



# Hardware Replacement

for Andersen® 200 Series Tilt-Wash Double-Hung Windows

## IMPORTANT

Read all instructions carefully before attempting this procedure. If you have any questions about your ability to complete this procedure, call Andersen at 1-888-888-7020 for further direction. Andersen WindowCare® service center hours are 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® products.

### ⚠ WARNING

Use of 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 or power tools could result in personal injury and/or product damage. Follow equipment manufacturer's instructions for safe operation. Always wear safety glasses.

### ⚠ WARNING

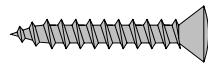
Weight of window and door unit(s) and accessories will vary. Use a reasonable number of people with sufficient strength to lift, carry, and install window and door unit(s) and accessories. Always use appropriate lifting techniques.

### ⚠ WARNING

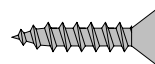
Support sash during replacement procedure. Failure to support sash may result in personal injury, product, and/or property damage.

#### Parts Included

- (4) Sliding Tilt Latch
- (1) Keeper
- (2) Keeper Clips
- (2) Colored #6 x 1" Screws
- (2) #5 x 3/4" Screws
- (4) 8-15 x 5/8" Truss Head Screws
- (1) Operating Instruction Label



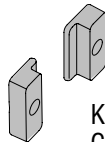
Colored #6 x 1" Screw



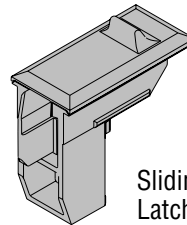
#5 x 3/4" Screw



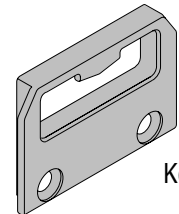
8-15 x 5/8" Truss Head Screw



Keeper Clips



Sliding Tilt Latch



Keeper

#### Tools Required for Procedure

- Safety Glasses
- Phillips-head Screwdriver



Operating Instruction Label

# 1. Remove and Replace Upper Sash/Window Tilt Latches

- Unlock *Window* and raise *Lower Sash/Window* about 3" from sill.
- Remove *Tilt Latch Screw*, if present, in *Lower Sash/Window Tilt Latches*.
- Raise *Tilt Latches* in *Lower Sash/Window* and tilt *Lower Sash/Window* until supported on chair or object.
- Lower *Upper Sash/Window* approximately 6".
- Raise *Tilt Latches* in *Upper Sash/Window* and tilt *Upper Sash/Window* inward, supporting *Upper Sash/Window* at all times.

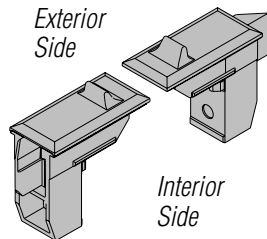
## CAUTION

- **DO NOT** remove gold colored Balance Screw
- Properly dispose of existing Tilt Latch and Screw as they are removed.

- Close *Upper Sash/Window Tilt Latch* to expose recessed *White or Stone Colored Screw* holding existing *Upper Sash/Window Tilt Latch*. Remove *White or Stone Colored Screw* and discard properly.

## NOTICE

Make sure Sliding Tilt Latches are oriented and seated correctly in Tilt Latch Pocket on Sash/Window. When viewing Sliding Tilt Latches from the top (as shown), beveled edge must be positioned to the exterior.

