



RENEWAL
by **ANDERSEN**

FULL-SERVICE WINDOW & DOOR REPLACEMENT

CARE & MAINTENANCE

This guide supports windows
and patio doors installed by
Renewal by Andersen.

The Better Way to a Better Window[®]

GREETINGS

We'd like to thank you for choosing Renewal by Andersen as your window upgrade specialist. It's been our pleasure to be here with you every step of the way. We hope your new windows are everything you wanted them to be—and more!

A Warm, Well-lit Welcome

Renewal by Andersen® Acclaim™ windows will bring light into your life for many years and require minimal maintenance compared to standard products available on the market. However, there are a few tips and tricks that will help extend the life of your windows. In addition, we've included guidance on painting and staining, information on replacement, and answers to common questions our customers may have. Our hope is that this guide will help you get the most out of your new windows and provide the peace of mind that comes with knowing you've made the right choice.

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We Stand Behind Our Products and Services.



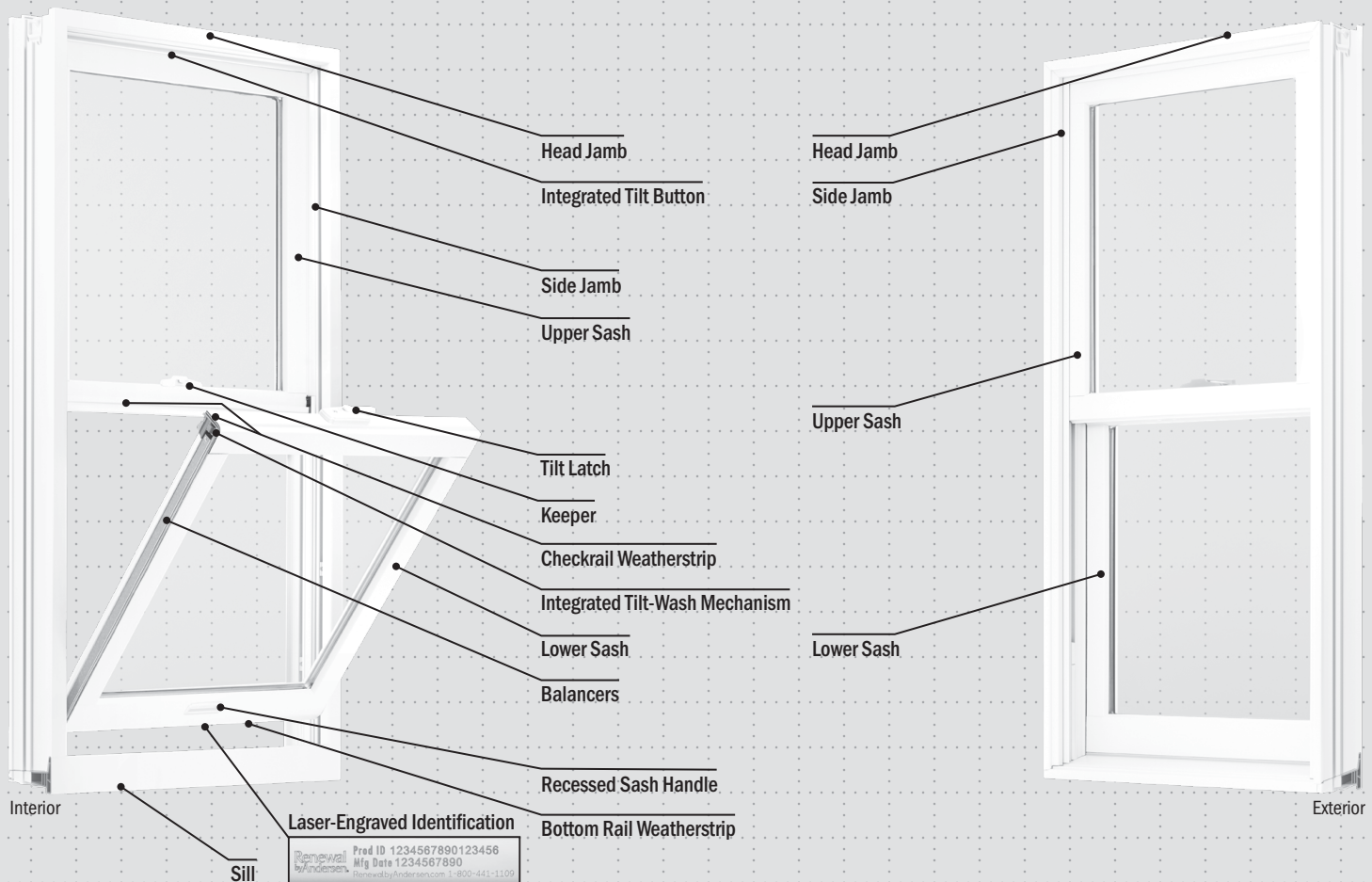
We offer one of the strongest limited warranties of any window and door manufacturer, and it is fully transferable should you sell your home.¹

