

Care and Maintenance of Renewal by Andersen® products



an Andersen Company

Thank you for choosing products and services from Renewal by Andersen

We're confident your new Renewal by Andersen® replacement windows, patio and storm doors will help make your home more comfortable and energy-efficient year-round. Your new windows and doors have been built and installed to your exact measurements and specifications with the same attention to detail and quality that has made Andersen® products the choice of homeowners, builders, and architects for years.

This booklet shows you how to keep your replacement windows and doors looking and working like new for years of continued enjoyment. Should you run into situations not covered in the following pages, please contact your Renewal by Andersen sales representative or your nearest Renewal by Andersen showroom. You may also call our Warranty Service Line at 1-800-441-1109, visit our website at www.renewalbyandersen.com, or write to:

**Renewal by Andersen
9900 Jamaica Avenue
Cottage Grove, MN 55016**

Children and window safety

The Consumer Product Safety Commission, in its pamphlet "Protect Your Child," advises: **"Keep children away from open windows to prevent falls. Don't depend on screens to keep the child from falling out of the window. They are designed to keep insects out, not children in. Avoid placing furniture near windows to keep children from climbing to a window seat or sill."** For more information on child safety, call your Renewal by Andersen showroom and ask for our free booklet, "LookOut For Kids."



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MAINTAINING YOUR WINDOWS AND PATIO DOORS

Proper care and maintenance of your Renewal by Andersen® windows and Andersen® patio doors will help ensure continued operation and lasting beauty.

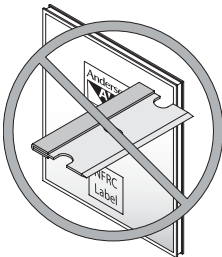
WARNING

Use extreme care when working around a window opening. Never leave a window unattended, especially when children are present. Falling from a window may result in serious injury or death.

Renewal by Andersen® products come standard with High-Performance™ Low-E4™ glass. The glass has a low-maintenance exterior coating and protective film on both the interior and exterior glass surfaces to safeguard against mortar, dirt and dust during shipping and installation. The low maintenance exterior coating is highly durable but can be damaged by scratching with hard objects.

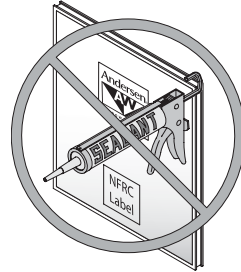
CAUTION

- Do not use metal razor blades to clean glass or remove paint or stain from the glass surface. Scratching the exterior glass surface could damage the low-maintenance coating.



CAUTION

- Do not allow any sealants (including silicone) to contact the exterior glass surface. Sealants can cause damage to the low-maintenance coating of the glass.



- Do not use metal razor blades to remove the protective film. Simply peel back the film at a corner using a finger nail or clean plastic scraper.
- Tape glass edge with painter's tape before staining or painting. The protective film is not a substitute for edge masking.
- Do not apply any after market films to the glass. Thermal stress conditions resulting in glass damage or seal failure may occur.
- The use of movable insulating materials such as window coverings, shutters and other shading devices may damage glass or vinyl surfaces. Also, excessive condensation may result, causing deterioration of the window unit.



CAUTION

- Any harsh chemicals and cleaners that come into contact with the hardware or glass should be rinsed off immediately.
- Acid solutions used to wash masonry will damage glass, fasteners, hardware, and metal flashing. Follow the acid solution manufacturer's instructions carefully. Protect Renewal by Andersen® products when cleaning masonry to prevent acid contact. If acid does come in contact with the window, immediately wash all surfaces with clean water.
- Do not use solvents, abrasive solutions, or razor blades to clean the glass area. Scratches or other damage may occur.
- To minimize glass cleaner residue from depositing on the glass, do not clean in direct sunlight.
- Do not use newspaper to dry the glass surface as the ink may discolor the surrounding Fibrex® material.



WARNING

If a ladder or scaffold is needed to reach the window to remove the protective film, make sure ladder or scaffolding is secure. Failure to do so may result in injury.



WARNING

Protective film may pose suffocation hazard. Properly dispose of film immediately after removal and keep out of reach of children.

Routine maintenance

- Clean out dirt and debris from sills and tracks to keep your windows and doors opening and closing easily.
- Clean the frame, sash, and grilles by using a mild solution of soap and water and a soft rag or brush. See each window section for detailed washing instructions.
- To clean the glass, first wipe loose dirt and grime from the glass with a soft dry cloth. Apply a cleaning solution such as mild soapy water, vinegar-and-water, or a liquid window cleaner to the glass and wipe in a circular motion. Remove the cleaning solution with a squeegee or clean, lint-free cloth. Rinse with clear water if soap has been used.
- Rinse insect screens periodically with a garden hose. If needed, wash with a mild solution of soap and water and a soft-fiber brush. Hose off with clear water.
- On casement or awning windows and all patio doors, lubricate all moving parts, such as locks, hinges, operators, and rollers with dry lubricant to maintain ease of operation. **DO NOT** use wet lubricants or harsh abrasive cleaners that will collect dirt or other corrosive particles.
- On gliding window frame or double-hung side covers, use a dry lubricant (Teflon® or silicone) if needed to make operation easier.

"Teflon" is a registered trademark of E.I. duPont de Nemours and Company.

Product modifications

You may notice that your Renewal by Andersen® replacement windows look and feel different from any other window. That's because the window framing and sash are made of Fibrex® material, a unique structural composite of wood fibers and a special thermoplastic polymer. Fibrex material has an attractive low-luster finish and is virtually maintenance-free.

Please consult with your Renewal by Andersen representative before applying screws into window or sash frame. If you choose to modify your windows make sure screws are never used where they could interfere with operation, weatherstrip systems, or glazing. Damage to window from misplaced screws or product modification is the responsibility of the homeowner and does not imply a product or material failure.



CAUTION

- **Never nail through Fibrex® material. Irreparable product damage could result.**
- Modifying window or door products after installation voids your manufacturer's warranty. This includes driving nails or screws through the window and door sash and frame.

Glass replacement



WARNING

Wear gloves, safety glasses, goggles, or eye shields when handling glass. Tape broken glass with duct or filament tape before removal to reduce glass fragmentation.

With the exception of our picture window, Renewal by Andersen sash are manufactured to completely seal the insulated glass in the welded Fibrex® material frame. If the glass is broken, the sash must be replaced. Glass in a picture window may be replaced because picture windows do not have a sash.

To order and schedule a new sash installation, call your Renewal by Andersen showroom and give them the serial identification number printed on your window. See the appropriate window style section for location of this number.

Hardware

Your Renewal by Andersen® hardware has been manufactured of high quality, fine metal. Fine metal requires periodic attention to maintain its beauty characteristics. Climate, location, and exposure to corrosive environments such as industrial areas, pesticides, herbicides, or salts are challenges to your ability to maintain the hardware's beauty and characteristics. Simple routine maintenance will help extend the life of your window and door hardware. Contact a professional hardware restorer for refurbishing hardware.



CAUTION

- **DO NOT** use or apply harsh chemicals, abrasives and/or cleaners. Product damage could occur.

White, Canvas, Stone, Antique Brass, Satin Nickel, Distressed Nickel, or High-Performance (HP) Bright Brass

- Wash hardware using a mild detergent and water solution with a soft cloth. Avoid abrasive cleaners, cloths, or brushes.

Polished Chrome or Brushed Chrome

- Wash hardware using a mild detergent and water solution with a soft cloth. Avoid abrasive cleaners, cloths, or brushes.
- Polish chrome finishes using a commercially available chrome polish following manufacturer's instructions.

Oil Rubbed Bronze or Distressed Bronze

- Handling and frequent use create the bronze patina that is the hallmark of the oil-rubbed bronze and distressed bronze finishes. Oil rubbed bronze and distressed bronze are "living finishes" with no protective coating. With use, your hands will polish away the darker material exposing the bronze beneath. The appearance of these finishes will vary depending on usage and environmental conditions.
- Occasionally apply light mechanic oil to deepen the color and sheen of the product. Cover metal parts with oil entirely, allow the oil to stand for a few minutes, then gently rub off excess using a clean cloth.

Corrosion-resistant hardware

Renewal by Andersen offers hardware for casement and awning windows, and patio doors that is specially designed to resist corrosion in environments such as seacoasts and heavy-industry areas. If you are interested in this option contact your Renewal by Andersen representative for information.

Hardwood grilles

Hardwood grilles are available for all Renewal by Andersen® replacement windows, Frenchwood® hinged and gliding patio doors, Perma-Shield® gliding patio doors, and Narroline™ gliding patio doors.

Removing and installing the window grille



CAUTION

Leave the grille clips in place. Removal of grille clips may result in damage to the glass, seal, and/or sash frame.



