

Installation Guide

for Andersen® 400 Series Gliding Windows



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

Weight of window/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.

⚠ 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.

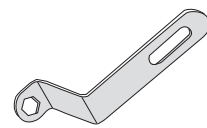
Parts Included

- (1) Instruction Guide
- (1) Gliding Window Unit
- (1) Temporary Handle

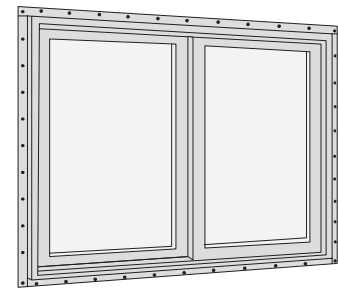
Tools & Supplies

- Safety Glasses
- 1-3/4" Roofing Nails
- Hammer
- Insulation
- Level
- Caulk Gun
- Carpenter's Square
- Silicone Sealant
- Tape Measure
- Flat Blade Screwdriver
- Shims and Blocks
- Utility Knife

Component Identification



Temporary Handle



Window Unit

CAUTION

- Steel fasteners will corrode when used with ACQ Pressure Treated Lumber.
- Obtain and use the appropriate size stainless steel fasteners, as called out in this installation guide, to fasten unit to any rough opening made from ACQ Pressure Treated Lumber.
- Failure to use stainless steel fasteners may result in fastener corrosion causing product damage.

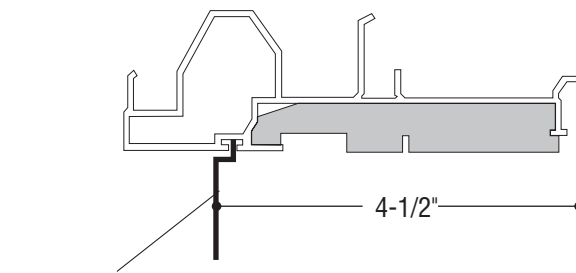
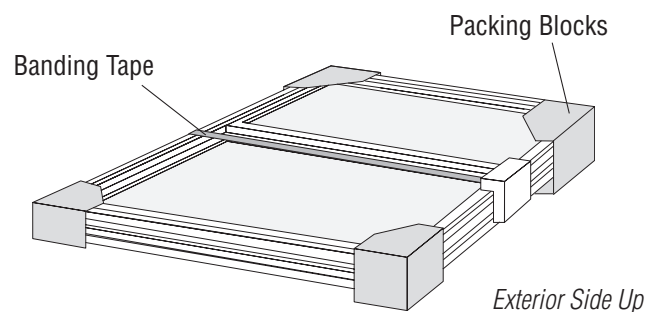
1. Unit Preparation

WARNING

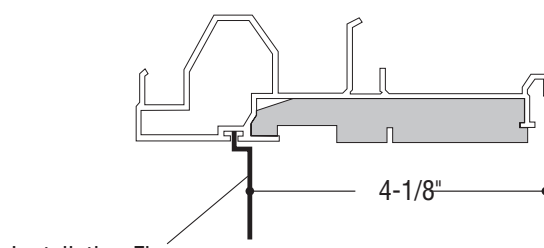
Weight of window and door unit(s) and accessories will vary. Use a reasonable number of people with sufficient strength to lift, move and carry window and door unit(s) and accessories. Always use appropriate lifting techniques.

NOTICE

When joining multiple units together, a Narrow or Support Joining Kit is necessary. Please refer to instruction guide for narrow joining or support joining.



