

Sash or Balancer Replacement Guide



for Andersen® 400 Series Woodwright® Double-Hung Full-Frame Windows (manufactured after October 8, 2006) and Woodwright Double-Hung Insert Windows

Thank you for choosing Andersen.

For questions call 1-888-888-7020. For more information and/or guides visit andersenwindows.com.

Please leave this guide with building owner.

Parts Included

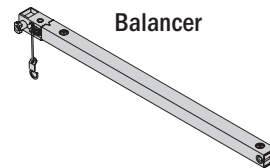
- (1) Installation Guide
- (1) Top Sash
- or
- (1) Bottom Sash
- or
- (1) Balancer

Supplies Needed

- Wood Finish Product

Tools Needed

- Safety Glasses
- Phillips Screwdriver

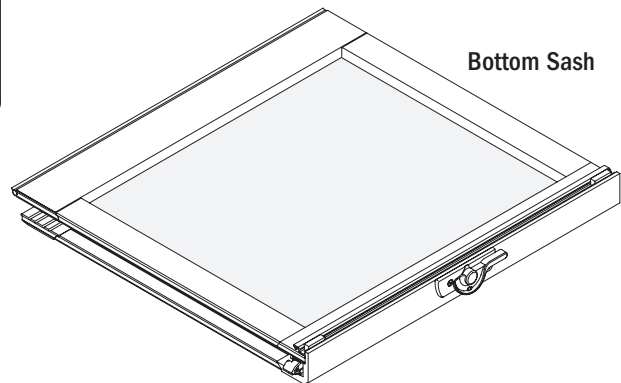
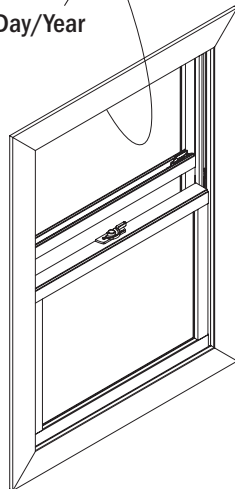


Identification Label

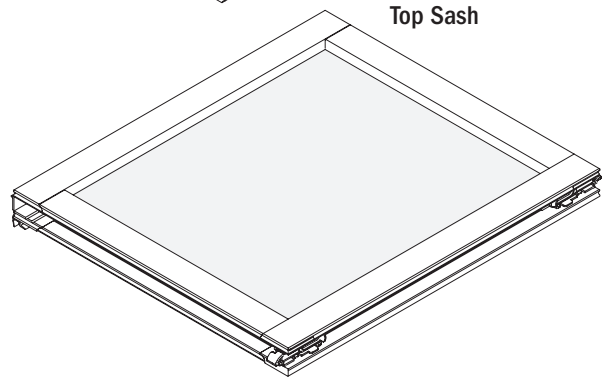
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Prod #	none	27.5 X 57.25
WIN #	432wdh-wh ok-hphp-sn	
Prod Id	1187066 -0001-100- CONW-090106-12-002	Andersen Corp

Month/Day/Year

- ▶ **Verify unit manufacture date for correct balancer or sash replacement**



Bottom Sash



Top Sash

- Read installation instructions from beginning to end before starting.

Tools

⚠ WARNING

- Follow manufacturers' instructions for hand and power tools. Always wear safety glasses. Failure to do so could result in injury, product or property damage.

Handling

⚠ 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. Heavier windows and doors will require mechanical assistance. Failure to do so could result in injury, product or property damage.
- **DO NOT** lift or carry window or door by the exterior trim or extension jambs. Doing so could result in injury, product or property damage.
- Windows, doors, and installation components can have sharp edges. Wear protective equipment when handling. Failure to do so could result in injury.

Installation

⚠ WARNING

- Use caution when working at elevated heights and around window and door openings. Follow the manufacturers' instructions for ladders and scaffolding. Failure to do so could result in injury or death.
- Support window or door in opening at all times until fastened. Failure to do so could result in window or door falling out causing injury, property or product damage.
- Windows and doors have small parts (e.g. hole plugs, operator spline caps, fasteners, etc.). Small parts if swallowed could pose a choking hazard to young children. Dispose of unused, loose, or easily removed small parts. Failure to do so could result in injury.

