

# Sash Replacement Guide

for Andersen® 400 Series Woodwright® Double-Hung Windows  
Manufactured Before October 8, 2006



## IMPORTANT

- This procedure requires a high level of construction skill. If you do not possess a high level of skill in construction or window installation, Andersen recommends that you contact a qualified Andersen service provider to perform this procedure.
- To determine if you have the appropriate level of skill to properly and safely perform this procedure, read through the instruction manual. If you have any questions or concerns about your ability to complete this procedure, contact a professional Andersen service provider to complete this work for you or call Andersen at 1-888-888-7020 for further direction.

## 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

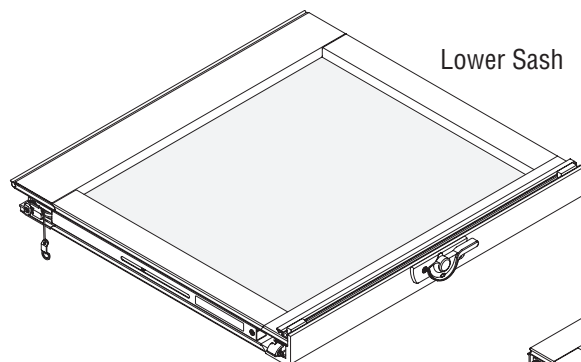
Improper use of hand or power tools could result in personal injury and/or product damage. Follow equipment manufacturer's instructions for safe operation. Always wear safety glasses.

### ⚠ WARNING

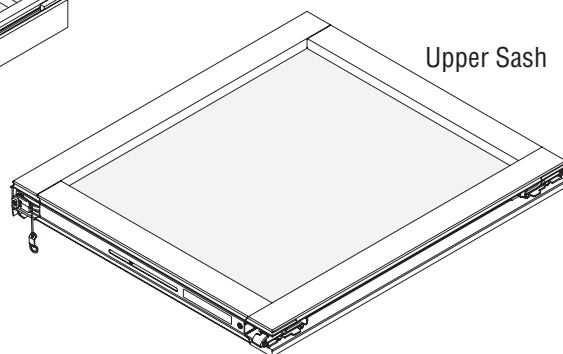
Weight of window and door unit(s) and accessories will vary. Use a reasonable number of people with sufficient strength to lift, carry, and install window and door unit(s) and accessories. Always use appropriate lifting techniques.

### Parts Included

- (1) Instruction Guide
- (1) Sash (Upper or Lower)



Lower Sash



Upper Sash

### Tools and Supplies

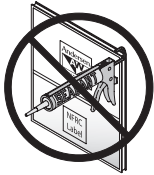
- Safety Glasses
- Phillips Screwdriver
- 1/8" Hex Wrench

## Glass

Tempered safety glass is not standard and must be special ordered. Check local building codes for required safety glass locations.

- ▶ Do not remove product performance label before final inspection.

### CAUTION

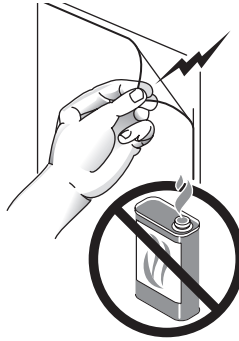


- Do not allow sealants to contact glass surface. Glass surface or exterior coating damage will result.



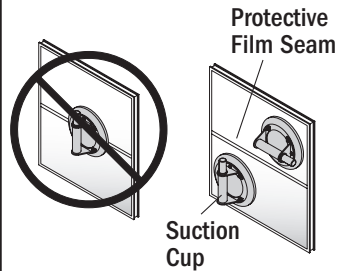
- If protective film is present, leave in place until unit is installed and job site construction is completed to protect glass surface.

### ⚠ WARNING



- Do not remove protective film in an area where there are solvents or flammable materials. Do not dispose of protective film in a container that may also contain flammable materials.
- Removing the protective film may result in a static charge that could cause a shock or spark. Static discharge caused when protective film is removed may ignite flammable materials.

