Andersen® Intelligent Quote (iQ) Software Update

February 20, 2017

RELEASE: Version 17.0

SUBJECT: Andersen® Intelligent Quote (iQ) Software Update

EFFECTIVE: Immediately

Andersen Pricing for 2017

This release of the Andersen iQ software contains the base pricing for 2017. Once the iQ software version 17.0 has been installed on your computer, **you will no longer have access to 2016 pricing files**. Any quotes that are not updated to version 17.0 may be printed for reviewing, but cannot be exported from the software for order or have line items edited.

Because of base price changes in this release of the iQ software, we recommend that you either delay installation of iQ version 17.0 on at least one computer within your facility, or make a copy of iQ version 16.2. It is important that you retain access to iQ version 16.2 base prices until you have submitted all orders you intend to place before the final order cutoff date of Thursday, March 16, 2017. Instructions on how to make a copy of your iQ version 16.2 can be found on the Andersen iQ website under the iQ Software Self Help Documents section at https://www.andersenwindows.com/iq/iq-self-help-documents/.

If you have multiple computers in your facility, you may want to install the iQ software version 17.0 on one or two of them first, and then update the remainder of your computers after or closer to March 20, 2017.

Andersen iQ Software Electronic Download for Future Releases

This Andersen iQ 17.0 disk will be the last software update sent in CD form. Beginning with Andersen iQ 17.1, expected release in August 2017, the software updates will only be available as an electronic download. To access **future** Andersen iQ software updates and patch files:

1. Login to https://www.andersenaccess.com with your user name and password.
2. Navigate to the software download screen by selecting *Quote*, then *Intelligent Quote (iQ) Software* from the top tool bar. Note: Only users registered with the following roles will be able to see the link and access the software update download screen: owner, manager, dealer sales rep, or purchasing agent.

Not registered for andersenaccess.com yet? Quickly register by following these steps:

1. Navigate to https://www.andersenaccess.com and click on the *Register for andersenaccess.com* link.
2. Follow the remaining steps while providing information such as dealer number, contact information, and role selection.
3. A confirmation e-mail will be sent to you as well as your Andersen Access Manager (AAM). Once the AAM approves the request, a follow-up e-mail will be sent with additional information including your user name.

Version 17.0 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.

- **Custom Sizing for 400 Series Tilt-Wash Double-Hung, Picture, and Transom Windows** – Have an opening you need to fill but no standard Tilt-Wash Double-Hung, Picture, nor Transom option to fill it? Now our best-selling double-hung windows, pictures, and transoms are available in 1/8" increment custom sizes.
- **Andersen® Storm Door Path Redesign** – Explore the newly redesigned Andersen Storm Door unit, accessory, and part search paths. Quote Storm Door product faster and more easily than ever.
- **400 Series Woodwright® Double-Hung Full-Frame and Insert Window Quick-Release Lock** – Now engage the sash wash mode with the new quick-release lock. The lock is available in the traditional style in 12 colors and will come factory applied.
- **Reinforced Fiberglass Joining Material for A Series Windows** – Introducing 3/4" Fiberglass Reinforced joining material for A Series window mulled combinations.
- **Decommission of Vinyl Wrapped Extension Jambs for 400 Series Windows** – As previously communicated, the vinyl wrapped extension jambs (excluding drywall return bead) in all depths for 400 Series windows 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

400 Series Tilt-Wash Double-Hung Windows

1. Introducing custom sizing in 1/8" increments for Stormwatch® and non-Stormwatch Tilt-Wash Double-Hung Picture, Transom, and Full-Frame equal, cottage, and reverse cottage windows. Also, quote custom sized replacement parts for windows manufactured on or after March 28th, 2017.
2. Decommissioning 5 standard sizes of Stormwatch 400 Series Tilt-Wash Transom, TWT31010, TWT4210, TWT41010, TWT5610, and TWT6210. When updating quotes from v16.2 to v17.0 the line items will redline forcing the user to select a valid window size or delete the line item.
3. Discontinuing Estate™ and Classic Series™ style hand and finger lifts, sash lifts, and bar lifts for 400 Series Tilt-Wash Double-Hung Full-Frame equal, cottage, and reverse cottage windows. When updating quotes from iQ v16.2 to v17.0 the user will need to select available hardware or remove from the quote.
4. Corrected the part numbers for 400 Series Tilt-Wash Double-Hung full insect screens built down the replacement parts path. In certain cases the part number was appearing as custom (0000000) when a true 7-digit part number exists. When updating quotes from iQ v16.2 to v17.0 the correct part number will be assigned.
5. Corrected the load factor calculation for 400 Series Tilt-Wash Double-Hung Angle Bay windows. When updating quotes from iQ v16.2 to v17.0 the correct load factor will be assigned.
6. Reduced to the standard lead time many 400 Series Tilt-Wash Double-Hung reverse cottage windows. Certain features and options will remain an extended lead time. When updating quotes from iQ v16.2 to v17.0 the correct lead time will be assigned.

