

Sash Replacement Guide

for Andersen® Impact Resistant Casement Windows



INSTALLER: Please leave this guide with the building owner to file for future reference.

Congratulations! You have just purchased one of the many fine Andersen® products. Proper assembly, installation and maintenance are essential if the benefits of your Andersen product are to be fully attained. Therefore, please read and follow this Instruction Guide completely. If your abilities do not match this procedure's requirements, contact an experienced contractor. You may direct any questions about this or other products to your local Andersen dealer, found in the Yellow Pages under "Windows" or call Andersen WindowCare® service center at 1-888-888-7020 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.

Important Safety, Assembly, and Installation Information

Impact Resistant Glass used by Andersen is not hurricane proof or shatter proof, and may not offer a high level of security. Proper installation of window and door units with impact resistant glass is as important to product performance as the glass. 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

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

⚠ WARNING

Weight of window/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

Unless specifically ordered, Andersen windows and doors are not equipped with safety glass, and if broken, could fragment causing injury. Many laws and building codes require safety glass in locations adjacent to or near doors. Andersen windows are available with safety glass that may reduce the likelihood of injury when broken. Information on safety glass is available from your local Andersen dealer.

⚠ CAUTION

- Andersen® Head Flashing and Installation Flanges **DO NOT** take the place of standard window and door flashing. Unit must be properly flashed and sealed with silicone for protection against water and air infiltration. Use non-reflective flashings. Highly reflective flashing tapes can raise the surface temperature of the vinyl to the point where vinyl deformation and product damage may occur.
- Do not apply any type of film to glass. Thermal stress conditions resulting in glass damage could occur.
- Use of movable insulating materials such as window coverings, shutters, and other shading devices may damage glass and/or vinyl. In addition, excessive condensation may result causing deterioration of windows and doors.

⚠ WARNING

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

⚠ WARNING

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

IMPORTANT

Standard Casement units retrofitted with Impact Resistant Sash CANNOT and DO NOT meet impact resistant code requirements. **DO NOT use replacement sash with impact resistant glass in non-impact resistant frames.** If you have any questions contact your Andersen dealer.

NOTICE

- Check sash size, glass type, color, and kit contents to verify parts are correct.
- Unit/sash opening must be plumb, level, square, and free of bowed jams. Check frame for square by measuring diagonal, upper left to lower right and upper right to lower left corner. Measurements must be within 1/8".
- Inspect for damage to the frame and vinyl cover. Repair as needed.
- If 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 that need to be corrected before sash replacement.

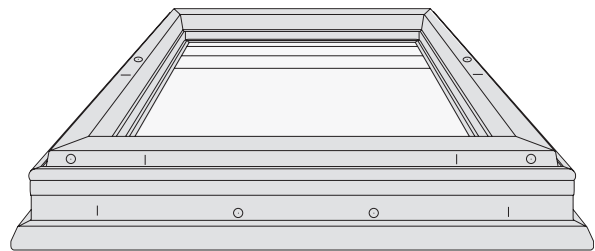
Parts Included

- (1) Replacement Sash
- (1) Installation Guide

Installation Tools Needed

- Phillips Screwdriver
- Flat Blade Screwdriver
- Pencil
- Electric Drill
- 3/32" Drill Bit
- Safety Glasses

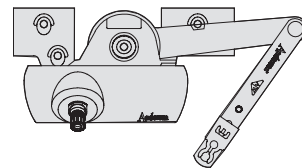
Component Identification



Replacement Sash

Identify Hardware Style

- Identify hardware style: *Split Arm* or *Straight Arm*.
- For **Split Arm Hardware**, proceed to **Page 3**.
- For **Straight Arm Hardware**, proceed to **Page 6**.



