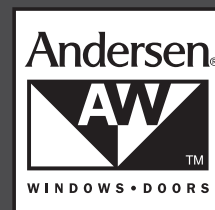


# Reglazing

for Andersen® 400 Series Tilt-Wash Picture Windows with Stormwatch™ Protection (Impact Resistant)



## 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) Glass Light
- (1) Bed Glazing Silicone  
(4230229) Dow Corning 1350
- (1) 3/16" x 1/8" Lateral Glass Spacer (2230012)

### Additional Parts Required (Contact Your Andersen Dealer)

- (1) Glass Stop Kit (Stops, Screws)
- (1) Fillet Bead Silicone (Dow Corning)  
(2903008) White  
(2903010) Terratone®  
(2092512) Sandtone  
(2903026) Forest Green

#8 x 1-1/2" Screws

4d (1-1/2") Finish Nails

### Tools and Supplies

- Vise Grips
- Flat Blade Screwdriver
- 1/4" Wood Chisel
- Glass Clamps (Commercial Grade)
- Gloves
- Safety Glasses
- Utility Knife
- Caulk Gun
- Thin Blade Putty Knife
- Nylon Putty Knife
- Flat Pry Bar
- Hammer
- Nail Set
- Drill
- T-15 Torx Drive
- 5/64" Drill Bit
- Duct Tape
- Isopropyl Alcohol

### Optional Material (Reuse existing sill glass spacers when possible)

1/4" x 7/8" x 6" Sill Setting Block (2250105)

1/8" x 7/8" x 6" Head and Side Spacers (2250109)

**IMPORTANT**

- This procedure requires a high level of construction skill. If you do not possess a high level of skill in construction, window installation or re-glazing, Andersen recommends that you contact a qualified Andersen service provider to re-glaze your window.
- 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.
- If your Tilt-Wash Picture Window Unit has grilles applied to the glass, these grilles need to be removed prior to reglazing. Since specialized tools are required to remove the grilles, it is recommended that the reglazing procedure be done by a professional Andersen service provider.

**1. Prepare New Glass Stops**

- Find the number of *#8 x 1 1/2" Trim Head Glass Stop Screws* based on unit size in Table 1.
- Mark screw locations on *Glass Stop* 2" and 6" from each end, as shown. Locate remaining screw locations equally between.
- Drill 5/64" holes at 10° angle at marked screw locations.