### ⚠ WARNING



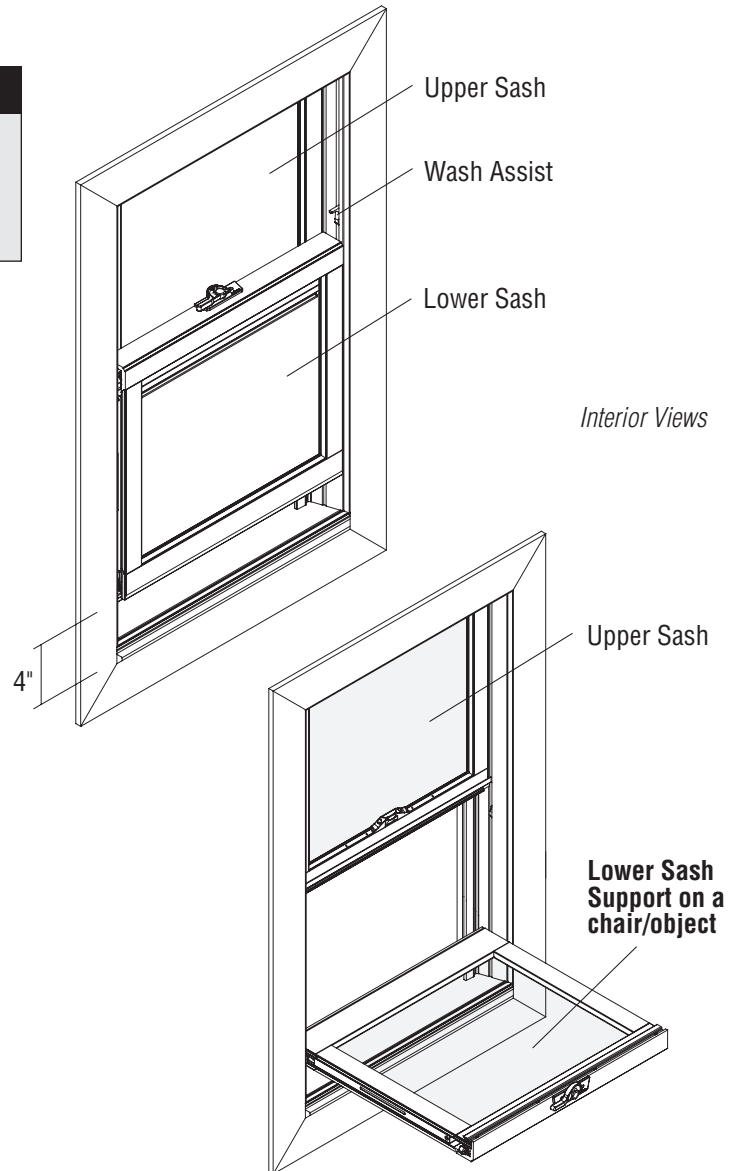
- If suction cups are used while moving or installing unit, make sure that cups are not applied on the seam of the protective film.
- If suction cup is applied on the seam, the suction cup will lose adhesion, causing unit to slip or drop and potentially causing damage or injury.

## 1. Position Lower Sash

### **⚠ WARNING**

Sash must be supported during tilting, removal and installation. Failure to support Sash may result in personal injury, product, and/or property damage.

- Position *Lower Sash* about 4" from sill.
- Slide *Wash Assists* down both side jambs to release *Tilt Latches*.
- Tilt *Lower Sash* in toward interior to 90° and support on chair or object.
- For **Lower Sash/Lower Sash Balancer** replacement, proceed to **Step 2**.
- For **Upper Sash/Upper Sash Balancer** replacement, proceed to **Step 4**.



## 2. Release Lower Sash

### ⚠ WARNING

Sash must be supported during tilting, removal and installation. Failure to support the Sash may result in personal injury, product, and/or property damage.

### ⚠ WARNING

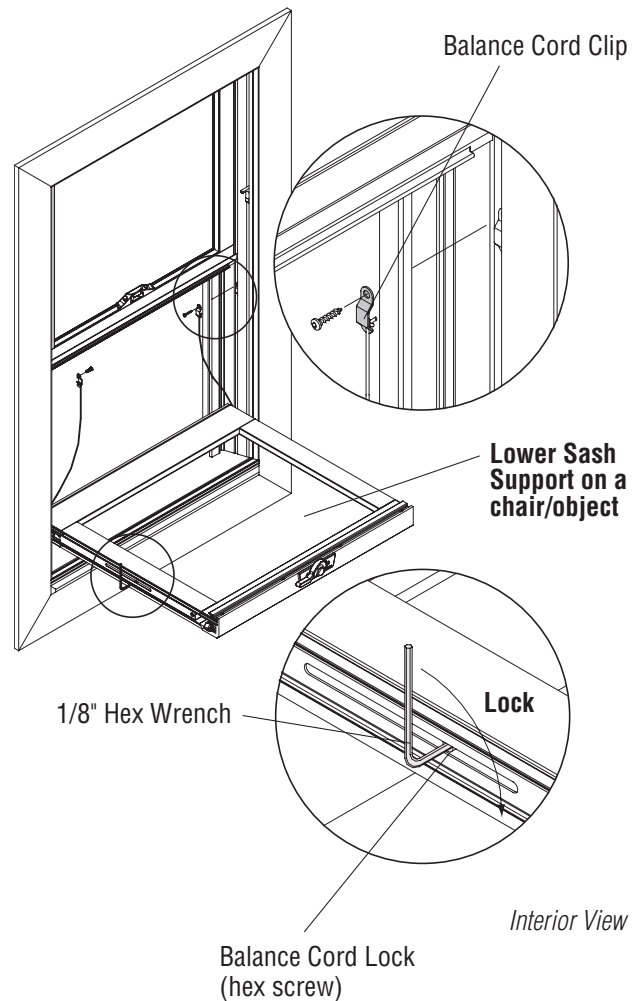
Balance Cord Lock must be engaged (locked) before disengaging sash from frame and/or before detaching Balance Cord Clips from jambs. Balance Cords must remain locked when sash is not engaged with frame and/or Balance Cord Clips are not attached to jambs. Failure to keep Balance Cord locked in these situations may cause sudden release of Balance Cord which could potentially cause personal injury and/or product damage.