4-1/2" Wall Thickness



4-1/8" Wall Thickness

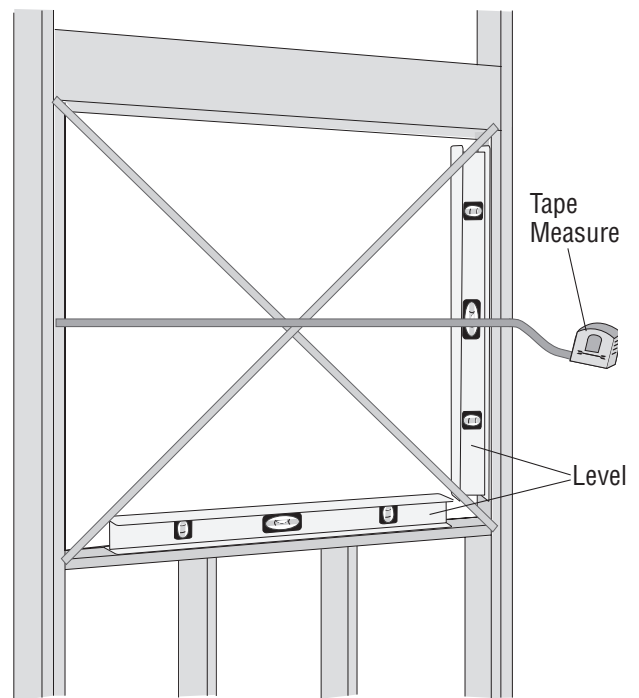
- Do not remove banding tape and packing blocks until **Step 4**. Place unit on a clean, flat surface with exterior side up.
- For 4-1/2" wall thickness installations, carefully flip *Installation Flanges* up into their locked position. Start in center of *Installation Flange* and work out to both ends.
- For 4-1/8" wall thickness installations, remove *Installation Flanges*, reverse, and replace as shown.

2. Prepare Rough Opening

NOTICE

For instructions for installation into masonry and brick veneer walls, refer to Masonry and Brick Installation section on **Page 7** of this guide.

- Frame rough opening to dimensions in the *Andersen® Product Guide for Professionals* or prepare existing rough opening. Masonry rough opening must be 1/2" greater than unit width and height.
- Make sure sill plate is level by checking with a level. Shim sill plate to level.
- Make sure rough opening is plumb by checking with a level.
- Make sure rough opening is square by placing tape measure diagonally to measure across rough opening, upper left to lower right and upper right to lower left corner. If measurements are the same, opening is square.



Interior View

3. Install Window Unit

⚠ WARNING

Weight of window and door unit(s) and accessories will vary. Use a reasonable number of people with sufficient strength to lift, move and carry window and door unit(s) and accessories. Always use appropriate lifting techniques.

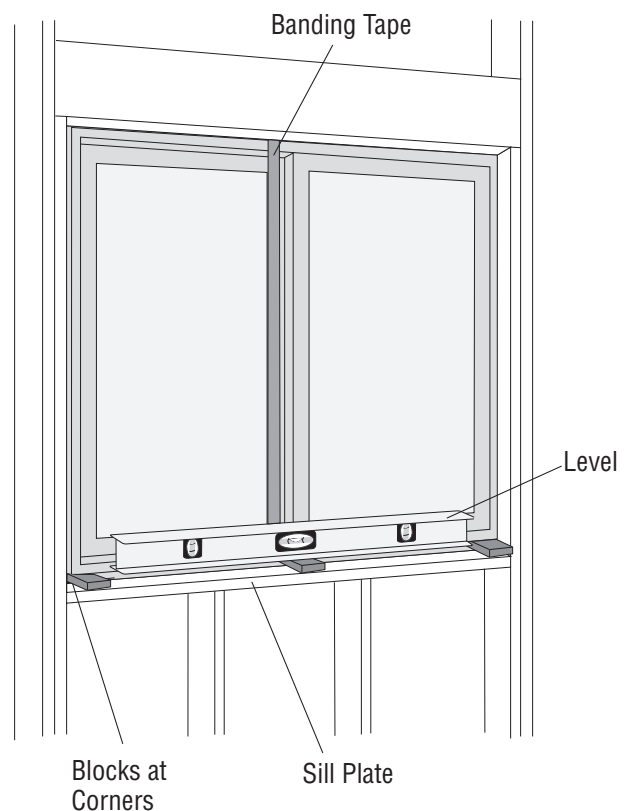
⚠ CAUTION

Do not install window unit directly on sill plate. Sill may bow and interfere with window operation. Elevate unit on shims.

NOTICE

- Unit must be installed plumb, level, and square to operate correctly.
- Install unit in a vertical position only.