If you have any additional questions about the limited warranty or how to care for your windows, please don't hesitate to contact your local Renewal by Andersen sales representative or our Warranty Service Line at 800-441-1109.

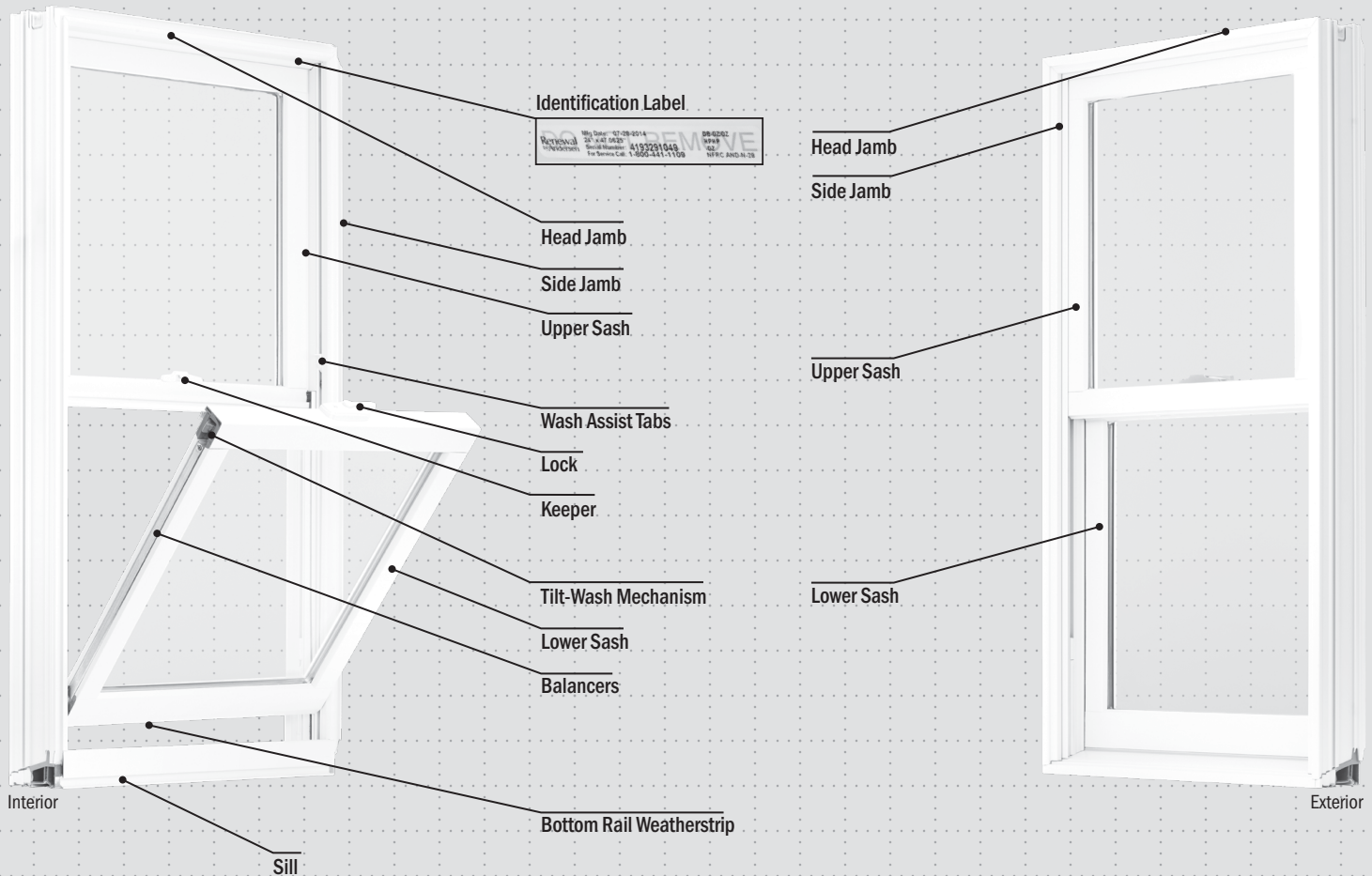
[†]It is the only warranty among top selling window companies that meets all of the following requirements: easy to understand terms, unrestricted transferability, installation coverage, labor coverage, geographically unrestricted, coverage for exterior color, insect screens and hardware, and no maintenance requirement. Visit renewalbyandersen.com/nationsbest for details.