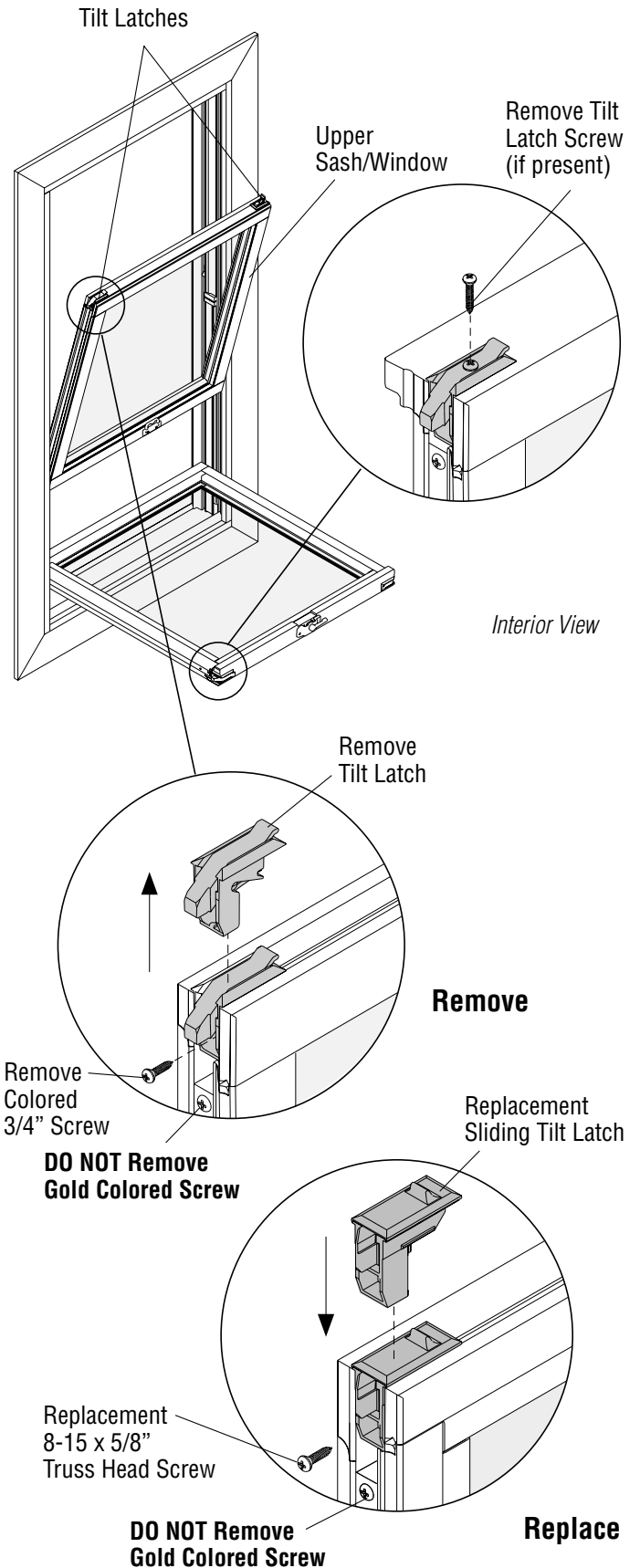


- Remove existing *Upper Sash/Window Tilt Latch* and properly discard. Replace with new *Upper Sash/Window Sliding Tilt Latch* and fasten using a *8-15 x 5/8" Truss Head Screw*, provided. Repeat for opposite *Upper Sash/Window Tilt Latch*.

## WARNING

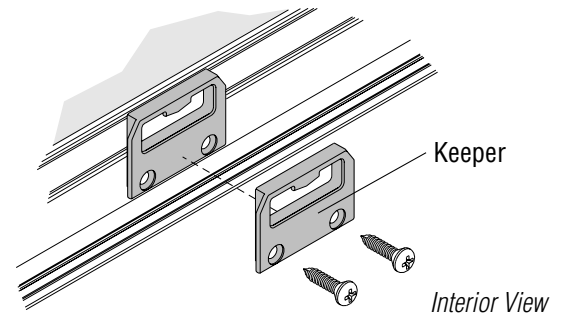
If Sash/Window balance is not re-engaged in the track by first pushing down on the Sash/Window, it will quickly drop potentially causing injury.

- Return *Upper Sash/Window* to closed position, check for *Tilt Latch* engagement in *Jamb Channel* by pushing back and forth. Push *Upper Sash/Window* down approximately 1" to engage *Sash Balances*.