- Remove *Packing Blocks* from unit.
- Apply blocks on sill plate under *Side Jambs* and at midpoint of *Sill*.
- Lift unit into rough opening from the exterior.
- Shim corners of *Sill* to level and center unit.



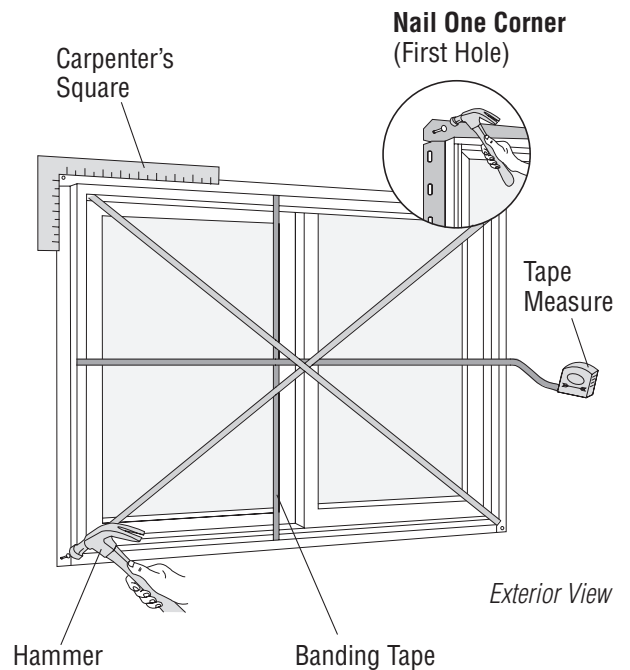
Interior View

4. Check for Plumb, Level, and Square

CAUTION

- Steel fasteners will corrode when used with ACQ Pressure Treated Lumber.
- Obtain and use the appropriate size stainless steel fasteners, as called out in this installation guide, to fasten unit to any rough opening made from ACQ Pressure Treated Lumber.
- Failure to use stainless steel fasteners may result in fastener corrosion causing product damage.

- Nail one corner of unit through *Installation Flange*, from the exterior, using 1-3/4" roofing nails.
- Plumb, level and square unit. Shim at corners as needed to level unit.
- Remove banding tape.
- Check for square using a tape measure and carpenter's square from the exterior. Place tape measure diagonally across unit, upper left to lower right and upper right to lower left corners. If measurements are the same, unit is square. If unit is not square adjust with shims as required.
- Check for equal space between unit and rough opening on all sides of window, then nail remaining corners.
- Check for bow at center of frame. Shim or block to straighten if necessary.
- Finish fastening through *Installation Flange* to rough opening, spacing nails or fasteners a maximum of 6" on center around entire frame.



5. Apply Flashing Tape

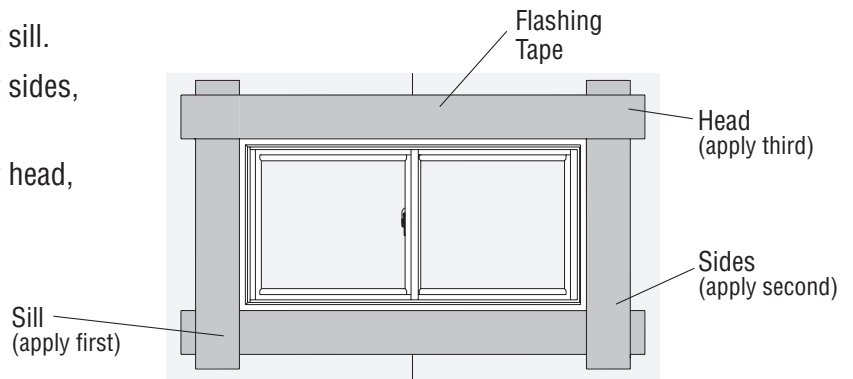
CAUTION

Unit must be properly flashed and sealed 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.

