



Sash Replacement

for Andersen® Tilt-Wash Double-Hung Windows

IMPORTANT

Read all instructions carefully before attempting this procedure. If you have any questions about your ability to complete the procedure, call Andersen at 1-888-888-7020 for further direction. Andersen WindowCare® service center hours are Monday through Friday, 7AM to 7PM Central Time and Saturday, 8AM to 4PM Central Time. Thank you for choosing Andersen® products.

Importance of Proper Assembly and Installation

Proper assembly, installation, and maintenance of Andersen products are essential if the benefits of experienced product design and engineering, quality materials, and skilled workmanship are to be fully attained. General recommendations regarding assembly and installation are guidelines only. 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. Assembly and installation of Andersen products is the sole responsibility of the architect, building owner, contractor and/or consumer and Andersen has no responsibility in this regard.

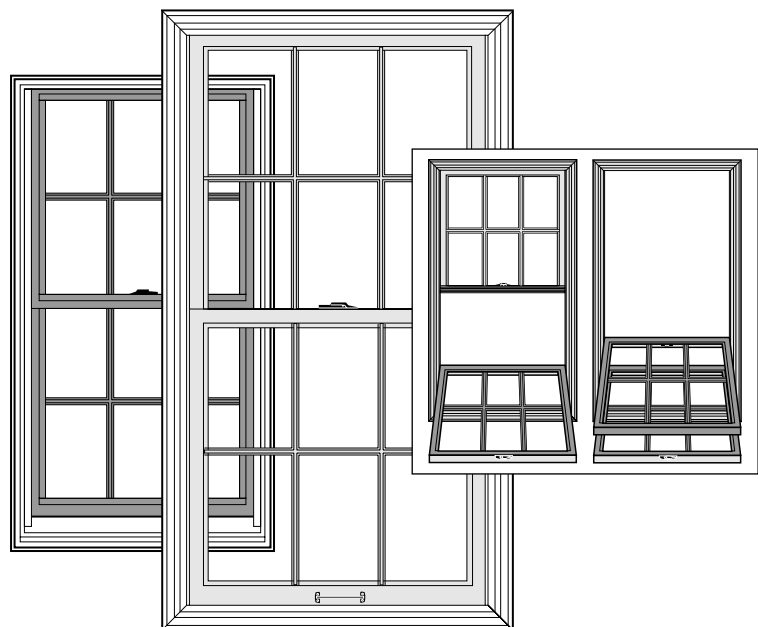
Parts Included

- (1) Tilt-Wash Double-Hung Sash
- (1) Flush Mount Lock

Installation Tools and Supplies Needed

- Safety Glasses
- Flat-bladed Screwdriver
- Phillips-head Screwdriver

Component Identification



NOTICE

If you are replacing the Lower Sash on your unit, a new Flush Mount Lock is included with the replacement sash. The Lock currently installed on your Lower Sash may not be compatible with the replacement sash and can be discarded.

CAUTION

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 may reduce the likelihood of injury when broken. Information on safety glass is available from your local Andersen dealer. Do not apply any type of film to glass. Thermal stress conditions resulting in glass damage could occur.

The 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 window unit.

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

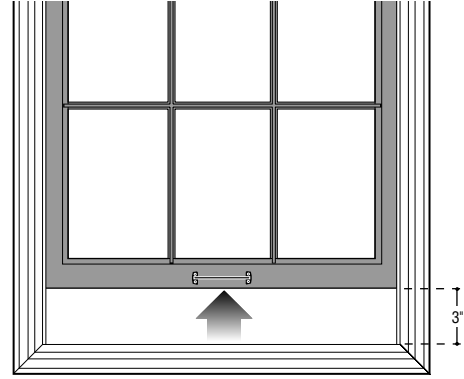
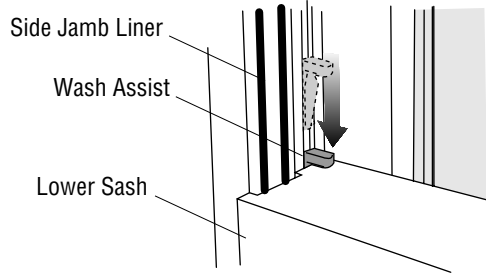
Use of ladders and/or scaffolding and working at elevated levels may be hazardous. Follow equipment manufacturer's instructions for safe operation. Use extreme caution when working around window and door openings. Personal injury and/or falls could occur.

