Sash Replacement Guide
for Andersen® 200/400 Series Awning 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.

**Important Safety, Assembly, and Installation Information**

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**

![Warning icon]

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**

![Warning icon]

Sash must be supported during entire removal and installation procedures. Failure to support Sash may result in injury or product damage.

**WARNING**

![Warning icon]

Wear gloves, safety glasses goggles or eye shields when handling glass. Tape broken glass with filament or duct tape before removal to reduce glass fragmentation. Failure to do so may result in injury, product and/or property damage.

**WARNING**

![Warning icon]

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.

**NOTICE**

- Check sash size, glass type, color, and kit contents to verify all parts are correct.
- Unit/Sash opening must be plumb, level, square, and free of any bowed jambs. To check, measure frame diagonally from corner to corner. Distances must be within 1/8” of each other.
- Inspect for any damage to frame and vinyl cover. Repair as needed.
- If any of 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.

When drilling into Sash, drill only 1/8” deep to avoid penetrating glass area or drilling through Sash.
### Parts Included
- (1) Installation Guide
- (1) Sash

### Tools and Supplies Required
- Safety Glasses
- Gloves
- Phillips Screwdriver
- Flat Blade Screwdriver
- Pencil
- Awl
- Power Drill
- Filament / Duct Tape
- 3/32" Drill Bit
- Tape Measure
- Piece of Wood
- White Grease

### 1. Determine Unit Vintage
- Determine vintage of your *Awning Unit* prior to beginning sash replacement. Instructions are specific to age of unit.

**July 1981 - June 1995**
- (Scissor Arm)

**July 1981 - June 1995**
- (Short or Long Arm)
1. Determine Unit Vintage (continued)

- Determine vintage of your Awning Unit prior to beginning sash replacement. Instructions are specific to age of unit.

June 1995 - March 2001

March 2001 - Present
2. Disengage Operator Rod/Arm From Sash

**WARNING**
Tape broken glass with filament or duct tape before removal to reduce glass fragmentation. Failure to do so may result in injury, product and/or property damage.

- Tape broken glass with filament or duct tape before removal of Sash to reduce glass fragmentation.

**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.

- For units **1973 - June 1981**, **Do Not** lift on Operator Arm. Disengage Operator Arms using a flat blade screwdriver to slide Clip off Stud. Drop Operator Arms from Shoes and turn handle until Operator Arms are in closed position.

- For units **July 1981 - June 1995 (Short or Long Arm)**, disengage Operator Arms from Operator Rod on Sash by lifting up on Operator Shoes. Turn handle until Operator Arms are in closed position.

- For units **July 1981 - June 1995 (Scissor Arm)**, disengage Operator Rod from Rod Brackets on Sash by lifting Operator Rod upwards. Turn handle until Operator Arms are in closed position.

- For units **June 1995 - Present**, disengage Operator Arm from Operator Rod on Sash by lifting up on Operator Shoe. Turn handle until Operator Arm is in closed position.
3. Remove Stopper Screws

**WARNING**

Sash will swing freely after Stopper Screws are removed. Support sash during entire replacement process. During windy conditions, sash may suddenly swing inward causing injury, product and/ or property damage.

**NOTICE**

Do not discard screws, they will be reused.

**1973 - March 2001**

- Open *Sash* wide enough to reveal *Stopper Screw*. Place a piece of wood between sill and bottom of *Sash*.
- Remove screws in *Swivel Brackets* on both sides of unit.
- Remove *Stopper Screw* from *Hinge Channel* on both sides of unit while holding *Sash* firmly. Proceed to Step 5.

**March 2001 - Present**

- Open *Sash* wide enough to reveal *Stopper Screw*. Place a piece of wood between sill and bottom of *Sash*.
- Remove *Stopper Screw* from *Hinge Channel* on both sides of unit while holding *Sash* firmly. Proceed to Step 4.
5. Remove Sash and Sash Hardware

**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 injury or death.

- Remove Sash by sliding downwards until Hinge Shoes are free from Hinge Channels. Hold Sash firmly while removing.
- Place Sash on a clean, flat working surface interior side up.

**NOTICE**

Do not discard screws, they will be reused.