- Engage (lock) *Balance Cord Lock* located in *Balance* on both sides of *Lower Sash* by turning hex screw 1/2 turn **clockwise** using 1/8" hex wrench.

### ⚠ WARNING

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

- Remove hex head screws securing *Balance Cord Clips* to frame, using 1/8" hex wrench, and retain for reuse. *Sash* will move freely in *Jamb Liner* after screws are removed.

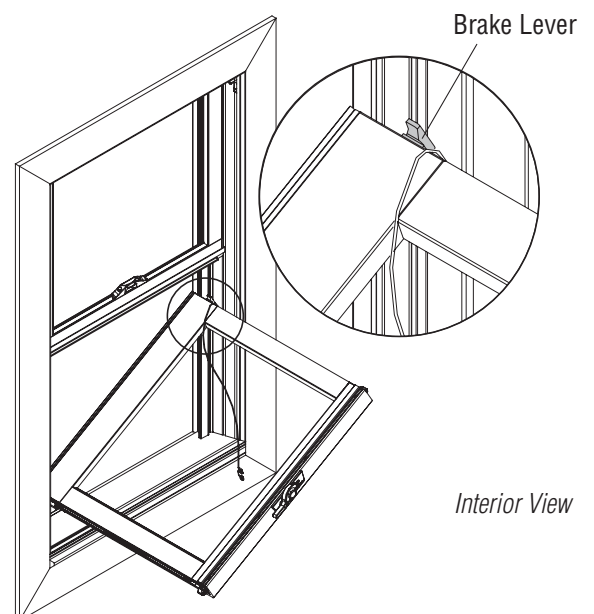


## 3. Remove Lower Sash

### ⚠ 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 personal injury or death.

- Grasp *Lower Sash* firmly and lift one side until *Brake Levers* are clear of frame and remove.
- For **Lower Sash** replacement, proceed to **Step 8**.

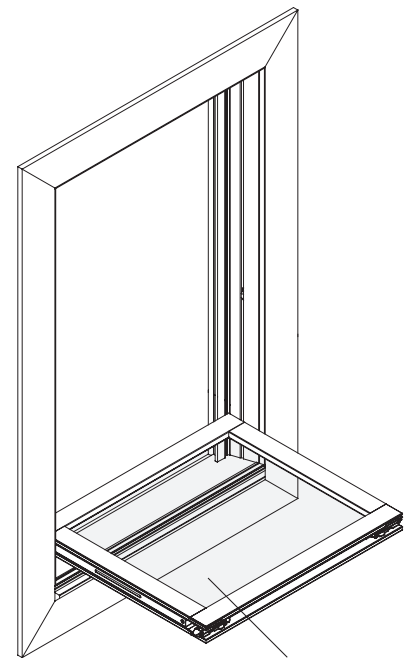
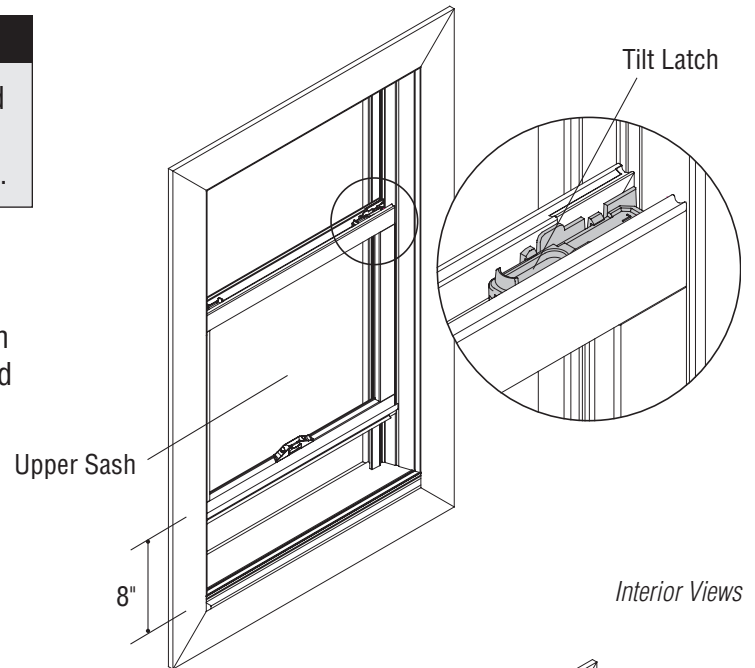