¹See Renewal by Andersen® Products and Installation Transferable Limited Warranties for details.

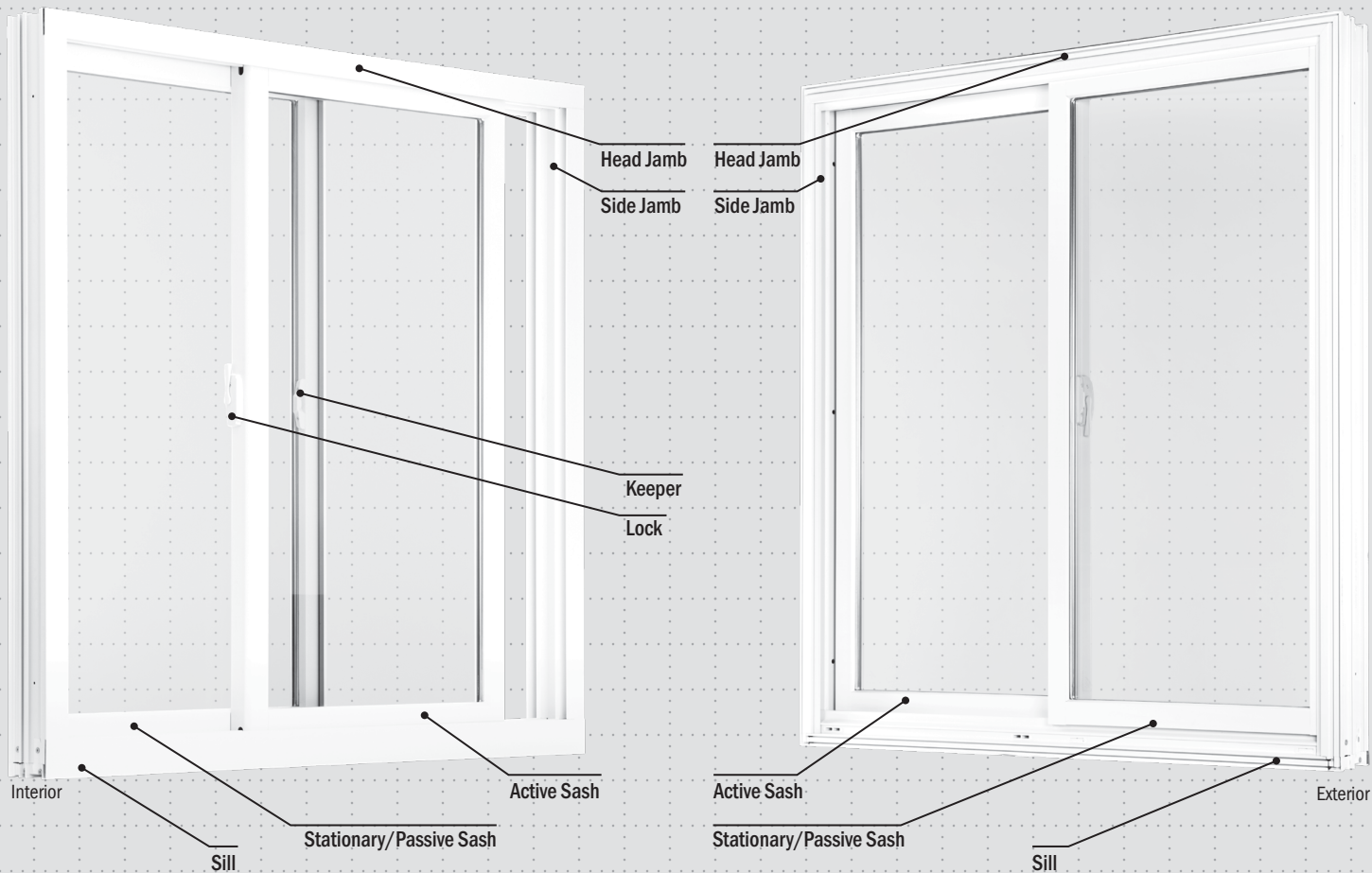
Double-Hung DG WINDOWS



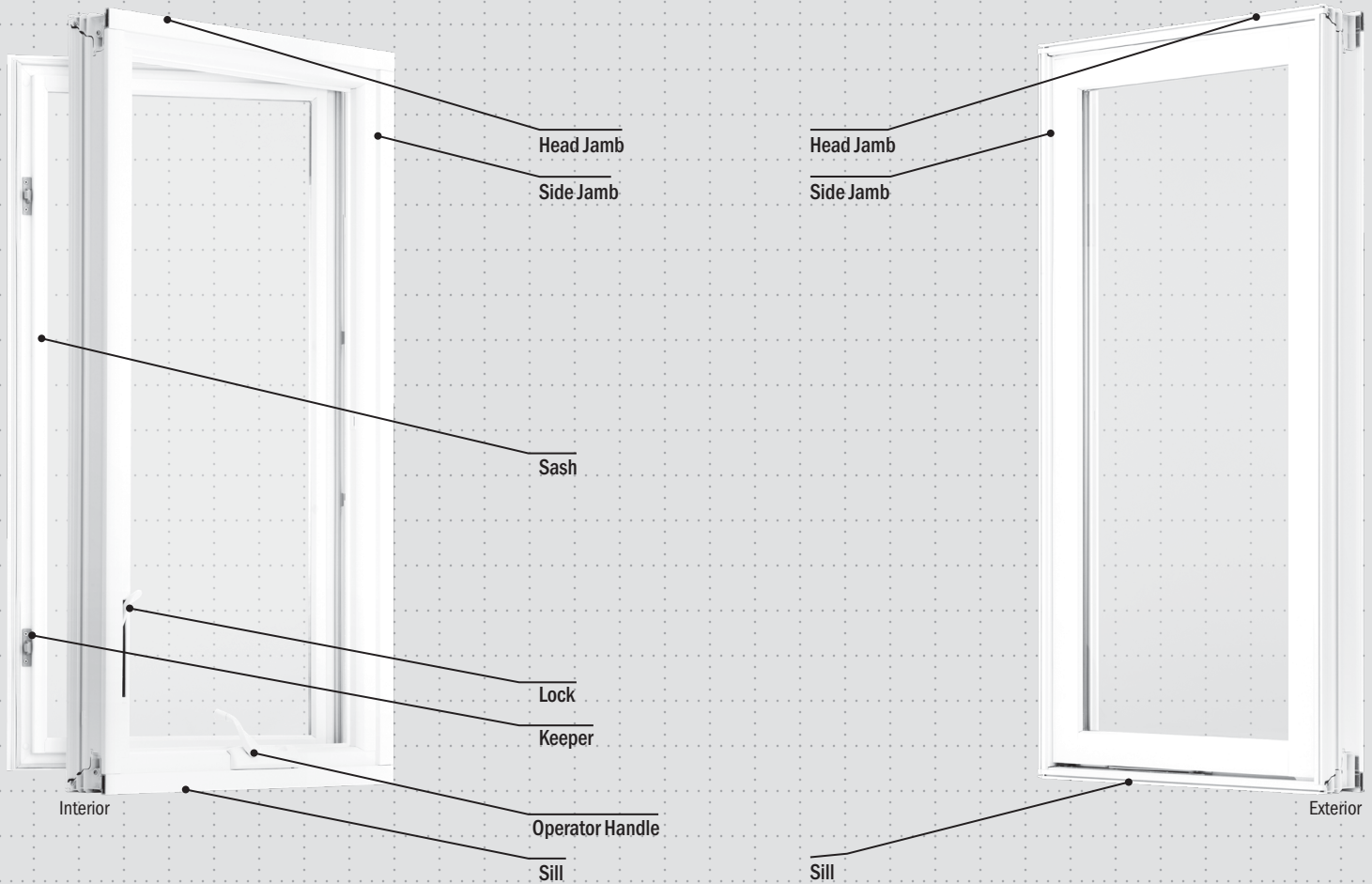