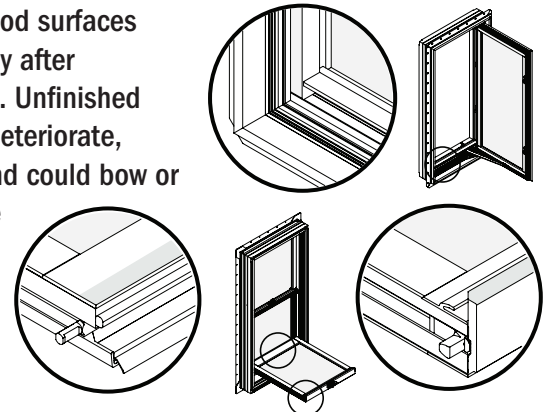
Finishing

NOTICE

- **DO NOT** stain or paint weatherstrip, vinyl, glass, or hardware. Doing so could result in product damage.
- Read and follow finish manufacturer's instructions and safety information. Failure to do so could result in product damage.
- **DO NOT** over load brush with stain or paint when finishing. Doing so could allow finish to wick between glass stop or grille, and glass.

NOTICE

- Finish wood surfaces immediately after installation. Unfinished wood will deteriorate, discolor, and could bow or split. Some surfaces are hidden from view.



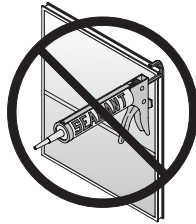
Glass

⚠ WARNING

- Unless specifically ordered, Andersen windows 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 could reduce the likelihood of injury when broken. Information on safety glass is available from your local Andersen dealer.
- Tempered or laminated safety glass is not standard for windows and must be special ordered. Check local building codes for required locations. Failure to do so could result in injury, product or property damage.

NOTICE

- **DO NOT** apply any type of film to insulating glass. Doing so could cause thermal stress conditions and result in glass damage. Shading devices (e.g. insulated coverings, shutters, etc.) could also cause thermal stress and condensation causing deterioration of windows or doors.

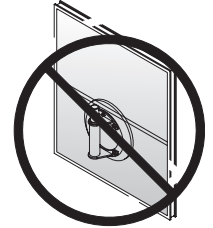


- **DO NOT** use sealants on exterior glass surface. Sealants will damage exterior coating on glass.

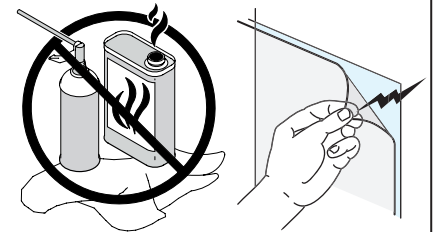
Protective Film

⚠ WARNING

- **DO NOT** place suction grips over film seam. Suction grips will not hold if placed over film seam to lift or move window or door. Window or door will fall and could result in injury, product or property damage.



- **DO NOT** remove protective film near flammable materials. Static charge created when removing film can ignite flammable materials or cause a shock. Doing so could result in injury, product or property damage. **See warning label on glass.**



- Dispose of protective film immediately after removing. Failure to do so could pose a suffocation hazard to children.

NOTICE

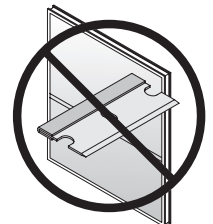
- **DO NOT** remove protective film until after construction is completed. Doing so could allow glass to be damaged.

Cleaning

NOTICE

- Acid solutions used for cleaning masonry or concrete will damage glass, fasteners, hardware, and metal flashing. Protect window or door and follow cleaning product manufacturer's instructions. If acid contacts window or door, wash all surfaces immediately with clean water.

- **DO NOT** use metal razor blades to clean glass surface. Glass damage could result.