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.

1. Position Lower Sash for Removal

- Position *Lower Sash* about 3" from the sill. (Refer to washing instructions in the right-hand corner of the head jamb.)
- Slide both *Wash Assists* (one for each side) down from the top of the *Side Jamb Liner* until they "snap" in place between the *Lower Sash* and the *Side Jamb Liner*.

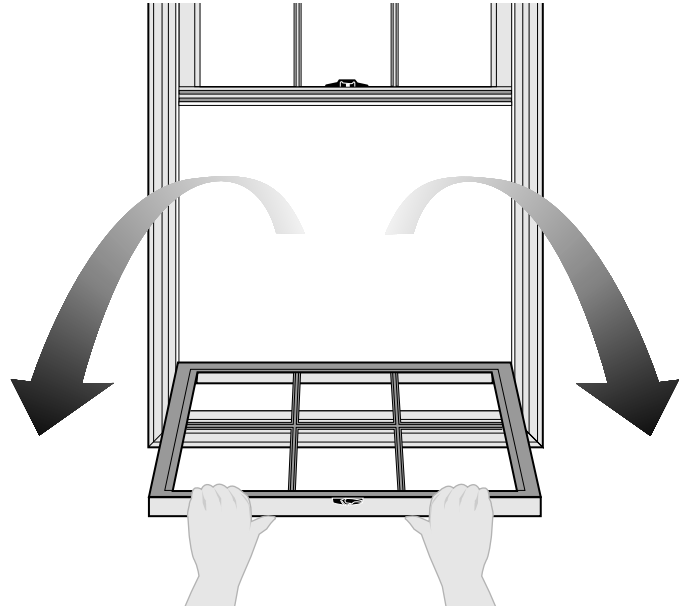


2. Tilt Lower Sash Down

⚠ CAUTION

Sash must be at a 90 degree angle to be removed.

- Tilt *Lower Sash* in and down, horizontally, to a 90 degree angle.

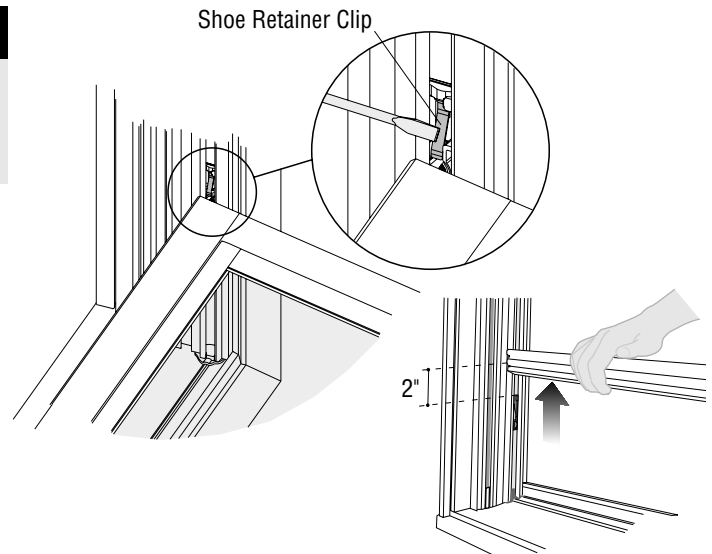


3. Release Lower Sash

⚠ WARNING

Before releasing the sash from the jamb liners, make certain that the sash is properly supported. Failure to do so could result in serious injury or damage to the unit.

- Using a small screwdriver depress the *Shoe Retainer Clip* to release the *Sash Pivot Pin* on the *Lower Sash*.
- Raise the *Sash* corner 2" above the shoe and hold in place.
- Repeat steps for the opposite side of the *Lower Sash*.