Split Arm Operator



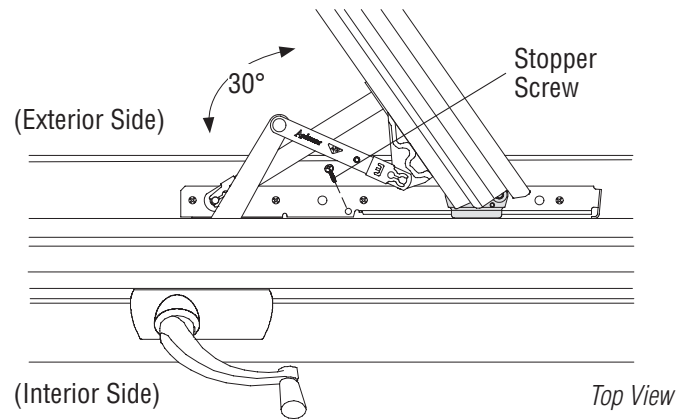
Straight Arm Operator

Split Arm Hardware Sash Replacement

for Andersen® Impact Resistant Casement Windows

1. Remove Stopper Screws

- Open the *Sash* approximately 30° and remove *Stopper Screws* from Upper and Lower Hinge Channel.
- Keep screws for reuse.

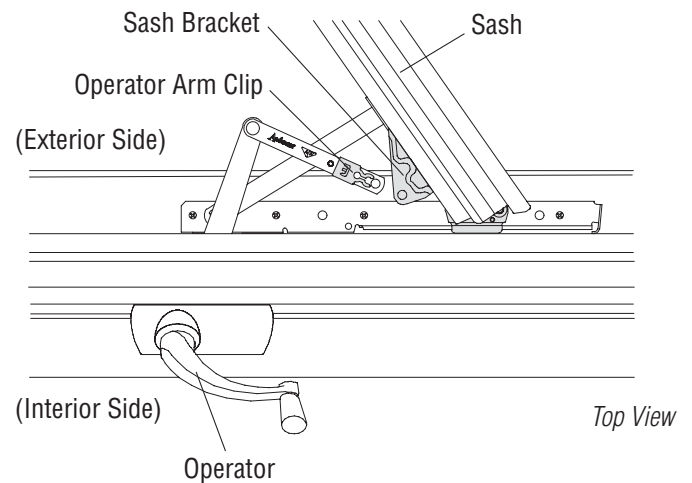


2. Release Operator Arm

⚠ WARNING

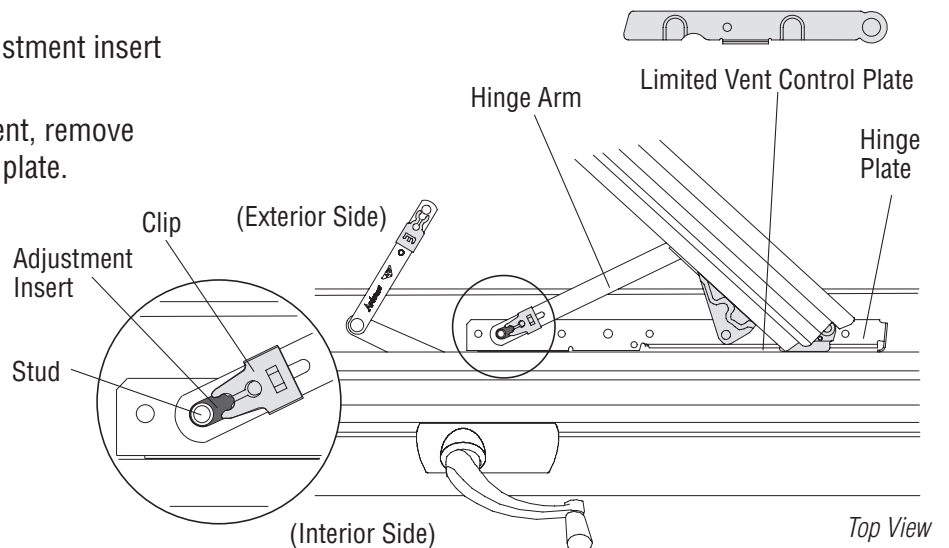
Releasing Operator Arm allows Sash to swing freely. During windy conditions Sash may suddenly swing out and break free causing personal injury, product and/or property damage. Support Sash during the entire replacement process.