CAUTION

When installing or reinstalling your window grilles on double-hung or gliding windows, make sure the grille is set snugly against the glass on the outer sash so it will not catch and break when the inner sash is operated.

Lift the edge of the grille away from the glass at the edge of the frame. Do not remove the grille by pulling on the grille intersections.

To replace the grille, place it against the glass and press firmly into the grille clips and all along the grille (Fig. 1). Make sure the grille fits snugly against the glass.

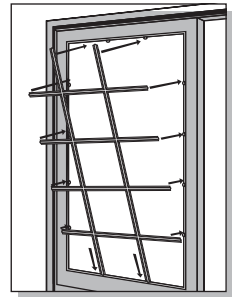


Figure 1

Understanding condensation

The moisture that suddenly appears in cold weather on the interior or exterior of window and patio door glass can block the view, drip on the floor, or freeze on the glass. It can be an annoying problem. While it may seem natural to blame the windows or doors, interior condensation is really an indication of excess humidity in the home. Exterior condensation, on the other hand, is a form of dew – the glass simply provides a surface on which the moisture can condense.

What are some ways to control window condensation? Reduce the indoor relative humidity in living areas, attics, and crawl spaces. The following are a few general suggestions:

- Reduce the amount of moisture you put into the air. This can be accomplished by recognizing the many sources of moisture in the air—from cooking to heating to plants and other items.
- Vent all gas appliances, the clothes dryer, and exhaust fans to the outside. In most climates you should also ventilate your attic and crawl space to the outside. If you have a crawl space it is very important to completely cover the earth with an effective vapor barrier. If you run a humidifier you may need to turn it down or off.
- Drapes and other window coverings can contribute to a condensation problem by restricting the flow of warm room air over the glass surface. Therefore, indoor condensation is more apt to occur when the drapes are closed or the shades are pulled down.
- Make sure you run the exhaust fans in the kitchen when cooking and in the bathroom when bathing or showering. Run the exhaust fan until the mirror in the bathroom is clear or the temperature near your stove is back to normal. Be careful not to run the exhaust fan too long and overheat the motor.

- Avoid storing firewood in your house or basement.
- For products with the interior insect screen, removing the screen in the winter months when the window is not typically being operated may reduce condensation behind the screen by increasing air flow.
- If you have a forced air furnace, make sure your home is properly ventilated by installing a fresh air intake. Or if your home is extremely “tight” and you have excessive moisture, it may be helpful to install an air-to-air heat exchanger.

For more information on the causes of and cures for window condensation, call your Renewal by Andersen showroom and ask for our free booklet, *“A Guide to Understanding Condensation”* or contact the following resources;

National Fenestration Ratings Council (NFRC)

1300 Spring Street, Suite 500
Silver Spring, MD 20910
(301) 589-6372
www.nfrc.org

Energy and Environmental Building Association (EEBA)

10740 Lyndale Ave S., Suite 10w
Bloomington, MN 55420-5615
(952) 881-1098 www.eeba.org

GENERAL WINDOW INFORMATION

Finishing guidelines for Fibrex® material windows

Renewal by Andersen® products come standard with a removable film covering the glass for protection against damage and to simplify finishing. Remove the film only after installation and finishing is complete. Use painter's tape around the perimeter of the sash and grilles to further protect the glass surface during finishing.

WARNING

- Use of ladders and/or scaffolding and working at elevated levels may be hazardous. Follow equipment manufacturer's instruction for safe operation.
- Use extreme caution when working around window and door openings. Never leave an open window unattended, especially when children are present. Falling from window may result in serious injury or death.
- Sanding, staining, painting, varnishing and other finishing procedures should always be done in well ventilated areas. Follow all manufacturer's warnings, cautions and instructions. Failure to do so may result in injury or illness.

CAUTION

- Never clean paint or stain off of the glass with a metal razor blade. Use a clean cloth or clean plastic scraper to remove materials from the glass surface. Scratches or other damage may occur.

Painting guidelines

Your new windows are manufactured of Fibrex® material with a low-luster Perma-Shield® capping. There is no need to paint the window frame or sash; however, should a change in color be desired please follow these instructions in order to retain warranty coverage.

- **Do not** paint the weatherstrip, gaskets, factory-applied exterior silicone bead, jamb liners, or any surface that has sliding contact with another surface. Also, refer to the section on your particular window style for information on what NOT to paint on that window.
- **Do not** allow painted surfaces to come in contact with other surfaces until thoroughly dry.

WARNING

- Apply paint and use solvents in a well-ventilated area to prevent nausea, irritation, or injury.
- Follow all paint manufacturer's warnings, cautions, and instructions.



CAUTION

- Use of stains on Fibrex® material surfaces is not recommended. Stains will cause permanent damage.
- Improper painting can impair proper window operation. Certain solvent-based paints, stains or finishes can also cause permanent damage. If in doubt, contact your Renewal by Andersen representative.
- Do not use ketones (MEK, MIBK) or xylene as a surface conditioner for cleaning the Fibrex material surface.

Painting steps



WARNING

Acetone and alcohols are flammable. Follow manufacturer's safety instructions.

1. Select a high quality, fast-dry alkyd primer (such as KILZ® brand) and an oil or water-based trim paint. Choose an exterior paint for exterior applications and an interior paint for interior applications.
2. Prior to painting, lightly sand the surfaces to be painted with fine sandpaper or steel wool. Remove dust particles with a soft, dry cloth. Surface abrasion helps promote a strong bond between the surface and the paint.



CAUTION

- Do not allow sandpaper or steel wool to contact the glass surface. Scratches or other damage may occur.
- If using steel wool, remove all resulting steel fragments immediately to avoid rust stains.

3. Clean the surface of dust and fingerprints with a surface conditioner or mild solvent to promote paint adhesion. Wipe all surfaces with a cloth dampened in surface conditioner or mild solvent, such as acetone, isopropyl (rubbing) alcohol, or denatured alcohol, and allow to dry thoroughly according to manufacturer's instructions.
4. Paint the surface first with a good primer to provide a base for the finish to adhere. Use a fast-dry alkyd primer in a neutral color. Paint the unit with sash open and allow to dry completely before closing (follow the manufacturer's recommendations for dry time).
5. After the primer is thoroughly dry, apply a high quality oil or water based trim paint. Paint exterior surfaces with exterior house paint and interior surfaces with interior paint. Paint the unit with the sash open and allow to dry thoroughly before closing.

Staining guidelines for wood veneer

The following are recommended guidelines and materials for staining and finishing your new Renewal by Andersen® wood veneer windows. If you plan to stain and finish the windows yourself, we suggest obtaining the materials we recommend from a full service paint and stain dealer. The dealer's experience with the materials will provide guidance to achieve the best results and limit the risks associated with staining and finishing.

Notice: *Renewal by Andersen assumes no responsibility for any damage to the windows caused by staining or finishing.*

Wood interior staining guidelines

Notice: *Stain and finish your new replacement window interiors as soon as possible after installation to prevent marring or discoloring from dust, moisture, or fingerprints.*

- Read and follow completely the manufacturer's instructions and warnings on the wood stain and polyacrylic finish containers. **Keep all materials out of reach of children.**
- Perform all staining and finishing instructions, from start to finish, on the natural wood veneered Fibrex® material sample piece before starting on your windows. This will allow you to determine that the stain color and the polyacrylic finish are as desired, and it provides practice in applying the materials to the veneered Fibrex material. If you need more samples, contact your local Renewal by Andersen representative or stop by your local showroom.
- Prepare your work area. Use drop cloths, and have soap and water nearby to wipe away any splatter or spills on floors and furniture. Brief contact with soap and water will not damage the veneered Fibrex® material. Wipe dry with a clean cloth before continuing the staining procedure.

- You are now ready to begin the staining process.

Staining steps

1. We recommend the use of a wood conditioner to clean the surface and use of a quality stain for wood and wood veneers. Follow completely the manufacturer's instructions, including any recommended use of pre-stain sealer.
2. Prior to staining, lightly sand the surfaces to be stained with fine grit sandpaper. Remove dust particles with a soft, dry cloth.



CAUTION

- Do not allow sandpaper to contact the glass surface. Scratches or other damage may occur.

3. Stain the unit with sash open and allow to dry completely before closing or applying the finish coat (follow the manufacturer's recommendations for dry time).
4. After the stain is thoroughly dry, a polyacrylic finish is recommended. Polyacrylic is fast drying and available in a variety of gloss finishes to suit your personal choice. Always follow the manufacturer's instructions on the container label. Apply the finish with the sash open and allow to dry thoroughly before closing.

Materials list

This list specifies common materials needed to stain and finish your windows, although individual usage may vary.