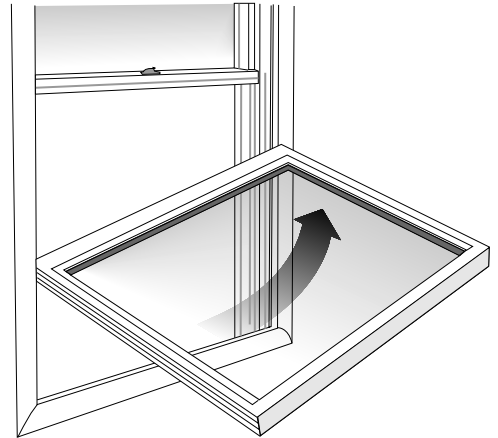


4. Remove Lower Sash

⚠ WARNING

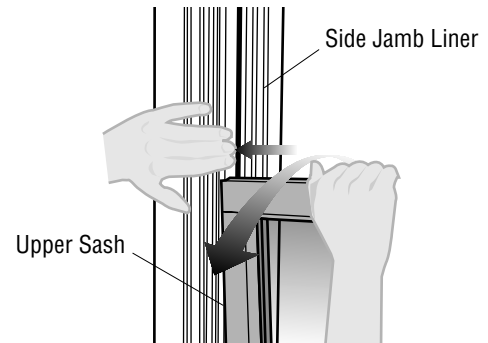
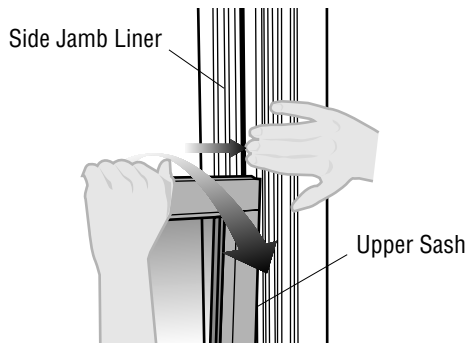
Do not leave the window opening unattended, especially when small children are present. A fall from the window opening could cause death or serious injury.

- When both *Sash Pivot Pins* are released, lift the *Lower Sash* up and out.
- Slide *Wash Assists* back up to the top of window unit.
- If *Lower Sash* is being replaced proceed to **STEP 9** on page 4. If *Upper Sash* is being replaced proceed to **STEP 5** below.



5. Position Upper Sash for Removal If Required

- Slide *Wash Assists* back up to the top of window unit.
- Position *Upper Sash* to about 5" from the sill. (5'-6" units that have the lower sash larger than the upper sash should be raised approximately 16" from sill.)
- Grasp the top right-hand side of the *Upper Sash*. Depress the *Side Jamb Liner* with one hand and carefully pull the *Upper Sash* inward until it releases from the liner.
- Holding the *Upper Sash* in position, depress the left-hand *Side Jamb Liner* and carefully pull the *Upper Sash* inward.

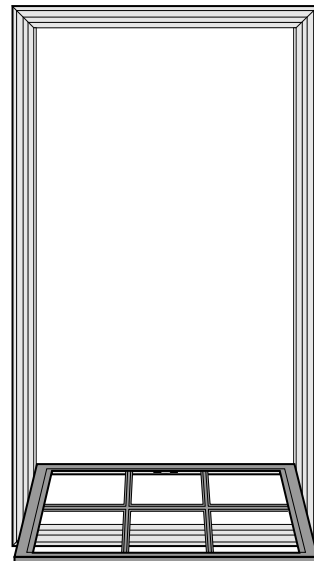


6. Tilt Upper Sash Down

⚠ CAUTION

Sash must be at a 90 degree angle to be removed.

- Tilt *Upper Sash* in and down, horizontally, to a 90 degree angle.

