Andersen® Intelligent Quote (iQ) Software Update

October 24, 2016

RELEASE: Version 16.2

SUBJECT: Andersen® Intelligent Quote (iQ) Software Update

EFFECTIVE: Immediately

Version 16.2 Overview

Andersen is pleased to bring you the latest release of the Andersen Intelligent Quote (iQ) software. Included in this release of the software are some exciting new product options that will make quoting Andersen easier and faster.

- **Replacement parts for 400 Series Picture, Picture Transom, and Casement Transom** – We are now offering an expanded selection of replacement parts which include part numbered as well as non-part numbered options.
- **Expanded Sizes for A-Series Casement and Awning products** – Larger widths and heights are now available for Stormwatch® and non-Stormwatch A-Series Casement and Awning products.
- **100 Series New Interior Color Options –** We have expanded our interior color offerings to include dark bronze and black options.
- **100 Series New Grille Constructions –** Increased design flexibility with the addition of Divided Light with Spacer, Divided Light without Spacer, and Finelight with Exterior Grille grille constructions.
- **SmartSun™ Monolithic Impact-Resistant Glass –** Get improved energy performance with gray or clear SmartSun™ Monolithic Impact-Resistant glass now available on 400 Series windows and A-Series patio doors.
- **Decommission of Traditional Deluxe Store-in-Door Storm Doors** – As previously communicated, the Traditional Deluxe Store-in-Door ½ Lite 2 Panel and Crossbuck Storm Doors are being discontinued and these products have been removed in this release of the iQ software.

Detailed Software Changes

With your assistance, we continue to identify and correct product knowledge and pricing issues in the iQ software. The following list details the corrections and/or enhancements included in this release.

Quoting

Andersen® 400 Series Tilt-Wash Double-Hung Windows

1. Corrected the issue where the incorrect image was displayed for the Tilt-Wash Double-Hung window opening control device quoted down the accessory path.
2. Corrected the issue where 400 Series Tilt-Wash Transom and Tilt-Wash Picture window removable interior grille bars quoted down the replacement path were not providing a description or price. When updating quotes from v16.1 to v16.2 the correct description and price will be provided.
3. Corrected the lead time for Tilt-Wash Insert Double-Hung Picture and Transom windows quoted with a black or dark bronze interior color. These units require a special product request (SPR) and require an extended lead time. When updating quotes from v16.1 to v16.2 the SPR flag will be set to Yes in

the .xml prompting the customer experience and response team to obtain the necessary SPR and set the appropriate lead time on the acknowledgement.

400 Series Perma-Shield® Casement & Awning Windows
1. Added a warning message for Perma-Shield Casement and Awning window security sensors quoted down the accessory path informing the user that the sensors are only compatible with units manufactured 1999 to present.
2. Corrected the pricing for Perma-Shield Casement window replacement stops quoted using the window accessory path. When updating quotes from iQ v16.1 to v16.2 the correct price will be assigned.
3. Corrected the issue where the Perma-Shield Picture Transom units down the Stormwatch path could not be quoted due to an incorrect size grid that was displaying.
4. Corrected the issue where Stormwatch® and non-Stormwatch Perma-Shield Awning window replacement sash quoted with diamond pattern divided light without spacer grilles was not providing a value for number of lights and had missing information in the XML. When updating quotes from v16.1 to v16.2 the correct number of lights and XML information will be populated.
5. Corrected the issue where Stormwatch Casement Transom triple-wide windows with clear or gray Monolithic Impact-Resistant glass were allowing finelight grille construction to be quoted. When updating quotes from v16.1 to v16.2 the line items will redline forcing the user to select a valid grille construction.

Architectural Specialty Windows
1. The installation clips for Stormwatch Architectural Specialty Windows will no longer be available loose. The options will be factory installed or none. When updating quotes from iQ v16.1 to 16.2 quotes containing an answer of loose will be automatically updated to installed.

A-Series Windows (This product is available in a limited area at this time)
1. To complement the expanded sizes for A-Series Casement and Awning windows, the window size grid and grille options for A-Series Picture windows found down the corresponding A-Series Casement and Awning paths have been expanded.
2. Introducing expanded sizes for Stormwatch A-Series Casement window units including 5 new standard sizes and a new minimum custom frame height of 25".
3. Introducing a stationary handing option for standard and custom sized Stormwatch A-Series Awning windows.
4. Corrected the pricing for A-Series Picture windows quoted at a height larger than 6' 4" down the double hung path. When updating quotes from iQ v16.1 to v16.2 the correct price will be assigned.
5. Corrected the issue where the incorrect unit code/item size information was displaying for A-Series Transom Fixed products quoted with a 7' 3 ¼" width (74). When updating quotes from iQ v16.1 to v16.2 the correct unit code/item size information will be displayed.
6. Corrected the lead time for A-Series windows and accessories, excluding specialty windows, quoted with cherry, mahogany, and vertical grain douglas fir interior species from 15 to 25 days. When updating quotes from v16.1 to v16.2 the correct lead time will be assigned.
7. Corrected the glazing offered for Stormwatch® A-Series Specialty windows for unit sizes over 15 square feet. The software was allowing users to select non-tempered glazing options when tempered is required. When updating quotes from iQ v16.1 to v16.2 the software will automatically update the glazing to the tempered version of the original glazing selected. There will be an increase to the base price of the unit for the tempered glazing option.