- Sample piece of Fibrex® material with wood veneer (available from your Renewal by Andersen sales representative)
- Wood conditioner
- Painter's tape
- Wood stain*

continued...

- Polyacrylic finish*
- Fine grit sanding sponge/block
- Lint-free cloth, approximately 16 inches square
- Wooden stir sticks
- Foam pad applicator or a quality nylon brush

* Choose pint or quart size, depending upon the number of windows and number of coats of stain desired.

Painting or staining hardwood grilles

Your natural wood grilles are unfinished. To paint or stain the grille, remove it from the window or patio door. Apply paint or stain carefully per the manufacturer's instructions. After staining, finish with a high grade seal coat. To assure an even, uniform appearance we recommend that a pre-stain sealer be applied.

Casement windows

WARNING

Do not leave casement windows open in high winds. Sash blow out may occur in extreme conditions.

WARNING

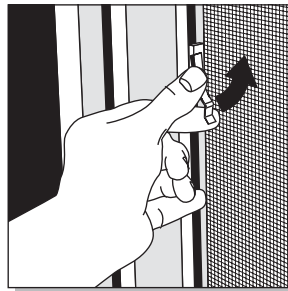
Do not permanently remove handles. They must be in place and tightened to allow egress in case of an emergency.

WARNING

Use extreme caution when working around window and door openings. Never leave an open window unattended, especially when children are present. Falling from window may result in serious injury or death.

Removing the insect screen

Your Perma-Clean® insect screen features a strong aluminum frame with a glass fiber, aluminum, or TruScene™ insect screen.



Unlatch the wing-blade fastener

To remove, unlock the wing-blade fastener on both sides and lift insect screen from the opening.

To reinstall the insect screen, reverse the procedure. Be sure to latch it completely.

Washing the window

The hardware design of the casement window lets you wash the exterior surface of the sash from inside.

Notice: windows with egress hinges and very wide casement windows (30-40 inches) may exceed your reach and may need to be washed from the exterior.



Washing the exterior

To remove grilles for interior cleaning, see page 3.

To clean the exterior, open the window fully and reach between the frame and sash.

Repair or replacement

For product repair or replacement simply call your local Renewal by Andersen® showroom and give them your window's serial number printed on the window's identification label. The label on a casement is located on the hinged side of the frame; open the sash to view the label.



Window identification label and serial number

Notice: Do not remove the identification label. It is essential for identifying your specific window if replacement or repair parts are ever needed.

If you are unable to contact a local Renewal by Andersen showroom, call our national service number located on the window's identification label or visit www.renewalbyandersen.com

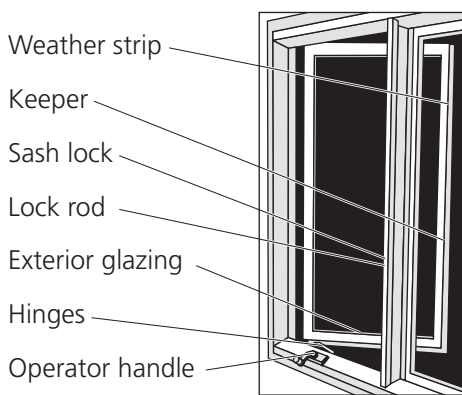
Simple adjustments

If the operator handle should slip off or become loose, make sure it is seated properly and tighten the set screw. Make sure the handle is slightly above the cover to avoid interference during operation. Do not leave handles and set screws loose as this may cause stripping of the handle/shaft connections.

Painting or staining

Before painting or staining, thoroughly read all general painting/staining instructions for cautions and recommendations (see pages 7-10). Failure to do so may result in poor appearance or damage to your windows and doors.

DO NOT PAINT:



Casement window - interior view

Awning windows

Removing the insect screen

Your Perma-Clean® insect screen features a strong aluminum frame with a glass fiber, aluminum, or TruScene™ insect screen. To remove, unlock the latches at the sides and lift the insect screen from the opening. You may need to apply slight pressure so the insect screen flexes to pass by the window's lock levers. To reinstall, reverse the procedure and latch it completely.

Washing the window

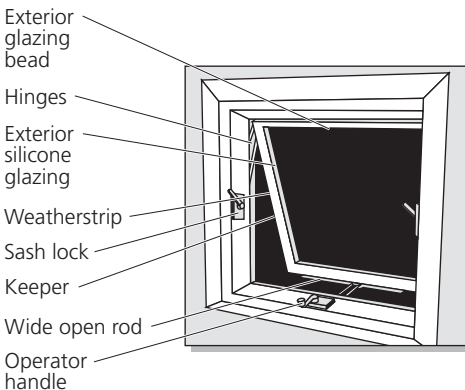
The exterior on the awning window must be washed from the outside.

To remove grilles for interior cleaning, see page 5.

Painting or staining

Before painting or staining your awning window, thoroughly read and follow all general painting/staining instructions for cautions and recommendations (see pages 7-10). Failure to do so may result in poor appearance or damage to your windows.

DO NOT PAINT:



Repair or replacement

For product repair or replacement simply call your local Renewal by Andersen showroom and give them your window's serial number printed on the window's identification label. The label on an awning window is visible on the top of the frame when the sash is in an open position.

If you are unable to contact a local Renewal by Andersen showroom, call our national service number located on the window's identification label or visit www.renewalbyandersen.com



Window identification label and serial number

Notice: Do not remove the identification label. It is essential for identifying your specific window if replacement or repair parts are ever needed.

Double-hung windows

Removing the insect screen

Your Perma-Clean® insect screen features a strong aluminum frame and glass fiber, aluminum, or TruScene™ insect screen. The insect screen has a center bar and lower latches for increased strength and rigidity. Some taller double-hung windows will have two sets of latches.

Notice: Grip the insect screen tightly to avoid dropping it to the ground outside. Turn it slightly and bring inside.

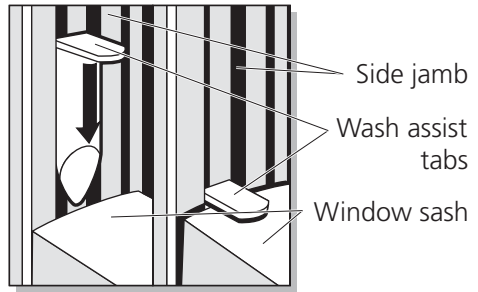
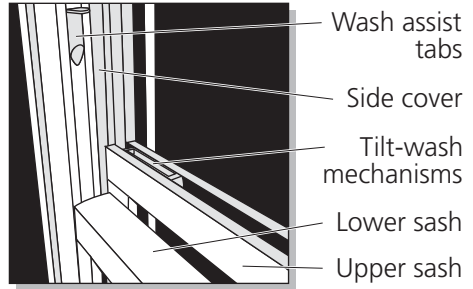
To remove insect screen, fully open the bottom sash. Release the latches at the lower edges of the insect screen, push the insect screen out to clear the sill and remove from the head channel.

To reinstall, reverse the procedure. Make sure the insect screen is positioned within the screen channel at the top of the window. Be certain to latch it completely.

Washing the window

To remove grilles for interior cleaning, see page 5. Renewal by Andersen® double-hung windows have concealed tilt mechanisms on both sides of each sash. To tilt open and clean both the upper and lower sash, retract the tilt mechanisms with the following easy steps.

To tilt open the lower sash



1. Unlock the window and raise it about two inches. Then locate the wash assist tabs along the edge of the frame on each side. Slide the wash assists down until they are wedged between the sash and frame.



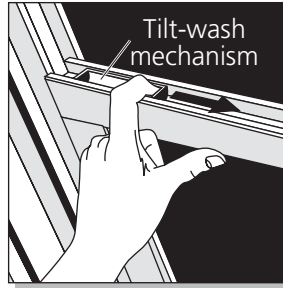
2. Grasp the lower sash with both hands at the outer edges near the wash assist tabs and pull firmly inward. After slight resistance, the sash will pivot inward toward you.



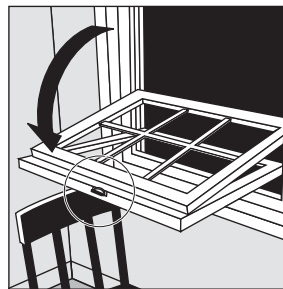
3. Continue tilting the sash so that it is supported by the back of a chair, something similar, or sill.

To tilt open the upper sash

1. To tilt in the upper sash, the lower sash must be in the tilt-open position. Move the wash assist tabs upward within their grooves until they are at the top of the window frame.



2. Lower the upper sash until you can comfortably reach the tilt-wash mechanisms along the top edge of the sash—leaving at least one inch of space between the upper and lower sash. Grasping the two mechanisms, move the mechanisms toward each other at the center of the window and, at the same time, pull the sash toward you. After a slight resistance the sash will pivot inward toward you.