- Release the *Operator Arm Clip* from *Sash Bracket* using a flat blade screwdriver.
- Crank *Operator* open to clear *Sash*.
- Lift *Operator Arm* and swing out under *Sash*.



3. Release Hinge Arm

- Lift *Hinge Arm* off Stud keeping adjustment insert attached to *Hinge Arm*.
- If *Limited Vent Control Plate* is present, remove screw and slide it off from the hinge plate.



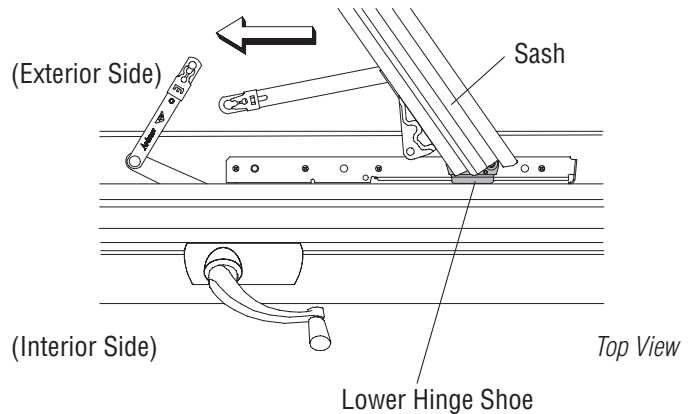
Split Arm Hardware Sash Replacement

4. Remove Sash

⚠ WARNING

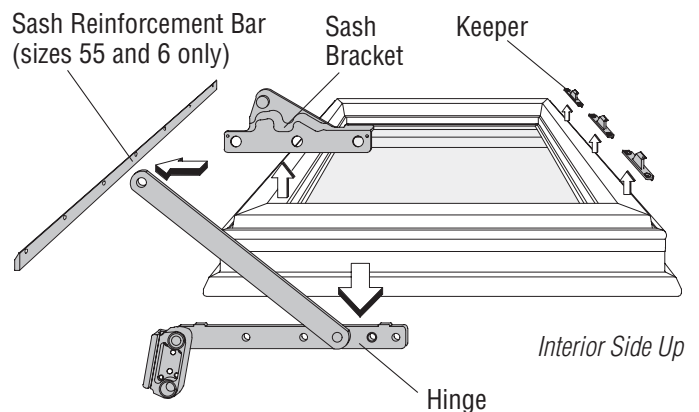
Use extreme care when working around window opening. Never leave a window opening unattended, especially when children are present. Falling from window opening may result in severe personal injury or death.

- Hold *Sash* firmly and slide *Upper* and *Lower Hinge Shoes* off ends of hinge channels and remove *Sash*.
- Place *Sash* on a flat working surface with interior facing up.



5. Remove Sash Hardware

- Remove *Upper* and *Lower Hinges* from *Sash*.
- Remove *Sash Bracket* from bottom of *Sash*.
- Remove *Keeper(s)* from *Sash*.
- For sizes 55 and 6, remove *Sash Reinforcement Bar* from *Sash*.
- Keep screws for reuse.