## 4. Position Upper Sash for Removal

### **⚠ WARNING**

Sash must be supported during tilting, removal and installation. Failure to support the Sash may result in personal injury, product and/or property damage.

- Position *Upper Sash* about 8" from the sill.
- Slide *Tilt Latches* to open position.
- Grasp *Upper Sash* firmly, holding *Tilt Latches* in open position, and tilt toward interior to 90° until supported on chair or object.



**Upper Sash  
Support on a  
chair/object**

## 5. Release Upper Sash

### ⚠ WARNING

Sash must be supported during tilting, removal and installation. Failure to support the Sash may result in personal injury, product and/or property damage.

### ⚠ WARNING

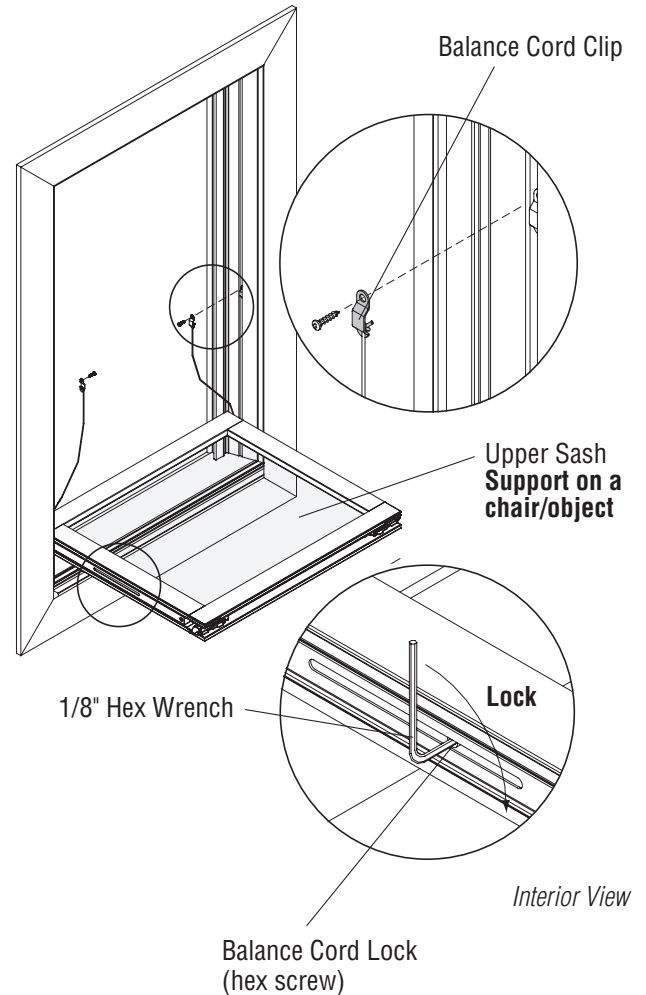
Balance Cord Lock must be engaged (locked) before disengaging sash from frame and/or before detaching Balance Cord Clips from jambs. Balance Cords must remain locked when sash is not engaged with frame and/or Balance Cord Clips are not attached to jambs. Failure to keep Balance Cord locked in these situations may cause sudden release of Balance Cord which could potentially cause personal injury and/or product damage.

- Engage (lock) *Balance Cord Lock* located in *Balance* on both sides of *Upper Sash* by turning hex screw 1/2 turn **clockwise** using 1/8" hex wrench.