NOTICE

- This instruction step depicts one of many options for proper flashing.
- Moisture infiltration problems in any type of building can be reduced by properly flashing and/or sealing around all building openings, including windows and doors. Proper flashing under and around window and door openings can reduce moisture problems, but the performance of any building system depends upon the design and construction of the building system in its entirety, which should address local environment, climate, building codes and product and material limitations. The design and installation of flashing and sealing systems are the responsibility of the architect, contractor, installer, and/or the manufacturer of the building exterior specified for the project.

- Apply flashing tape over *Installation Flange* at sill.
- Apply flashing tape over *Installation Flange* at sides, overlapping flashing tape at sill.
- Apply flashing tape over *Installation Flange* at head, overlapping flashing tape at sides.

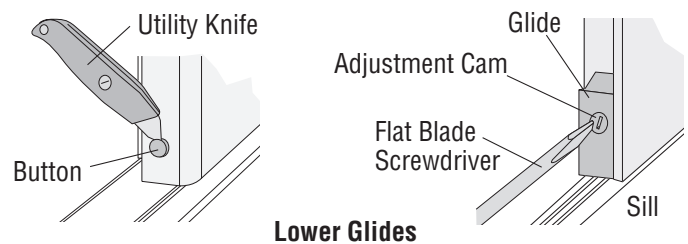
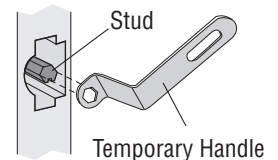


6. Unit Operation and Glide Adjustment

- Place *Temporary Handle* over stud on sash and turn to operate *Sash* (see notice). Both *Sash* must be closed for lock to function.
- Open *Sash* slightly and check reveal, full length, between *Sash* and *Side Jamb*. Space must be even for best weatherstrip contact.
- For **Lower Glides** adjust by carefully removing *Buttons* on inside meeting stile trim. Insert a flat blade screwdriver into slot on *Adjustment Cam* and rotate to move corner of sash up or down.
- For **Upper Glides** adjust upward as needed for proper operation in head jamb track.

NOTICE

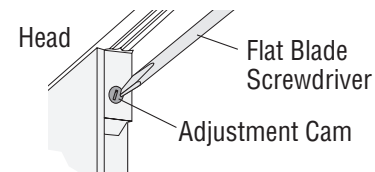
Temporary Handle, included with window, is to be used until permanent handle is installed.



Lower Glides

NOTICE

Correct adjustment of Upper and Lower Glides will allow sash to slide freely but will not allow it to be lifted out. **DO NOT** overturn Adjustment Cam.



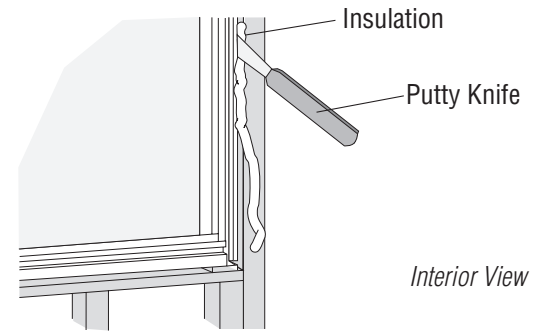
Upper Glides

Exterior View

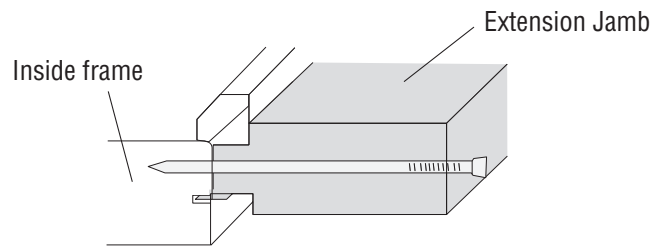
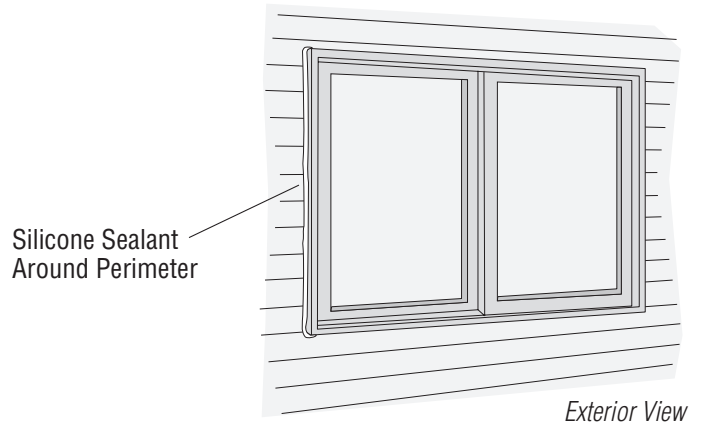
7. Insulate and Apply Silicone Sealant