6. Attach Sash Bracket

NOTICE

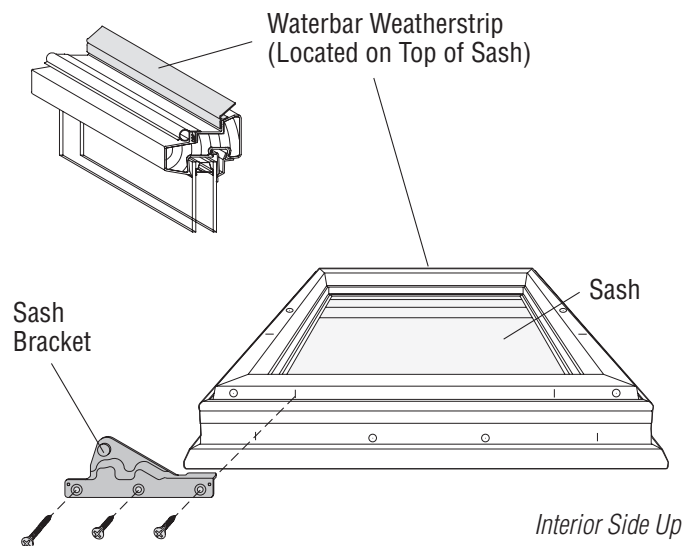
Sash are designed for universal replacement. Dash (I) and circular (⊙) marks on the Sash indicate predrill locations. Use only the mark indicated in each step.

- Position replacement *Sash*, exterior side down, with top of *Sash* facing away. Position *Sash Bracket* to bottom of *Sash* where the (I) mark appears on new *Sash*.

CAUTION

Drill only 1/8" deep to avoid sash or glass damage.

- Drill 3/32" hole through (I) mark 1/8" deep. Use *Sash Bracket* as a template to drill remaining holes.
- Fasten *Sash Bracket* using previously removed screws.

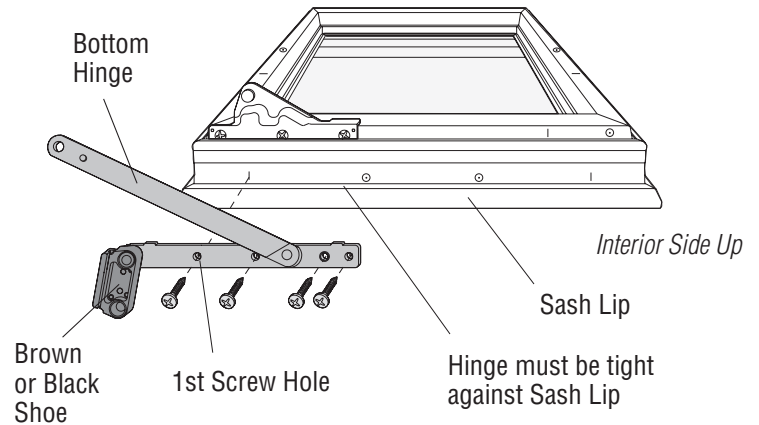


Casement Sash with Bracket Positioned on Right Hand Unit

Split Arm Hardware Sash Replacement

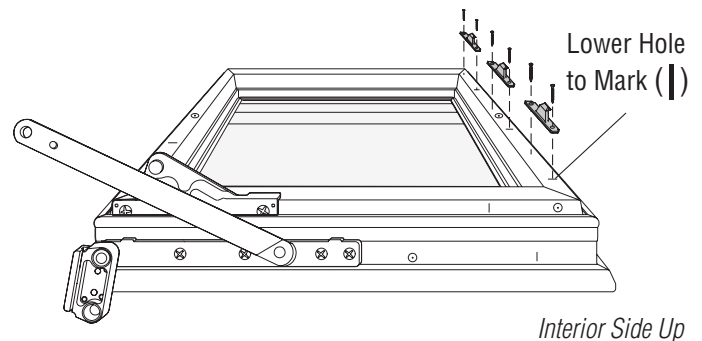
7. Attach Hinges

- Position *Lower Hinge* (black or brown Hinge Shoe) with first screw hole on hinge placed over the (I) mark located on the new *Sash*.
- Drill 3/32" hole through (I) mark(s) 1/8" deep and secure with previously removed 5/8" flat head stainless steel hinge screw. Repeat for remaining hinge holes.
- Repeat procedure for *Upper Hinge* (white or almond Hinge Shoe).