Double-Hung DB WINDOWS



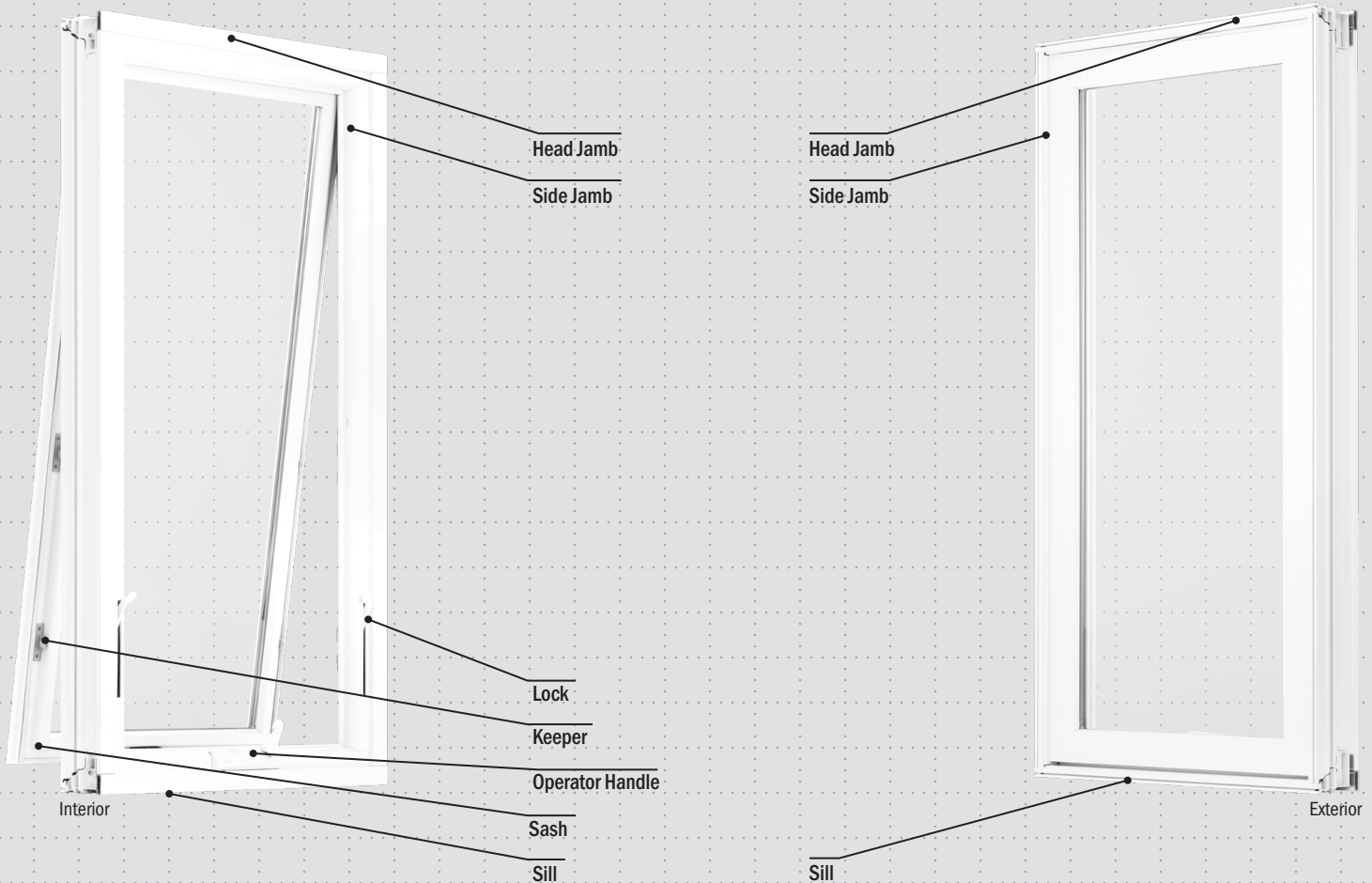
Gliding WINDOWS