3. Continue the pivot inward until the sash rests against the already-tilted lower sash, and clean it as you cleaned the lower sash.

To close tilted sash

WARNING

The wash assist tabs are removable to prevent misuse by children or loss. Pop them out by pulling the tabs toward you and snapping them out of the groove. Keep wash assist tabs out of reach of children as they may pose a choking hazard. Children should not tilt double-hung windows.

1. Beginning with the **upper sash**, lift the sash from its lowered position until it snaps back into a completely vertical position. Then push upper sash **DOWN** about one inch **BEFORE** sliding to top of frame.

2. Lift the **lower sash** from its lowered position until the sash snaps back into a completely vertical position. Then push lower sash **DOWN** about one inch **BEFORE** sliding to top of frame.

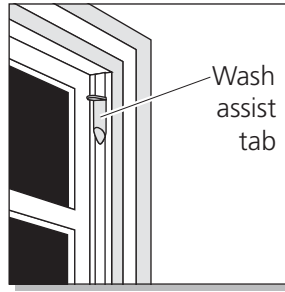
WARNING

If each sash is not reengaged in the track by first pushing **DOWN** about one inch **BEFORE** sliding up in the frame, window will quickly drop and may cause injury.

3. Lock the window to confirm complete engagement.

WARNING

You must store wash assists in their uppermost position to prevent inadvertent tilting in of the window sash. Failure to do so may result in product damage and/or injury.



Store wash assist tabs

Repair or replacement

For product repair or replacement simply call your local Renewal by Andersen® showroom and give them your window's serial number printed on the window's identification label. The label on a double-hung window is located above the upper sash on the top edge of the frame; lower the upper sash to view the label.

If you are unable to contact a local Renewal by Andersen showroom, call our national service number located on the window's identification label or visit www.renewalbyandersen.com



Window identification label and serial number

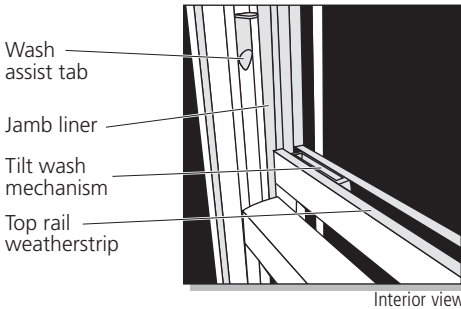
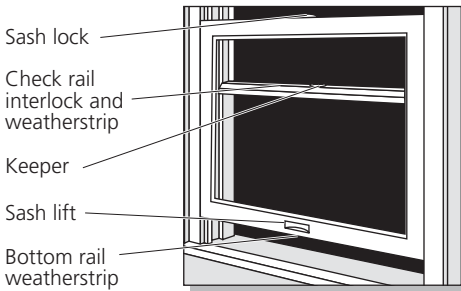
Notice: Do not remove the identification label. It is essential for identifying your specific window if replacement or repair parts are ever needed.

Painting or staining

Before painting or staining your double-hung window, thoroughly read and follow all general painting/staining instructions for cautions and recommendations (see pages 7-10). Failure to do so may result in poor appearance or damage to your windows.

It is not necessary to remove the sash when painting. To avoid paint bind, do not paint weatherstripping or the side of sash that touches the side jamb covers.

DO NOT PAINT:



Simulated wood interior finish

Your simulated wood interior finish is one of the finest anywhere and will provide years of beauty and low-maintenance window care.* Please use the following guidelines to care for your simulated wood interior.

- Periodically clean the surface with a clean, soft cloth.
- Most household cleaners can be used on simulated wood interior surfaces with the exception of the following items:
- **Do not** use household cleaners that contain dark or heavily-colored dyes. These cleaners may stain or damage the finish.
- **Do not** use abrasive cleaners, cleaners that contain bleach, abrasive cloths, or brushes which could permanently damage the coating.
- The simulated wood interior finish is permanent. This finish cannot be stained or varnished.
- The simulated wood interior finish can be painted. Use a high quality latex paint and follow the manufacturer's instructions for applying paint.

**See the limited warranty for details.*

Gliding windows

Removing the insect screen

Your Perma-Clean® insect screen features a strong aluminum frame with glass fiber, aluminum, or TruScene™ insect screen.

Notice: Grip the insect screen tightly to avoid dropping it to the ground outside. Turn it slightly and bring inside.

To remove, it is advisable to first remove the window sash (see Washing the window). Release the latches in the insect screen side jambs. Push the insect screen outward to clear the sill and remove from the head channel.

To reinstall, reverse the procedure. Be sure to latch it completely.

Washing the window

WARNING

Weight of window sash will vary. Use a reasonable number of people with sufficient strength to lift, carry, and install window sash. Always use appropriate lifting techniques.

WARNING

Use extreme caution when working around window and door openings. Never leave an open window unattended, especially when children are present. Falling from window may result in serious injury or death.

To remove the grilles for interior cleaning see page 5. The sash on the gliding window can be removed and brought inside for

easy cleaning of the exterior. Simply move each sash, one at a time, to the center of the opening and proceed with the following steps.



Removing the gliding sash

Lift the first sash up into the head jamb and pull the bottom of the sash toward you. Repeat with the second sash. After cleaning the window, reverse the steps to replace the sash.



Washing the exterior

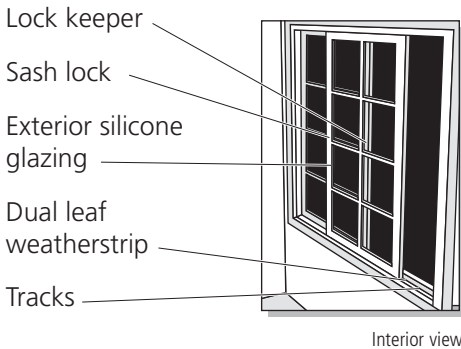
For large, heavy sash, we recommend removing the insect screens from the exterior. Then, leaving the sash in place, slide from side to side to clean.

If you have a combination gliding/picture window, the exterior may need to be cleaned from the outside.

Painting or staining

Before painting or staining your gliding window, thoroughly read and follow all general painting/staining instructions for cautions and recommendations (see pages 7-10). Failure to do so may result in poor appearance or damage to your windows.

DO NOT PAINT:



Repair or replacement

For product repair or replacement simply call your local Renewal by Andersen® showroom and give them your window's serial number printed on the window's identification label. The label on a gliding window is located on the left side of the head jamb in front of the exterior gliding sash.

If you are unable to contact a local Renewal by Andersen showroom, call our national service number located on the window's identification label or visit www.renewalbyandersen.com



Window identification label and serial number

Notice: Do not remove the identification label. It is essential for identifying your specific window if replacement or repair parts are ever needed.

Picture windows

Washing the window

The exterior of the picture window must be washed from the outside.

To remove grilles before cleaning the interior glass, see page 5.

Painting or staining

All Fibrex® material surfaces on your picture (fixed) window may be painted. Before painting or staining your picture window, thoroughly read and follow all general painting/staining instructions for cautions and recommendations (see pages 7-10). Failure to do so may result in poor appearance or damage to your windows.

Repair or replacement

For product repair or replacement simply call your local Renewal by Andersen showroom and give them your window's serial number printed on the window's identification label. The label on a picture window is located beneath the window cover. Removing this cover is not typical for a customer to do. Please call your local Renewal by Andersen showroom for assistance.

If you are unable to contact a local Renewal by Andersen showroom, call our national service number located on the window's identification label or visit www.renewalbyandersen.com



Window identification label and serial number

Notice: Do not remove the identification label. It is essential for identifying your specific window if replacement or repair parts are ever needed.

Simulated wood interior finish

Your simulated wood interior finish is one of the finest available and will provide years of beauty and low-maintenance window care.* Please use the following guidelines to care for your simulated wood interior.

- Periodically clean the surface with a clean, soft cloth.
- Most household cleaners can be used on simulated wood interior surfaces with the exception of the following items:
- **Do not** use household cleaners that contain dark or heavily-colored dyes. These cleaners may stain or damage the finish.
- **Do not** use abrasive cleaners, cleaners that contain bleach, abrasive cloths, or brushes which could permanently damage the coating.
- The simulated wood interior finish is permanent. This finish cannot be stained or varnished.
- The simulated wood interior finish can be painted. Use a high quality latex paint and follow the manufacturer's instructions for applying paint.

GENERAL PATIO DOOR INFORMATION

Painting and staining guidelines for patio doors

WARNING

Read and follow completely the product manufacturer's instructions and warnings for any product used to clean or enhance the beauty of your patio door. Keep all hazardous materials away from children.

WARNING

Apply paint and use solvents in a well-ventilated area to prevent nausea, irritation or injury.