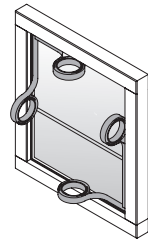


- **DO NOT** use or apply solvents, abrasives, harsh chemicals or cleaners to glass, sash, panels, frame, or window or door components. Doing so will result in product damage. For a list of recommended cleaners go to: andersenwindows.com

Product Information

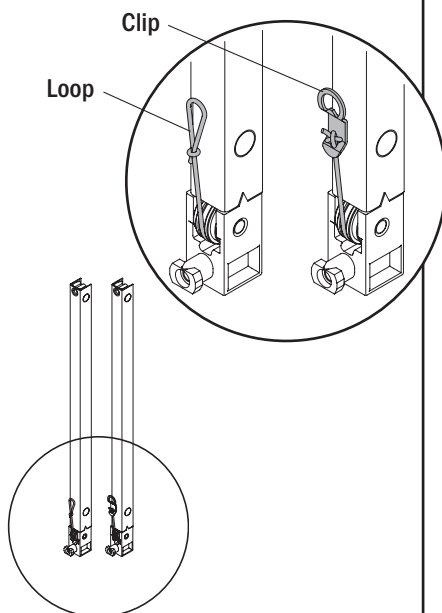
IMPORTANT

- **DO NOT** remove performance (NFRC) label until after final inspection. Doing so could delay final inspection and sign-off by the code official.
- Check with your local building code official to identify and confirm compliance with local building code requirements.
- Contact local authorities or waste management company for proper recycling and disposal instructions for removed window or door.
- Clean glass using liquid glass cleaner.
- Clean exterior frame, sash, panels, and insect screens using mild detergent and water with a soft cloth or brush.
- For hard to clean areas, use a nonabrasive cleaner.
- Protective film and exterior coating are not present on all windows or doors.
- Remove protective film by peeling from seam or corner. Use a plastic scraper to start if needed.
- Remove protective film within six (6) months of installation and when temperature is above 32° F.
- Protective Film is not a substitute for masking.



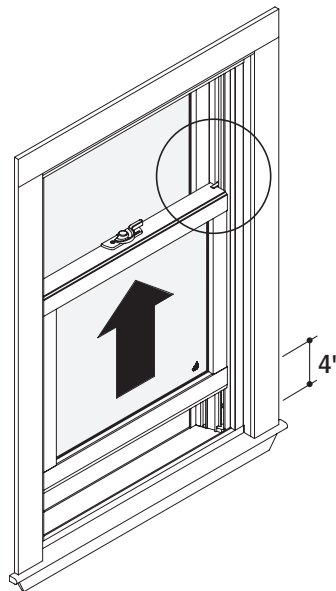
NOTICE

If loop style balancer is replaced, it is recommended that both balancers be changed to the clip style.



1

Interior

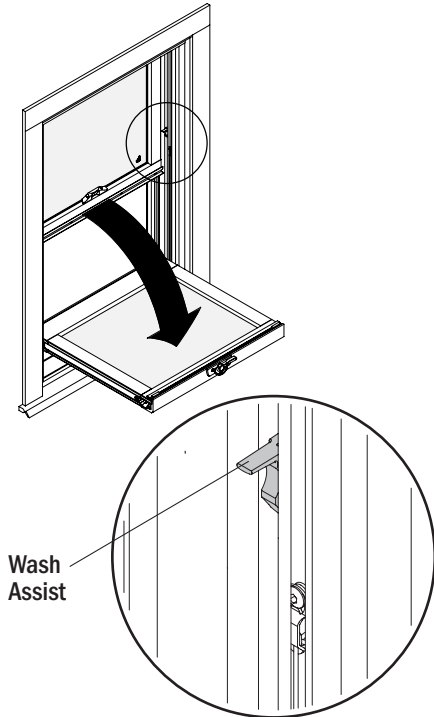


Raise bottom sash 4" from sill.

2

Interior

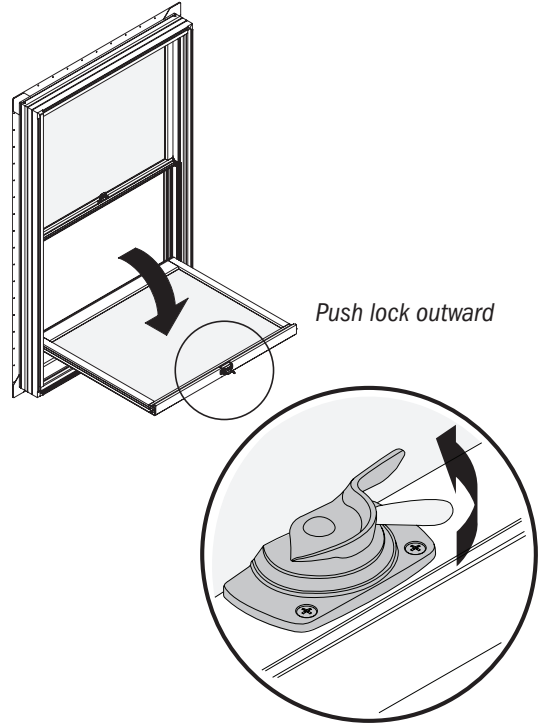
For Units manufactured before April 2017



Wash Assist

Slide wash assists down. Tilt bottom sash in greater than 100 degrees and slide wash assists back up.