100 Series Windows (This product is available in a limited area at this time)
1. Corrected the load factor data displayed for Picture Window with Flanking Casements and 100 Series Unequal Leg Arch window units. When updating quotes from iQ v16.1 to v16.2 the correct load factor data will be displayed.
2. Corrected the pricing for 100 Series insect screens shipped separately from the unit. When updating quotes from iQ v16.1 to v16.2 the correct price will be assigned.
3. Corrected the pricing for custom sized 100 Series Picture window units. When updating quotes from iQ v16.1 to v16.2 the correct price will be assigned.
4. Added a warning message to 100 Series mulled combinations with specified equal lite grille patterns informing users that an SPR will be required if grille alignment is desired.

Architectural Windows
1. Corrected the total unit price for Architectural casement and French casement windows with field applied window opening control devices. When updating quotes from iQ v16.1 to v16.2 the correct total unit price will be assigned.

A-Series Patio Doors (This product is available in a limited area at this time)
1. Corrected the pricing for A-Series Frenchwood® Gliding patio door units with Stormwatch® protection. When updating quotes from iQ v16.1 to v16.2 the correct total unit price will be assigned.
2. Corrected the lead time for A-Series patio doors and accessories, excluding specialty windows, quoted with cherry, mahogany, and vertical grain douglas fir interior species from 15 to 25 days. When updating quotes from v16.1 to v16.2 the correct lead time will be assigned.

100 Series Patio Doors (This product is available in a limited area at this time)
1. Added a warning message Added a warning message to 100 Series mulled combinations with specified equal lite grille patterns informing users that an SPR will be required if grille alignment is desired.

Andersen® Storm Doors
1. Storm Doors by Design and any custom sized storm door product will show the custom seven zeros instead of the generic model number as the part number. When updating from v16.1 to v16.2 the part number field will display the custom seven zeros and the generic model number will move to the item description.
2. As previously communicated, the Traditional Deluxe Store-in-Door ½ Lite 2 Panel and Crossbuck Storm Doors are being discontinued and these products have been removed in this release of the iQ software. When updating quotes from v16.1 to v16.2 line items containing the discontinued storm doors or accessories will redline. The user can select a new storm door or accessory or delete the line item from the project.

Folding Outswing Patio Doors (This product is available in a limited area at this time)
1. The stile width of the Folding Outswing patio door is changing from 4 9/16" to 4 11/16". Furthermore, the Traditional style panel will offer an additional bottom rail height of 12". When updating quotes from v16.1 to v16.2 the stile width answer will automatically populate 4 11/16". Additionally, the answers to bottom rail height will populate 8" for Traditional style panels and 4 11/16" for Contemporary style panels.
2. The interior removable grilles that are available down the Folding Outswing patio door accessory path will have a new manufacture date question appear. When updating quotes from v16.1 to v16.2 quotes with interior removable grilles will automatically populate an answer of 2010 to November 2016 for manufacture date.

Architectural MultiGlide Patio Doors (This product is available in a limited area at this time)
1. The Architectural MultiGlide patio door has several new expansions that we are excited to offer. These expansions include: aluminum clad frame and panel option, pocketing frame configurations, dual pane laminated and triple pane glass constructions, insect screens, a thermal break frame option, additional hardware offerings, and replacement parts and accessories.
2. When updating quotes from v16.1 to v16.2 MultiGlide patio door line items will redline forcing the user to re-answer the insect screen question. Because the insect screens must be calculated into the frame dimensions at the time of ordering they cannot be added as an accessory afterwards. Additional scenarios MultiGlide patio door line items will redline forcing users to select new answers upon update from v16.1 to v16.2 include: discontinuation of the Antique White and Blue Mist color offerings, exterior panel stack location with two direction panel operation is no longer available, and threshold and ramp sill inserts will no longer be available when the sill type is flush.
3. When updating quotes from v16.1 to v16.2 MultiGlide patio door line item answers will be updated in the following scenarios: the frame configuration Jamb to Jamb will display as Jamb-Jamb, measurement type Visible Rough Opening Dimensions will display as Rough Opening Dimensions, and the answer to the new question Side and Head Jamb Color/Finish will default to match the Sill Color/Finish answer,

Miscellaneous Changes
1. Clear and gray Monolithic Impact-Resistant glazing has been removed from the software down all unit paths. The option will remain available for replacement components. When updating quotes from v16.1 to v16.2 line items containing units quoted with clear or gray Monolithic Impact-Resistant glass will automatically update to the corresponding clear or gray SmartSun™ Monolithic Impact-Resistant glass with a slight price increase. Replacement components containing clear or gray Monolithic Impact-Resistant glass will not be affected.
2. The promotional price reduction for VeriLock® Sensors quoted down the unit or accessory paths has expired. When updating quotes from iQ v16.0 to v16.1 or quoting new items, the non-promotion base price will be applied.
3. The SHGC and U-Factor values may change when updating from v16.1 to v16.2 based upon our most current testing data.
4. The cherry and mahogany pictures displayed within the tool have been updated to depict a more accurate representation of the wood species.
5. Corrected the lead time for custom exterior trim kits quoted down the window accessory path. The system was quoting an incorrect 30 day lead time. When updating quotes from v16.1 to v16.2 the correct lead time will be assigned.

