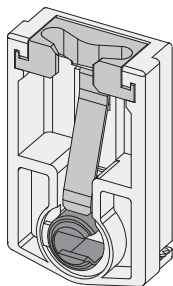


Screwdriver

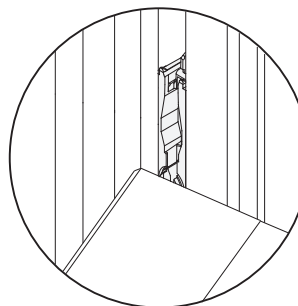
Balancer Shoe for  
Tilt-Wash Double-Hung  
Insert Windows



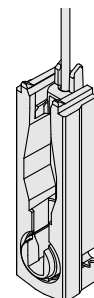
Balancer Shoe for  
Tilt-Wash Double-Hung  
Windows



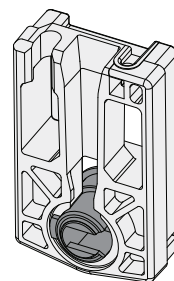
Or



Balancer Shoe for  
Tilt-Wash Double-Hung  
Insert Windows



Balancer Shoe for  
Tilt-Wash Double-Hung  
Windows

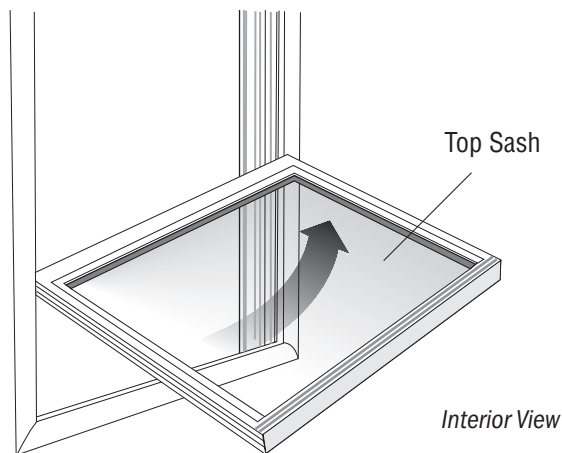


## 8. Remove Top Sash

### **⚠ 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 severe injury or death.

- When both sash pivot pins are released, lift top sash up and out.