CAUTION

Improper painting can impair proper window operation. Certain solvent-based paints, stains or finishes can also cause permanent product damage. If in doubt, contact your Renewal by Andersen representative for approved brands.

Use a clean cloth or clean plastic scraper to remove paint or staining materials from the glass surface.

Notice: Renewal by Andersen assumes no responsibility for any damage to the door caused by painting or staining.

To paint Perma-Shield® patio doors

The entire framework of your Perma-Shield gliding door is sheathed with rigid vinyl. We recommend that you do not paint or apply other finishes to the vinyl because it may damage the surface.

The Perma-Shield cladding is a low-maintenance surface. If, however, you choose to paint the Perma-Shield surface, please follow the following steps and observe the following guidelines.

WARNING

Acetone and alcohols are flammable. Follow manufacturer's safety instructions.

Notice: Painting Perma-Shield cladding creates a maintainable surface. Periodic repainting may be necessary.

CAUTION

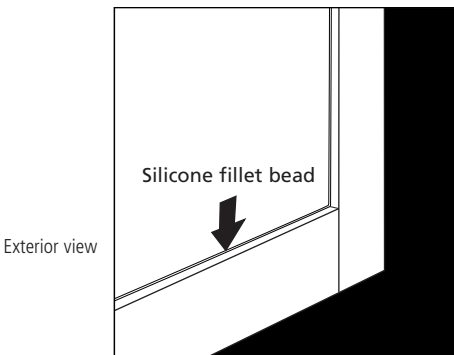
- White Perma-Shield cladding should only be painted in pastel colors. Do not paint Perma-Shield cladding dark colors.
- Avoid painting weatherstrip surfaces. Painting weatherstrip will damage product materials and could cause product performance failure.
- Do not use a razor blade on the glass surface. Scratches or other damage may occur.


Perma-Shield® cladding must be prepped to accept paint. Use either a liquid sand paper applied by brush, or buff the entire surface with a fine-grade steel wool. Wipe off all residue with a damp cloth and let dry thoroughly.

Brush on a high-grade latex or oil based paint. Two coats may be necessary to cover the original Perma-Shield cladding color.

To paint Andersen® Frenchwood® hinged or gliding patio doors

Notice: *The silicone fillet bead on the door panel exteriors will not accept paint. Since the silicone bead is critical to performance of the door panels, we strongly recommend that the silicone bead be left undisturbed.*




| |
|--|
|  CAUTION |
| Do not allow any sealants (including silicone) to contact the exterior glass surface. Sealants can cause damage to the low-maintenance coating of the glass. |

To paint Andersen® Frenchwood® gliding door exterior frame

Thoroughly wipe all surfaces to be painted with a cloth dampened with acetone. After the acetone dries, apply a high quality oil or water based paint.

To paint Andersen® Frenchwood® gliding door exterior panels

| |
|---|
|  CAUTION |
| Do not allow sandpaper or steel wool to contact the glass surface. Scratches or other damage may occur. |

Buff all surfaces with a 3M® Scotch Brite® pad, 00 steel wool or 240 grit sandpaper until dull. Then clean the surface to be painted by wiping with a surface conditioner or acetone. After the acetone dries, prime surfaces with a fast-dry alkyd primer in a neutral color. When primer is thoroughly dry (follow manufacturer's recommendations for dry time), apply a high quality oil or water based paint. The operating panel should be removed during painting.

"3M" and "Scotch Brite" are registered trademarks of 3M Company.

To paint Andersen® Frenchwood® hinged door exterior panels and frame

Buff all surfaces with a 3M® Scotch Brite® pad, 00 steel wool or 240 grit sandpaper until dull. Then clean the surface to be painted by wiping with a surface conditioner or acetone. After the acetone dries, prime surfaces with a fast-dry alkyd primer in a neutral color. When primer is thoroughly dry (follow manufacturer's recommendations for dry time), apply a high quality oil or water based paint. The operating panel should be removed during painting.

To paint or stain interior door wood surfaces

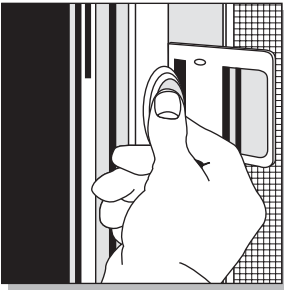
We recommend sanding all door wood surfaces with fine sandpaper or steel wool prior to painting or staining. ***We strongly recommend the use of a pre-stain prior to staining.*** If a pre-stain is not used, a spotty appearance may result.

Any high quality oil based stain, oil based paint or latex paint will work satisfactorily if applied according to the manufacturer's directions. Paint or stain with the operating panel open and do not close until thoroughly dry according to manufacturer's drying instructions. After staining, the wood should be finished with a quality conventional lacquer, varnish, or polyurethane.

Adjusting Andersen® Frenchwood®, Narroline®, and Perma-Shield® gliding patio doors

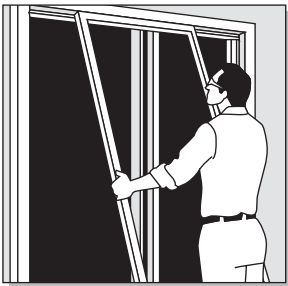
Removing the insect screen

Your Perma-Clean® insect screen features either stainless steel spring guides or spring-loaded rollers on top and rollers on the bottom.



Locking mechanism

The insect screen locking mechanism is located on the side jamb of 2-panel patio doors, and on the locking stile of 3-panel patio doors. To remove the insect screen, slide it to the center of the frame, lift and pull out at the bottom.



Insect screen removal from interior or exterior

When replacing the insect screen, be sure to insert the top into the vinyl channel first. Then position the bottom rollers on the sill rib guide. Latch the insect screen completely.

If the insect screen operates stiffly, make sure that the rollers are properly seated on the guide. If the bottom appears to be dragging, insert a screwdriver into the adjusting holes on the inside bottom rail and turn to raise or lower the insect screen. Close the insect screen to within one inch of the side jamb and check for uniform opening from top to bottom.

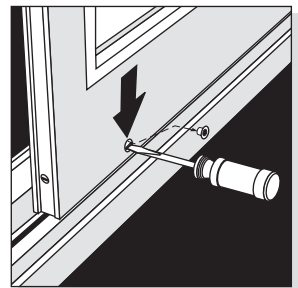


Roller adjustment

Simple adjustments

If the panel operates stiffly, it may be dragging slightly because the patio door is out of adjustment. To adjust it, remove the caps located on the interior bottom rail of door, insert a screwdriver, and turn to raise or lower the rollers. Move one notch at a time, checking door operation as you go.

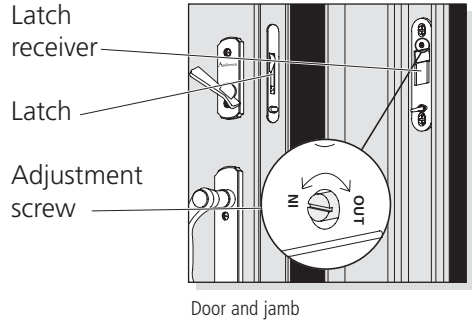
Close panel to within one inch of the side jamb and check for uniform opening from top to bottom.



Roller adjustment

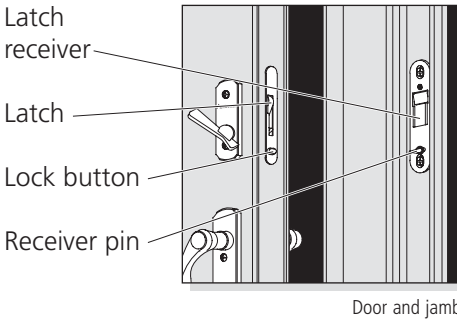
Check and adjust lock alignment on 2-panel patio doors

Close operating panel and turn the latch lever to lock position. The latch should engage latch receiver smoothly and pull the panel into the receiver jamb for a snug fit.



5. If the panel does not fit snug against the weatherstrip, turn adjustment screw on latch receiver counterclockwise toward “IN” position for a tighter fit.

6. If the latch lever operates stiffly when locking or unlocking door, turn adjustment screw on the latch receiver clockwise toward “OUT” position for a looser fit.