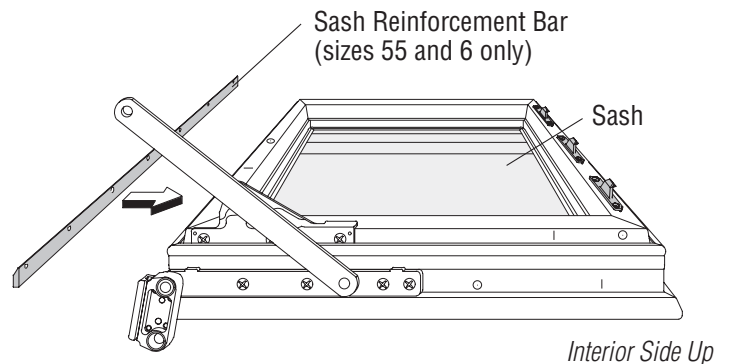
8. Attach Keepers

- Position *Keeper(s)* on new *Sash* according to original locations on removed *Sash*. Position open part of *Keeper(s)* facing away from glass.
- Drill 3/32" hole through (I) mark(s) 1/8" deep using *Keeper(s)* as a template.
- Fasten using previously removed screws.



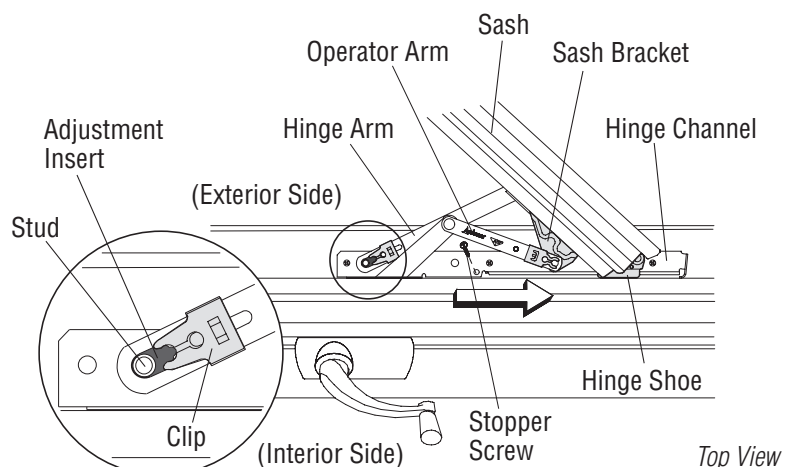
9. Attach Sash Reinforcement Bar (sizes 55 and 6 only)

- Position *Sash Reinforcement Bar* on *Sash* according to location on old *Sash*.
- Mark screw hole locations in *Sash Reinforcement Bar* on *Sash*.
- Drill 3/32" screw holes in *Sash* 1/8" deep.
- Fasten using previously removed 5/8" truss head stainless steel screws.



10. Install New Sash

- Install new *Sash* in frame opening reversing **Steps 1, 2, 3, and 4**.
- Slide *Upper* and *Lower Hinge Shoes* onto *Hinge Channels* toward frame's side jamb.
- Insert and secure previously removed *Stopper Screws* in *Upper* and *Lower Hinge Channel*.
- Attach *Upper* and *Lower Hinge Arms* to frame using adjustment insert and clip.
- Attach *Operator Arm* to *Sash Bracket* using screwdriver to snap *Stud Fastener* in place.