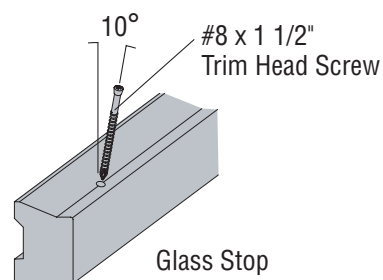


Table 1 Glass Stop Screw Quantity

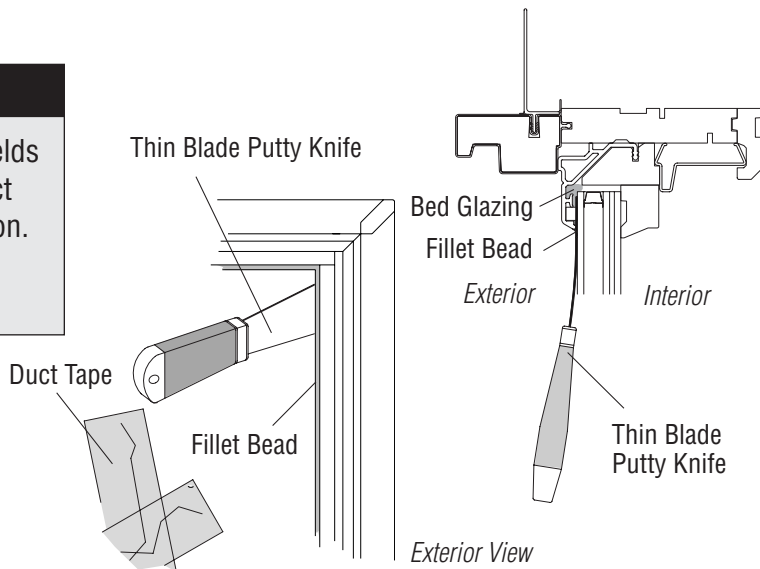
UNIT	RAIL LENGTH	SCREWS PER RAIL	STILE LENGTH	SCREWS PER STILE	UNIT	RAIL LENGTH	SCREWS PER RAIL	STILE LENGTH	SCREWS PER STILE
DHP10310	8 15/16"	2	41 11/16"	7	DHP31052	44 3/8"	7	57 11/16"	8
DHP1042	8 15/16"	2	45 11/16"	7	DHP31056	44 3/8"	7	61 11/16"	8
DHP1046	8 15/16"	2	49 11/16"	7	DHP310510	44 3/8"	7	65 11/16"	8
DHP10410	8 15/16"	2	53 11/16"	7	DHP31062	44 3/8"	7	69 11/16"	9
DHP1052	8 15/16"	2	57 11/16"	8	DHP42310	48 3/8"	7	41 11/16"	7
DHP1056	8 15/16"	2	61 11/16"	8	DHP4242	48 3/8"	7	45 11/16"	7
DHP10510	8 15/16"	2	65 11/16"	8	DHP4246	48 3/8"	7	49 11/16"	7
DHP1062	8 15/16"	2	69 11/16"	9	DHP42410	48 3/8"	7	53 11/16"	7
DHP30310	34 9/16"	6	41 11/16"	7	DHP4252	48 3/8"	7	57 11/16"	8
DHP3042	34 9/16"	6	45 11/16"	7	DHP4256	48 3/8"	7	61 11/16"	8
DHP3046	34 9/16"	6	49 11/16"	7	DHP42510	48 3/8"	7	65 11/16"	8
DHP30410	34 9/16"	6	53 11/16"	7	DHP4262	48 3/8"	7	69 11/16"	9
DHP3052	34 9/16"	6	57 11/16"	8	DHP410310	56 3/8"	8	41 11/16"	7
DHP3056	34 9/16"	6	61 11/16"	8	DHP41042	56 3/8"	8	45 11/16"	7
DHP30510	34 9/16"	6	65 11/16"	8	DHP41046	56 3/8"	8	49 11/16"	7
DHP3062	34 9/16"	6	69 11/16"	9	DHP410410	56 3/8"	8	53 11/16"	7
DHP34310	38 9/16"	6	41 11/16"	7	DHP41052	56 3/8"	8	57 11/16"	8
DHP3442	38 9/16"	6	45 11/16"	7	DHP41056	56 3/8"	8	61 11/16"	8
DHP3446	38 9/16"	6	49 11/16"	7	DHP410510	56 3/8"	8	65 11/16"	8
DHP34410	38 9/16"	6	53 11/16"	7	DHP41062	56 3/8"	8	69 11/16"	9
DHP3452	38 9/16"	6	57 11/16"	8	DHP56310	64 3/8"	8	41 11/16"	7
DHP3456	38 9/16"	6	61 11/16"	8	DHP5642	64 3/8"	8	45 11/16"	7
DHP34510	38 9/16"	6	65 11/16"	8	DHP5646	64 3/8"	8	49 11/16"	7
DHP3462	38 9/16"	6	69 11/16"	9	DHP56410	64 3/8"	8	53 11/16"	7
DHP310310	44 3/8"	7	41 11/16"	7	DHP5652	64 3/8"	8	57 11/16"	8
DHP31042	44 3/8"	7	45 11/16"	7	DHP5656	64 3/8"	8	61 11/16"	8
DHP31046	44 3/8"	7	49 11/16"	7	DHP56510	64 3/8"	8	65 11/16"	8
DHP310410	44 3/8"	7	53 11/16"	7	DHP5662	64 3/8"	8	69 11/16"	9

## 2. Tape Glass and Cut Fillet Bead

### ⚠ WARNING

Wear gloves, safety glasses, goggles, or eye shields when handling glass. Tape broken glass with duct tape before removal to reduce glass fragmentation. Failure to do so may result in personal injury, product, and/or property damage.