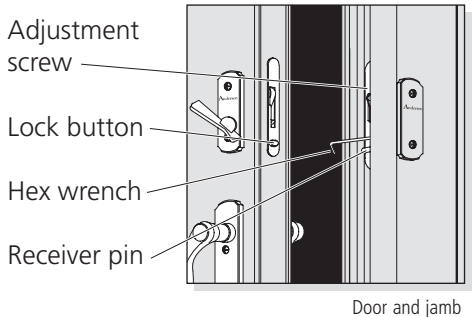
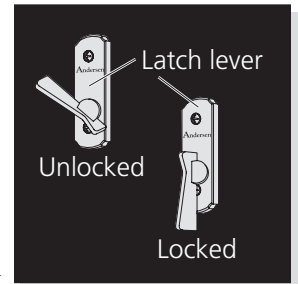


If the latch fails to engage follow these steps:

1. Close the operating panel to check alignment of the lock button to the receiver pin.
2. Loosen the latch receiver screws and move the latch receiver up or down and/or move receiver pin right or left as required.
3. Tighten latch receiver screws when the lock button and the receiver pin are aligned.
4. Adjust the door and frame fit using a small flat-blade screwdriver to turn the adjustment screw on latch receiver, if necessary.

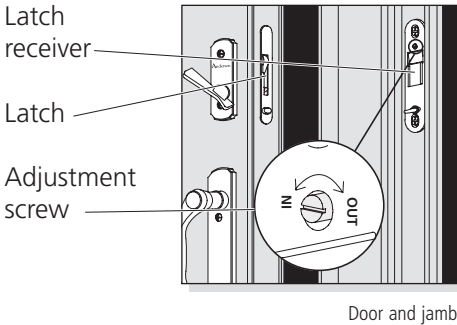
Lock adjustment on 4-panel patio doors

Close the panel and turn latch lever to lock position. The latch should engage the receiver smoothly and pull the secondary panel into the primary panel for a snug fit.



If the latch fails to engage the latch receiver follow these steps:

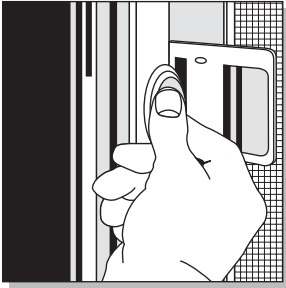
1. Check alignment of the lock button to the receiver pin on the 4-panel latch receiver.
2. Adjust the receiver pin left or right and/or adjust set screw in the 4-panel latch receiver using a hex wrench. Turn as necessary for correct alignment.



3. Adjust the door and frame fit using a small flat-blade screwdriver to turn the adjustment screw on latch receiver, if necessary.
4. If the panel does not fit snug against the weatherstrip, turn the adjustment screw on latch receiver counterclockwise toward “IN” position for a tighter fit.
5. If latch lever operates stiffly when locking or unlocking the door, turn the adjustment screw on latch receiver clockwise toward “OUT” position for a looser fit.

Adjusting Andersen® Frenchwood® hinged patio doors

Removing sliding insect screens



Locking mechanism

Your Perma-Clean® insect screen features either stainless-steel spring guides or spring-loaded rollers on top and rollers on the bottom. The insect screen locking mechanism is located on the side jamb of 2-panel patio doors and on the locking stile of 3-panel patio doors.



Insect screen removal from interior or exterior

To remove the insect screen, slide it to the center of the frame, lift and pull out at the bottom.

When replacing the insect screen, be sure to insert the top into the vinyl channel first. Then position bottom rollers on the sill rib guide. Be sure to latch insect screen completely.

If the insect screen operates stiffly, make sure that the rollers are properly seated on the guide.

If the bottom appears to be dragging, insert a screwdriver into the adjusting holes on the inside bottom rail and turn to raise or lower insect screen.



Roller adjustment

Close it to within one inch of the side jamb and check for uniform opening from top to bottom.

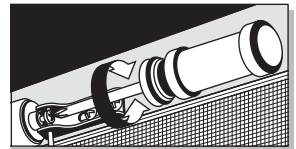
Removing the hinged insect screen

To remove the insect screen for cleaning or storage, make sure the surrounding interior or exterior siding or molding does not extend beyond the door frame. Lift off the pins and open the insect screen door about 90 degrees. Lift it up and off its hinges.

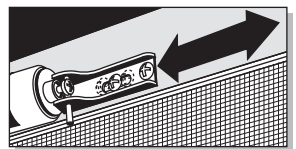
Hinged insect screen door adjustments

When making adjustments be sure to place the hold-open washer between the tabs and bracket.

To adjust closing speed turn the actuator screw. Turn clockwise to slow speed and turn counter-clockwise to increase speed.



To adjust closing tightness move the door bracket left or right.



Hinged patio door adjustments

Settling of your house and a variety of other conditions may require that you adjust your Frenchwood® hinged patio door.

Check the clearance between the frame and the perimeter of the active and passive panel to determine if adjustment is necessary. If the clearance is not equal around the perimeter or there is interference between the panel and the frame, the panel should be adjusted. To determine the method of adjusting, compare the hinge on your door to the illustrations that follow.

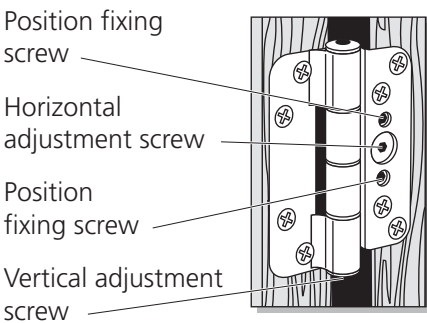
The patio door provides for horizontal and vertical adjustments on the hinge. Horizontal adjustment is usually all that is necessary. A $\frac{1}{2}$ inch hex wrench is provided with the door for making these adjustments.

As needed, use a light oil to lubricate the hinges.

Horizontal adjustment

The hinges have a horizontal adjustment range of $\frac{1}{16}$ inch. They are factory-set at the midpoint of this range.

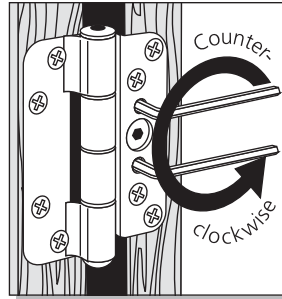
1. Make sure that position fixing screws are tight by turning clockwise (Fig. 1).



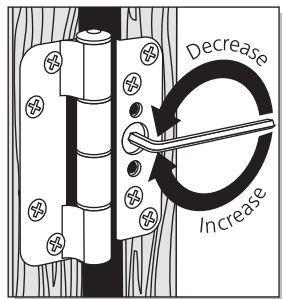
2. Close the door and check for interference between the unit frame and members and the active panel. If the clearance is not equal or there is interference, the active panel should be adjusted.

Notice: The active panel must be open in order to access the horizontal adjustment screws during the horizontal adjustment procedure.

3. Using the $\frac{1}{2}$ inch hex wrench, loosen the position fixing screws (Fig. 2) on the upper and middle hinges 2 to 4 full counter-clockwise turns.



4. Insert the $\frac{1}{2}$ inch hex wrench in the horizontal adjustment screw (Fig. 3) of the upper hinge. To increase the clearance at the lock jamb, turn the horizontal adjustment screw clockwise in upper hinge. To decrease clearance at the lock jamb, turn the horizontal adjustment screw counter-



terclockwise in the upper hinge. A half turn of the horizontal adjustment screw equals approximately $\frac{1}{16}$ inch of adjustment.



WARNING

Do not remove position fixing screws from the hinge. Removal of these screws can cause door to drop or fall and may lead to injury or product damage.

5. Tighten the position fixing screws in the upper hinge, taking care not to strip the screws.

6. Close the door and check the clearance between unit frame members and the active panel. If the interference is NOT eliminated, readjust the horizontal adjustment screw and recheck clearance. When interference is eliminated, go on to next step.

7. Go to the middle hinge(s) and turn the horizontal adjustment screw approximately half of the amount adjusted on the upper hinge. Tighten the position fixing screw, taking care not to strip the screw.

8. Check the door operation. If there is binding, readjust the horizontal adjustment screw on the middle hinge(s).

The hinges have a vertical adjustment of $\frac{1}{8}$ inch. They are factory set at the midpoint of this range.

Notice: *If the horizontal adjustment does not eliminate the interference, vertical adjustment may be necessary.*



CAUTION

Do not over-tighten vertical adjustment screws. This will cause tight operation and damage to the hinge.

Vertical adjustment

Check for interference between the unit frame and the active panel at the top and bottom of the unit. If there is interference the panel will need to be adjusted up or down. Open door slightly.

To adjust the door up

1. Insert the $\frac{1}{32}$ inch hex wrench in the vertical adjustment screw of the lower hinge (Fig. 4).

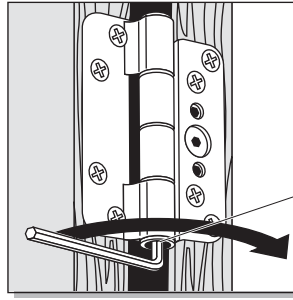


Figure 4

2. Turn the adjustment screw clockwise until clearance is achieved between the panel and frame at bottom of the unit.

3. Close the door to check clearance. Return door to slightly open position.

4. To equalize adjustment, go to the middle hinge, turn the bottom vertical adjustment screw clockwise until the panel begins to move up, then back off $\frac{1}{2}$ turn. Repeat on the upper hinge.