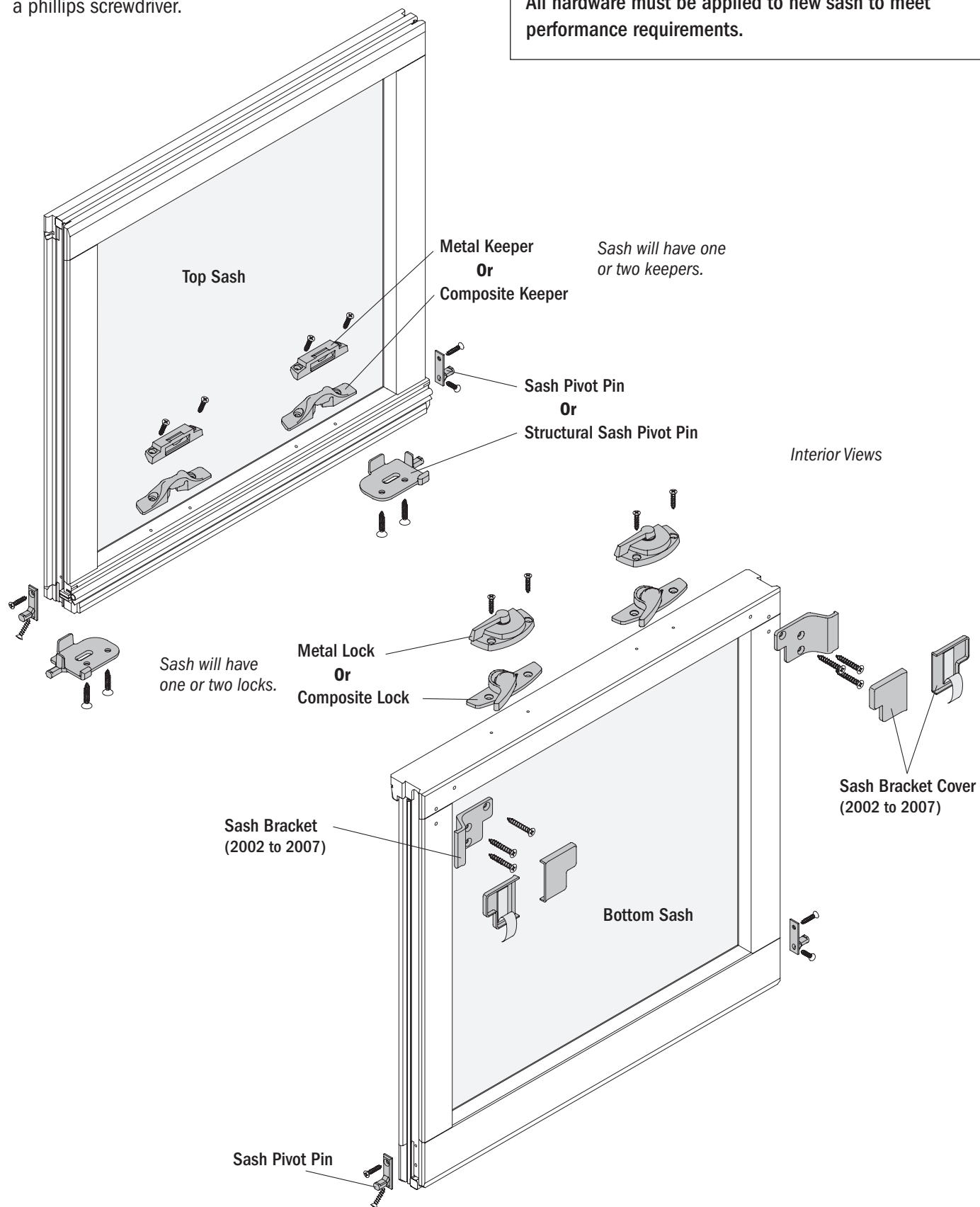


## 9. Remove/Reapply Sash Hardware

- If replacing sash, transfer all hardware from old sash to the new sash using a phillips screwdriver.

### NOTICE

All hardware must be applied to new sash to meet performance requirements.



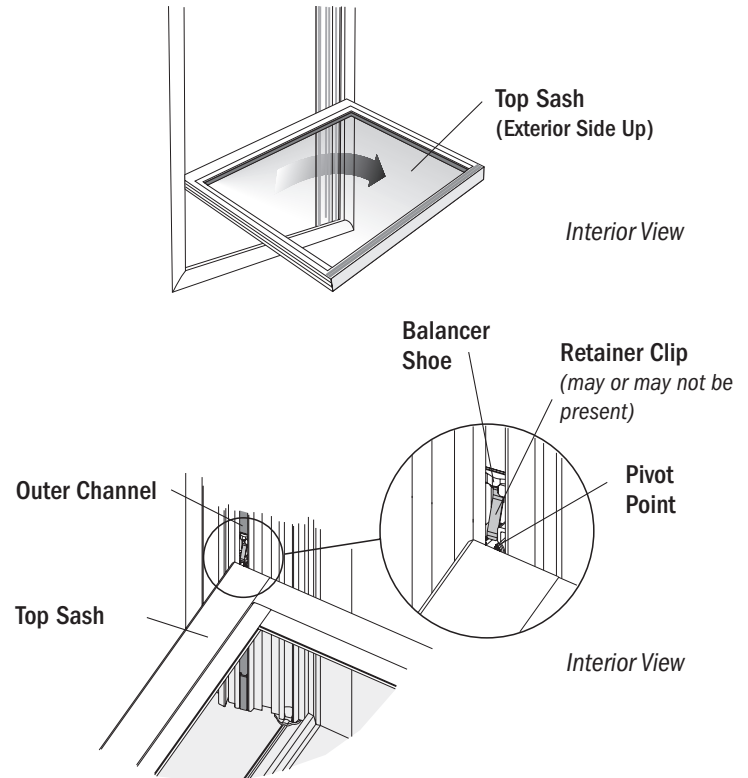
## 10. Install Sash

### NOTICE

Sash must be installed at 90° angle to be rotated up.

#### Top Replacement Sash

- With exterior side of top replacement sash facing up, place sash pivot pins, one at a time, into balancer shoe in outer channel of jamb liner.
- Press down on bottom corners of sash to seat sash pivot pins in balancer shoe.
- Tip sash up into frame until firmly engaged in jamb liner
- Slide sash to top.



