Cable Support System Guide
for Andersen® Bow, Bay, and Box Projecting Window Units

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
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
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® 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.
• For New Construction, follow Steps 1-9.
• For Replacement, follow Steps 1-9.
• For Limited Soffit Clearance Replacement, follow these steps in this order: Steps 2-5, Step 1, Steps 6-9.
• For Cable Adjustment, follow Step 10.

Parts Included
(1) Instruction Guide (Cable Adjustment Hole Template on Page 7)
(2) Straight Line Cable Clamps
(2) Cables with Threaded Rods
   (Available in either 9’ or 12’ lengths)
(4) #12 x 3-1/4” Flat Head Screws
(2) 5/8” “T” Nuts
(2) Keyed “T” Washers
(2) 1-1/4’ Flat Washers
(2) Lock Washer
(2) 1/4’ Hex Nut
(2) 1” Adjustment Hole Plug
(1) #3 Square Bit

Tools and Supplies
• Safety Glasses
• Hammer
• Level
• Tape Measure
• Power Drill
• 1” Spade Bit or Hole Saw
• 3/8” Deepwell Socket and Ratchet
• Hydraulic or Mechanical Jack
• 2” x 4” Support Braces
• Pencil
• Awl

Component Identification

Cable with Threaded Rods

#12 x 3-1/4” Flat Head Screw

5/8” “T” Nut

Keyed “T” Washer

1-1/4” Flat Washer

Lock Washer

1” Adjustment Hole Plug

#3 Square Bit

Straight Line Cable Clamp

Cable Adjustment Hole Template
(See Page 7)
1. Unit Preparation

- Units must be installed according to units’ installation guide. Units must be plumb, level, and square.
- Place level crosswise on Lower Platform.
- Place jack and temporary support securely under Lower Platform and raise unit approximately 1/8” over level.
- Check for proper operation of operating units.
- Readjust height of Platform with jack if necessary and reset temporary support braces.
- Place 2” x 4” temporary support braces under unit.

2. Identify Cable Support Locations

- For Standard Units, use diagram at right to identify locations of Cable Support System on Upper and Lower Platform.

<table>
<thead>
<tr>
<th>NOTICE</th>
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<tbody>
<tr>
<td>For Custom Units, holes must be drilled at every angled mullion post.</td>
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- For Custom Units, follow directions on Cable and Cable Adjustment Hole Template on Page 7 to locate cable holes.

3. Apply “T” Nuts & Install Cables in Upper Platform

- Place a 5/8” “T” Nut into cable hole on top of Upper Platform. Tap in place with hammer until fully seated. Repeat procedure for all cable hole locations in Upper Platform.
- Insert Cable Rod end of cable into 5/8” “T” Nut on top of Upper Platform. Thread Cable through Upper Platform and into cable holes in Lower Platform. Repeat for all Cable locations.
4. Apply Cable Components

- Place Keyed “T” Washer, pointed side up, onto Cable Rod end.
- Place 1-1/4” Flat Washer onto Cable Rod end.
- Place Lock Washer onto Cable Rod end.
- Thread 1/4” Hex Nut onto Cable Rod end. Turn six times until bottom of 1/4” Hex Nut is flush with Cable Rod end.

**CAUTION**

**DO NOT** thread Cable Rod End past 1/4” Hex Nut. Damage to Cable End thread could result when seating Keyed “T” Washer.

- Pull opposite end of Cable taught, centering Keyed “T” Washer in hole of lower platform.
- Tap bottom of 1/4” Hex Nut with hammer to firmly seat Keyed “T” Washer into Lower Platform using hammer.
- Thread 1/4” Hex Nut 1/2” up on Cable Rod end.
- Repeat procedure for all Cable Rod ends.

5. Install Cable Clamp

**NOTICE**

- Whenever possible, Cable Clamp should be mounted to a structural member (i.e. rafter, truss, header) directly above Upper Platform cable holes.
- Cable Clamp may be installed in either horizontal or vertical position.

- Install mounting brace based upon type of installation, if needed.
- Pull Cable tight to mounting surface to locate best position for Cable Clamp.
- Position Cable Clamp and install two #12 x 3-1/4” Flat Head Screws part way into mounting surface using #3 square bit provided.
- Repeat above procedure for all Straight Line Cable Clamps being installed.

Note: Window units omitted for clarity.
6. Fasten Cables to Cable Clamps
- **For Vertical Installation**, install *Cable* from bottom up through *Straight Line Cable Clamp*.
- **For Horizontal Installation**, install *Cable* from left or right side.
- Pull *Cable* to remove slack and tighten center screws on *Cable Clamp*.
- Tighten #12 x 3-1/4" Flat Head Screws.