## 2. Remove and Replace Keeper

- Remove and dispose of existing *Keeper* and *Screws* using a Phillips screwdriver.
- Install replacement *Keeper* using two *Colored #6 X 1" Screws*, provided.



## 3. Replace Lower Sash/Window Tilt Latches

- Raise *Lower Sash/Window* to a comfortable working position and support on chair or object.

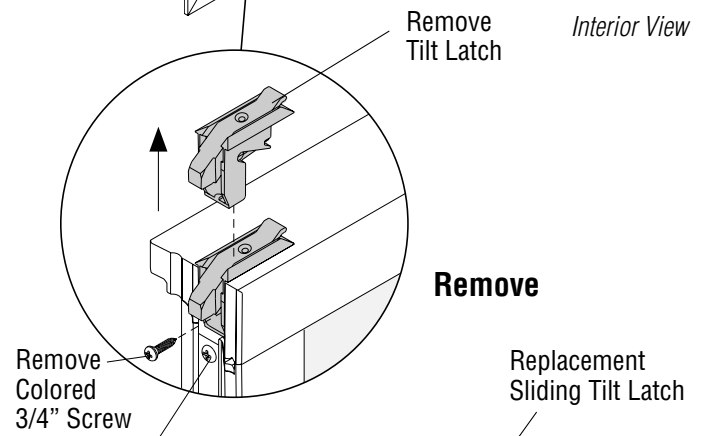
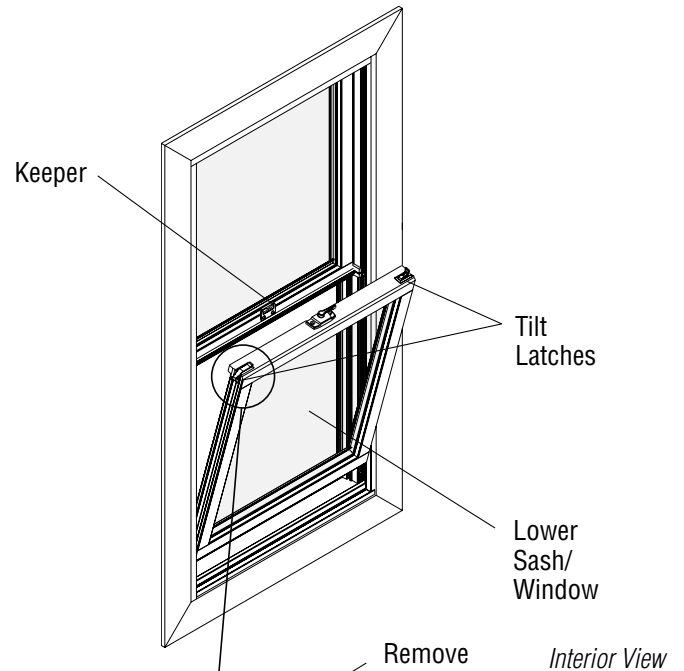
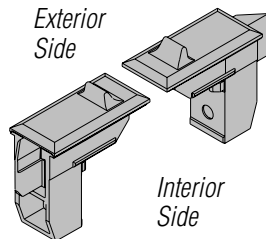
### CAUTION

- **Do Not** remove gold colored Balance Screw
- Properly Dispose of existing Tilt Latch and Screw as they are removed.

- Close *Lower Sash Tilt Latch* to expose recessed *White* or *Stone Colored Screw* holding existing *Lower Sash/Window Tilt Latch*. Remove *White* or *Stone Colored Screw* and discard.

### NOTICE

Make sure Sliding Tilt Latches are oriented and seated correctly in Tilt Latch Pocket on Sash/Window. When viewing Sliding Tilt Latches from the top (as shown), beveled edge must be positioned to the exterior.