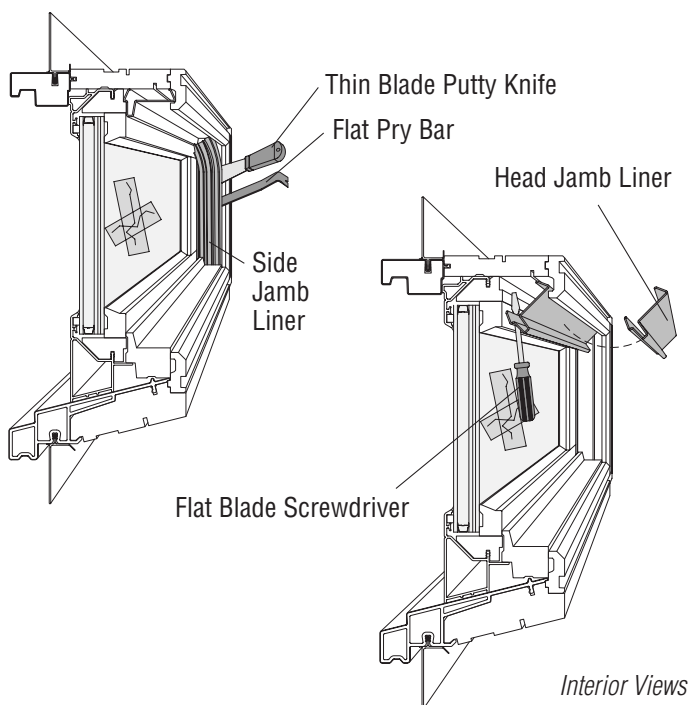
- Tape damaged glass with duct tape.
- Working from the exterior, use a *Thin Blade Putty Knife* with blade fully extended to cut the *Fillet Bead* and *Bed Glazing* the full perimeter of the unit. Knife blade should penetrate through *Fillet Bead* 5/8" so it reaches *Bed Glazing*.



### 3. Remove Jamb Liners or Wood Trim Pieces

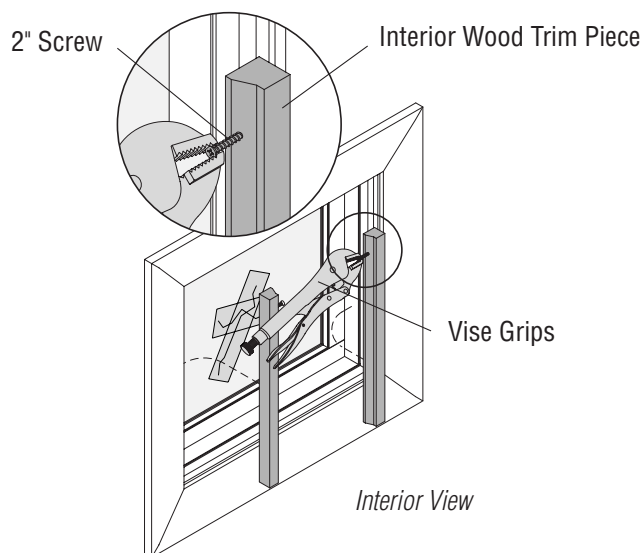
#### Jamb Liners

- Working from the interior, insert a flat pry bar between one of the *Side Jamb Liners* and the *Interior Trim Stop* approximately 2" down from the *Head Jamb*. Carefully pry *Side Jamb Liner* toward exterior and insert a thin blade putty knife at bottom of *Side Jamb Liner* next to sill. Pry *Side Jamb Liner* toward exterior and remove. Repeat procedure for opposite *Side Jamb Liner*.
- Insert a flat bladed screwdriver between *Head Jamb Liner* and *Interior Glass Stop*. Gently twist blade of screwdriver until *Head Jamb Liner* can be grasped and removed.