For Units manufactured after March, 2017

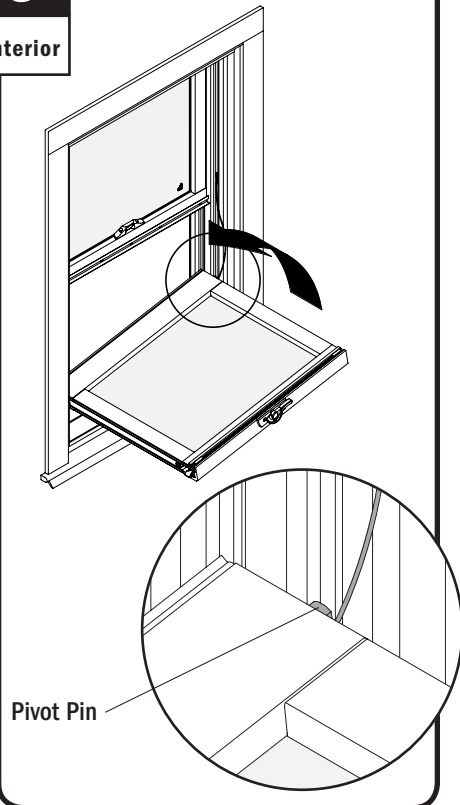


Push lock outward

Retract tilt latches by pushing lock outward. Tilt bottom sash in and support.

3

Interior

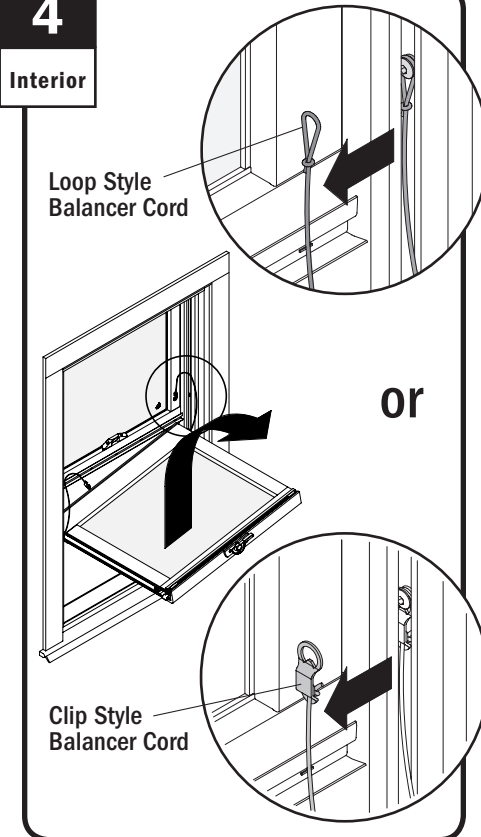


Pivot Pin

Lift one side of sash to free pivot pin.

4

Interior



Loop Style Balancer Cord

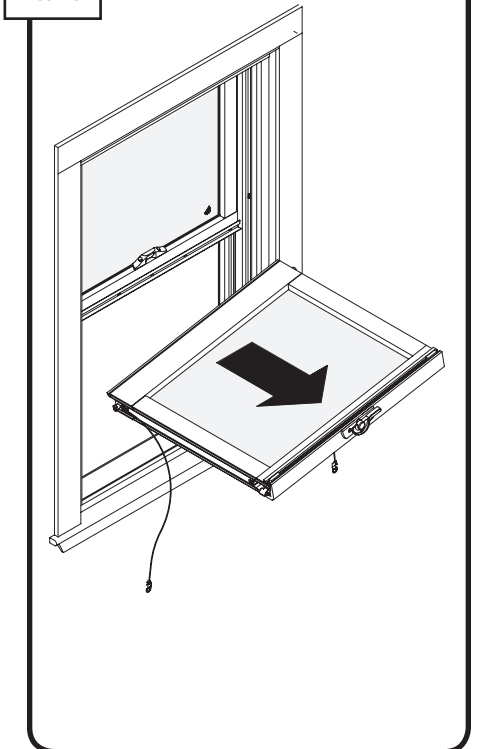
or

Clip Style Balancer Cord

Continue lifting until balancer cords can be removed as shown.

