

# Lock/Keeper Replacement Guide

for Andersen® 200 Series Gliding 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 caution when working at elevated heights and around unit openings. Follow manufacturer's instructions for safe use of ladder and/or scaffolding. Failure to do so may result in injury or death.

### ⚠ WARNING

Follow manufacturer's instructions for safe operation of hand/power tools. Always wear safety glasses. Failure to do so may result in injury and/or product damage.

### ⚠ WARNING

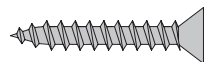
Windows and doors can be heavy. Use safe lifting techniques and a reasonable number of people with enough strength to lift, carry and install window and door products to avoid injury and/or product damage.

### ⚠ WARNING

Support sash during replacement procedure. Failure to support sash may result in personal injury, product, and/or property damage.

### Parts Included

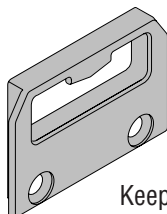
- (1) Instruction Guide
- (1) Keeper
- (1) Lock
- (4) Colored #6 x 1" Screws



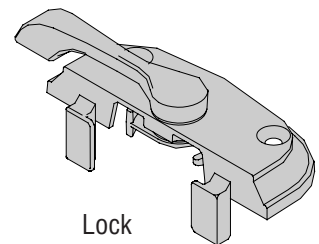
Colored #6 x 1" Screw

### Tools and Supplies

- Safety Glasses
- Phillips Screwdriver



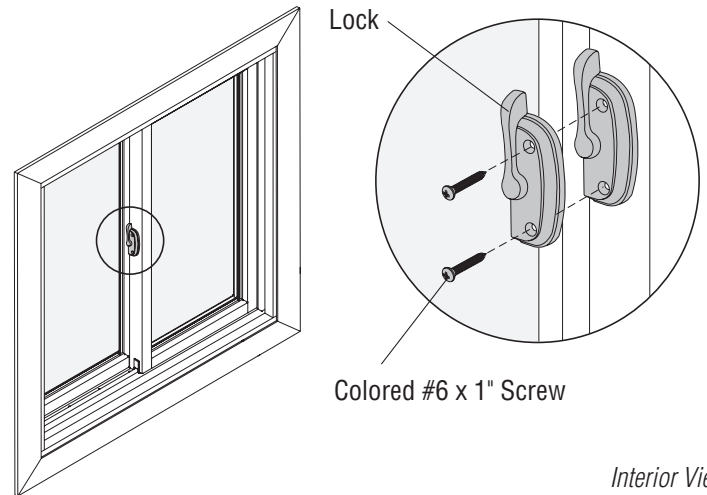
Keeper



Lock

## 1. Remove and Replace Lock

- Unlock *Sash*.
- Remove screws from *Lock* using a Phillips screwdriver. Properly discard removed *Lock* and screws.
- Install replacement *Lock* using two *Colored #6 x 1" Screws*.



## 2. Remove Operating Sash

### NOTICE

Operating Sash must be removed to replace Keeper.

### ⚠ WARNING

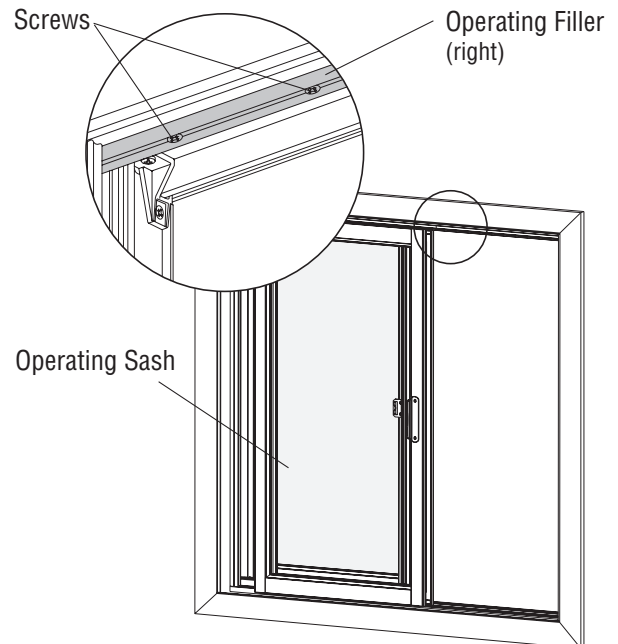
Sash must be supported during removal and installation. Failure to support Sash may result in personal injury, product, and/or product damage.