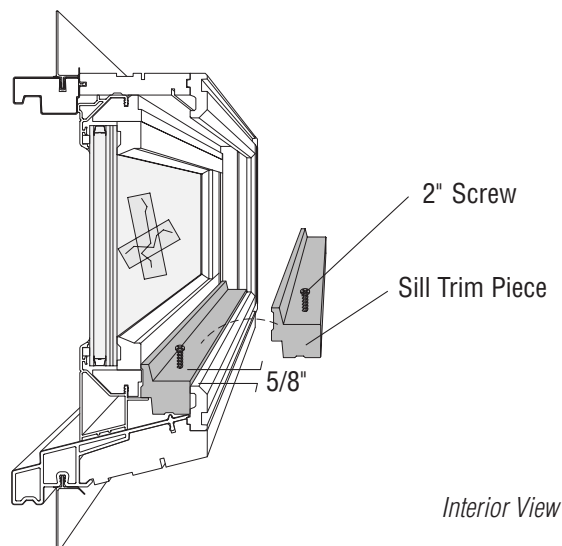
#### Wood Trim Pieces

- If unit has optional Interior *Wood Trim Pieces* instead of *Jamb Liners* carefully break the varnish or paint seal with a thin blade putty knife or utility knife.
- Remove either *Interior Side Trim Pieces* first by driving a 2" screw approximately 1" deep at one end of the piece.
- Grasp screw head with vise grips and lift *Trim Piece* out of unit. Repeat procedure for opposite side and *Head Interior Trim Piece*.
- Using vise grips remove nails from *Interior Trim Pieces* by pulling through the backside. Also remove nails, if any, left in jamb areas.
- Mark locations on back of *Interior Trim Pieces* for reinstallation.



### 4. Remove Sill Trim Piece

- Drive screw approximately 1" deep into either end of *Sill Trim Piece*. Locate screw no more than 5/8" away from *Side Jamb* to make sure screw hole will be covered by *Side Jamb Liner* or trim.
- Grasp screw head with vise grips and lift *Sill Trim Piece* out of unit.
- Use vise grips to remove nails from *Sill Trim Piece* by pulling through backside. Remove any nails left in the *Sill Trim Piece* area.



## 5. Remove Glass Stops and Damaged Glass

- Remove *Head*, *Sill* and *Side Glass Stops* from unit using a small pry bar and putty knife. *Glass Stops* may have a silicone bond with glass and may be difficult to remove.
- Retain *Glass Stops* for future use. *Glass Stops* will be reused as temporary stops when installing replacement glass.
- Mark location of *Glass Spacers* for reinstallation.

### ⚠ WARNING

- Support Glass Panel at all times once cutting of back glazing begins. Glass Panel may fall inwards, resulting in personal injury, product, and/or property damage.
- Handle broken glass with extreme caution, it may cause severe personal injury.