7. Corrected the missing description and price for Stormwatch® 400 Series Tilt-Wash Double-Hung dark bronze and black side stops quoted down the replacement path. When updating quotes from iQ v16.2 to v17.0 the correct description and price will be assigned.

400 Series Narroline® Double-Hung Conversion Kit Windows
1. Corrected the warning message that displays when quoting 400 Series Narroline Double-Hung Conversion Kit windows. The message originally displayed the date 1963 when it should have been 1968.

400 Series Woodwright® Double-Hung Windows
1. 400 Series Woodwright Double-Hung Full-Frame and Woodwright Double-Hung Insert windows now offer a factory applied quick-release lock that will be available in 12 different colors and replaces the slide wash assists currently used to engage the sash into wash mode. This new Traditional style quick-release lock will replace the Andersen Classic Series™, Estate™ Style with Verilock®, and Estate Style lock hardware previously available. When updating quotes from iQ v16.2 to v17.0 the lock hardware will be mapped to the new traditional style quick-release lock hardware as follows:
    a. When the answer to Optional Lock Hardware was none, the lock hardware will be mapped to white for prefinished white interior windows or stone for pine, maple, or oak interior windows.
    b. When the answer to Optional Lock Hardware was Estate Style or Andersen Classic Series, the lock hardware will be mapped to match the color previously selected.
    c. When the answer to Optional Lock Hardware was Estate Style with VeriLock, the lock hardware will be mapped to white for prefinished white interior windows or stone for pine, maple, or oak interior windows. Additionally, the Security Sensor Type question will be unanswered. We recommend adding to the quote the Wireless Open/Closed Sensor that can be found at the Security Sensor Type question as a replacement. Be sure to read the warning message that appears for Security Sensors to ensure that the correct components are ordered.
2. Replacement lock hardware for 400 Series Woodwright Double-Hung Full-Frame windows found down the accessory path within the software will only be compatible with windows manufactured before March 29th, 2017. When updating quotes from iQ v16.2 to v17.0 the software will not make any updates to the line item but the lock hardware will not be compatible on windows manufactured on or after March 29th, 2017.
3. VeriLock Security Sensors found down the 400 Series Woodwright Double-Hung Full-Frame and Woodwright Double-Hung Insert accessory paths within the software will only be compatible with windows manufactured before March 29th, 2017. When updating quotes from iQ v16.2 to v17.0 the software will not make any updates to the line item but the security sensor will not be compatible on windows manufactured on or after March 29th, 2017.
4. Corrected the load factor calculation for 400 Series Woodwright Double-Hung Angle Bay windows. When updating quotes from iQ v16.2 to v17.0 the correct load factor will be assigned.

400 Series Perma-Shield® Casement & Awning Windows
1. Corrected the part number for 400 Series Perma-Shield Casement and Awning windows with factory applied thick replacement extension jambs. In certain scenarios the software was assigning the part number for standard extension jambs instead of thick replacement applied extension jambs. When updating quotes from iQ v16.2 to v17.0 the correct part number will be assigned.
2. Corrected the part number for job site applied perimeter extension jambs for 400 Series Perma-Shield Casement or Awning windows mulled to 400 Series Flexiframe® windows. In certain cases the part number was appearing as custom (0000000) when a true 7-digit part number exists. When updating quotes from iQ v16.2 to v17.0 the correct part number will be assigned.

3. Corrected the issue where Prairie A grille patterns were appearing as a valid selection for 400 Series Perma-Shield® Casement Transom double-wide and triple-wide windows; the visible glass height does not allow enough space for a true Prairie A pattern. When updating quotes from v16.2 to v17.0 the line items will redline forcing the user to select a valid grille pattern or delete the line item.
4. Corrected the load factor calculation for 400 Series Perma-Shield Casement Angle Bay, Box Bay, and Bow windows. When updating quotes from iQ v16.2 to v17.0 the correct load factor will be assigned.
5. Corrected the issue where additional width complete unit, head and sill, or side member extension jambs quoted for custom size 400 Series Perma-Shield Casement and Awning windows were displaying a not applicable size dimension in the price line area and not appearing in the XML for ordering. When updating quotes from iQ v16.2 to v17.0 the correct size value will be assigned in the price line area and all items will appear within the XML.
6. Corrected the issue where 400 Series Perma-Shild Casement windows with too small a clear opening were allowing the user to select a window opening control device. When updating quotes from v16.2 to v17.0 the line items will redline forcing the user to answer No to the Window Opening Control Device question. If a window opening control device is required, the user will need to increase the window unit width.