- Remove Hinges and label either left or right to assure correct repositioning on Replacement Sash.
- Remove remaining hardware, noting orientation for repositioning on Replacement Sash.

6. Reapply Hinges

**CAUTION**

Top rail of Sash has an attached Waterbar Weatherstrip. Position hardware on Replacement Sash with Waterbar Weatherstrip at the top of unit. Failure to do so could result in product failure and/or property damage.

- Place Replacement Sash and removed Sash, interior side up, same orientation, on a clean, flat work surface.
6. Reapply Hinges (continued)

- Measure in from edge of removed Sash to first hinge hole. The first hinge hole is the hole located closest to the Hinge Shoe. Verify measurement from drawings below according to unit vintage and unit identification.
- Measure and mark first hinge hole on Replacement Sash using a pencil.
- Position appropriate hinge on sash. Align first hinge hole with mark on replacement sash and mark center of hole with an awl. Mark remaining hinge holes using hinge as a template.
- Drill 3/32” holes, 1/16” deep, at marked locations.
- Fasten hinge using previously removed screws.
- Repeat for opposite hinge.

**1973 - Present**
(5 Holes, Unit A335, Hinge with slide dimension: 3-5/16”)

**1984 - 2000**
(4 Hole Painted Hinge Units AP4, AP35, AP3 Tall Sizes)

**1990 - March 2001**
(3 Holes, Unit AR)

**2000 - May 2004**
(3 Holes, Unit AP)
**1973 - March 2001**
(3 Holes, Units AN, A, AW)
**1995 - May 2004**
(AXW)

**March 2001 - Present**
(3 Holes, Units AR, AN, A, AW)
**May 2004 - Present**
(AP, AX, AXW, Custom)
7. Reapply Rod Brackets

**1973 - June 1981**

- Locate and mark center point on bottom rail of *Sash*.
- Position *Rod Bracket* over center point of sash with lower edge of *Rod Bracket* even with lower edge on bottom rail of *Sash*.
- Drill 3/32" holes 1/16" deep just through vinyl surface, using *Rod Bracket* as a guide.
- Fasten *Rod Bracket* using previously removed screws.
- Position *Operator Shoes* on *Operator Rods*.
- Insert *Operator Rods* into *Rod Bracket* aligning *Operator Rods* parallel with bottom edge of *Sash*.
- Drill 3/32" holes 1/16" deep through vinyl surface, using *Operator Rod* as a guide.
- Fasten *Operator Rod* using previously removed screws.
- Proceed to **Step 10**.

**July 1981 - June 1995 (Scissor Arm)**

- Measure distance from edge on bottom rail to *Rod Bracket* screw holes on the removed *Sash* or determine distance using chart.
- Measure and mark location of new screw holes on *Replacement Sash* with pencil.
- Position *Rod Bracket* on *Sash* aligning screw holes with marked locations on *Replacement Sash*. Drill 3/32" holes 1/16" deep just through vinyl surface, using *Rod Bracket* as a guide.
- Repeat for remaining *Rod Bracket*.
- Fasten *Rod Brackets* using previously removed screws.
- Proceed to **Step 10**.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Dimension A</th>
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<tbody>
<tr>
<td>A6</td>
<td>32&quot;</td>
</tr>
<tr>
<td>A55</td>
<td>28-1/2&quot;</td>
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<tr>
<td>A5</td>
<td>26&quot;</td>
</tr>
<tr>
<td>A45</td>
<td>22-1/2&quot;</td>
</tr>
<tr>
<td>A4</td>
<td>20-1/16&quot;</td>
</tr>
<tr>
<td>A35</td>
<td>16-1/2&quot;</td>
</tr>
<tr>
<td>A3</td>
<td>14&quot;</td>
</tr>
<tr>
<td>A2</td>
<td>8-1/8&quot;</td>
</tr>
</tbody>
</table>
7. Reapply Rod Brackets (continued)

July 1981 - June 1995 (Short or Long Arm)

- Measure distance from center of bottom rail to Rod Bracket screw holes on removed Sash or determine distance using chart.
- Measure and mark location of new screw holes on Replacement Sash with pencil.
- Position Rod Bracket on Sash aligning screw holes with marked locations on Replacement Sash. Drill 3/32" holes 1/16" deep through vinyl surface, using Rod Bracket as a guide.
- Repeat for remaining Rod Bracket.
- Fasten Rod Brackets using previously removed screws.
- Proceed to Step 10.