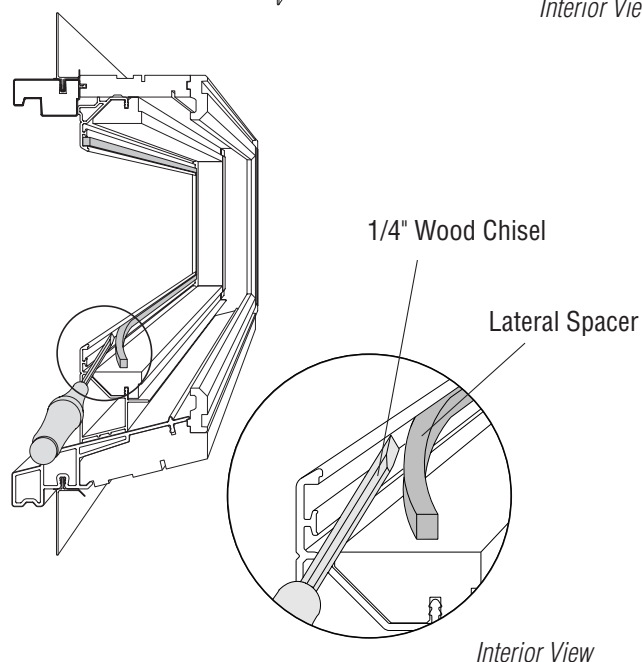
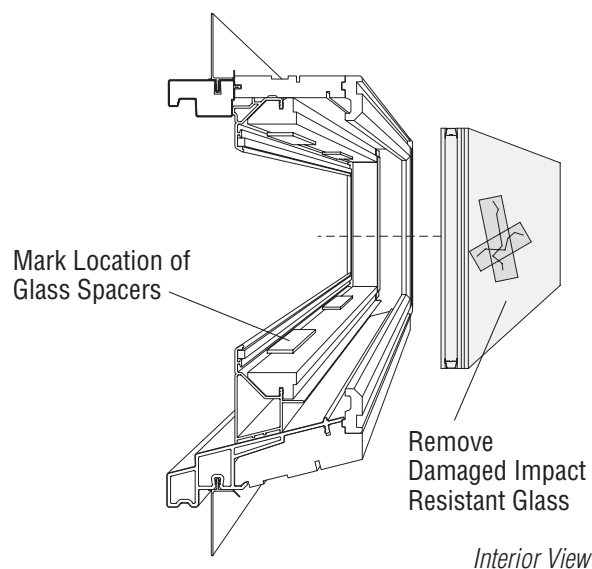
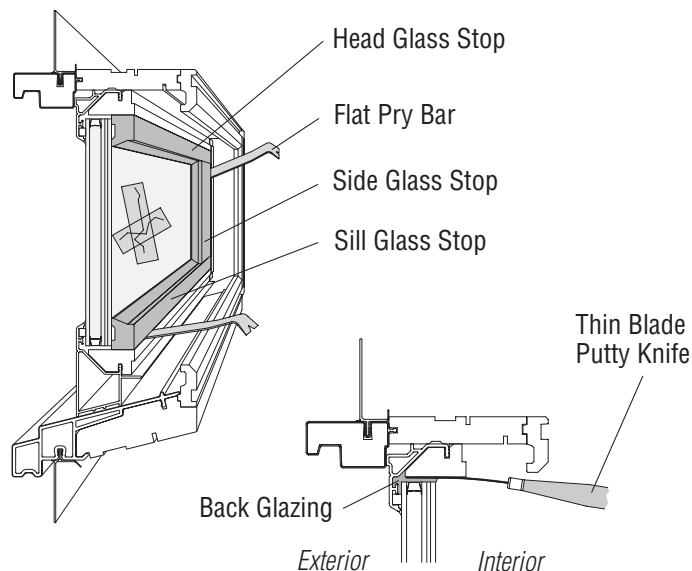
### ⚠ WARNING

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.

### ⚠ 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 personal injury or death.

- Cut silicone *Back Glazing* around full perimeter of unit. Trim *Back Glazing* as close to frame as possible using glazing cutting tool.
- Carefully remove and dispose of damaged *Impact Resistant Glass*.
- Remove and retain *Glass Spacers* for reinstallation.
- Remove silicone from *Glazing Lip* and frame (full perimeter) using putty knife or wood chisel and clean surface with isopropyl alcohol and air dry.
- Cut retained *Glass Stops* into 6" sections for use in **Step 6**. A 6" section is required for every 12" of glass side edge.



