



WINDOWS • DOORS  
**Andersen**®

Caring For  
Your Andersen®  
Roof Windows  
and Skylights

WINDOWS • DOORS  
**Andersen**® 

The complete Andersen Owner-To-Owner® limited warranty  
is available at: [www.andersenwindows.com](http://www.andersenwindows.com).

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**A**ndersen® windows are designed for beauty, efficiency and convenience. This booklet shows you how to care for your roof windows and skylights – how to help keep them looking and working like new.

If you have questions about your Andersen windows that are not answered in this booklet, please contact your Andersen dealer.

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

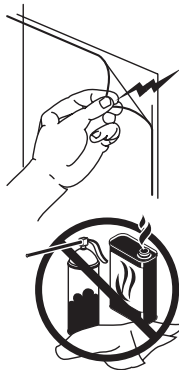
*Thank you for buying Andersen products.*



Please read the following manufacturer's instructions for proper care and maintenance of Andersen® products.

## WARNING

- If a ladder or scaffolding is needed to reach and remove the protective film from the glass, make sure ladder or scaffolding is secure and care is taken during removal of the film. Failure to do so may result in injury.
- Protective film may pose suffocation hazard to children. Properly dispose of film immediately after removal and keep out of reach of children.
- Peeling off protective film may result in a static charge that could cause a shock or spark.
- Static charge and spark can pass through to the OTHER SIDE of glass.
- Solvents, cleaners and foam insulation must be dry and all flammables must be properly stored before removing protective film.
- Misting glass with water may reduce static charge and spark.
- For best results, protective film should be removed within 9 months of installation in temperatures above 32°F.



### REMOVE FROM AREA:

- Thinners
- Cleaners
- Mineral spirits
- Foam insulation cans
- Solvent-soaked rags

## CAUTION

- Andersen® 400 Series products come standard with High-Performance™ Low-E4™ glass. This glass package has a low-maintenance exterior coating and removable protective film. The low-maintenance exterior coating is highly durable but may be damaged by scratching with hard objects. DO NOT use metal razor blades to clean glass or remove paint/stain from glass surface. Scratching of the exterior glass surface could damage the low-maintenance coating.
- DO NOT use metal razor blades to remove the protective film. Peel back protective film at a corner using a fingernail or clean plastic scraper.
- DO NOT allow any sealants (including silicone) to contact the exterior glass surface. Sealants may cause damage to the exterior low-maintenance coating of the glass.
- DO NOT use abrasive cleaners on any glass surface, or on the exterior of High-Performance™ Low-E4™ glass.
- DO NOT apply any after-market films to glass. Thermal stress conditions resulting in glass damage may occur.
- Tape glass edge with painter's tape prior to finishing or painting. Protective film is not a substitute for edge masking.
- The use of movable insulating materials such as window coverings, shutters and other shading devices may damage glass or vinyl. In addition, excessive condensation may result, causing deterioration of the window 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 window 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 thoroughly dry.

For a clean, attractive stained appearance, the use of a pre-stain or primer is strongly recommended.

Abrasive cleaners or solutions containing corrosive solvents should not be used on Andersen® products.

Before painting, use a fast-dry alkyd primer.

Properly prepared wood surfaces absorb finish materials more easily. Prior to finishing wood interiors, lightly sand the surfaces with fine sandpaper or steel wool. Sandpaper and steel wool should not contact glass surface. 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. Failure to do so may result in injury or illness.

## Interior Finishing

Thoroughly read the paint or stain manufacturer's instructions prior to applying the finish to the wood interiors. Failure to do so may result in poor appearance or damage to your window. On venting units, apply paint or stain with the window open on a clear day, and do not close it until the finish is completely dry.

- Before you paint or stain the interior wood surface, sand it with fine sandpaper (240 grit) or steel wool (00). Remove dust particles with a soft, dry cloth. Apply a pre-stain before staining for the best results on interior wood.
- To finish the natural wood interiors, use a high-quality oil-base stain, oil-base paint or latex paint.
- All stains should dry overnight before a topcoat is applied. After staining, the surface should be topcoated with a quality conventional lacquer, varnish, or polyurethane.

## CAUTION

- DO NOT expose unfinished wood to high moisture conditions, excessive heat or humidity. Finish interior wood surfaces immediately after installation. Unfinished wood surfaces will discolor, deteriorate and/or may bow and split.
- DO NOT stain or paint weatherstrip, silicone beads, vinyl, glass or hardware.

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## Exterior Finishing

Painting may cause damage to roof window and skylight exteriors. Submit color samples to Andersen for approval if you are considering painting exteriors. For exterior painting instructions and preparation, contact your Andersen dealer. Andersen does not warrant the adhesion of paint to roof window and skylight exteriors.

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## Cleaning Skylights and Roof Windows

To keep Andersen® products attractive and functioning efficiently, you should clean them occasionally. In most regions they may require cleaning only a few times per year. However, some coastal areas, industrial areas or agricultural areas contain high amounts of airborne particles and may require more frequent washing of your windows.

### WARNING

- Use extreme care when working around window openings. Never leave a window opening unattended when children are present. Falling from a window opening may result in injury or death.
- 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. Injury and/or falls could occur.

"Mr. Clean" is a registered trademark of the Procter & Gamble Company.

"Soft Scrub" is a registered trademark of the Clorox Company.

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

Abrasive cleaners or solutions containing corrosive solvents should not be used. For persistent dirt or grime, Mr. Clean® or Soft Scrub® brand cleansers or a mixture of water and alcohol or ammonia can be used.

