Support Joining Guide
for Andersen® Casement, Awning, and Picture 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**

Every assembly and installation is different (windloads, structural support, etc.). 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. For installation methods not covered in this guide, (i.e. through jamb) please visit the Architect Detail File on the web (www.andersenwindows.com). Andersen has no responsibility in regard to the post-manufactured assembly and installation of Andersen products.

**WARNING**

Use caution when working at elevated heights and around unit openings. Follow manufacturer’s instructions for safe use of ladder and/or scaffolding. Failure to do so may result in injury or death.

**WARNING**

Follow manufacturer’s instructions for safe operation of hand/power tools. Always wear safety glasses. Failure to do so may result in injury and/or product damage.

**WARNING**

Windows and doors can be heavy. Use safe lifting techniques and a reasonable number of people with enough strength to lift, carry and install window and door products to avoid injury and/or product damage.

**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® Installation Flanges **DO NOT** take the place of standard window and door flashing. **Unit must be properly flashed and sealed with sealant, and full width drip cap 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.

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Parts included
(1) Support Mull Filler
(1) Support Joining Trim Strip

Additional Required Parts Sold Separately
• Interior Casing (by others)
• Drip Cap (full width)

Tools Required for Procedure
• Safety Glasses
• Hammer
• Wood Block
• Level
• Tape Measure
• Caulk Gun
• Sealant
• 2-1/2” (8d) Casing Nails
• 1-3/4” Roofing Nails
• Naphtha
• Exterior Sheathing

WARNING
Metal fasteners and components may corrode when exposed to preservative-treated and/or fire-retardant treated lumber. Obtain and use the appropriate metal fasteners and hardware as called out by the installation guide to fasten unit to any rough opening made from preservative-treated and fire-retardant treated lumber. Failure to use the appropriate materials for the installation may cause a failure resulting in injury, property or product damage.

1. Prepare Rough Opening
• Rough opening dimensions for single units are used to locate Supports. Prepare rough opening for unit according to dimensions found in the Andersen® Product Guide.
• Check squareness and dimension of rough opening by measuring diagonally across, upper left to lower right and upper right to lower left corner, if measurements are within 1/8”, opening is square.
• Check plumb and level. Sill Plate must be level.
• Apply a strip of exterior sheathing to exterior of Supports to make flush with surrounding exterior sheathing if necessary.
2. Install Middle Unit

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⚠️ WARNING

Windows and doors can be heavy. Use safe lifting techniques and a reasonable number of people with enough strength to lift, carry and install window and door products to avoid injury and/or product damage.

⚠️ CAUTION

**DO NOT** set window unit directly on Sill Plate. Elevate unit on shims. Sill Plate may bow and interfere with window operation.

- Lift middle unit into rough opening from exterior. From interior, shim at corners of Sill under Side jambs to level and center unit.
- From the exterior, nail upper corner of Installation Flange using 1-3/4" Roofing Nails (Wood Frame Construction). Recheck level.
- Insert *Shims* at midpoint behind the Side Jamb between unit frame and rough opening. Insert and fasten *Shims* every 18" on lock side.
3. Install End Units

- Lift end units into rough opening from exterior. From interior, shim at corners of Sill under Side jambs to level and center unit.
- Insert Support Mull Filler between units to determine correct spacing of units.
- From the exterior, nail upper corner of Installation Flange using 1-3/4" Roofing Nails (Wood Frame Construction). Recheck level.
- Insert Shims at midpoint behind the Side Jamb between unit frame and rough opening. Insert and fasten Shims every 18" on lock side.

**NOTICE**

* Details are shown with trim, extension jambs, and support mull filler applied.
* Vertical or Horizontal join refers to the orientation of the support mull filler for either a mullion or transom join.
4. Secure Units

**CAUTION**
To prevent bending and cracking of Installation Flanges, do not set nails when using low density insulating sheathing.

- Plumb, level, and square units using shims.
- Measure across head, center, and sill of the window unit. Center dimensions must be within 1/8" of head and sill dimensions.
- Shim or block to straighten jamb if necessary.
- Secure unit to wood frame rough opening using 1-3/4" Roofing Nails. Nails should be placed every other hole.
- Remove spacers and/or sash clips from inside of frame after venting units are installed.

5. Secure and Seal Support Mull Filler

- Apply *Support Mull Filler*, white end down for white units or brown end down for Terratone® or Sandtone colored units. Secure with 2-1/2" (8d) Casing Nails. Start flush with bottom of sill and avoid nailing into kerfs.
- Apply a 3/8" bead of sealant to both sides of *Support Mull Filler* where it meets sides of units.
6. Apply Trim Strip

- Apply bead of sealant to both sides of underside of Trim Strip.
- Apply Trim Strip flush with bottom of sill pressing Trim Strip legs into kerf full length.
- Using a hammer and wood block, carefully tap Trim Strip in place full length until tight contact is made with units on both sides.
- Clean off any excess sealant with Naphtha immediately.

7. Apply Sealant

- Apply sealant to both top and bottom of Trim Strip and smooth out. Remove any excess sealant with Naphtha.
- Apply insulation, on the interior, between mullion supports before attaching interior mullion post casing.
- Proceed to full width drip cap application step in the Unit Installation Guide for full width drip cap, flashing, and insulation steps.