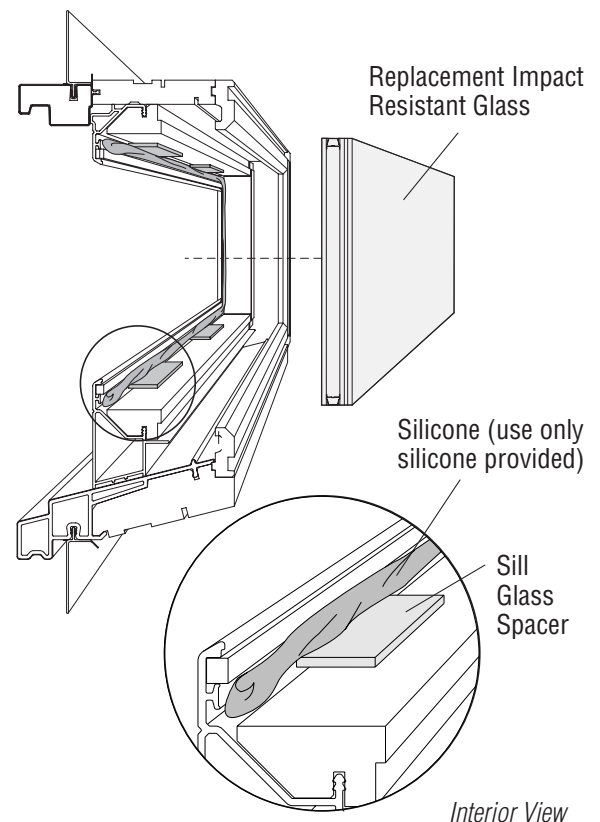
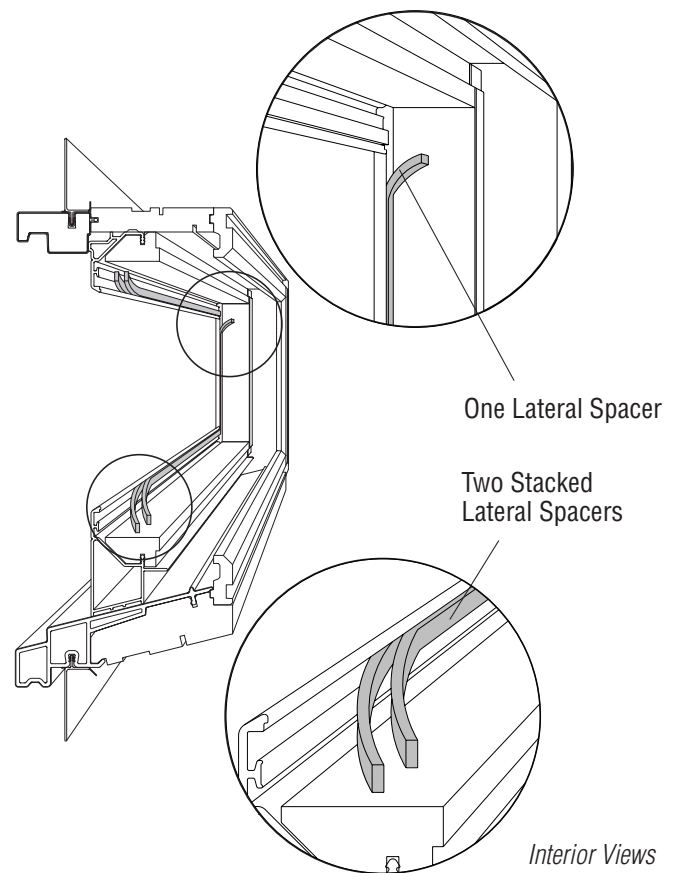
## 6. Install New Glass

### ⚠ WARNING

Weight of glass will vary. Use a reasonable number of people with sufficient strength to lift, carry, and install glass. Always use appropriate lifting techniques.