Venting roof window hinges need to be cleaned and lubricated occasionally to assure proper long-term performance. Remove grease or debris with a soft, dry cloth, then lubricate hinges and all other moving parts with a dry silicone spray. Lubricants or harsh abrasive cleaners are not recommended. Dry silicone spray may be purchased from your local hardware store.

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## Cleaning Insect Screens and Hardware

Insect screens are best cleaned with a soft cloth or sponge.

To clean hardware such as operator handles, extension poles or hex sockets, use a mild soapy 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.

## Adjusting Venting Roof Window Operation

Venting roof windows may require occasional adjustment. The main element to the operation is a pair of tension springs, which are shielded by an operator cover. Typically, the flatter your roof, the more tension you need in the springs.

### ⚠ WARNING

- Do not attempt to remove or repair counterbalance springs yourself. Springs are under tension and can exert strong force, causing severe injury. Contact an Andersen representative if operating mechanism needs removal or repair.

To adjust the operation, start by opening the window completely. This minimizes the spring force. Remove the operator handle (a) from the shaft (b). Lightly squeeze the sides of the hub cover (c), and remove it (Fig. 1).

Then remove the operator cover screws (d), and operator cover (e) (Fig. 2).

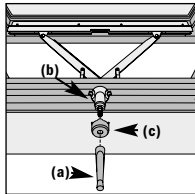


Fig. 1

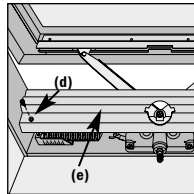


Fig. 2

The outside end of each spring (Fig. 3 & 4) has an adjusting nut (f) and indicator slide (g). Using a wrench, turn the adjusting nut to move the indicator slide, increasing or decreasing the tension accordingly.

(The 0 setting provides the least tension. The 5 setting provides maximum tension.) Set each spring to the same tension level. Increase or decrease spring tension as desired to achieve ideal performance. When adjustment is completed, replace the operator cover and operator cover screws. Place the hub cover over the shaft, and snap it into place. Slide the operator handle over the shaft and secure it using a Phillips head screwdriver.

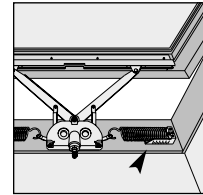


Fig. 3

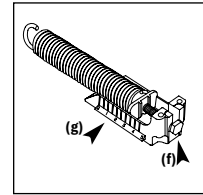


Fig. 4

### ⚠ WARNING

- Use of ladders and/or scaffolding and working at elevated levels may be hazardous. Follow equipment manufacturer's instructions for safe operation. Falling from an opening may result in injury or death.

## Electric Window Opener

The Andersen® electric window opener may be used to operate Andersen roof windows and awning windows. A detailed set of instructions comes with every electric window opener. For more information on maintaining or repairing these units, contact your local contractor or Andersen retailer.

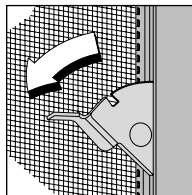
## Removing/Installing Standard Insect Screens

### 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 injury or death.

To remove venting roof window insect screens, unlock the wing blade fastener and remove the insect screen from the top.

To reinstall the insect screen, simply reverse the procedure, making sure the wing blade fasteners are completely engaged in the wing blade grommets in the frame.



## Replacing Glass Panes

Due to skylight and roof window sash construction, the entire sash must be replaced if the glass is damaged or broken. If the glass is broken, always cover the damaged area with tape for safety – and cover the floors to avoid damage from falling glass. Consult an Andersen dealer for replacement sash.

## Adjusting Handle

If the venting roof window operator handle (*Fig. 5*) should slip off or loosen, tighten the set screw (h), making sure the handle is flush with the cover. Leaving handles and set screws loose may cause stripping.

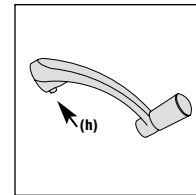


Fig. 5

## Preventing Condensation

Most condensation problems are the result of interior atmospheric conditions, such as humidity. For more information, consult an Andersen dealer and ask for a copy of the “Controlling Indoor Condensation” brochure or DVD.

See your dealer for more information on the Andersen Owner-To-Owner® limited warranty. Other detailed adjustment, installation and replacement guidelines can be found at [www.andersenwindows.com](http://www.andersenwindows.com).

**Casing:** A flat, decorative moulding which 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.

**Double glazing:** Use of two panes of glass in a window to increase energy efficiency and provide other performance benefits.

**Extension jambs:** Flat wood parts that are fastened to the inside edges of the window jamb or frame to extend its depth and adapt to a thicker wall. Inside edge of extension jambs should be flush with the finished wall surface, and inside casing is then nailed to it.

**Flashing:** Metal pieces attached to the outside of the frame head, sill and side jambs to provide a weather barrier and to help prevent leakage between the frame and the roof deck.

**Frame:** Perimeter member of a window unit that surrounds the sash; composed of side jambs, head jamb and sill.

**Gasket:** A pliable, flexible continuous strip of material used to effect a watertight seal between sash and frame of roof windows, much like the seal around a refrigerator door.

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

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

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

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

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

**Protective film:** Low-density plastic film that is applied to the interior and exterior glass surfaces. This film protects units during manufacturing, delivery and construction.

**Operator:** A metal arm and gear that allows for easy operation of closing and opening projecting windows such as casement, awning and roof windows.

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

**Shoe:** A piece of venting window hardware that connects the sash to the operator arm.

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

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

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

**Vapor barrier:** A watertight material used to prevent the passage of moisture into or through structural elements (floors, walls, ceilings).

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

**Weatherstripping:** Metal, plastic, foam or felt strips designed to seal between a window sash and frame or stops to prevent weather infiltration.

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