### ⚠ WARNING

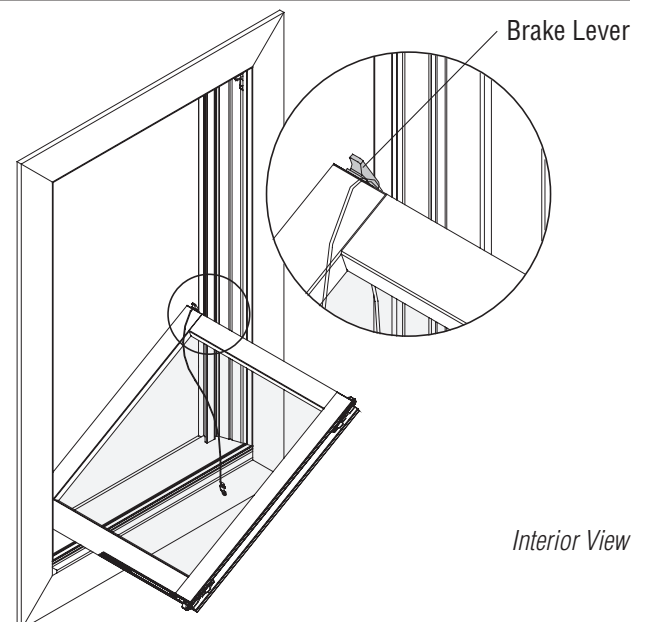
Support bottom of sash while detaching Balance Cord Clips to prevent it from falling onto sill. Failure to do so may result in personal injury and/or product damage.

- Remove hex head screws securing *Balance Cord Clips* to frame, using 1/8" hex wrench, and retain for reuse. *Sash* will move freely in *Jamb Liner* after screws are removed.



## 6. Remove Upper Sash

- Grasp *Sash* firmly and lift one side of *Sash* until *Brake Levers* are clear of frame and remove *Sash*.



## 7. Prepare Balance Cords for Sash Reinstallation

### ⚠ WARNING

If Balance Cord is wrapped around Brake Lever, Sash will not operate properly and may result in personal injury and/or product damage.

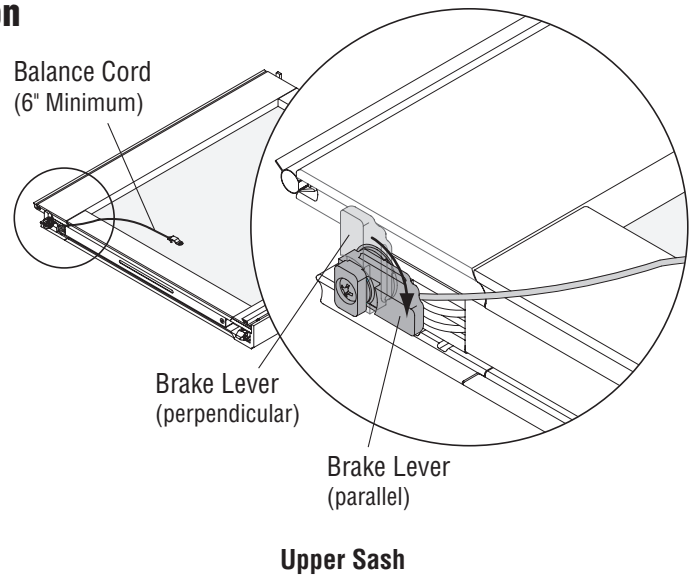
### ⚠ WARNING

Balance Cords are under high tension. Sudden release of Balance Cord could potentially cause personal injury and/or product damage.