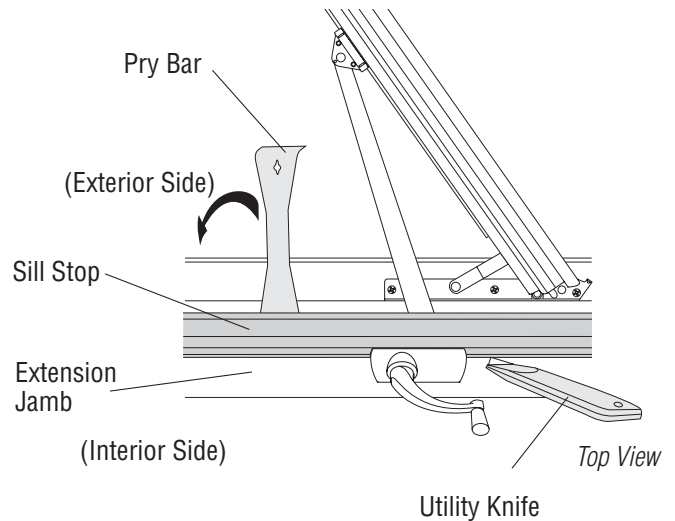


Straight Arm Hardware Sash Replacement

for Andersen® Impact Resistant Casement Windows

1. Remove Sill Stop

- Break varnish or paint seal by scoring between *Sill Stop* and *Extension Jamb* with a utility knife.
- Pry under *Sill Stop* from the exterior to remove *Sill Stop*. Use care to avoid damaging *Sill Stop*.
- Remove finish nails in *Sill Stop* by pulling through back side with pliers.

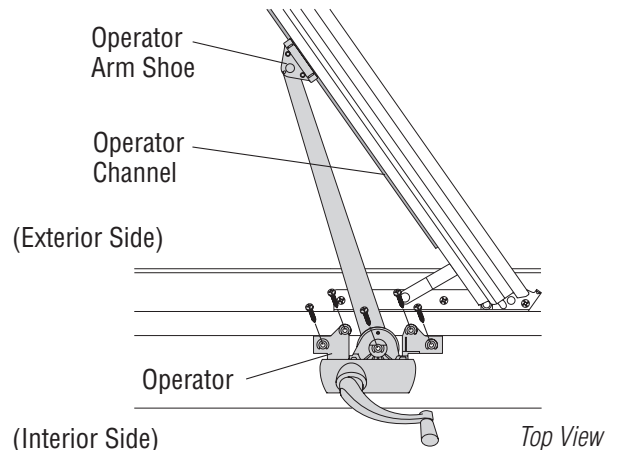


2. Remove Operator

⚠ WARNING

Removing Operator allows Sash to swing freely. During windy conditions, Sash may suddenly swing out and break free causing personal injury, product, and/or property damage. Support Sash during the entire replacement process.

- Remove screws from *Operator* base. Only three of the five screws shown are used depending on left or right hand operation. Keep screws for reuse.
- Slide *Operator Arm Shoe* off *Operator Channel* on bottom of Sash.

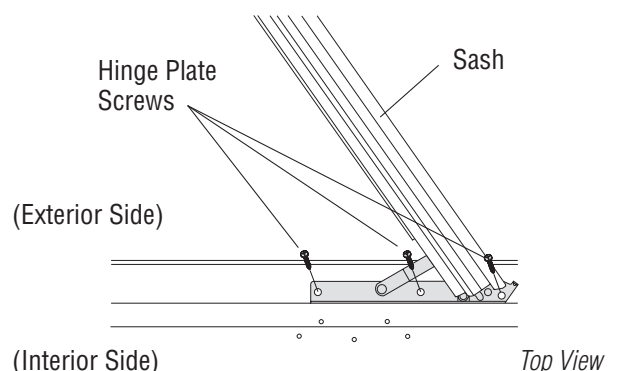


3. Remove Hinge Plate Screws

⚠ WARNING

When Hinge Screws are removed Sash is free to come out. To avoid personal injury, product and/or property damage, use a reasonable number of people to support the Sash during the replacement process.

