



WINDOWS • DOORS  
**Andersen.**

Caring For Your  
Andersen®  
Frenchwood®  
Hinged Patio Door

LONG LIVE THE HOME®



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**A**ndersen® patio doors are designed for beauty, efficiency and convenience. This booklet shows you how to care for your patio door – how to help keep it looking and working like new.

If you have questions about your Andersen patio door that are not answered in this booklet, please contact your Andersen retailer.

The instructions contained in this booklet are general guidelines only. For additional service information, installation instructions or product information, log on to [www.andersenwindows.com](http://www.andersenwindows.com). You can also call Andersen customer service toll-free at 1-888-888-7020.

*Thank you for buying Andersen products.*



Please read and follow these instructions for the proper maintenance of Andersen® products. If your abilities do not match the requirements, contact an experienced contractor.

## CAUTION

- Andersen head flashing and installation flanges do not take the place of standard window and door flashing. The unit must be properly flashed, and a quality construction sealant must be used for protection against water and air infiltration.
- DO NOT apply any type of film to glass. Thermal stress conditions resulting in glass damage could occur.
- The 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 the unit.
- Acid solutions used to wash masonry will damage glass, fasteners, hardware, and metal flashing. Follow the acid solution manufacturer's instructions carefully. Protect and/or cover Andersen® products during cleaning process to prevent acid contact. If acid does come in contact with unit, immediately wash all surfaces with clean water.

Before painting or staining Andersen® products, please familiarize yourself with these general finishing guidelines:

- Do not paint weatherstripping, gaskets, interlocks, jamb liners, silicone beads, insect screens or any surface that has sliding contact with other parts.
- Do not allow painted surfaces to come in contact with other surfaces until they are completely dry.
- For a clean, attractive appearance, we strongly recommend you follow the stain/paint manufacturer's directions.
- Do not use abrasive cleaners or solutions containing corrosive solvents on Andersen products.
- Before interior painting, use a fast-dry alkyd primer.
- Properly prepared wood surfaces absorb finish materials more easily. Before you finish wood interiors, lightly sand the surfaces with fine sandpaper or steel wool. Remove dust particles with a soft, dry cloth.

## WARNING

Sanding, staining, painting, varnishing and other finishing procedures should always be done in well-ventilated areas. Follow all manufacturer's warnings, cautions and instructions.

## Exterior Finishing

Andersen Frenchwood® hinged and outswing patio doors have a glass fiber reinforced composite on their frame exteriors. The panel exterior is protected with a long-lasting urethane base finish.

- Sandtone or Terratone® color exteriors may be painted any color lighter than Terratone color, using quality oil base or latex paint.
- Submit color samples to Andersen for approval when painting White exteriors.
- Submit color samples to Andersen for approval when painting Sandtone or Terratone colors any color darker than Terratone.
- Do not paint Forest Green exteriors.

Below is a general overview of vinyl painting instructions. For detailed vinyl instructions and preparations, contact your Andersen supplier. Painting and staining may cause damage to rigid vinyl exteriors. Andersen does not warrant the adhesion of paint to vinyl.

- Buff the frame and panels with a 3M® ScotchBrite® pad, 00 steel wool or 240-grit sandpaper until the surface is dull. Remove dust particles with a soft, dry cloth.
- Clean the frame and panels by wiping them with a surface conditioner or acetone. After the solution dries, prime the surface with a fast-dry alkyd primer in a neutral color. Always read and follow the manufacturer's recommendations for proper use.
- When the primer is dry, remove the operating panel and apply a high quality oil or water base paint.

## Silicone Instructions

### CAUTION

Do not paint silicone bead on door panel. Painting the silicone bead will adversely affect door performance.

- If silicone bead is damaged, remove it and install a new, high-quality bead of silicone that matches the paint color.
- The stile and rail exterior joint is sealed with silicone. If silicone is left on these joints, they will not accept paint.

If you need to apply a new silicone bead, make sure the areas of glass and panel that will touch the new bead are clean and dry. A new silicone bead must be applied properly for the panel to perform correctly. If silicone is smeared on any glass surface, wait until it cures before removing it. Spray the surface with window cleaner, then use a nylon knife to scrape off the cured silicone.

**Note:** Do not apply creosote-based stains to Andersen products.

"ScotchBrite" is a registered trademark of the 3M Company.