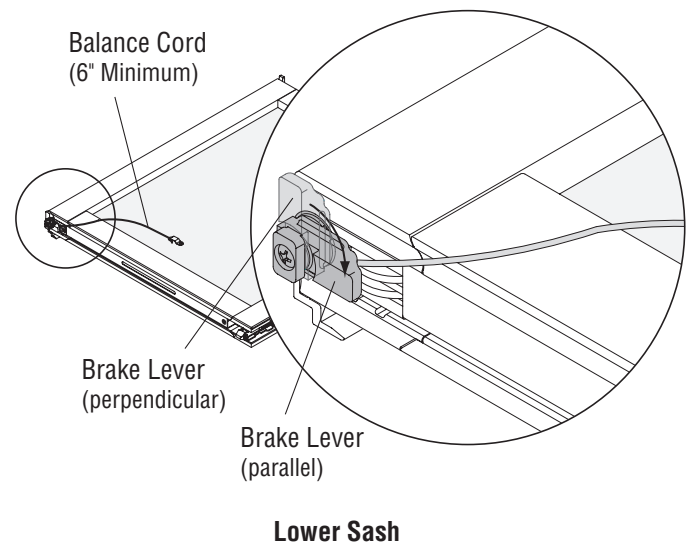
### NOTICE

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

- Check that each *Balance Cord* is extended at least 6" from each *Balance*. *Balance Cords* must be extended at least 6' from *Balance* before reinstalling *Sash*.
- If *Balance Cords* are **extended** at least 6", proceed to **Step 9**.
- If *Balance Cord* is **not extended** at least 6", grasp *Balance Cord* firmly and disengage (unlock) by turning hex screw 1/2 turn **counterclockwise** with 1/8" hex wrench and turning *Brake Lever* parallel to *Balance* over the top of pulley.
- Maintain a firm grasp on *Balance Cord* and pull out at least 6" from *Balance*. Lock *Balance Cord* by turning *Brake Lever* toward exterior side of *Sash*, perpendicular to exterior surface of *Sash*, and by turning hex screw 1/2 turn **clockwise** with 1/8" hex wrench.
- Repeat for opposite *Balance Cord* if not extended at least 6" from *Balance*.

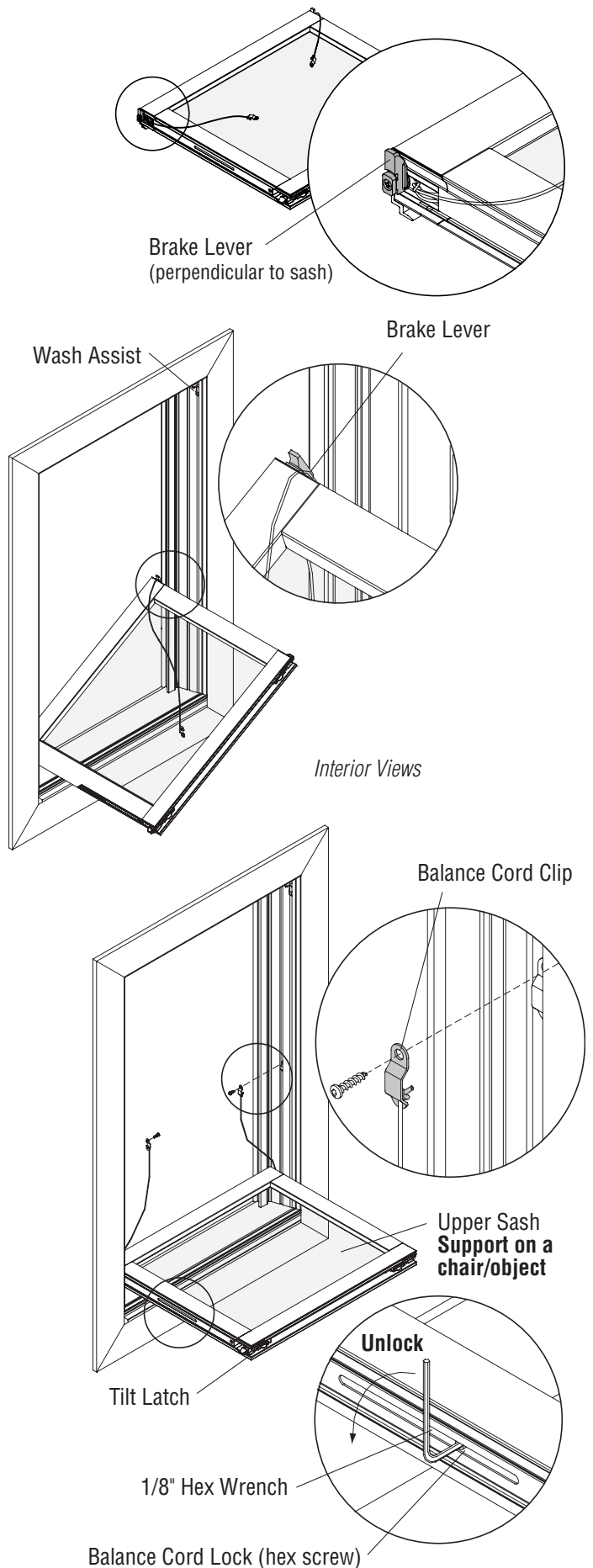


*Interior Sides Up*



## 8. Reinstall Upper Sash

- Place *Upper 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 *Balance Cords* onto exterior surface of *Sash*.
- Lift *Sash* into opening and place *Brake Levers* into outer channel on *Side Jamb*.
- Fasten *Balance Cord Clips*, using previously removed screws, at original locations in outer frame channel on *Side Jamb*. Keep sash supported perpendicular to opening while fastening *Balance Cord Clips*.
- Disengage (unlock) *Balance Cord Lock* on each *Balance* (both sides of sash) by turning hex screw 1/2 turn **counterclockwise** using 1/8" hex wrench, while supporting sash.
- Check that *Wash Assists* are pushed to top of frame.
- Slide *Tilt Latches* to open position and return *Upper Sash* to closed position.
- Check *Tilt Latch* engagement in *Jamb Channel* by pushing back and forth.
- Push *Upper Sash* to top of frame into closed position.