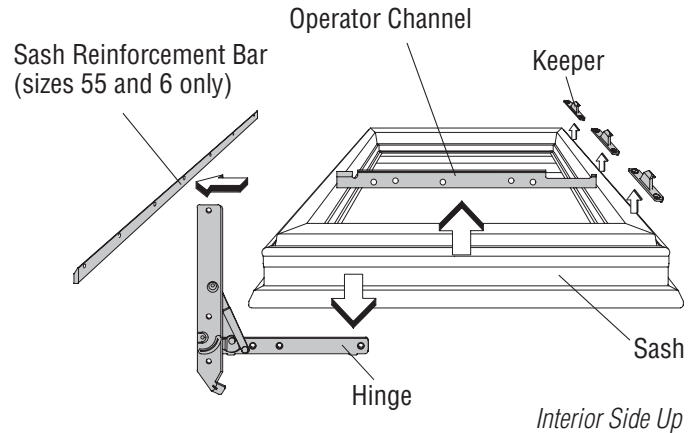
- Open *Sash* enough to access screw in *Upper* and *Lower Hinge Plate*. *Upper* and *Lower Hinges* remain attached to *Sash*. It may be necessary to move Sash to access all screw locations. Keep screws for reuse.



Straight Arm Hardware Sash Replacement

4. Remove Sash Hardware

- Remove *Upper* and *Lower Hinges* from *Sash*.
- Remove *Operator Channel* from bottom of *Sash*.
- Remove *Keeper(s)* from *Sash*.
- For sizes 55 and 6 only, remove *Sash Reinforcement Bar* from *Sash*.



5. Attach Operator Channel

NOTICE

Sash are designed for universal replacement. Dash (|) and Circular (○) marks on Sash are locations for predrilling. Use only the mark indicated in each instruction. These marks are **NOT** used in **Step 5** for Operator Channel location.

- Position *Replacement Sash* exterior side down with top of Sash facing away. Apply *Operator Channel* to bottom of Sash using measurement "A" found in table. Dimension "A" is measured from the opposite side of *Keeper(s)* location.

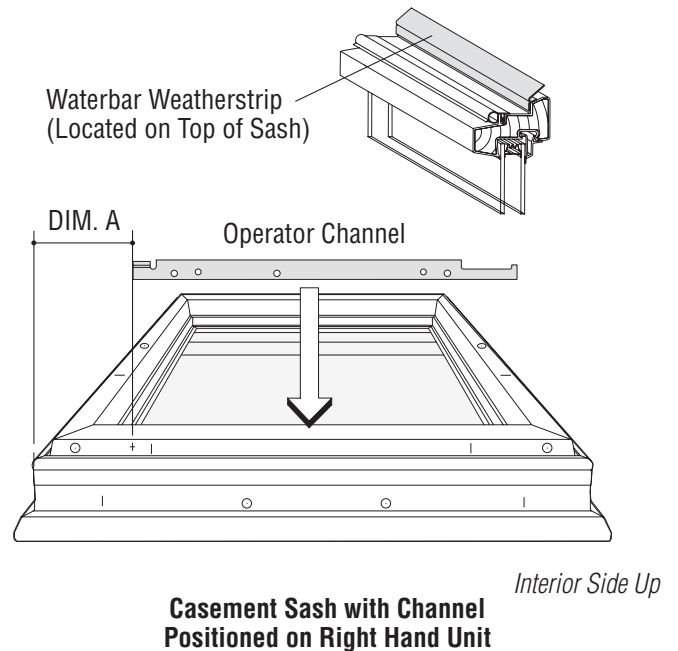
CAUTION

Drill only 1/8" deep to avoid sash or glass damage.

- Drill 3/32" holes 1/8" deep using *Operator Channel* as a template. Fasten using previously removed screws.

Dimension "A" is the distance from the edge of the sash (hinge side) to edge of Sash Channel. Dimension varies depending on sash size.