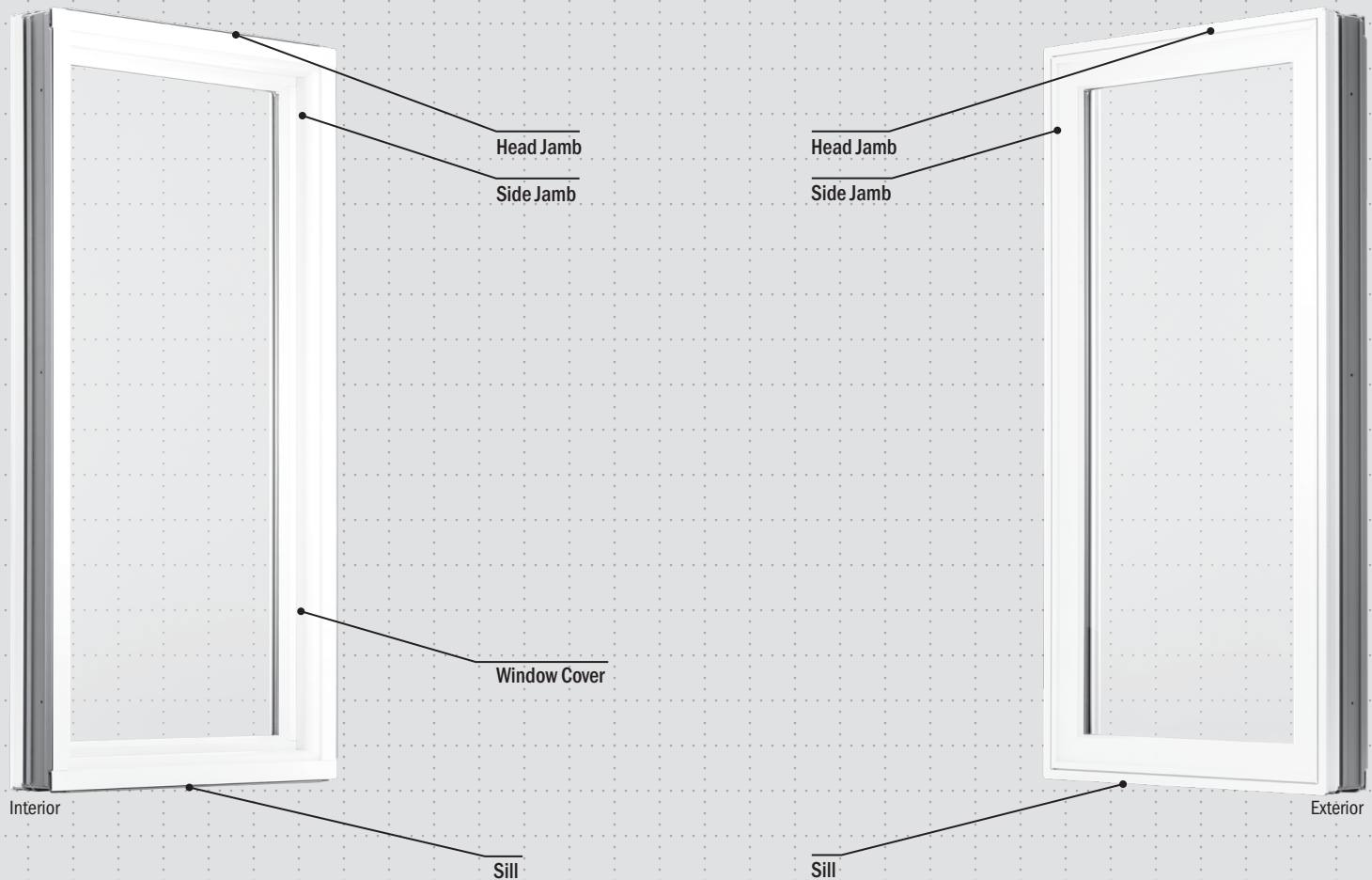
Casement WINDOWS



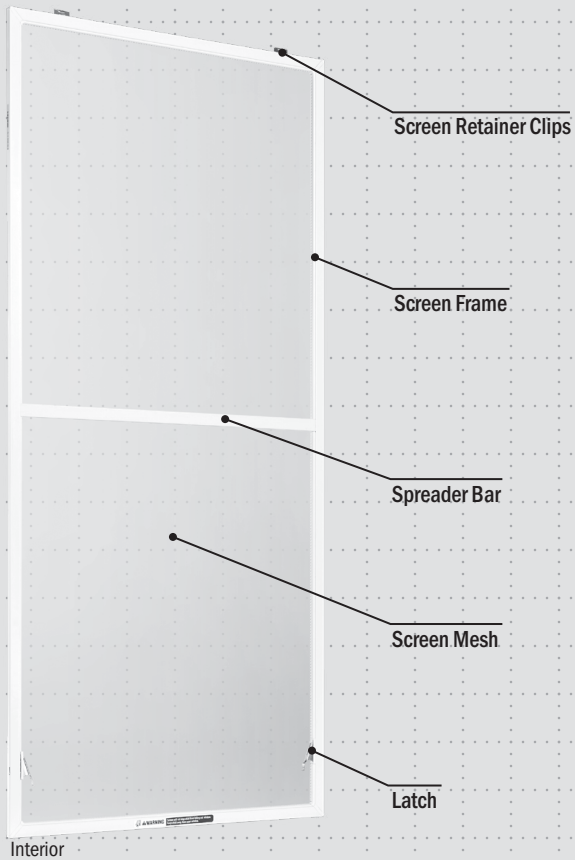