## 9. Replace Wash Assists if Required (Lower Sash Replacement Only)

### **⚠ WARNING**

For units manufactured **before June 13, 2005**, Wash Assists **must be** replaced with post June 2005 Wash Assists. Failure to replace Wash Assists could cause Tilt Latches to disengage and sash to unexpectedly tilt-in, potentially causing personal injury, product, and/or property damage.

- Lower *Upper Sash* from head jamb, if needed.
- Determine window manufacture date from product identification label located in the head jamb liner.

### **Units Manufactured BEFORE June 13, 2005**

- For units manufactured **before** June 13, 2005, *Wash Assists must be* replaced using post June 2005 *Wash Assists*.
- Remove two screws securing *Lock* on *Lower Sash* using a Phillips screwdriver and remove plastic bag containing *Wash Assist* replacement kit from replacement sash.
- Reapply *Lock* on *Lower Sash*.
- Replace *Wash Assists* following instructions packaged with *Wash Assists*.

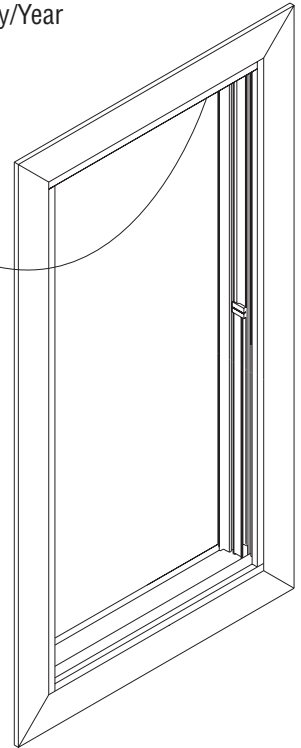
### **Units Manufactured AFTER June 13, 2005**

- For units manufactured **after** June 13, 2005, replacement of *Wash Assists* is not required.
- Remove two screws securing *Lock* on *Lower Sash* using a Phillips screwdriver and remove plastic bag containing *Wash Assist* replacement kit from replacement sash.
- Reapply *Lock* on *Lower Sash*.
- Properly discard *Wash Assist* replacement kit.



Month/Day/Year

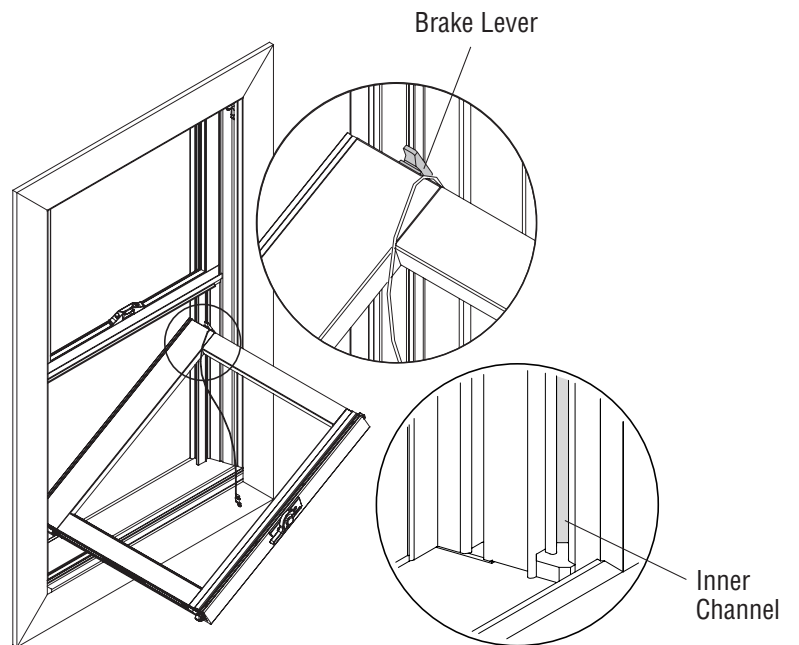
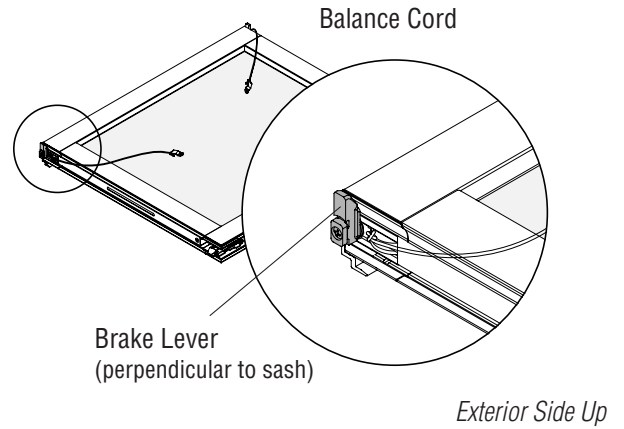
Product Identification Label