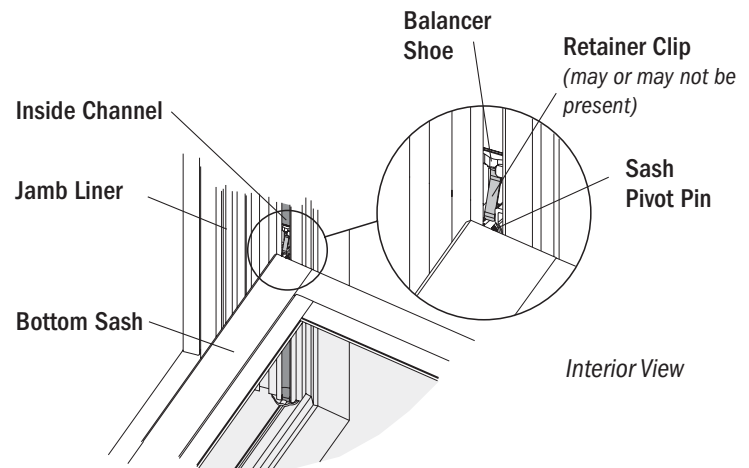
Top Replacement Sash

#### Bottom Replacement Sash

### CAUTION

Use caution when tipping bottom sash into opening to prevent pinching fingers between top and bottom sash.

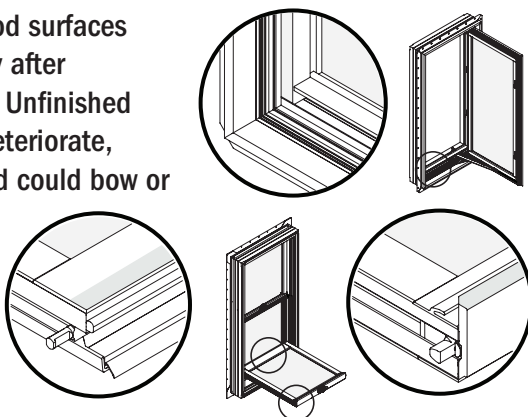
- With exterior side of lower replacement sash facing up, place sash pivot pins, one at a time, into the balancer shoe located in the inside channel of the jamb liner.
- Press down on bottom corners of sash to seat sash pivot pins in balancer shoe before tilting sash up.
- When sash pivot pins are engaged, tip sash up into place until firmly engaged in jamb liner.



Bottom Replacement Sash

### NOTICE

- Finish wood surfaces immediately after installation. Unfinished wood will deteriorate, discolor, and could bow or split. Some surfaces are hidden from view.



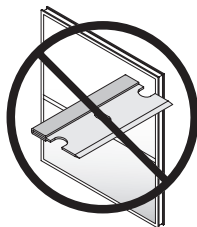
### NOTICE

- **DO NOT** stain or paint weatherstrip, vinyl, glass, or hardware. Doing so could result in product damage.
- Read and follow finish manufacturer's instructions and safety information. Failure to do so could result in product damage.
- **DO NOT** over load brush with stain or paint when finishing. Doing so could allow finish to wick between glass stop or grille, and glass.

### NOTICE

- Acid solutions used for cleaning masonry or concrete will damage glass, fasteners, hardware, and metal flashing. Protect window or door and follow cleaning product manufacturer's instructions. If acid contacts window or door, wash all surfaces immediately with clean water.

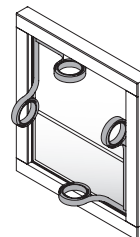
- **DO NOT** use metal razor blades to clean glass surface. Glass damage could result.



- **DO NOT** use or apply solvents, abrasives, harsh chemicals or cleaners to glass, sash, panels, frame, or window or door components. Doing so will result in product damage. For a list of recommended cleaners go to: [andersenwindows.com](http://andersenwindows.com)

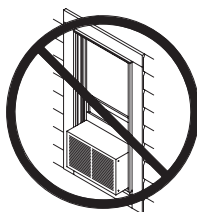
### IMPORTANT

- Clean glass using liquid glass cleaner.
- Clean exterior frame, sash, panels, and insect screens using mild detergent and water with a soft cloth or brush.
- For hard to clean areas, use a nonabrasive cleaner.
- Protective Film is not a substitute for masking.



### ! WARNING

- **DO NOT** install air conditioner in window. Doing so could result in injury, product or property damage.



### ! CAUTION

- Follow instructions of foam, sealant, and flashing manufacturer regarding safety, material application, compatibility, and periodic maintenance for continued weather resistance of their product. Failure to do so could result in injury, product or property damage.

### NOTICE

- **DO NOT** apply any type of film to insulating glass. Doing so could cause thermal stress conditions and result in glass damage. Shading devices (e.g. insulated coverings, shutters, etc.) could also cause thermal stress and condensation causing deterioration of windows or doors.