Awning WINDOWS



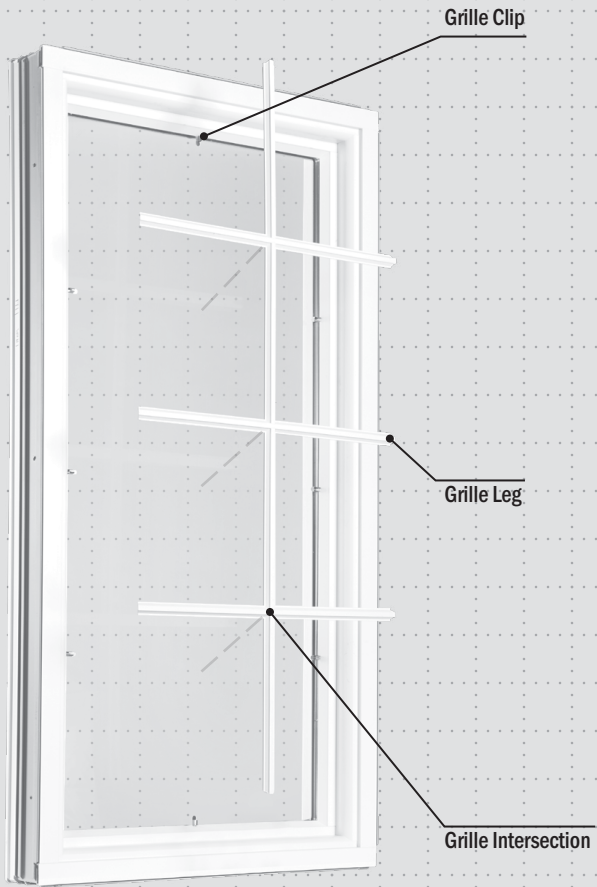
Picture and Specialty WINDOWS