CAUTION

When insulating between unit frame and rough opening **DO NOT** overpack batt insulation or overfill with expandable foam. Bowed jambs may result causing performance problems and/or incorrect operation of unit.

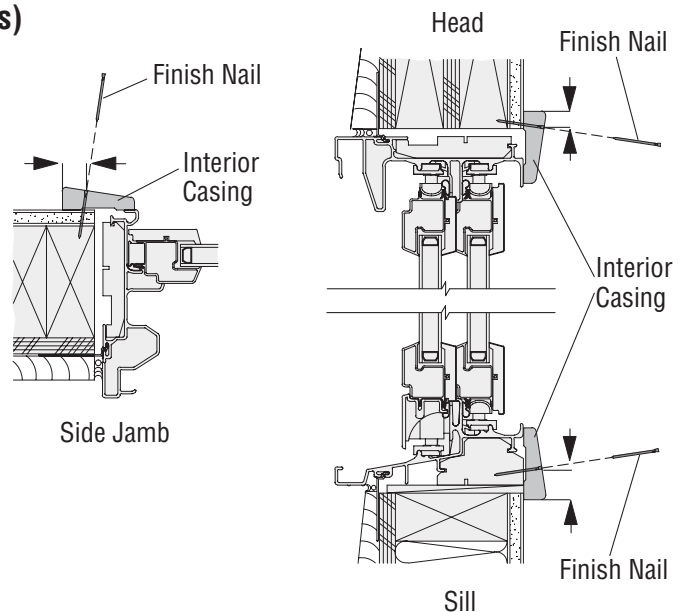


- Insulate full perimeter between unit and interior rough opening.
- Apply backer rod and silicone sealant to gap around exterior between siding and frame.
- All exterior siding, or other finish, must have a 1/4" clearance around unit except at sill in masonry installations.
- Apply silicone sealant around full exterior perimeter of unit after siding, or other finish, is applied.
- *Extension Jambs* can be placed into channel of inside frame and nailed into place. Hold firmly to avoid tipping.



8. Installation of Interior Casing (Supplied by Others)

- Attach interior casing using 4d (1-1/2") finish nails. Locate nails following diagrams to avoid damaging frame edge.



⚠ WARNING

Flying particles during masonry cutting can cause personal injury and damage glass. Always wear safety glasses when cutting. Cover window unit to avoid damage.

⚠ CAUTION

- Steel fasteners will corrode when used with ACQ Pressure Treated Lumber.
- Obtain and use the appropriate size stainless steel fasteners, as called out in this installation guide, to fasten unit to any rough opening made from ACQ Pressure Treated Lumber.
- Failure to use stainless steel fasteners may result in fastener corrosion causing product damage.

⚠ CAUTION

- Provide a minimum clearance of 1/2" from top of brick or masonry to the bottom of any portion of sill. Failure to do so could result in operation problems from bowing of sill.
- Acid solutions commonly used to wash masonry will damage glass, fasteners, hardware, and metal flashings. Follow cleaning solution manufacturer's recommendations carefully. Protect and/or cover Andersen products during cleaning process to prevent acid contact. If solution does come in contact with unit, immediately wash all surfaces with clean water.