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## Interior Finishing

Andersen Frenchwood® hinged and outswing patio doors may have natural wood interiors that can be painted or stained. Thoroughly read the manufacturer's paint or stain instructions before applying the finish. Failure to do so may result in poor appearance or damage to your door.

- Before you paint or stain the interior wood surface, sand it with fine sandpaper or steel wool. Remove dust particles with a soft, dry cloth. Apply a pre-stain before staining for the best results on interior pine.
- Use a high quality oil base stain, oil base paint or latex paint. Paint or stain the door with the panel open, and do not close the panel until the finish has dried thoroughly.
- Let any stain dry overnight. After the stain is dry, finish the wood with a high quality conventional lacquer, varnish or polyurethane.

### CAUTION

- **DO NOT** expose unfinished wood to high moisture conditions, excessive heat or humidity. Discoloration, bowing and/or splitting may result. Finish interior wood surfaces immediately after installation.
- **DO NOT** stain or paint weatherstripping, silicone beads, vinyl, glass or hardware.

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## Finishing Wood Interior Grilles

Standard Frenchwood® door grilles are available in a variety of options. If your interior grille is painted on both the exterior and interior facing surfaces, then no further finishing is required.

If you have a natural wood interior, it is ready for finishing to match the interior décor. The exterior-facing surface of each wood interior grille is painted White, Sandtone, Terratone® or Forest Green color to match the door's exterior.

**This exterior finished side should not be refinished.**

Before you finish the interior side of a wood grille, lightly sand the inside face with 240-grit sandpaper or 00 steel wool. This will help the wood absorb the finish evenly. Remove dust particles with a soft, dry cloth.

### CAUTION

**Thoroughly read the paint or stain manufacturer's instructions prior to applying the finish. Failure to do so may result in poor appearance or damage to your grilles.**

Apply a high quality oil base stain, oil base paint or latex paint in an open, well ventilated area. Allow stain to dry overnight before you apply a finish coat. Once the stain is dry, finish the grille surfaces with a high quality conventional lacquer, varnish or polyurethane.

## Cleaning Your Frenchwood® Patio Door

Clean your Andersen® products occasionally to keep them looking good and working well. In most areas, they may only need cleaning a few times each year. However, some coastal areas, industrial areas or agricultural areas contain high amounts of airborne particles. In these areas, you will need to wash your patio doors more often.

Remove dust, dirt, smoke, film, soot and salt spray by using a mild detergent and water solution and a soft cloth or brush. To remove heavy dirt or grime from glass, first wipe debris from the glass surface with a soft, dry cloth. Then apply a cleaning solution, such as mild soapy water, vinegar, or a window cleaner, and wipe in a circular motion. Remove the cleaning solution with a squeegee or a clean, lint-free cloth. **Never clean glass in direct sunlight. To avoid damage to the glass, never use razor blades on the glass surface.**

To clean a vinyl exterior, use a mild detergent and water solution and a soft cloth or brush. Do not use abrasive cleaners or solvents. For persistent dirt or grime, use Mr. Clean® or Soft Scrub® brand cleaners, or a mixture of water and alcohol or ammonia.

### **WARNING**

Use extreme care when working around door openings. Never leave a door open or unattended when children or pets are present, and follow all safety precautions when using a step stool, ladder, or scaffold.

\*Mr. Clean® is a registered trademark of the Procter & Gamble Company.

\*Soft Scrub® is a registered trademark of the Clorox Company.

## Cleaning Insect Screens

Frenchwood® hinged patio doors are available with Perma-Clean™ gliding and hinged insect screens. Frenchwood outswing patio doors are available with retractable insect screens only. Retractable insect screens require a minimum of care. To keep them working smoothly, simply keep the track free of dirt and grease.

Gliding and hinged insect screens are best cleaned with a garden hose and soapy water. If they have been neglected, wash them with a detergent and water, using a soft-fiber brush. Your Perma-Clean gliding insect screen features either stainless steel spring guides or spring-loaded rollers on top and rollers on bottom. The screen latching mechanism is located on the side jamb of two-panel doors, and on the locking stile of three-panel doors (Fig. 1).

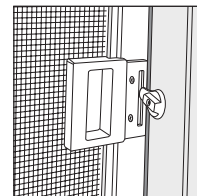


Fig. 1

To remove the screen for cleaning, slide it to the center of the frame, lift it, and pull it out at the bottom.