To adjust the door down

1. Insert the $\frac{1}{32}$ inch hex wrench in the vertical adjustment screw of the middle hinge.

2. Turn the screw counterclockwise as far as possible without forcing. Repeat on the lower hinge.

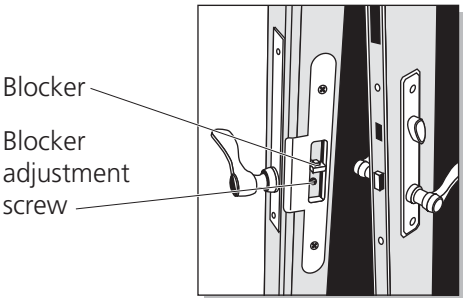
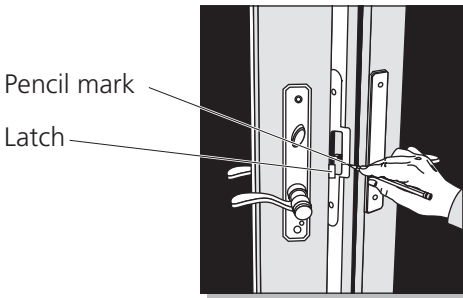
3. On the upper hinge, turn the vertical adjustment screw counterclockwise until clearance is achieved between the panel and frame.

4. When you are finished making adjustments go to the middle hinge and turn the adjustment screw clockwise until the screw is seated, then back the screw out $\frac{1}{4}$ turn.

5. Repeat on the middle and lower hinge.

Adjustments for active/passive or passive/active units only

1. After all hinge adjustments have been made, make a pencil mark where the top of the latch strikes the latch receiver (Fig. 5).
2. Loosen the blocker adjustment screw at bottom of the blocker (Fig. 6).
3. Slide blocker up or down so that the lower surface of the blocker lines up with the pencil mark.
4. Tighten the blocker adjustment screw.
5. Close and lock both panels.



Operating the locking system

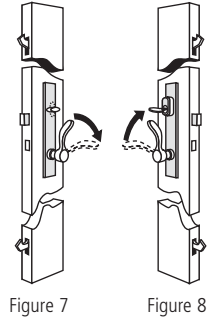
Notice: It is important to keep doors locked when not in use to prevent bowing.

The latch activates automatically as the door is closed. To open the door, push downward on the inside or outside handle (Fig. 7).

The hook bolts may be activated once the active panel is closed by lifting either the inside or outside handle (Fig. 8).

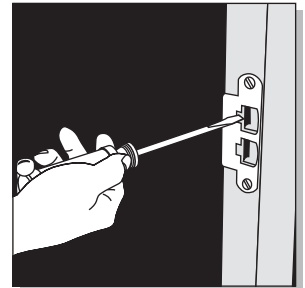
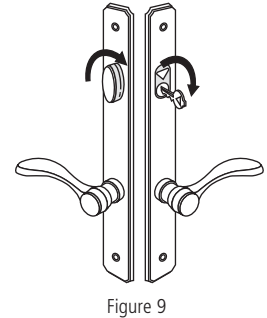
To activate the deadlock, turn the inside latch or use the exterior keyed lock.

Hook bolt locks must be in the locked position before the deadlock can be properly locked (Fig. 9).



Receiver adjustment

If the locking mechanisms of the hook bolts don't stay in position when locking, use a flat-head screwdriver to slightly bend the adjustable tab into the bolt receptacle (Fig. 10).



MAINTAINING YOUR STORM AND SCREEN DOORS

FullView and MidView storm and screen doors

General maintenance



WARNING

Read and follow completely the manufacturer's instructions and product warnings for any product used to clean or enhance the beauty of your storm door. Keep all hazardous materials away from children.



WARNING

Wear gloves, safety glasses, goggles, or eye shields when handling glass. If broken, glass could fragment and cause injury.

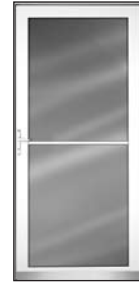


CAUTION

- Damage to your door may result if you use harsh abrasives or products that contain chlorine.
- Use abrasives with extreme caution. Abrasives that are coarse or require that pressure be applied may dull or irreparably damage door's finish.



Typical FullView Storm Door



FullView TruEase® Storm Door



Typical MidView Storm Door

To maintain the appearance of your FullView or MidView storm door, wash with a mild solution of soap and water twice a year. You may also apply a car wax every one to two years.

Glass – Storm door glass may be cleaned with any household glass cleaner.

Plastic parts – Clean plastic door components with a mild solution of soap and water and gently rubbing the affected area.

Aluminum parts – Aluminum parts on the door may be cleaned with a mild solution of soap and water by gently rubbing the affected area.

If soap and water are not effective, try using mineral spirits. Mineral spirits will remove many items such as glue residue and will not harm the paint. You may also use a mild abrasive with light pressure.

Brass sweep – The finished brass sweep at the bottom of your storm door may be cleaned with a mild solution of soap and water.



CAUTION

Damage may result if products that contain chlorine are used to clean brass. Always read and follow product manufacturer's instructions and warnings.

FullView handles (brass and nickel) –

FullView storm door handles naturally hold their appearance, changing very little over time. The High-Performance coating on the bright brass FullView storm door handles protects the brass finish from atmospheric agents and normal wear. Simply wipe your FullView storm door hardware with a clean, soft, wet or dry cloth to maintain its beauty and luster. Do not use harsh abrasives or any product that contains chlorine to clean your hardware. Using such materials may damage the finish of the hardware.

MidView handles – Midview style storm door brass handles are coated with a clear urethane finish, which protects the brass from tarnishing. Climate, location, and exposure to corrosive environments such as industrial areas, pesticides, herbicides, or salts are contributing factors to your ability to maintain the beauty and luster of the brass finish.

Wash brass handles with a mild detergent and a soft cloth. Avoid abrasive cleaners, cloths, or brushes. Apply a non-abrasive paste wax (S.C. Johnson or Turtle Wax® brands) following manufacturers' directions to protect and restore the brass hardware's luster. **DO NOT** apply harsh chemicals and cleaners such as hydrogen chloride, sodium hyperchlorite, and hydroxyacetic sulfanacide to any brass hardware or clear coat damage could occur.

Staining and/or painting storm doors



WARNING

Apply paint and use solvents in a well ventilated area to help prevent nausea, irritation, or injury.

Your MidView and/or Fullview storm door comes pre-finished and no additional finish is necessary. We do not recommend you paint or stain your storm door.

Renewal by Andersen assumes no responsibility for any damage to the door caused by painting or staining.

Interchanging glass and insect screen on FullView doors



WARNING

Wear gloves, safety glasses, goggles, or eye shields when handling glass. If broken, glass could fragment and cause injury.

1. Unscrew the interior brass thumbscrews holding the glass or insect screen panel in place.
2. Carefully remove the panel and set it in a safe place. Install the other panel and reinstall and tighten the brass thumb screws to hold the panel in place.

TruEase® door tilting and cleaning

WARNING

Wear gloves, safety glasses, goggles, or eye shields when handling glass. If broken, glass could fragment and cause injury.

WARNING

Make sure window latches are fully engaged in tracks before releasing. Failure to do so can cause window to fall and may lead to injury or product damage.

1. Turn Flipaway handle up so it is out of the way (Fig. 1).

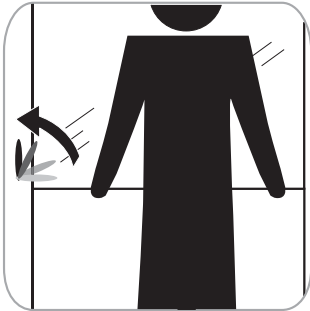


Figure 1

2. Unlock window lock at center of bottom window and raise bottom window approximately three (3) feet from bottom of door. Slide window latches towards center of window (Fig. 2).



Figure 2

3. Tilt bottom window inward. Hold window firmly until supported on a chair or object at 90° angle (parallel to the floor) (Fig. 3).



Figure 3

4. Lower top window down and slide window latches towards center of the window (Fig. 4).



Figure 4

5. Tilt top window inward. Hold securely and wash exterior of window (Fig. 5).



Figure 5

6. After washing, tilt top window back into frame. Make sure latches are engaged in frame. Repeat for bottom window (Fig. 6).



Figure 6

C. Test door (open it, then let it close) after each adjustment of the screw, and then adjust screw further (if needed) until desired speed is achieved.

4. (Optional) If more closing power is required, attach door bracket to the inner hole of the closer.

