



WINDOWS • DOORS
Andersen[®]

Caring For
Your Andersen[®]
100 Series
Windows
and Doors

WINDOWS • DOORS
Andersen[®] 

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We're confident your new Andersen® 100 Series windows and patio 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 have made Andersen® products the choice of homeowners, builders, and architects for years.

This booklet shows you how to keep your 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 nearest Andersen dealer. You may also call our Warranty Service Line at 1-888-888-7020, visit our website at www.andersenwindows.com, or write to:

Andersen Windows
100 Fourth Avenue North
Bayport, MN 55003-1096

WARNING

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 an Andersen dealer and ask for our free booklet, "LookOut For Kids."

* See the limited warranty for details.



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* See the limited warranty for details.

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Proper care and maintenance of your Andersen® 100 Series windows and patio doors will help provide 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.

 **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 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**

Use caution when working at elevated heights and around unit openings. Follow manufacturers’ instructions for ladders and/or scaffolding. Failure to do so may result in injury or death.

ROUTINE MAINTENANCE

- Clean out dirt and debris from sills and tracks to keep your windows and doors opening and closing easily.
- Clean the frame and sash 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 clean 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 gliding windows, casement or awning windows, and 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.

PRODUCT MODIFICATIONS

You may notice that your 100 Series windows and doors look and feel different from any other windows and doors. That's because the window framing and sash are made of Fibrex® material, a unique structural composite of wood fibers and thermoplastic polymer. Fibrex material has an attractive low-luster finish and is virtually maintenance-free.

Please consult with an Andersen dealer 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 fragmentations.

If the glass is broken on an operating window sash, the sash must be replaced. If the glass in a fixed sash or a picture window is broken, the glass must be replaced. To order and schedule a new sash installation, call Andersen Customer Service and give them the product identification number printed on your window. See the appropriate window style section for location of this number.

HARDWARE

Climate, location, and exposure to corrosive environments and elements 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.

WARNING

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

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

CORROSION-RESISTANT HARDWARE

Andersen offers hardware for 100 Series casement and awning windows that is specially designed to resist corrosion* in environments such as seacoasts and heavy-industrial areas. If you are interested in this option, contact your Andersen dealer for information.

* See the limited warranty for details.

UNDERSTANDING CONDENSATION

The moisture that suddenly appears on the interior or exterior of window and patio door glass in cold weather 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 clothes dryers, all gas appliances, 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 an interior insect screen, removing the insect screen in the winter months when the window is not typically being operated may reduce condensation behind the insect 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 Andersen dealer and ask for our free booklet, “A Guide to Understanding Condensation”, or contact the following resources:

National Fenestration Ratings Council (NFRC)

6305 Ivy Lane, Suite 140
Greenbelt, MD 20770
(301) 589-1776
www.nfrc.org

Energy and Environmental Building Association (EEBA)

6520 Edenvale Boulevard, Suite 112
Eden Prairie, MN 55346
(952) 881-1098
www.eeba.org

PAINTING GUIDELINES FOR FIBREX® MATERIAL FRAMES

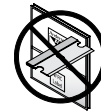
WARNING

Use caution when working at elevated heights and around unit openings. Follow manufacturers' instructions for ladders and/or scaffolding. Failure to do so may result in injury or death.

WARNING

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



Metal razor blades can damage glass surface

Your new windows are manufactured with Fibrex® material frames with a low-luster Perma-Shield® cladding. 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 weatherstripping, 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.
- **READ AND FOLLOW** all finishing product instructions and warnings on finishing material.



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 Andersen representative.
- Do not use ketones (MEK, MIBK) or xylene as a surface conditioner for cleaning the Fibrex® material surface.

Painting steps

- 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.



WARNING

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 quality, fast-drying 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.

CASEMENT WINDOWS

WARNING

Do not leave casement windows open in high winds. Sash blow out may occur in extreme conditions resulting in injury and/or product damage.

WARNING

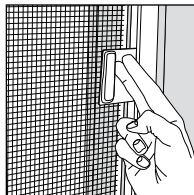
Do not permanently remove handles. They must be in place and tightened to allow egress in case of an emergency.

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 or TruScene® insect screen. To remove, unlock the sliding fasteners 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.