400 Series Specialty Windows
1. 400 Series Arch for Frenchwood® Specialty windows now offer drywall return bead as an available answer for extension jambs. The drywall return bead is available in the wide profile in 4 colors.
2. Corrected the drywall return bead description for custom sized Arch and Unequal Leg Arch Specialty windows from vinyl wrapped to white. The drywall return bead for arch windows is not available as vinyl wrapped and will ship as painted. When updating quotes from iQ v16.2 to v17.0 the line item will redline forcing the user to select the desired answer at the Extension Jamb Species/Color question.
3. Corrected the drawing for 400 Series Circle Top™ for Narroline® with sunburst Finelight™ Grilles-Between-the-Glass. The drawing was incorrectly displaying a center hub. When updating quotes from iQ v16.2 to v17.0 the correct will appear within the line item as well as on reports.
4. Corrected the part number for the flat gusset plate used when mulling curved Flexiframe® windows. When updating quotes from iQ v16.2 to v17.0 the correct part number will be assigned.
5. Corrected the pricing for drywall return bead and extension jambs for horizontal 400 Series Oval windows. When updating quotes from iQ v16.2 to v17.0 the correct price will be assigned.
6. Corrected the pricing for extension jamb kits for all 400 Series Circle and Oval windows. When updating quotes from iQ v16.2 to v17.0 the correct price will be assigned.

200 Series Windows
1. Corrected the part number for 200 Series Tilt-Wash Double-Hung windows when editing the lower sash grille construction from Removable Interior grilles to Finelight Grilles-Between-the-Glass. When updating quotes from iQ v16.2 to v17.0 the correct part number will be assigned.

Architectural Specialty Windows
1. Corrected the mull location assignment from factory to distributor when mulling an Architectural Specialty window over other Andersen® product using steel transom material. When updating quotes from iQ v16.2 to v17.0 the correct mull location of distributor will be assigned to quotes previously containing factory.
2. Corrected the issue where black joining material was not included when joining Architectural Specialty Windows to standard Andersen product. When updating quotes from iQ v16.2 to v17.0 the joining material and joining material price will now appear.

3. Corrected the issue where the answer None was not available at the extension jamb color/species question when quoting a multi-wide Architectural Specialty rectangle window unit. In iQ v17.0 None will appear as a valid answer.

A-Series Windows (This product is available in a limited area at this time)
1. Removing several of the larger standard and custom sized windows available in the Stormwatch® A Series Casement, Awning, and corresponding Picture window size grid. When updating quotes from iQ v16.2 to v17.0 the line item will redline forcing the user to select a new size or delete the line item. If the window that is no longer available is contained within a mull, that window will display in red in the drawing area.
2. When joining an A Series window to another A Series window or A Series Specialty window that requires reinforced joining material, the 4 9/16" and 6 9/16" LVL joining material will no longer be available. Instead, the new 4 9/16" fiberglass joining material will be available. Factory (direct) mull location will be an option except in the case of mulled combinations that include an A Series Specialty window and 3/4" 4 9/16" fiberglass reinforced joining material; those combinations will allow Distributor, Dealer, or Jobsite mulling locations only. When updating quotes from iQ v16.2 to v17.0 the software will automatically update the joining material from 4 9/16" LVL or 6 9/16" LVL to 3/4" 4 9/16" fiberglass reinforced. If the joining material was 6 9/16" LVL and the line item was quoted with boxed extension jambs, when updating quotes from iQ v16.2 to v17.0 the line item will redline. If the desire is to retain boxed extension jambs, the user can select an available answer at the Extension Jamb Width question. If the desire is to have perimeter jambs, the user should remove the boxed extension jambs by answering None at the Extension Jamb Species question and then select perimeter extension jambs using Composite Properties in the toolbar area.
3. When joining an A Series Specialty window to another A Series Specialty window that requires reinforced joining material, the user will have the option to select from the 4 9/16" LVL, 6 9/16" LVL, or 3/4" 4 9/16" fiberglass reinforced joining material. Factory (direct) mull location will be an option except in the case of mulled combinations that include an A Series Specialty window and 3/4" 4 9/16" fiberglass reinforced joining material; those combinations will allow Distributor, Dealer, or Jobsite mulling locations only. When updating quotes from iQ v16.2 to v17.0 the joining material that previously existed will remain. To see the new joining material, enter the schematic configurator (mulling drawing board), break apart the joined combination, and then rejoin the windows together.
4. The LVL mullion joining kits in both 4 9/16" and 6 9/16" depths and 72" and 96" lengths have been discontinued and removed from the A Series Window Accessory path. When updating quotes from iQ v16.2 to v17.0 the software will automatically update the line to 3/4" 4 9/16" fiberglass reinforced joining kits in the matching length.
5. Corrected the issue where certain A Series Specialty window to A Series window mulled combinations with matching exterior flange answers were failing with a warning message that informed the user that the exterior flange answers didn't match. When updating quotes from iQ v16.2 to v17.0 the line item will redline forcing the user to enter the schematic configurator (mulling drawing board), break apart the joined combination, and then rejoin the windows together.
6. Corrected the issue where A Series Casement and Awning window insect screens were retaining the original species and stain answers when the user edited the window unit species and stain answers. The expected behavior is that the insect screen species and stain answers will edit to match the window unit species and stain answers. When updating quotes from iQ v16.2 to v17.0 the line item will redline forcing the user to reenter the desired insect screen species and/or stain answers.

