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.

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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.

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.

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 jambs. 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.
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
   - 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.

   **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.

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.
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 (O) 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.
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.
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.
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 (I) and Circular (O) 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.

CAUTION

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

- 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.

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

<table>
<thead>
<tr>
<th>Overall Sash Width Dim.</th>
<th>DIM. &quot;A&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>22-15/16&quot;</td>
</tr>
<tr>
<td>CW</td>
<td>27-1/4&quot;</td>
</tr>
<tr>
<td>CX</td>
<td>30-3/8&quot;</td>
</tr>
<tr>
<td>CXW</td>
<td>34-3/4&quot;</td>
</tr>
</tbody>
</table>
6. Attach Hinges
- Position Lower Hinge with first screw hole over the (I) mark located on Replacement Sash.
- Drill 3/32" hole through (I) 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 (I) 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.