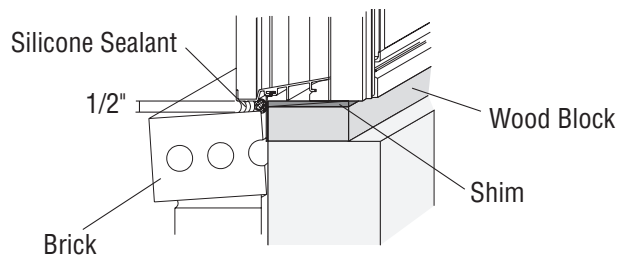
NOTICE

For installations where exterior brick is already applied, remove Installation Flanges.

Installation in Masonry & Brick Veneer Walls

Construction using Wood Bucks

- When using wood bucks follow the same procedure as in wood frame construction in **Step 3** on **Page 3**.

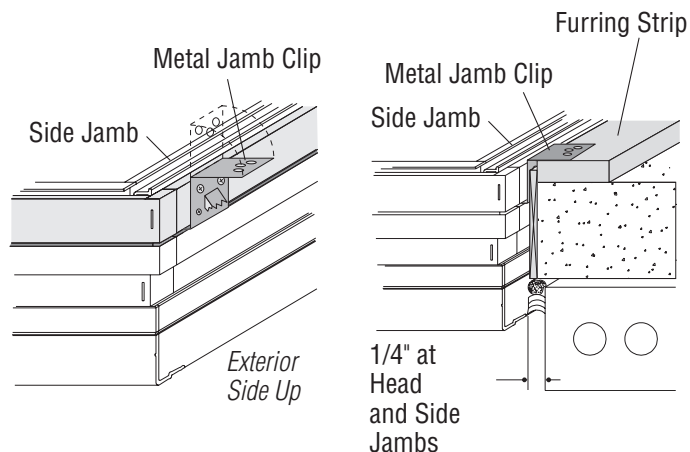


Wood Frame with Brick Veneer

Masonry Installation

Using Jamb Clips by Andersen and Furring Strips

- Remove all *Installation Flanges* on head, sides, and sill.
- Install *Metal Jamb Clips* in kerfs on back of jambs and secure using 5/8" fasteners. Bend and secure *Metal Jamb Clips* to wall or fasten to furring strips.
- Use number of *Metal Jamb Clips* as recommended by architect or structural engineer.
- Install and center window in rough opening. Level, plumb, and square. Shim at all anchor locations, as needed, to level unit.
- Secure *Metal Jamb Clips* to wall furring strips.
- For unit operation and adjustment, refer to **Step 6** on **Page 5**.

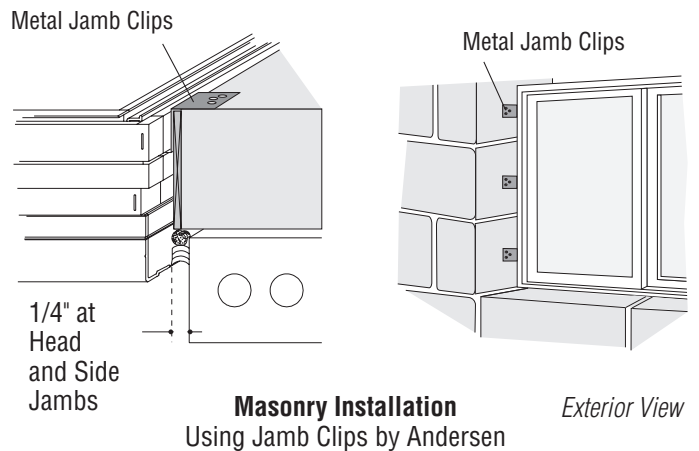


Masonry Installation
Using Jamb Clips by Andersen and Furring Strips

Installation in Masonry & Brick Veneer Walls (Continued)

**Masonry Installation
Using Jamb Clips by Andersen**

- Bend *Metal Jamb Clips* around furring strips in 8" walls or secure clips into mortar joints in 12" walls.
- For unit operation and adjustment, refer to **Step 6** on **Page 5**.



Finishing, Cleaning, and Maintenance Instructions

CAUTION

- **DO NOT** 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.
- **DO NOT** stain or paint weatherstrip, silicone beads, vinyl, glass, or hardware.
- Acid solutions used to wash masonry will damage glass, fasteners, hardware, and metal flashing. 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.