XML / Integration
Additional data has been added to the Andersen® Detailed .xml format. If you have a software integration that uses either of these .xml file formats, contact the iQ software help line at 888-772-7796 for a list of the detailed changes to these files in this release of the iQ software.

Known Issues

The following issues have been identified and will be addressed in future updates to the iQ software:

Reporting
1. The dimensional values used on the Unit Spec Report may not be accurate. **Note:** Dimensional values for Flexiframe® and custom arch windows are accurate if built through the Edit Shape window. If the unit is built in the Schematic Configurator and joined to any other product, the dimensions will not be accurate.

Quoting
1. When quoting a Perma-Shield® awning inside mull casing through Window Accessories in either pine or white, the software is not assigning a part number for the casing.
2. The horizontal grille bars for Perma-Shield awning picture units will not align with the horizontal grille bars for Perma-Shield casement or casement picture windows.
3. The vertical grille bars in a Perma-Shield awning window with a Prairie A grille pattern will not align to the vertical bars in a Perma-Shield casement window when the awning unit is joined to the casement unit. The grilles in the awning window require special alignment. Please contact the Andersen® customer experience and response team for assistance in aligning these grille patterns.
4. When you quote a custom size Perma-Shield casement bay or bow unit and then change the 'Size Specification' question to standard sizes, the software will not allow you to select a standard size combination. You will need to clear the line item and re-enter it making the standard size selection.
5. When quoting 100 Series replacement sash or TruScene® insect screens the software is displaying the incorrect FTL value. The software will calculate the same FTL value for the replacement parts as it does for the complete unit, when in actually it should be less.
6. When quoting a Perma-Shield Casement Transom double or triple-wide configuration the software is allowing the user to select the prairie A style grille pattern for finelight grille construction. This is not a possible pattern as the overall visible glass is too small to allow horizontal grille bars.

Pricing
1. When quoting a multi-wide Flexiframe® unit combination with factory applied extension jambs, the price of the extension jambs is not rolling into the total price on the detailed .XML file.

Flexiframe® / Arch Units and Combinations
1. Rough opening dimensions need to factor the angle for units such as a trapezoid into calculations to be accurate. The software will only calculate rough opening dimensions for the overall width and height of the unit.
2. When quoting long length extension jambs down the Window Accessories / Flexiframe Windows path, the software is populating the incorrect price for all jambs except Clear Pine.

Joining - Schematic Configurator
1. When joining Flexiframe® and custom arch window combinations to other combinations, the Schematic Configurator views the Flexiframe or custom arch window combination as a single unit making it a T-join. This will be treated as a non-factory join, even though it can be joined at the factory. The mull priority should be set to horizontal to make sure the correct parts and pricing are calculated.
2. The unit code when joining Perma-Shield® casement and awning windows that do not align exactly may be incorrect when joined in a transom configuration, depending upon which unit is created first. If the individual dimensions of the units you are joining do not align exactly, the first unit created will

be listed as the transom unit and the second as the lower unit, even if the actual units are stacked differently. If the units in the combination have the exact same width size, this is not an issue.

3. If you select perimeter extension jambs for a joined combination and then add a Circle Top™ unit to that combination, the perimeter jambs will be removed from the entire combination. Perimeter jambs for joined combinations containing a unit with a radius are not available in the iQ software.

4. When joining a Circle Top window over a 400 Series Tilt-Wash Double-Hung window in a TW28-2 or TW30-2 width with LVL reinforced material, the software is failing this join because the overall width of the tilt-wash twin units exceeds the overall width of the Circle Top window by more than 3/8". Engineering has approved this join as valid even though it exceeds our normal joining guidelines and can be quoted through the Andersen® customer experience and response team to obtain the correct joining materials.

5. If you join Frenchwood® patio doors that exceed 10' in a horizontal direction, the software will display a warning message telling you that the join length exceeds the length of our LVL join material and that no material will be applied to the quote. The mull will remain a blue line valid mull, even though no material is being applied to the quote.

6. When joining an Architectural Specialty Window in black to another window, not all of the necessary joining components are being accounted for in the quote.

Known Issues will be periodically updated on the iQ software web site at www.andersenwindows.com/iq. If you have any questions or comments, please contact the iQ software help line at **888-772-7796**.