Sash or Balancer Replacement Guide
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.

**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**

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.
Parts Included
(1) Installation Guide
(1) Sash (Upper or Lower)
or
(1) Balance

Tools and Supplies
• Safety Glasses
• Phillips Screwdriver

NOTICE
For Balance replacement, confirm you have the correct size Balance for unit size.

Andersen® 200 Series Tilt-Wash Double-Hung Replacement Balance Size Chart

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1. Position Lower Sash for Removal

**WARNING**

Sash must be supported during tilting, removal and installation. Failure to support the Sash may result in personal injury, product and/or property damage.

- Position *Lower Sash* about 3” from the sill.
- Slide *Tilt Latches* to open position.
- Grasp *Lower Sash* firmly, while holding *Tilt Latches* in open position, and tilt toward interior until supported on chair or object.
- Remove screws securing the *Balance Cord Clips* from both sides of frame and set aside for reuse. Once screws are removed, sash will move freely in *Jamb Liner.*

2. Release and Remove Lower 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.

- Grasp *Sash* firmly and lift one side of *Sash* until *Pivot Pins* on both sides of *Sash* are clear of frame and remove *Sash.* Set *Sash* aside in safe location.
3. Position Upper Sash for Removal

**WARNING**

Sash must be supported during tilting, removal and installation. Failure to support the Sash may result in personal injury, product and/or property damage.

- Position *Upper Sash* about 6” from the sill.
- Slide *Tilt Latches* to open position.
- Grasp *Upper Sash* firmly, while holding *Tilt Latches* in open position, and tilt toward interior until supported on chair or object.
- Remove screws securing the *Balance Cord Clips* from both sides of frame and set aside for reuse. Once screws are removed, sash will move freely in *Jamb Liner*.

4. Release and Remove Upper Sash

- Grasp *Sash* firmly and lift one side of *Sash* until *Pivot Pins* on both sides of *Sash* are clear of frame and remove *Sash*. Set *Sash* aside in safe location.
5. Remove Bottom Rail Weatherstrip (Lower Sash Only)

- Lower *Upper Sash* from head jamb, if needed.
- Determine window manufacture date from product identification label located in the head jamb liner.
- For units manufactured *after* February 22, 2005, remove gray *Bottom Rail Weatherstrip* on the bottom of *Lower Sash* by pulling with hand or pliers. Properly dispose of *Bottom Rail Weatherstrip*.
6. Replace Applicable Part(s)

**Balance Replacement**

**WARNING**
Balance Cords are under high tension. Suddenly releasing the Balance Cord could potentially cause personal injury or product damage.

- Pull Balance Cord about 6” out and to the side of the new Balance. The Balance Cord will lock at the side of the Balance Pulley.

**NOTICE**
Balance screws are different sizes. Use 1” screw to fasten top of Balance and use 2” screw to fasten bottom of Balance through Pivot Pin.

- Use Phillips screwdriver to remove existing Balance and replace with new Balance. Use 1” screw to secure top of Balance and use 2” screw to secure bottom of Balance through Pivot Pin.

**Sash Replacement**

- Replace Balances following Balance Replacement directions above.
- Transfer all other hardware from old Sash to the new Sash using a Phillips screwdriver. Upper Sash hardware includes (2) Tilt Latches, (2) Balances, and (1) Keeper. Lower Sash hardware includes (2) Tilt Latches, (2) Balances, and either (1) Cliplock or (1) Lock and (2) Keeper Clips.

* Keeper Clips may be separate or integral to the Lock.
7. Reinstall Upper Sash

- With the exterior side of the *Upper Sash* facing up, place *Pivot Pins* into outer channel on *Side Jamb*.

**WARNING**

*Sash must be supported during tilting, removal and installation. Failure to support the Sash may result in personal injury, product and/or property damage.*

- Secure *Balance Cord Clips* to both sides of frame in outer channel on *Side Jamb* with existing screws. Make sure the knot side of *Balance Cord Clip* faces *Side Jamb*.

**WARNING**

*If Balance Cord is wrapped around Pivot Pin, Sash will not operate properly and may result in personal injury and/or product damage.*

- Slide *Tilt Latches* to open position and return *Upper Sash* to closed position, checking for *Tilt Latch* engagement in *Jamb Channel* by pushing back and forth. Push *Upper Sash* down approximately 1” to engage *Sash Balances*.

**NOTICE**

*If sash does not operate properly, Balance Cord Clip may be installed incorrectly.*
8. Reinstall Lower Sash

- With the exterior side of the Lower Sash facing up, place the Pivot Pins into inner channel on Side Jamb.

**WARNING**

Sash must be supported during tilting, removal and installation. Failure to support the Sash may result in personal injury, product and/or property damage.

**WARNING**

If Balance Cord is wrapped around Pivot Pin, Sash will not operate properly and may result in personal injury and/or product damage.

- Secure Balance Cord Clips to both sides of frame in outer channel on Side Jamb with existing screws. Make sure the knot side of Balance Cord Clip faces Side Jamb.

**WARNING**

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

- Slide Tilt Latches to open position and return Lower Sash to closed position, checking for Tilt Latch engagement in Jamb Channel by pushing back and forth. Push Lower Sash down approximately 1" to engage Sash Balances.

**NOTICE**

If sash does not operate properly, Balance Cord Clip may be installed incorrectly.
## Finishing, Cleaning, and Maintenance Instructions

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<th>CAUTION</th>
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<tr>
<td>• <strong>DO NOT</strong> 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.</td>
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<tr>
<td>• <strong>DO NOT</strong> stain or paint weatherstrip, silicone beads, vinyl, glass, or hardware. Damage to product may occur and unit operation may be impaired.</td>
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<td>• Acid solutions used to wash masonry/concrete will damage glass, fasteners, hardware, and metal flashing. If these solutions are used, follow the acid solution manufacturer’s instructions carefully. Protect and/or cover Andersen products during the cleaning process to prevent acid contact. If acid does come in contact with unit, immediately wash all surfaces with clean water.</td>
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### INTERIOR FINISHING

Read and follow finishing manufacturer’s instructions and warnings on each container of finish material for priming, painting, staining, and varnishing.

### CLEANING

Clean exterior frame, sash members, and insect screens using a mild detergent-and-water solution and a soft cloth or brush. **DO NOT** use abrasive cleaners or solutions containing corrosive solvents. For persistent dirt or grime, use a nonabrasive cleanser or a mixture of water and alcohol or ammonia.

### MAINTENANCE

Immediately sand and refinish any interior wood that becomes stained or mildewed to prevent further discoloration and/or damage. For further information, contact your local Andersen dealer. Dealers can be found in the Yellow Pages under Windows.
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