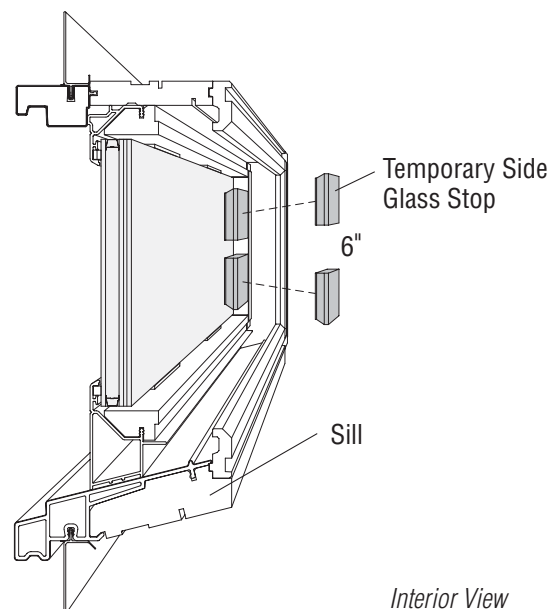
### ⚠ CAUTION

- Remove all obstructions from glazing area that could chip glass and lead to breakage. Use caution when handling glass, protect glass edges, and **DO NOT** roll glass on edges or corners to avoid breakage or damage.
  - For high altitude glass, make sure breather tube (located at the top of the glass) is not plugged or pinched during procedure.
  - **DO NOT** use a metal knife and/or metal objects against glass surface to avoid scratching or chipping.
- Remove *Impact Resistant Glass* from crating and clean perimeter with isopropyl alcohol and air dry.
  - Remove 3/16" x 1/8" *Lateral Spacer* from glass crating.
  - Cut *Lateral Spacer* to match side *Lateral Spacer* edges. Do not extend *Lateral Spacer* into bed glazing area.
  - Remove adhesive backing and apply one 3/16" x 1/8" *Lateral Spacer* to each side stile. If necessary, use silicone to hold in place.
  - Cut *Lateral Spacer* to match both top and bottom *Lateral Spacer* edges. Top and bottom rails require two stacked *Lateral Spacer* pieces each.
  - Apply two 3/16" x 1/8" *Lateral Spacers* on top of each other to equal 1/4" height for top and bottom rails.
  - Prepare caulk gun with 1350 silicone for bed glazing unit.
  - Apply a 1/4" diameter bead of 1350 silicone to full perimeter of glazing bed channel.
  - Replace *Sill Glass Spacers* at pre-marked positions.
  - Set bottom edge of glass on *Sill Glass Spacers*, and push top of glass into bed glazing. Glass logo must be located in the bottom left corner of unit, legible from the interior. Glass logo is critical for glass limited warranty information and Low-E coating orientation.
  - Center glass using a **nylon** putty knife to pry between glass and jamb, if needed.



## 6. Install New Glass (continued)

- Apply previously removed and shortened, temporary, *Glass Stops* to sides and **press glass outwards** to fully seat glass tight against *Glazing Lip*.
- Space first 6" section of temporary Glass Stop 2" from glass edge. Secure to frame using #8 x 1-1/2" screw centered on stop. Repeat for opposite side.
- Space additional *Temporary Glass Stops* 6" apart and secure as previously described.



Interior View

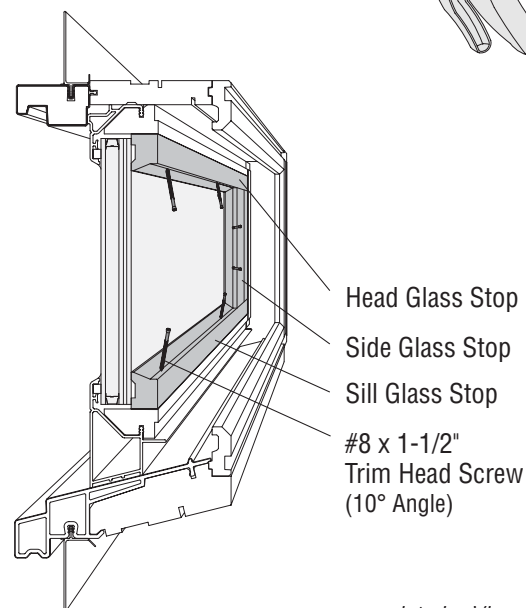
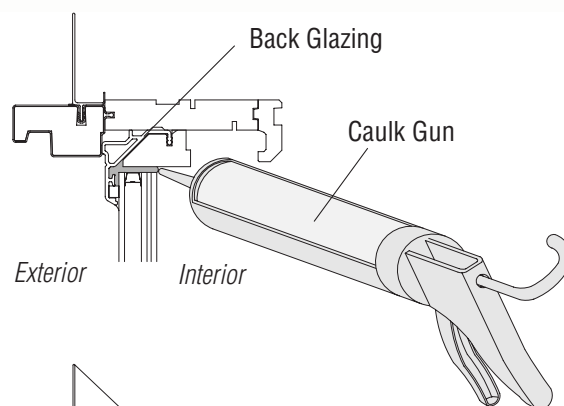
## 7. Back Glaze and Install Stops

- *Back Glaze* head of unit with 1350 *Silicone* (use only silicone provided) while applying pressure to glass. Fill void completely between edge of glass and frame.
- Apply replacement *Head Glass Stop* to unit.