When you replace the gliding screen, be sure to insert the top into the vinyl channel first, making sure the roller or spring makes contact with the vinyl extruded rib inside the channel (Fig. 2). Then position the bottom rollers on the sill rib guide. Be sure to latch the screen completely.

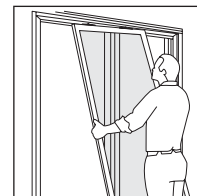


Fig. 2

If the screen operates stiffly, make sure the rollers are properly seated on the guide. If the bottom appears to be dragging, insert a screwdriver into the adjusting holes on the inside bottom rail, and turn the screwdriver to raise or lower the screen (Fig. 3).

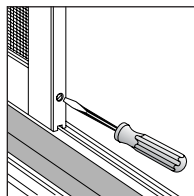


Fig. 3

Close the screen to within one inch of the side jamb, and make sure the opening is uniform from top to bottom.

To remove Perma-Clean™ hinged insect screens for cleaning, start by opening the screen. Then disconnect the closer assembly by pushing the *door bracket connecting pin*<sup>(a)</sup> through the *door bracket*<sup>(b)</sup>, using a 1/16" center punch

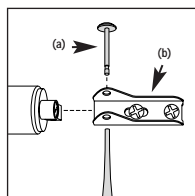


Fig. 4

(Fig. 4). Grasp the closer assembly firmly, and disconnect the other end of the closer assembly from the *head jamb bracket*<sup>(c)</sup> by unscrewing *head jamb connecting screw*<sup>(d)</sup> (Fig. 5). Be careful not to lose the bushing during removal.

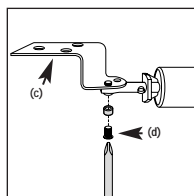


Fig. 5

To remove the hinge pins, use a center punch to force the pins up from the bottom of the hinges (Fig. 6). Carefully lift the screen out of the door frame. If you need to replace the screen, call your local Andersen retailer to order a rescreening kit.

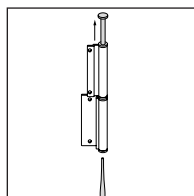


Fig. 6

## Cleaning Hardware

To clean hardware, use a mild soap and water solution, then rinse and wipe dry with a soft cloth. After cleaning, lubricate moving hardware parts with a light oil or dry silicone spray. Although Andersen patio door hardware finishes should last for many years, they will eventually wear due to use, climate and conditions. Worn hardware should be replaced or refurbished by a professional metal finisher.

**Note:** For complete hardware performance information, care information or replacement parts, visit the Andersen website at [www.andersenwindows.com](http://www.andersenwindows.com) or call Andersen customer service toll-free at 1-888-888-7020.



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### Simple Adjustments

Your Andersen patio door is designed to give you years of trouble-free operation. It can be adjusted to help you get the best performance and the longest service. If your patio door rubs against the frame or the sill, visit [www.andersenwindows.com](http://www.andersenwindows.com) to obtain a copy of the Andersen Assembly and Installation Guide. It contains detailed instructions and illustrations to help you adjust the door panels horizontally and vertically within the frame.

Other information and replacement parts can also be found at [www.andersenwindows.com](http://www.andersenwindows.com). Instructions for hardware adjustment, panel replacement, and a wide variety of other care and maintenance instructions are available.

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### Broken Glass

In most cases, it is easier and more economical to replace the entire door panel, rather than the glass. If a glass pane is broken, always cover the damaged area with tape for safety, and cover the floors to avoid damage from falling glass. Then consult a qualified glazier or Andersen dealer.

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### Avoiding Trouble

Movable insulating materials – such as coverings, shutters and other shading devices – may cause thermal stress or excessive condensation, damaging the doors. Andersen Corporation is not responsible for product performance when these kinds of materials or devices are used with our products.

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### Preventing Condensation

Most condensation problems are the result of interior atmospheric conditions, such as humidity. For more information, ask an Andersen dealer or visit [www.andersenwindows.com](http://www.andersenwindows.com) to obtain a copy of the “Controlling Indoor Condensation” brochure or video.

**Apron:** An inside flat trim member which is used under the stool at the bottom of the window.

**Astragal:** The center member of a double door, attached to the fixed or passive door panel.

**Bay window:** A composite of three or more windows, usually made up of a large center unit and two flanking units at 30-, 45- or 90-degree angles to the wall.