June 1995 - Present

- Measure in from edge of bottom rail to Operator Rod screw holes on removed Sash or determine distance using chart.
- Measure and mark location of new screw holes on Replacement Sash with pencil.
- Position Operator Rod on Sash aligning screw holes with marked locations on Replacement Sash. Drill 3/32" holes 1/16" deep through vinyl surface, using Operator Rod as a guide.
- Fasten Operator Rod using previously removed screws.
- Proceed to Step 8.

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<table>
<thead>
<tr>
<th>Unit</th>
<th>Sash Width</th>
<th>Dimension C</th>
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</thead>
<tbody>
<tr>
<td>A6</td>
<td>63-3/8&quot; - 70-1/4&quot;</td>
<td>34-13/32&quot;</td>
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<tr>
<td>A55</td>
<td>58-3/8&quot; - 63-1/4&quot;</td>
<td>30-7/8&quot;</td>
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<tr>
<td>A5</td>
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<td>A45</td>
<td>46-1/2&quot; - 51-1/4&quot;</td>
<td>24-7/8&quot;</td>
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<td>A35</td>
<td>34-1/2&quot; - 39-1/4&quot;</td>
<td>18-7/8&quot;</td>
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<td>A3</td>
<td>30&quot; - 34-3/8&quot;</td>
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<td>29-7/8&quot;</td>
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<td>A25</td>
<td>26-3/4&quot; - 29-3/4&quot;</td>
<td>12-5/8&quot;</td>
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<td>9-5/8&quot;</td>
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<tr>
<td></td>
<td>Short Arm</td>
<td>14-1/2&quot;</td>
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<tr>
<td></td>
<td>Long Arm</td>
<td>18-1/2&quot;</td>
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</tbody>
</table>
8. Reapply Keepers

1981 - June 1995
- Measure from bottom of sash up stiles 6-3/8", marking location of the Keeper's lower screw using a pencil.
- Position Keeper on stile aligning lower hole of Keeper with pencil mark.
- Drill 3/32" holes 1/16" deep through vinyl using Keeper as a guide.
- Repeat for opposite side.
- Fasten Keepers using previously removed screws.
- Proceed to Step 9.

June 1995 - Present
- Measure from bottom of sash up stiles 6-3/16", marking location of the Keeper's lower screw using a pencil.
- Position Keeper on stile aligning lower hole of Keeper with pencil mark.
- Drill 3/32" holes 1/16" deep through vinyl using Keeper as a guide.
- Repeat for opposite side.
- Fasten Keepers using previously removed screws.
- Proceed to Step 9.

9. Reapply Sash Interlock Snugger (if equipped)
- Mark midpoint of Sash Top Rail.
- Align Interlock Snugger with midpoint and mark screw location.

CAUTION
Drilling deeper than 1/4" may cause glass damage.

- Drill 3/32" hole, 1/4" deep.
- Fasten Interlock Snugger using previously removed screw.
10. Install Sash

- Lift Sash into unit opening.
- Slide Hinge Shoes up into Hinge Channels past Stopper Screw location.
- Place support piece, (i.e. piece of wood) between sill and bottom of Sash.
- Reinstall Stopper Screws on left and right Hinge Channels while supporting Sash.
- For 1973 - March 2001 units, fasten Swivel Brackets to unit frame in same location using previously removed screws. Proceed to Step 11.
- For March 2001 - Present units, proceed to Step 11.
11. Engage Operator

- Turn handle until Operator Arms are in open position.


- For units July 1981 - June 1995 (Short or Long Arm), lift Operator Shoes onto Operator Rod on Sash.

- For units July 1981 - June 1995 (Scissor Arm), lift Operator Rod onto Rod Brackets on Sash.

- For June 1995 - Present units, Reattach Operator Shoe to Operator Rod on Sash.

- Check operation of Sash and Sash Locks.

- Lubricate Hinge Channels using white grease if necessary. Lubricate Swivel Bracket and Hinge Arm pivot point locations using light oil if necessary.