### ⚠ CAUTION

Fasten on flat portion of Glass Stops at no more than a 10° angle to glass surface as shown. Failure to do so could result in glass edge damage and/or glass breakage.

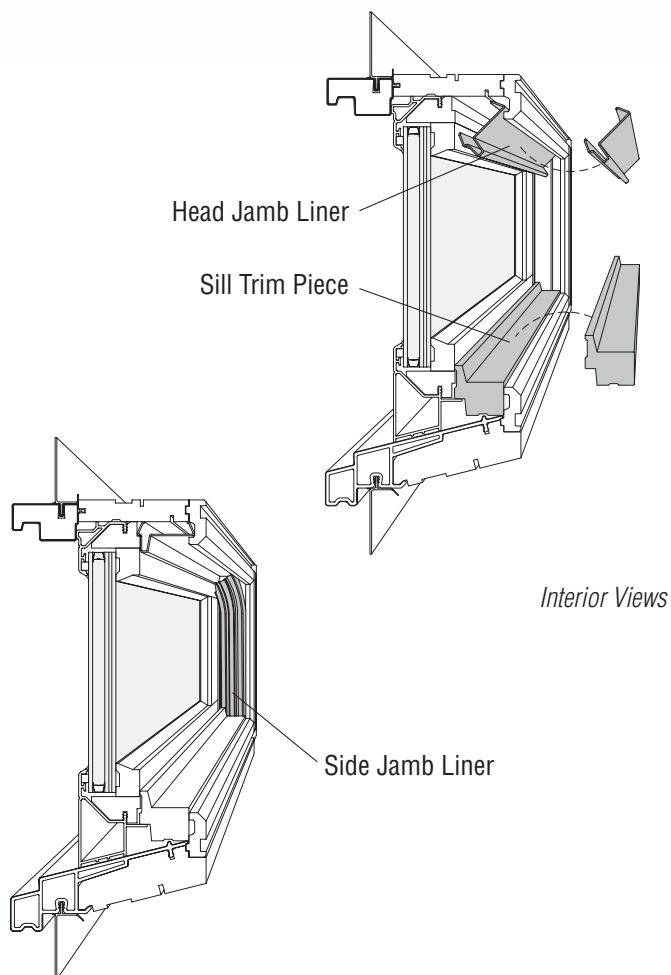
- Apply outward pressure on *Glass Stop* seating glass in bed glazing before fastening. Fasten *Glass Stop* using #8 x 1-1/2" trim head screws at no more than a 10° angle at pre-drilled locations. While fastening, continue to push on *Glass Stop* to make sure glass is tight against frame.
- Repeat back glazing at sill, apply replacement *Sill Glass Stop*, and fasten *Sill Glass Stop* as previously described.
- Remove *Temporary Side Glass Stops*.
- Back glaze sides of unit, apply replacement *Side Glass Stops*, and fasten *Side Glass Stops* as previously described.



Interior View

## 8. Reapply Sill Trim Piece and Jamb Liners

- Reapply *Sill Trim Piece* and fasten using finish nails.
- Reapply *Head Jamb Liner* and *Side Jamb Liners* by snapping into place.



## 9. Apply Silicone Fillet Bead

- Clean *Fillet Bead* area with clean cloth and isopropyl alcohol and air dry.
- Apply a 3/16" *Fillet Bead* of color matched *Silicone* to exterior seal between *Glazing Lip* and glass (full perimeter) using a caulk gun.
- Clean excess *Silicone* around *Fillet Bead*, if needed.

### NOTICE

Wait until Silicone cures before removing it from glass. Use a nylon knife to scrape off. When scraping, apply a liberal amount of window cleaner to keep area lubricated.