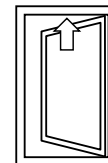
Notice: Windows with egress hinges and very wide windows (30-40 inches) may exceed your reach and may need to be washed from the exterior.

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



Repair or replacement

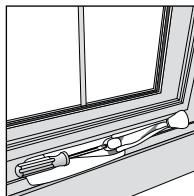
For product repair or replacement, simply call your local Andersen dealer and give them the product identification number printed on the window's identification label. The label on a casement is located on the head jamb; open the sash to view the label.



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 an Andersen dealer, call our national service number located on the window's identification label or visit www.andersenwindows.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 and shaft connections.



Painting

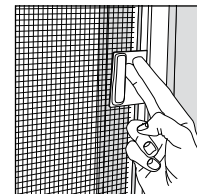
Before painting your casement window, thoroughly read and follow all general painting instructions and recommendations (see pages 6 and 7). Failure to do so may result in poor appearance or damage to your windows.

DO NOT paint weatherstripping, keeper, sash lock, lock rod, exterior glazing, hinges, operator handle, insect screens, or any surface that has sliding contact with other parts.

AWNING WINDOWS

Removing the insect screen

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

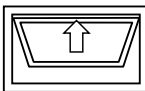
Painting

Before painting your awning window, thoroughly read and follow all general painting instructions for cautions and recommendations (see pages 6 and 7). Failure to do so may result in poor appearance or damage to your windows.

DO NOT paint weatherstripping, keeper, sash lock, lock rod, exterior glazing, hinges, operator handle, insect screens, or any surface that has sliding contact with other parts.

Repair or replacement

For product repair or replacement, simply call your local Andersen dealer and give them the 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 Andersen dealer, call our national service number located on the window's identification label or visit www.andersenwindows.com.

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

SINGLE-HUNG WINDOWS

Removing the insect screen

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

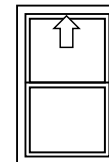
To remove insect screen, fully open the bottom sash. Pull up on the loops located at the lower corners of the insect screen, push the insect screen out to clear the sill, and remove from the channel in the upper sash. Grip the insect screen tightly to avoid dropping it to the ground outside. Turn it slightly and bring inside. To reinstall, reverse the procedure. Make sure the insect screen is positioned within the screen channel in the lower sash of the window.

Washing the window

The exterior on 100 Series single-hung windows must be washed from the outside.

Repair or replacement

For product repair or replacement, simply call your local Andersen dealer and give them the product identification number printed on the window's identification label. The label on a single-hung window is located on the head jamb at the top of the window.



If you are unable to contact an Andersen dealer, call our national service number located on the window's identification label or visit www.andersenwindows.com.

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

Painting

Before painting your single-hung window, thoroughly read and follow all general painting instructions for cautions and recommendations (see pages 6 and 7). Failure to do so may result in poor appearance or damage to your windows.

DO NOT paint jamb liner, weatherstripping, keeper, sash lock, insect screens, or any surface that has sliding contact with other parts.

GLIDING WINDOWS

Removing the insect screen

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

To remove the insect screen, grasp the loops located on the upper and lower corners of the insect screen nearest the side jamb, and pull toward the meeting stile. Push the insect screen outward to clear the side jamb and remove from the channel in the meeting stile. Grip the insect screen tightly to avoid dropping it to the ground outside. Turn it slightly and bring inside. To reinstall, reverse the procedure.

Washing the window

WARNING

Windows and doors can be heavy. Use safe lifting techniques and a reasonable number of people with enough strength to lift, carry and install window and door products to avoid injury and/or product damage.

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.

The operating sash on the gliding window can be removed and brought inside for easy cleaning of the exterior. Simply move the operating sash to the center of the opening and proceed with the following steps.

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



The exterior of the fixed sash can be cleaned as shown above. For large gliding windows or for gliding/picture window combinations, we recommend cleaning from the outside.

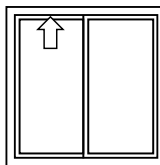
Painting

Before painting your gliding window, thoroughly read and follow all general painting instructions and recommendations (see pages 6 and 7). Failure to do so may result in poor appearance or damage to your windows.