**Bow window:** A composite of three or more window units in a radial or bow formation.

**Casing:** A flat, decorative moulding that covers the inside edge of the jambs and the rough openings between the window unit and the wall.

**Cladding:** A low-maintenance material, such as vinyl, on the exterior of a window or patio door unit.

**Cripple stud:** A framing member, usually a 2x4 or 2x6 board, used above or below a window opening, or above a doorway. A cripple stud extends from the top of a door or window to the top plate, or from the bottom of a window to the sole plate.

**Divided light:** Glass of a sash or patio door panel that is separated into smaller sections using muntins or grilles.

**Double glazing:** The use of two panes of glass in a window or door to increase energy efficiency and performance.

**Extension jambs:** Flat wood parts that are fastened to the inside edges of a window jamb to extend its width and adapt it to a thicker wall. The inside edge of an extension jamb should be flush with the finished wall surface.

**Flashing:** A metal or plastic strip attached to the outside of the head or side jambs to provide a weather barrier and to help prevent leakage between the frame and the wall.

**Frame:** The outside member of a window or door unit that encloses the sash or panel, respectively; composed of side jambs, head jamb and sill.

**Gasket:** A continuous strip of flexible material used to create a weathertight seal between the sash and frame of roof windows or patio doors.

**Glazing:** The glass panes in the sash of a window or panel of a door. Also, the act of installing glass panes in a sash or panel.

**Glazing bead:** A plastic or wood finishing strip applied to the window sash or door panel around the perimeter of the glass on the outside.

**Glazing stop:** The part of the sash or door panel that holds the glass in place.

**Grille:** Ornamental or simulated muntins and bars that don't actually divide the glass. These are generally made of plastic or wood, and fit on the inside of the sash against the glass surface for easy removal.

**Head:** The main horizontal member forming the top of the window or door frame.

**Head board:** A flat board cut to fit the contour of a bow or bay window, and installed between the head jambs and the flat wall surface.

**Header:** A heavy beam extended across the top of a rough opening to prevent the weight of a wall or roof from resting on the window frame or doorway.

**Jack studs:** Framing members, generally 2x4 or 2x6 boards, that form the inside of the rough opening for a window or door. They run from the sole plate to the header, and support the header.

**Jamb:** The main vertical members forming the sides of a window or door frame.

**Jamb liner:** Metal or plastic covering the inside surface and head and side jambs of sliding windows.

**Lift:** A handle or grip installed on the bottom rail of the lower sash of a double-hung window to make it easier to raise or lower the sash.

**Light:** A single pane of glass within a window or patio door. Also refers to each visible section of glass created by a grille or muntin.

**Mortise:** A recess or slot cut into a board that receives the projecting portion (tenon) of another member in order to form a joint.

**Muntin:** A short bar, used to separate glass in a sash into multiple lights. Also called a windowpane divider or a grille.

**Operator:** A metal arm and gear that helps open and close projecting windows such as casement, awning and roof windows.

**Panel:** The component of a patio door that holds the glass pane.

**Pivot:** The point at which a window sash turns; usually in the center of ventilating windows.

**Rough opening:** The space in a wall in which a window or door is installed.

**Sash:** The framework holding the glass in a window unit. Composed of stiles (sides) and rails (top and bottom).

**Shoe:** A piece of window hardware that connects a sash to an operator arm.

**Sill:** The horizontal member that forms the bottom of a window or door frame.

**Stop:** A wood trim member nailed to the window or door frame to hold, position or separate its parts.

**Tempered glass:** Glass manufactured to withstand greater than normal forces on its heat-treated surface. When tempered glass breaks, it shatters into small pieces to reduce the danger of glass cuts.

**Tenon:** A rectangular projection cut out of a piece of wood for insertion into a mortise.

**Transom:** A smaller window above a door or another window. A transom joint is the horizontal joining area between two window units that are stacked one on top of the other.

**Vapor barrier:** A watertight material used to keep moisture away from structural elements such as floors, walls and ceilings.

**Venting unit:** A window or door that opens or operates.

**Weatherstripping:** Metal, plastic, foam or felt strips used to create a seal between a window sash or door panel and the frame to prevent weather infiltration.

**Wing blade:** A small metal device that secures an insect screen or panel into the window frame. Usually located on the sides of the insect screen or panel frame.