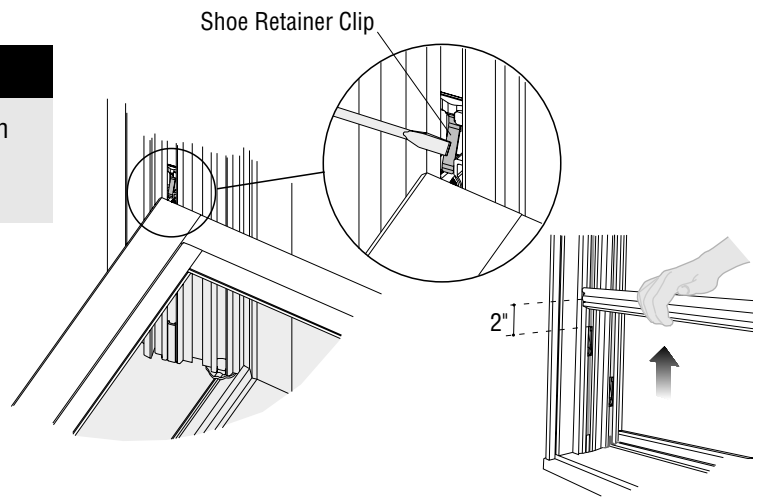


7. Release Upper Sash

⚠ WARNING

Before releasing the sash from the jamb liners, make certain that the sash is properly supported. Failure to do so could result in serious injury or damage to the unit.

- Using a small screwdriver depress the *Shoe Retainer Clip* to release the *Sash Pivot Pin* on the *Upper Sash*.
- Raise the *Sash* corner 2" above the shoe and hold in place.
- Repeat steps for the opposite side of the *Upper Sash*.

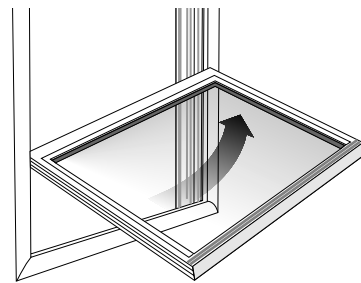


8. Remove Upper Sash

⚠ WARNING

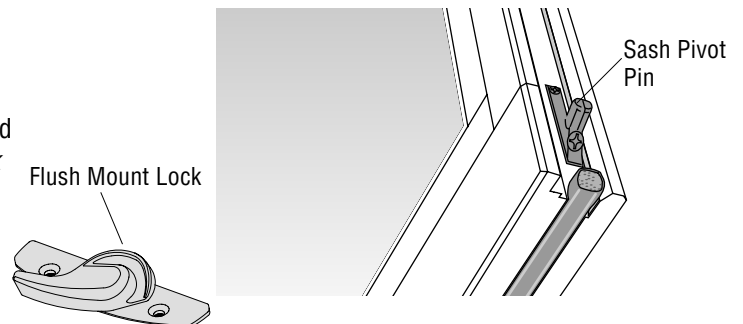
Do not leave the window opening unattended, especially when small children are present. A fall from the window opening could cause death or serious injury.

- When both *Sash Pivot Pins* are released, lift the *Upper Sash* up and out.



9. Remove and Reinstall Sash Hardware

- Remove *Sash Pivot Pins*. Note the location and orientation for reference when applying them to the *Replacement Sash*.
- Remove the *Lock* from the *Lower Sash* if it is being replaced and discard *Lock*. Replace the *Lock* with the new *Flush Mount Lock* included with the replacement sash.
- Remove the *Keeper* from the *Upper Sash* if it is being replaced and apply it to the replacement sash.
- Reapply *Sash Pivot Pins* on *Replacement Sash*.



10. Install Replacement Sash (Upper or Lower)

For Upper Replacement Sash

⚠ CAUTION

Sash must be at a 90 degree angle to be rotated up.

- With the exterior side of the *Upper Replacement Sash* facing up, place the *Sash Pivot Pins* into the *Shoe Retainer Clips* one at a time.
- Gently press down on the lower corners of the *Sash* to firmly seat the *Sash Pivot Pins* in the *Retaining Clips* of their *Shoes* before rotating the *Sash* up.
- When the *Sash Pivot Pins* are engaged, tip the sash up into place until firmly engaged in jamb liner.
- Follow the above steps to reinstall the *Lower Sash*.

For Lower Replacement Sash

⚠ CAUTION

Sash must be at a 90 degree angle to be rotated up.

⚠ CAUTION

Use caution when tipping Lower Sash into opening to prevent pinching fingers between Upper and Lower Sash.

- With the exterior side of the *Lower Replacement Sash* facing up, place the *Sash Pivot Pins* into the *Shoe Retainer Clips* one at a time.
- Gently press down on the lower corners of the *Sash* to firmly seat the *Sash Pivot Pins* in the *Retaining Clips* of their *Shoes* before rotating the *Sash* up.
- When the *Sash Pivot Pins* are engaged, tip the sash up into place until firmly engaged in jamb liner.