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.

Homeowner Adjustment Guide

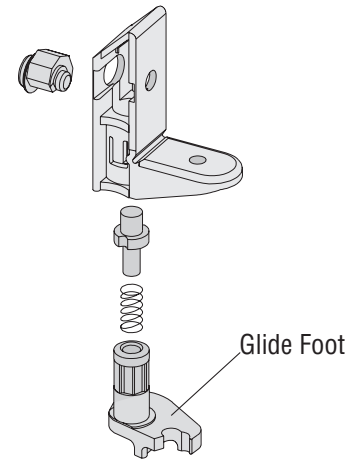
Sash Won't Stay On Track

Possible Cause: Top glide foot not adjusted up.

Solution: Adjust top glide foot until it seats fully into glide rib groove.

Possible Cause: Broken glide base or foot.

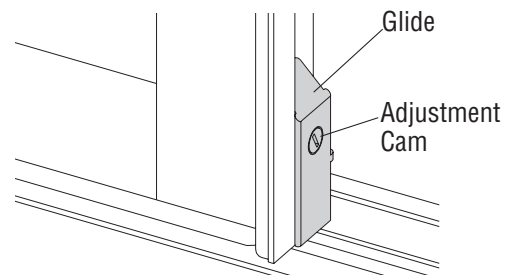
Solution: Take sash out of frame and replace broken glide assembly.



Sash Doesn't Slide Easily

Possible Cause: Glides not engaged properly into track.

Solution: Turn displaced foot until it drops into track then adjust for proper fit.



Sash Cannot Be Adjusted

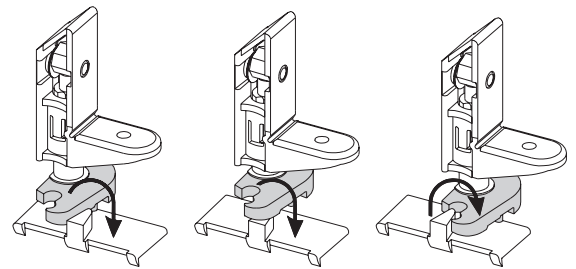
Possible Cause: Broken glide assembly.

Solution: Remove sash, remove broken glide assembly, and replace.

Sash Will Not Open

Possible Cause: Over-rotated glide foot or foot has jumped past pin.

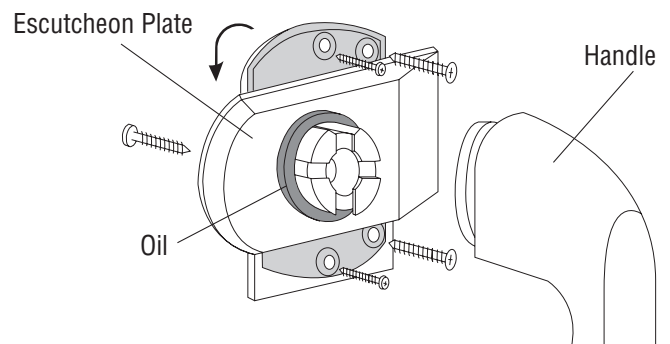
Solution: Using a 1" wide putty knife, lift problem foot above glide rib while pulling sash open. Reposition glide foot onto track and adjust top and bottom glides to eliminate up and down movement of sash.



Handle Squeaks When Turning It

Possible Cause: No lubrication between parts.

Solution: Remove handle from sash and disassemble by removing screw inside pivot stud (metal casing). Apply a general purpose (3 in 1 type) oil on black plastic collar between handle and base, not on washer. Reassemble and apply handle to sash.



Homeowner Adjustment Guide

Lock Operates Hard

Possible Cause: Strike plate is not properly adjusted or is crooked.

Solution: Loosen screws on problem strike and slide it toward the glass. Tighten screws and check operation making sure lock bolt is fully engaged into strike plate. Readjust if necessary.

Possible Cause: Strike plate sticks out too far.

Solution: Remove strike assemblies and clean out debris that might be trapped underneath. Reapply strike assembly.