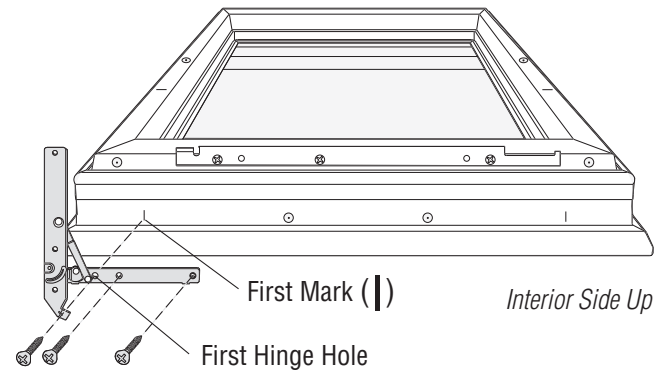
	Overall Sash Width Dim.	DIM. "A"
C	22-15/16"	6"
CW	27-1/4"	9-1/8"
CX	30-3/8"	9-1/8"
CXW	34-3/4"	9-1/8"



Straight Arm Hardware Sash Replacement

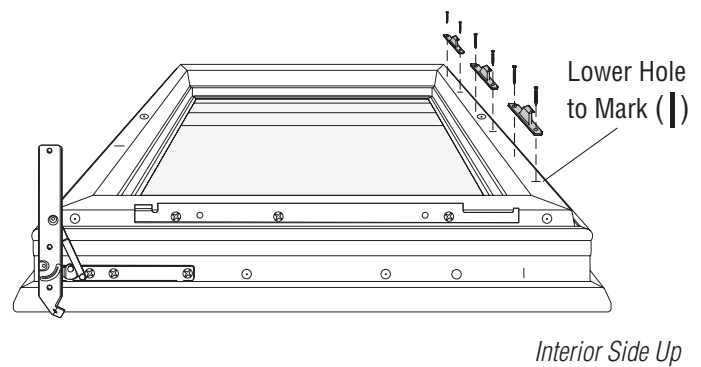
6. Attach Hinges

- Position *Lower Hinge* with first screw hole over the (|) mark located on *Replacement Sash*.
- Drill 3/32" hole through (|) mark(s) 1/8" deep. Secure *Lower Hinge* using previously removed 5/8" flat head stainless steel hinge screws. Repeat for remaining holes.
- Repeat for *Upper Hinge*.



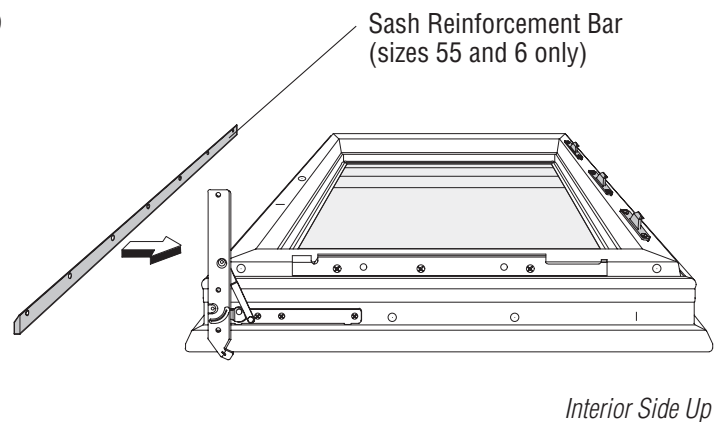
7. Attach Keepers

- Position *Keeper(s)* on new *Sash* according to original locations on removed *Sash*. Position open part of *Keeper(s)* facing away from glass.
- Drill 3/32" hole through (|) mark(s) 1/8" deep using *Keeper(s)* as a template.
- Fasten using previously removed screws.



8. Attach Sash Reinforcement Bar (sizes 55 and 6 only)

- Position *Sash Reinforcement Bar* on *Sash* according to location on old *Sash*.
- Mark screw hole locations in *Sash Reinforcement Bar* on *Sash*.
- Drill 3/32" screw holes in *Sash* 1/8" deep.
- Fasten using previously removed 5/8" truss head stainless steel screws.



9. Install New Sash

- Install new *Sash* in frame opening reversing **Steps 3, 2, and 1**.
- Fasten *Upper* and *Lower Hinge Plate* to frame using hinge screws removed in **Step 3**.
- Fasten *Operator* using screws removed in **Step 2**.
- Fasten *Sill Stop* using finish nails.