**NOTICE**
Check that all four screws on Cable Clamp are fully installed and tight.

- Cut excess *Cable* off approximately 4" past *Straight Line Cable Clamp* or wrap and secure excess *Cable* on top of *Upper Platform*.
- Hand tighten 1/4" *Hex Nut* to remove any remaining *Cable* slack.
- Repeat above procedure for all *Cables*.

7. Cable Adjustment
- Carefully remove temporary support braces and jack from under unit.
- Place level on *Lower Platform* and check for level.

**Downward Adjustment**
- If unit requires downward adjustment, loosen *Cable 1/4" Hex Nuts* one full turn. Recheck for level. Repeat procedure if necessary to level unit.

**Upward Adjustment**

**WARNING**
DO NOT lift unit by tightening 1/4" Hex Nut. Personal injury and/or product damage may result.

- Place level crosswise on *Lower Platform*.
- Place jack under *Lower Platform* and carefully raise unit to approximately 1/8" over level.
- Check for correct operation of operating units.
- Readjust height of platform with jack, if necessary.
- Place 2" x 4" temporary support braces under unit.
- Slowly tighten *1/4" Hex Nuts* until snug using a 3/8" deepwell socket and ratchet. DO NOT overtighten. Recheck for level.
- Carefully remove temporary support braces and jack from under unit.
- Repeat procedure if necessary until unit is level.

8. Install Exterior Trim
- Proceed with *Exterior Trim* installation according to units’ installation guide.
9. Locate Cable Adjustment Access Holes

**NOTICE**
Access holes must be provided through Lower Platform Soffit and insulation for Cable adjustments.

- If rigid insulation is used, pre-fit insulation and tap in place to locate access hole locations. Remove insulation and drill 1” holes on dimple marks.
- Reinstall insulation and Lower Platform Soffit according to units’ installation guide.
- Place Cable Adjustment Hole Template on Lower Platform Soffit. Mark unit hole locations and drill through Lower Platform Soffit with 1” spade bit or hole saw.
- Fill Cable Adjustment Holes with batt insulation and snap 1” Adjustment Hole Plugs in place.

10. Cable Readjustment

**WARNING**
**DO NOT** lift unit by tightening 1/4” Hex Nut. Product damage and/or injury may result.

**WARNING**
If unit is severely out of alignment, unit may require incremental adjustments spread over a period of time to avoid injury and/or product damage.

- Place level on Lower Platform to determine where unit is misaligned.
- Place jack under Lower Platform and carefully raise unit approximately 1/8” over level.
- Check for correct operation of operating units.
- Readjust height of platform with jack if necessary.
- Place 2” x 4” temporary support braces under unit.
- Remove 1” Adjustment Hole Plugs and insulation from adjustment holes in bottom of Lower Platform Soffit.
- Slowly tighten 1/4” Hex Nuts until snug with 3/8” deepwell socket and ratchet. **DO NOT** overtighten. Recheck for level.
- Carefully remove temporary support braces and jack from under unit.
- Repeat procedure if necessary until unit is level.
- Replace batt insulation and 1” Adjustment Hole Plugs.

**NOTICE**
- Normal building settlement and/or improper installation may be factors causing a misaligned projecting window unit. Adjustment steps below are designed to correct most problems.
- If misalignment cannot be corrected by cable adjustment, reinstallation of Cable Support and/or entire unit may be required.
Cable and Cable Adjustment Hole Template (page 7)
for Andersen® Bow, Bay, and Box Projecting Window Units

**CAUTION**
If this template was printed from the Andersen web site or from an electronic file, check measurement at the bottom of this page to make sure template size has not been altered.

• Fold Template along dotted line at bottom of paper.
• Fold Template on dashed line(s) that identify your unit’s angle(s).
• Place bull’s-eye at platform corner, platform soffit corner, or join center.

### Double-Hung Bay Hole Location
- 45° Bay
- 30° Bay

### Casement Bay Hole Location
- 90° Bay
- 45° Bay
- 30° Bay
- 10° Bay

**NOTICE**
For narrow or support joined center units, align Template with edge of platform and center bull’s-eye on every joining post between the center units.

- Mark hole locations with awl.
- Drill 3/8" Cable Holes through top and bottom Platforms (see detail lower left).
- Drill 1" Cable Adjustment Holes through Platform Soffit (see detail lower left).

Align with edge of Platform.

Cross Section Detail
- 3/8" Hole
- 1" Cable Adjust Holes
- Bull’s-Eye
- Edge of Platform
- Lower Platform
- Platform Soffit

FOLD UNDER, ALONG THIS DOTTED LINE