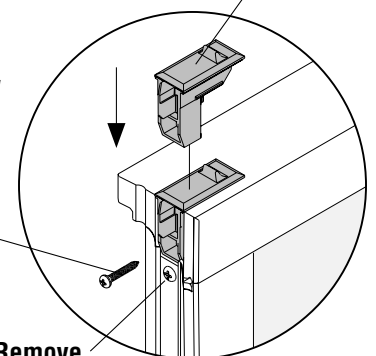
**Remove**

**DO NOT Remove Gold Colored Screw**

Replacement 8-15 x 5/8" Truss Head Screw

**DO NOT Remove Gold Colored Screw**

**Replace**



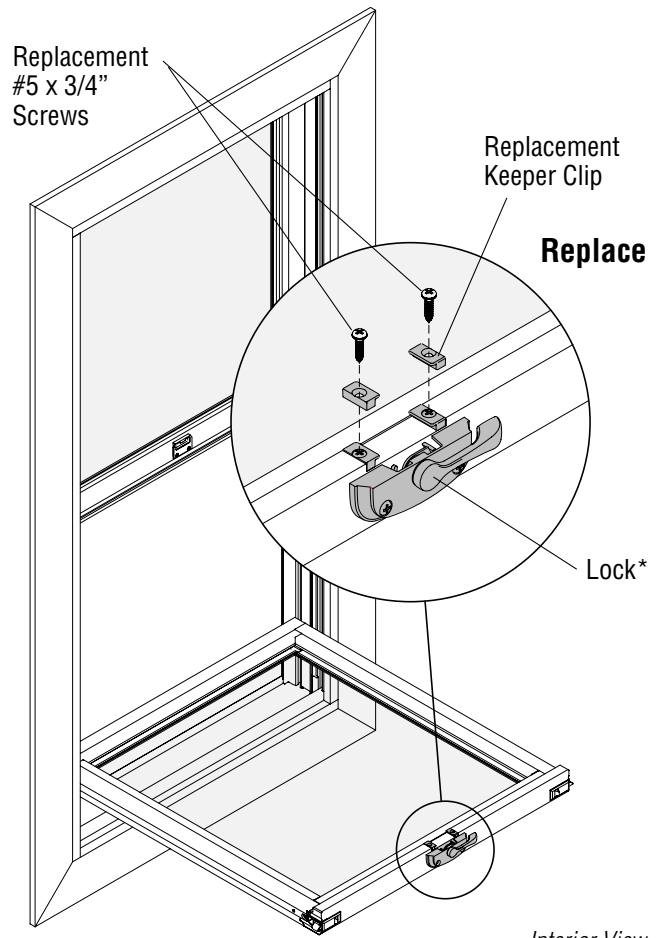
### 4. Install Keeper Clips and Lock

- Install replacement *Keeper Clips* using #5 x 3/4" *Screws*, provided. *Keeper Clips* are placed tight against route pocket edges and flush with top of *Check Rail*.

**⚠ WARNING**

If Sash/Window balance is not re-engaged in the track by first pushing down on the Sash/Window, it will quickly drop potentially causing injury.

- Return *Lower Sash/Window* to closed position, check for *Tilt Latch* engagement in *Jamb Channel* by pushing back and forth and push *Lower Sash/Window* down approximately 1" to engage *Sash Balances*.

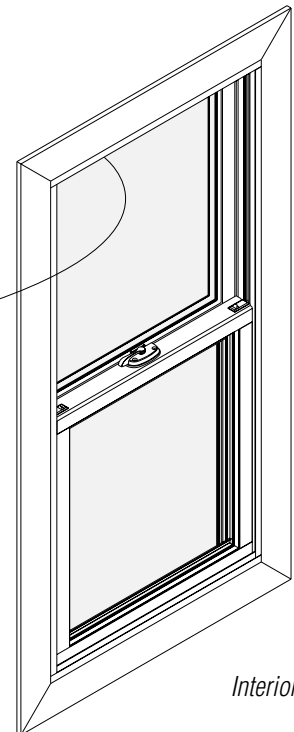


Interior View

\*Lock style may vary

### 5. Replace Operating Instruction Label

- Remove existing *Operating Instruction Label* located on head jamb and replace with replacement *Operating Instruction Label*.



Interior View

Replacement Operating Instruction Label