100 Series Windows (This product is available in a limited area at this time)
1. Corrected the graphic displayed for the 100 Series casement and awning lock handle and bezel found down the replacement parts path.
2. Removed the manufacture date answer of Before July 24, 2010 for 100 Series Casement and Awning stationary replacement sash selected with dark bronze or black interior. When updating quotes from v16.2 to v17.0 the correct answer of After July 24, 2010 will be assigned with no redline.
3. Corrected the issue where using the add functionality within the schematic configurator (mull drawing board) would add a rectangle regardless of the shape the user selected from the dropdown list. In version 17.0 the correct shape will be added when utilizing the add functionality.
4. Corrected the issue where the software was allowing 100 Series Awning with Transom windows to be quoted at sizes that did not meet the required 2.5 upper picture to lower awning height ratio. When updating quotes from iQ v16.2 to v17.0 the line item will redline forcing the user to delete the line item and reconfigure. We recommend printing the long report for the configuration details prior to deleting the line item.
5. Corrected the issue where 100 Series Octagon windows were not editing the frame height dimension in sync with the frame width dimension allowing for windows to be configured with width and height measurements that did not match. When updating quotes from iQ v16.2 to v17.0 the line item will redline forcing the user to reenter the desired frame width dimension. We recommend printing the long report for the configuration details prior to updating the project to v17.0.
6. Corrected the issue where the warning message for 100 Series Single Hung windows was not displaying when the user selected a glazing for the bottom sash that did not match the glazing selected for the top sash. In iQ v17.0 the warning message will appear for all new line items created.

A-Series Patio Doors (This product is available in a limited area at this time)
1. Corrected the part numbers for 4 9/16 x 10'0 and 6 9/16 x 10'0 A Series LVL mullion joining kits found down the A Series door accessory path. When updating quotes from iQ v16.2 to v17.0 the correct part numbers will be assigned.
2. Corrected the pricing for Stormwatch® A Series patio doors without DP Upgrade. When updating quotes from iQ v16.2 to v17.0 the correct pricing will be assigned.
3. Corrected the lead time for several A Series Frenchwood® Hinged Outswing patio door retractable insect screens. When updating quotes from iQ v16.2 to v17.0 the correct lead time will be assigned.
4. Removed cherry as an insect screen color/finish option for A Series Frenchwood Hinged Outswing patio door retractable insect screens. When updating quotes from iQ v16.2 to v17.0 the line items will redline forcing the user to select a new insect screen color/finish or delete the line item.

400 Series Frenchwood® Patio Doors
1. Added the part numbers for 400 Series Frenchwood Gliding patio door 6 1/16" extension jambs in all species down the unit and accessory paths. When updating quotes from iQ v16.2 to v17.0 the correct part numbers will be assigned.

200 Series Patio Doors
1. Added Blinds Between the Glass for 200 Series Perma-Shield® Gliding Patio doors in the PS5 size.
2. Added the part numbers for 200 Series gliding patio door 6 1/16" extension jambs in all species down the unit and accessory paths. When updating quotes from iQ v16.2 to v17.0 the correct part numbers will be assigned.

Architectural Patio Doors
1. Corrected the pricing for Architectural patio door joining components and mulling labor. When updating quotes from iQ v16.2 to v17.0 the correct pricing will be assigned.