DO NOT paint weatherstripping, lock keeper, sash lock, tracks, insect screens, or any surface that has sliding contact with other parts.

Repair or replacement

For product repair or replacement, simply call your local Andersen dealer and give them the product identification number printed on the window's identification label. The label on a gliding window is located on the head jamb.



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

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.

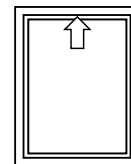
Painting

Before painting your picture window, thoroughly read and follow all general painting instructions and recommendations (see pages 6 and 7). Failure to do so may result in poor appearance or damage to your windows.

All Fibrex® material surfaces on your picture (fixed) window may be painted.

Repair or replacement

For product repair or replacement, simply call your local Andersen dealer and give them the product identification number printed on the window's identification label. The label on a picture window is located on the head jamb.



Please call your local Andersen dealer for assistance. If you are unable to contact a local Andersen dealer, call our national service number or visit www.andersenwindows.com.

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

PAINTING GUIDELINES FOR PATIO DOORS

- **DO NOT** paint the weatherstripping, gaskets, factory-applied exterior silicone bead or any surface that has sliding contact with another surface.
- **DO NOT** allow painted surfaces to come in contact with other surfaces until thoroughly dry.
- **READ AND FOLLOW** all finishing product instructions and warnings on finishing material.



CAUTION

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

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

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

Painting

Before painting your Andersen® 100 Series patio door, thoroughly read and follow all general painting instructions for cautions and recommendations (see pages 6 and 7). Failure to do so may result in poor appearance or damage to your door.

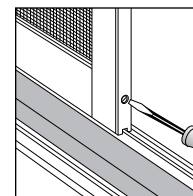
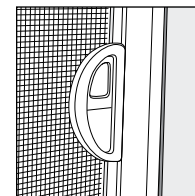
The side jambs, head jamb, and panels of your 100 Series patio door may be painted. We recommend that the sill not be painted.

REMOVING THE INSECT SCREEN

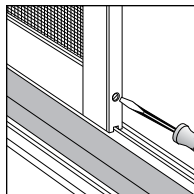
Your Perma-Clean® insect screen features adjustable rollers on top and rollers on the bottom.

The insect screen locking mechanism is located on the side jamb of the patio door.

To remove the insect screen, lower the insect screen by turning the adjustment screw located on the bottom corners of each side of the insect screen. Lift the insect screen and pull out at the bottom. To reinstall, reverse the procedure.



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.

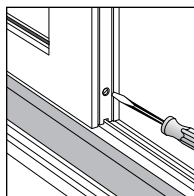


PANEL ADJUSTMENTS

WARNING

Adjustment hole caps are small parts and, if swallowed, could pose a choking hazard to young children. Remove and dispose of any loose or easily removed adjustment hole caps.

If the panel operates stiffly, it may be dragging slightly because the patio door is out of adjustment. To adjust it, remove the adjustment hole caps located on the ends of the bottom rail of the door, insert a flat-head 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. Replace the adjustment hole caps when the adjustment is complete.



Check and adjust lock alignment on 2-panel patio doors

Close operating panel and move 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.

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

LIMITED WARRANTY FOR 100 SERIES PRODUCTS

Your 100 Series products are warranted under a fully transferable limited warranty covering parts, labor, and original installation services as follows:

About our limited warranty

Our limited warranty is not prorated. It gives you the same coverage day after day, year after year, for as long as the warranty is in force. It's fully transferable, so it can add real value when you decide to sell your home or building.

What this means to you

If, due to conditions outlined within the following limited warranty, your Andersen window or door does not meet manufacturing, materials, or workmanship specifications during the warranty period, we will bring it up to our quality standards.

Your responsibility

Even though Andersen products are of superior quality, this limited warranty applies only if the Andersen product has been properly installed, used, and maintained.

Andersen® 100 Series window and door units are warranted to be free from defects in manufacturing, materials, and workmanship for ten (10) years from the date of purchase from the retailer/dealer. The glass is also warranted not to develop, under normal conditions, any material obstruction of vision resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for ten (10) years from the date of purchase from the retailer/dealer.