### ⚠ 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.

### NOTICE

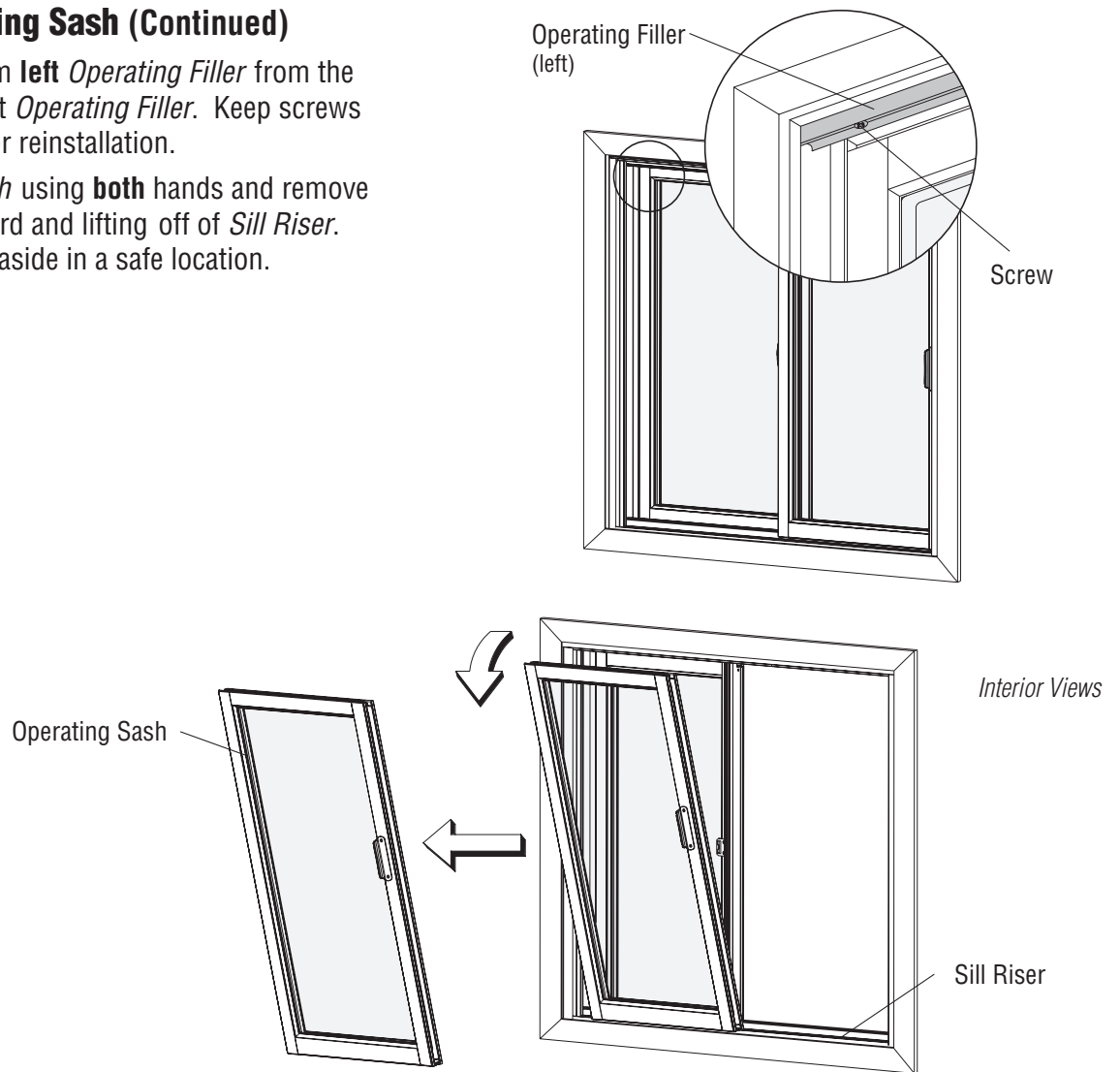
Operating Filler is a two piece component. Left Operating Filler and right Operating Filler must be removed before removing Operating Sash.



- Open *Operating Sash* to full open position.
- Remove screws from **right** *Operating Filler* from the interior. Remove right *Operating Filler*. Keep screws and operator filler for reinstallation.
- Close and lock *Operating Sash*.

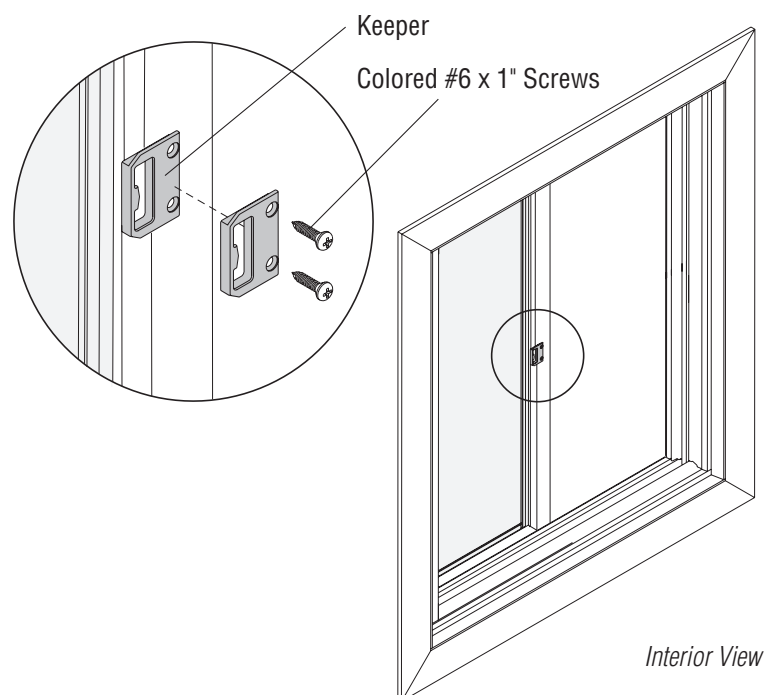
## 2. Remove Operating Sash (Continued)

- Remove screws from **left Operating Filler** from the interior. Remove left *Operating Filler*. Keep screws and operator filler for reinstallation.
- Open *Operating Sash* using **both** hands and remove by rotating top inward and lifting off of *Sill Riser*. Set *Operating Sash* aside in a safe location.



## 3. Remove and Replace Keeper

- Remove screws from *Keeper* using a Phillips screwdriver. Properly discard removed *Keeper* and screws.
- Install replacement *Keeper* using two colored #6 x 1" Screws.



## 4. Reinstall Operating Sash

 **CAUTION**

**DO NOT** over tighten screws. Stripping of screw holes may occur.

- Reinstall *Operating Sash* following **Step 2** in reverse order.