Andersen® Storm Doors
1. The Andersen Storm Door path has been completely redesigned enabling faster and easier storm door unit and part selection. When updating quotes from iQ v16.2 to v17.0 existing line items will correctly map to the new questions and answers.
2. As previously communicated, several storm doors have been discontinued such as the Contemporary Dual Vent Full Lite with TruScene®, Economy Interchangeable Fullview Clear, Traditional Deluxe Dual Vent Three quarter Lite Colonial, Storm Doors by Design, and several others. For a complete listing of discontinued storm doors, please refer to the dealer bulletin. When updating quotes from iQ v16.2 to v17.0 the line items will redline forcing the user to select a different storm door or delete the line item.
3. Corrected the issue where discontinued poly storm door part numbers were still in the system when the user entered the part number utilizing the search by code functionality in the software. When updating quotes from iQ v16.2 to v17.0 the line item will redline forcing the user to select a different storm door or delete the line item.

Architectural MultiGlide™ Patio Doors (This product is available in a limited area at this time)
1. Corrected the edit order functionality for Architectural MultiGlide patio doors so the user can see the insect screens and hardware separately from the frame and panels. This allows the user to assign multiple purchase order numbers or change the quantities for order.
2. Corrected the issue where part numbers were missing for MultiGlide patio door hardware. When updating quotes from iQ v16.2 to v17.0 the correct part numbers will be assigned.

Miscellaneous Changes
1. Discontinuing vinyl wrapped extension jambs for Stormwatch® and non-Stormwatch 400 Series Tilt-Wash Double-Hung, Picture, and Transom, as well as 400 Series Perma-Shield® Casement , Awning, Picture, and Transom windows. When updating quotes from iQ v16.2 to v17.0 line items quoted with vinyl wrapped extension jambs will map to white – painted extension jambs.
2. Corrected the issue where the software was allowing users to quote pre-assembled exterior trim kits larger than what the factory can manufacture. When updating quotes from iQ v16.2 to v17.0 the affected line items will update the Exterior Trim Application answer from Pre-Assembled Surround to Pre-Cut Trim Kit and update the price accordingly.
3. Removed the polished chrome answer for 7 9/16" strike plate extenders quoted down the patio door accessories path. Part number 2579693 has been inactivated and can no longer be quoted. When updating quotes from iQ v16.2 to v17.0 the line item will redline forcing the user to select another color or delete the line item from the project.
4. Added window opening control device text when selected as an option to the abbreviated quote report descriptions for all mulled combinations. When updating quotes from iQ v16.2 to v17.0 the correct description will appear.
5. Added product series information to the abbreviated quote report for A Series, 400 Series, 200 Series, and 100 Series windows and patio doors.
6. Corrected the issue where several accessories with black accessory color for various product lines quoted down the accessory path were missing part numbers. When updating quotes from iQ v16.2 to v17.0 the correct part number will be assigned.

7. Corrected the issue where 4 9/16" depth stool was offered in combination with extension jambs over 5 1/4" wall depths for 400 Series Tilt-Wash and Woodwright® Double-Hung windows. When updating quotes from iQ v16.2 to v17.0 the correct 6 9/16" depth stool will be assigned.
8. Corrected the issue where the warning message informing users that boxed extension jambs are required for 400 Series Tilt-Wash Double-Hung and Perma-Shield Casement and Awning mulled ribbon combinations containing 6 9/16" LVL mull material was missing. Users configuring these combinations will now receive the correct extension jamb warning message.

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. The horizontal grille bars for Perma-Shield® awning picture windows will not align with the horizontal grille bars for Perma-Shield casement or casement picture windows.
2. 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.
3. 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.
4. When updating quotes to new versions with line items that contain 400 Series Woodwright® Double-Hung mulled combinations with factory applied head and side extension jambs, the software does not retain the answer to Perimeter Extension Jamb Configuration. The user is forced to re-answer the question within Composite Properties.
5. When quoting replacement stops for 400 Series Tilt-Wash Double-Hung windows down the replacement part path the software will assign the incorrect part number. The customer experience and response team will correct the part number prior to sending the order acknowledgement.

Pricing

1. This release of the software contains the 2017 pricing files. Once you update the iQ software from iQ v16.2 to v17.0, you will no longer have access to 2016 pricing. If you have not updated a specific quote to v17.0, you can print the quote and view the 2016 pricing, however you will not be able to edit any items on the project without updating it v17.0 first.
2. 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.
3. White – Vinyl Wrapped is appearing as an answer for extension jambs quoted using the Window Accessories / Flexiframe Windows path. This color is no longer available and should not be quoted.

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.

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**.