In the event a component fails as a result of a defect in manufacturing, materials, or workmanship within the limited warranty period, Andersen, at its option, will: (1) provide replacement parts to the Andersen retailer/dealer you specify—installation labor is not included; or (2) provide a factory-authorized repair to the existing component at no cost to you; or (3) refund the original purchase price or retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

General conditions and exclusions

The limited warranty set forth in this document is the only express warranty (whether written or oral) applicable to Andersen 100 Series windows and doors, and no one is authorized to modify or expand this limited warranty. All warranty claims must be made during the applicable warranty period.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM OF THE 10 YEAR LIMITED WARRANTY. ANDERSEN EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

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

This limited warranty is only applicable in the U.S.A. (i.e. the 50 states and the District of Columbia). This limited warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

What is not covered by this limited warranty

Product failure or damage due to improper installation or modification including:

- Adjustments or corrections due to improper installation
- Failures due to product modifications or glass shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated coverings, etc.)
- Units improperly assembled or improperly mulled by others
- Failure due to the application of non-Andersen hardware (e.g., locksets, trim sets, hinges, panic hardware, closers, etc.)
- Failure to properly install Andersen hardware

Damage caused by the following:

- Improper maintenance or use, including use of a non-commercial door as a main entrance or exit door for a building other than a single-family residential unit

- Exposure to conditions beyond published performance specifications
- Water infiltration other than as a result of a defect in manufacturing, materials, or workmanship
- Condensation
- Using brickwash, razor blades, or sealants
- Sanding or improper washing
- Chemicals or airborne pollutants, such as salt or acid rain
- Delivery by others
- Accidents
- Acts of God
- Normal wear and tear

Additional items excluded from this limited warranty:

- Labor to replace sash or door panels, glass, or other components
- Labor and other costs related to the removal and disposal of defective product
- Labor and materials to paint or stain any repaired or replaced product, component, trim, or other carpentry work that may be required
- Products not manufactured by Andersen
- Slight glass curvature, minor scratches, or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision
- Tarnish or corrosion to hardware finishes
- Service trips to provide instruction on product use
- Applicable taxes and freight
- Removal and re-installation of a previously installed Andersen product into a different structure
- Replacement parts for products outside the applicable warranty period
- Glass that is not factory-applied by Andersen
- All other Andersen window and door products, Andersen storm doors, and Renewal® by Andersen products have their own limited warranties and are not covered by this limited warranty.

For information on warranty coverage for Andersen® products other than 100 Series windows and doors, please refer to the specific limited warranties for those products. They are available from your Andersen dealer or at www.andersenwindows.com/warranty

How to register your limited warranty

Andersen offers quick, easy warranty registration on our website. Just go to www.andersenwindows.com/warranty and submit your warranty information online. By registering, you will expedite any warranty service you may have in the future. In addition, you can receive product information updates, safety notices and special offers regarding new products, as well as information regarding enhancements for the windows and doors you've registered.

All warranty information is treated as highly confidential and will never be sold or traded to any person or organization outside of Andersen Corporation and the Andersen Dealer Network.

How to get help

For further information or to make a claim within this limited warranty period, please contact the Andersen retailer/dealer who supplied you with your Andersen® product. If unavailable or unknown to you, you may contact us at:

**Andersen Windows, Inc.
Andersen Service Center
100 Fourth Avenue North
Bayport, MN 55003-1096**

You may also contact us using the Customer Care section of our website at www.andersenwindows.com or reach us by phone at 1-888-888-7020.

You can help us serve you faster by collecting and including the following important information:

- Description of the product such as the exterior color, unit size or inside visible glass measurements
- Product ID label information
- Description of product concerns
- Documentation of the purchase date, if available
- Your name, address (with zip code) where the product is installed and telephone numbers

If the limited warranty period has expired or for repairs not covered by warranty, many replacement parts are available for purchase. When warranty coverage is unclear, Andersen may charge an inspection fee for any on-site product inspection. If the inspector determines the Andersen® product has a defect covered by this limited warranty, the inspection fee will be waived.

For specific warranty information outside the United States, please contact your local distributor or write to:

**Andersen Corporation
International Division
100 Fourth Avenue North
Bayport, MN 55003-1096 USA**

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