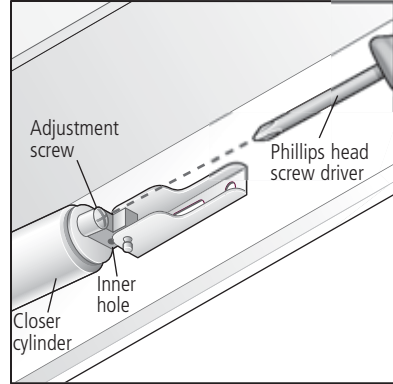


Figure 7

Adjusting the closer(s)

Two (2) closers:

1. Unhook top closer by removing pin that attaches it to the door bracket.
2. Follow steps below for “one (1) closer”.
3. Reattach top closer.
4. Unhook bottom closer by removing the pin that attaches it to the door bracket.
5. Follow steps below for “one (1) closer”.
6. Reattach bottom closer.

One (1) closer:

1. Locate adjustment screw on the end of closer that attaches to the door frame.
2. Open the door, and let it close to note current closing speed.
3. Use Phillips head screwdriver to adjust closer to desired speed (Fig.7).
 - A. For faster closing speed, turn adjustment screw to the left (counterclockwise) (Fig.8).
 - B. For slower closing speed, turn adjustment screw to the right (clockwise) (Fig.8).

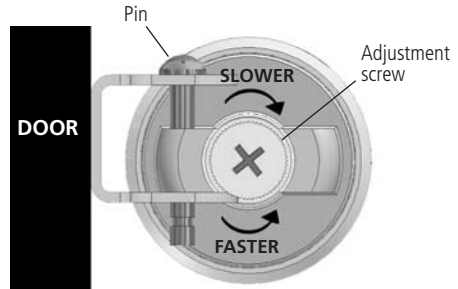


Figure 8
End view of closer

LIMITED WARRANTY FOR RENEWAL BY ANDERSEN® PRODUCTS AND INSTALLATION

Your Renewal by Andersen® products are warranted under a fully transferable limited warranty covering parts, labor, and original installation services as follows:

Twenty (20) Year Limited Warranty For Glass

The insulating glass in Renewal by Andersen® window sash and door panels is warranted to be free from defects in manufacturing, materials and workmanship for twenty (20) years from the original installation date. Insulating glass is warranted not to develop, under normal use and conditions, any material obstruction of vision resulting from manufacturing defects or as a result of premature failure of the glass or organic seal. Slight glass curvature and minor scratches or other imperfections in the glass that do not impair structural rigidity or significantly obscure normal vision are not covered by this Limited Warranty.

If your Renewal by Andersen window sash or door panel glass is found to be defective, we may elect to either repair or replace the defective sash or door panel, at no cost to you. Such repairs and replacement parts are warranted for the remainder of the original warranty period.

Two (2) Year Limited Warranty On Installation

Installation of your Renewal by Andersen window or door products by an authorized installer is warranted for a period of two (2) years from the date of original installation. During this period, should your

Renewal by Andersen window or door fail to perform according to our specifications due to improper original installation, we will bring the workmanship up to our professional standards, at no cost to you.

This Limited Warranty on installation does not extend to labor/services performed by anyone other than the original authorized installer, nor to the installation or repair of any finishing or other materials that have been applied to or adjacent to the product after the initial installation

Ten (10) Year Limited Warranty For Components Other Than Glass

The frame and sash members of your Renewal by Andersen window are constructed of Fibrex® material. All Fibrex material components of your Renewal by Andersen products are warranted not to flake, rust, blister, peel, crack, pit, corrode, or rot, under normal use, for ten (10) years from the original installation date.

The non-glass components of your Renewal by Andersen windows and doors are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the original installation date. This includes, but may not be limited to, components such as locks, lifts, balance systems, hinges, handles, insect screens, weatherstripping, High-Performance™ finishes on bright-brass FullView storm door handles and bright-brass or satin nickel Andersen® door hardware. This excludes, however, storm door locksets, closers, and sweeps, which are warranted to be free from defects in manufacturing, materials, and workmanship for one (1) year from the date of

original installation. Also excluded is the brass finish on the sweeps and handles for MidView style storm doors, which are warranted to keep their genuine-brass finish for one (1) year from the date of original installation. During the warranty period, we may elect to either repair or replace any defective Renewal by Andersen products or components for you, at no cost. Such repairs and replacement parts are warranted for the remainder of the original warranty period.

The following sections provide an itemization of conditions and events not covered by this Limited Warranty, and an explanation of how to obtain help under this Limited Warranty.

General Conditions and Exclusions

The limited warranties set forth in this document are the only express warranties (whether written or oral) applicable to your Renewal by Andersen windows and doors, and no one is authorized to modify or expand these written warranties. All warranty claims must be made during the applicable warranty period.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE WILL EXPIRE WITH THE TIME LIMITS OF THE LIMITED WARRANTY TERMS SET FORTH ABOVE. RENEWAL BY ANDERSEN EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT(S), COMPONENT(S), OR INSTALLATION.



LIMITED WARRANTY
20/2/10 YEARS
GLASS, INSTALLATION,
FRAME & HARDWARE
FULLY TRANSFERABLE

Some states do not allow the exclusion or limitation of incidental or consequential damages, or of how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This Limited Warranty is only applicable in the U.S.A. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state. See your Renewal by Andersen® representative for warranty coverage of Renewal by Andersen products purchased or installed outside of the U.S.A.

What is Not Covered by This Limited Warranty

Some things are not covered by this Limited Warranty such as: damage caused by improper use or maintenance, normal wear and tear, accident, abuse or neglect, acts of God, any painting or staining not performed in accordance with Renewal by Andersen painting or staining guidelines, caulking, except within the installation coverage period; tarnishing or corrosion to hardware finishes except as specifically noted above in this Limited Warranty;

fading of colored products due to normal weathering exposure; damage caused by others (e.g., brickwash, use of razor blades, use of sealants, sanding or improper washing); damage due to exposure to conditions beyond published performance specifications; damage to the products caused by water infiltration other than as a result of a defective product or glass; damage due to condensation; damage caused by airborne pollutants such as salt or acid rain; damage caused to the products by use of corrosive cleaning agents or exposure to harsh chemicals; damage caused to the products as a result of settling or structural failure

of the structure in which the products are installed; damage as a result of any unauthorized modifications to the products performed after initial installation (e.g., glass tinting, security systems, insulated window coverings, etc.); slight glass curvature and minor scratches or other imperfections in the glass that do not impair structural rigidity or significantly obscure normal vision; or minor warpage of wood and clad wood doors. Andersen does not warrant the performance of the low-maintenance exterior glass coating on products with High-Performance™ Low-E4™ glass. Performance will vary depending on environmental conditions. Andersen may defer actions on any claim for warpage for a period of up to twelve (12) months from the date of the claim in order to permit conditioning and equalization to humidity and temperature conditions. Installation services by other than authorized Renewal by Andersen installers are not covered.

Special glazings, electric window operators, brass hardware finishes, and Andersen® art glass or decorative glass are not covered under this Limited Warranty. Renewal by Andersen painting and staining instructions are available from your Renewal by Andersen sales representative. All warranties are void if the Renewal by Andersen window or door unit is removed from the structure in which it was originally installed by anyone other than an authorized Renewal by Andersen installer. Also excluded from this Limited Warranty are labor/services and materials to paint or stain any repaired or replaced product, component, trim, finishing or other materials applied to or adjacent to the products, or other carpentry work that may be required. Applicable taxes are also excluded.

How to Get Help

To obtain help under this Limited Warranty, contact your sales representative or the nearest Renewal by Andersen® showroom or call our *Warranty Service Line at 1-800-441-1109*. We will contact you to investigate your claim within approximately two weeks after notification, and arrange for appropriate action.

When you call please:

- (a) identify the Renewal by Andersen product or glass that is involved;
- (b) provide the serial number of the affected product (e.g., located on a label affixed to the top or side of the window frame);
- (c) completely describe the problem you have experienced;
- (d) completely describe any attempts that have been made to correct the problem; and
- (e) provide the address where the defective product or glass can be inspected, and your phone number so that we can contact you.

If we are contacted by you within the applicable Limited Warranty period, we will provide the warranted remedies at no charge to you. If your products are beyond the coverage period of this Limited Warranty or if your repairs are not covered by this Limited Warranty, our Renewal by Andersen service representatives can provide repairs, replacement parts or routine maintenance services, should you desire, at a reasonable charge. When warranty coverage is unclear, Renewal by Andersen may charge an inspection fee for any on-site product inspections. If the inspector determines the Renewal by Andersen product has a defect covered by this Limited Warranty, the inspection fee will be waived.

*Thank you for choosing
Renewal by Andersen®*



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