5

Interior



Remove sash. If replacing top sash or top sash balancer, set bottom sash aside and go to step 8.

6
Interior

Bottom Sash

Balancer

- ▶ For sash replacement, transfer balancers from existing sash to the replacement sash.
- ▶ For balancer replacement, remove existing balancer and replace with replacement balancer.

Remove and replace balancer. To reinstall sash, go to step 7. For top sash removal, go to step 8.

7
Interior

Inner Channel

For reinstallation, place bottom sash pivot pins in inner channel.

⚠ WARNING

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

Reverse steps 1-5 to reinstall bottom sash. Push sash down approximately 1" to engage sash balancers.

8
Interior

Tilt Latch

Lower top sash 8" from sill. Retract tilt latches as shown.

9
Interior

Tilt top sash in.

10
Interior

Pivot Pin

Lift one side of sash to free pivot pin.

11
Interior

Loop Style Balancer Cord

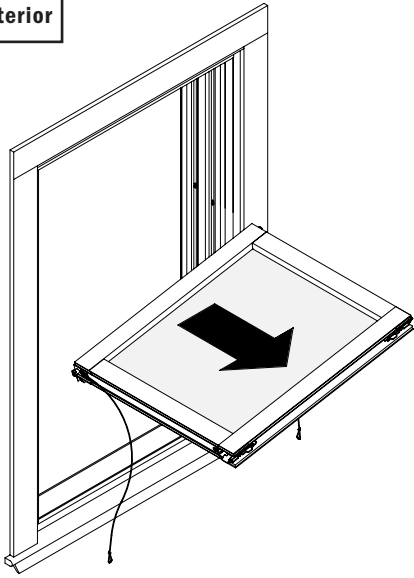
or

Clip Style Balancer Cord

Continue lifting until balancer cords can be removed as shown.

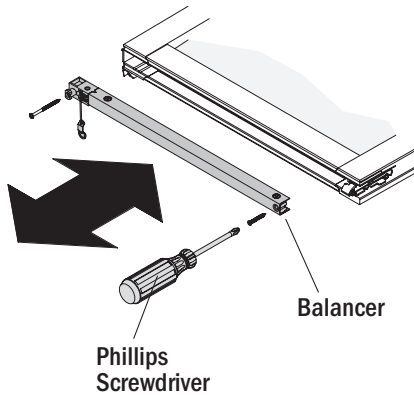
12

Interior



Remove sash from frame.

13

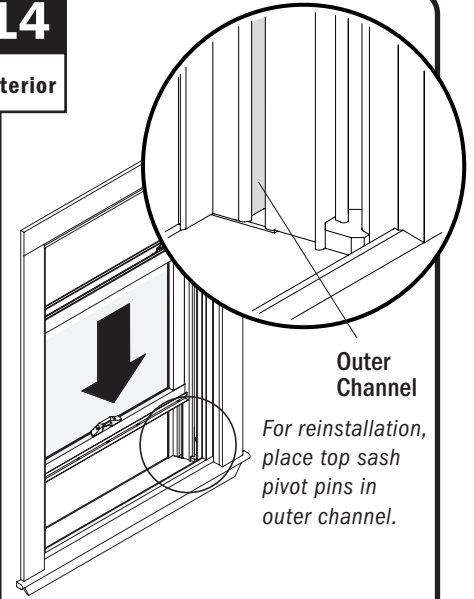


- ▶ For sash replacement, transfer balancers from existing sash to the replacement sash.
- ▶ For balancer replacement, remove existing balancer and replace with replacement balancer.

Remove and replace balancer. Properly discard all unused balancer(s).

14

Interior



⚠ WARNING

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

Reverse steps 8-12 to reinstall top sash. Reverse steps 1-5 to reinstall bottom sash. Procedure is complete.