---

## 10. Reinstall Lower Sash

- Make Sure *Brake Levers* are positioned perpendicular to *Sash*, pointing to the exterior side of *Sash*, and in locked position. Reposition if needed.
- Place *Balance Cords* on exterior surface of *Sash*.
- Lift *Sash* into opening and place *Brake Levers* into inner channel on *Side Jamb*.

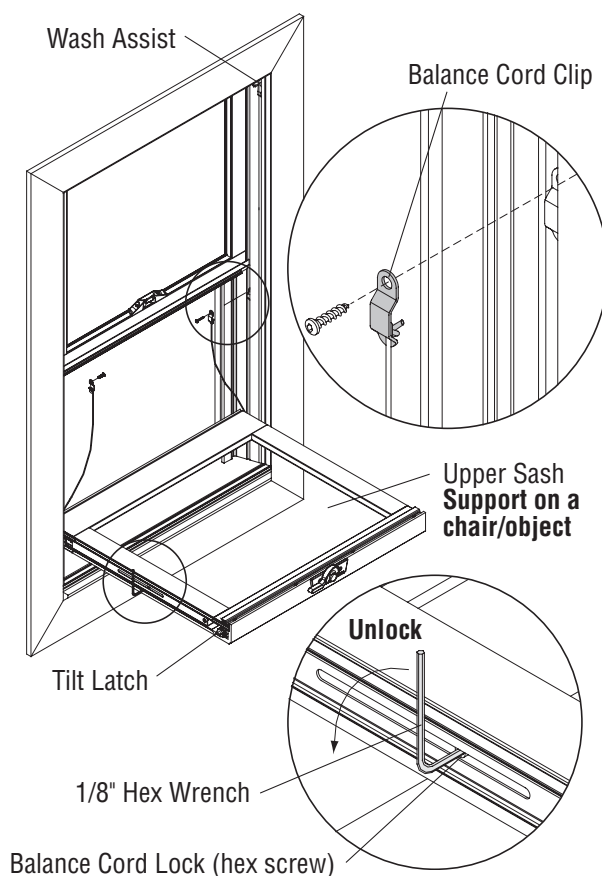


## 10. Reinstall Lower Sash (Continued)

### NOTICE

If two screw holes are present in inner frame channel on Side Jamb, use lower hole to fasten Balance Cord Clip.

- Fasten *Balance Cord Clips*, using previously removed screws, at original locations in inner frame channel on *Side Jamb*. Keep sash supported perpendicular to opening while fastening *Balance Cord Clips*.
- Disengage (unlock) *Balance Cord Lock* on each *Balance* (both sides of sash) by turning hex screw 1/2 turn **counterclockwise** using 1/8" hex wrench, while supporting sash.
- Check that *Wash Assists* are pushed to top of frame.
- Slide *Tilt Latches* to open position and return *Lower Sash* to closed position.
- Check *Tilt Latch* engagement in *Jamb Channel* by pushing back and forth.
- Push *Lower Sash* down to bottom of frame into closed position.



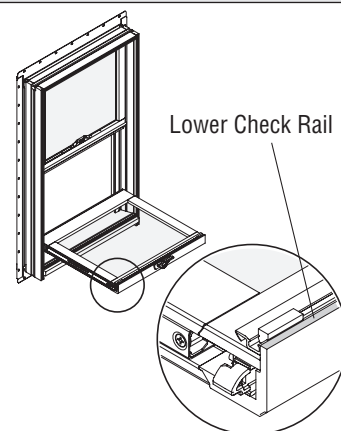
## Finishing, Cleaning, and Maintenance Instructions

### 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.

### NOTICE

Finish interior wood surfaces, including hidden surface (as shown by arrow) at check rail immediately after installation.



### INTERIOR FINISHING

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

---

## Finishing, Cleaning, and Maintenance Instructions

### 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.