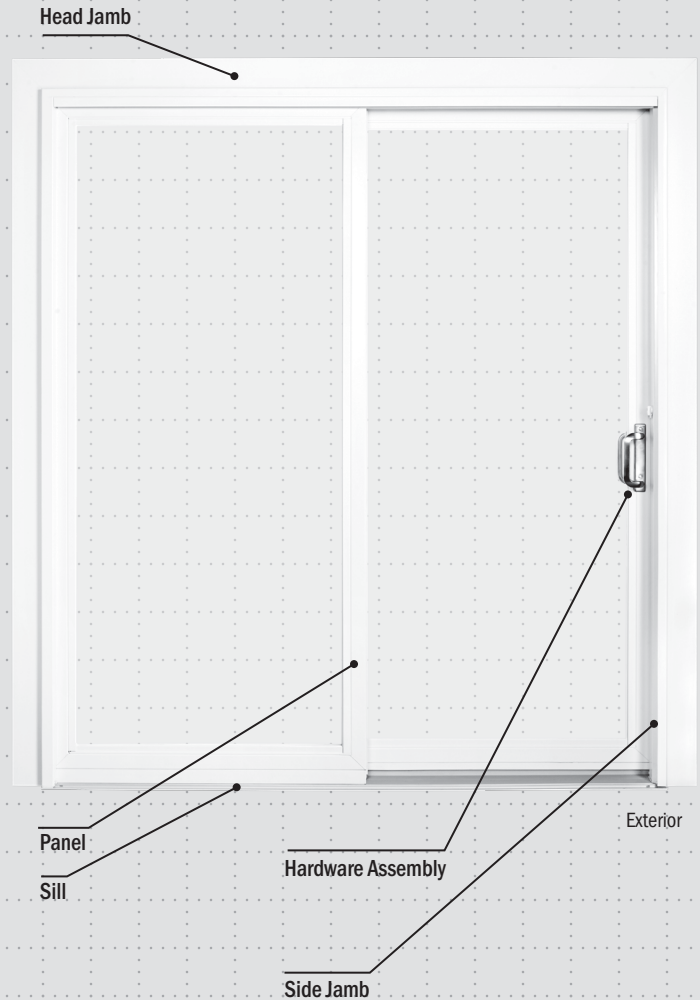
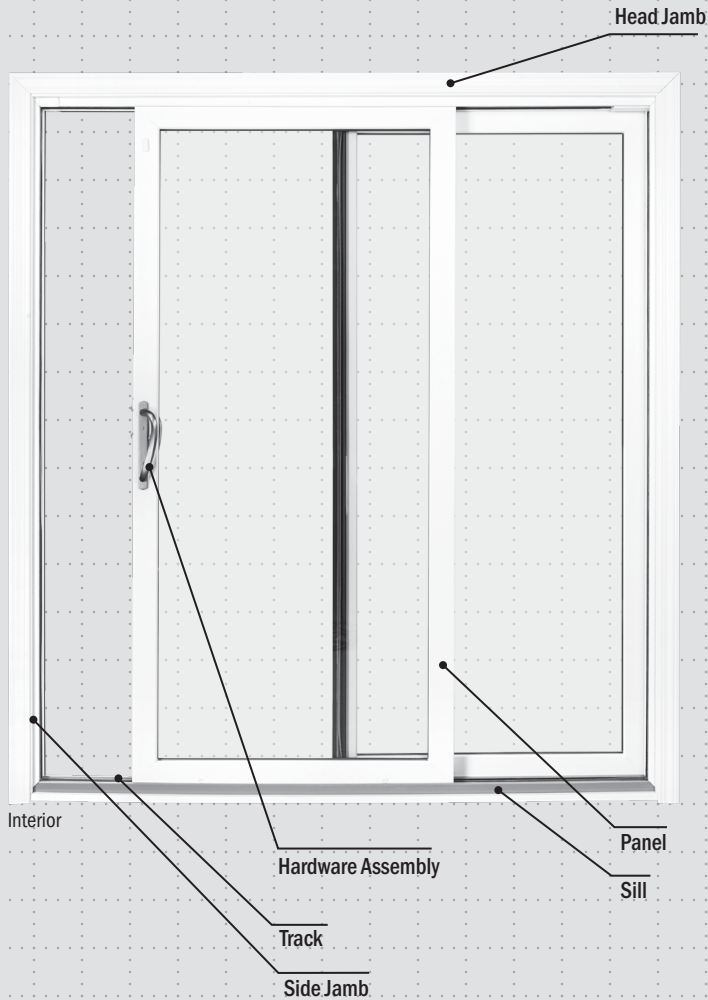
Insect Screens



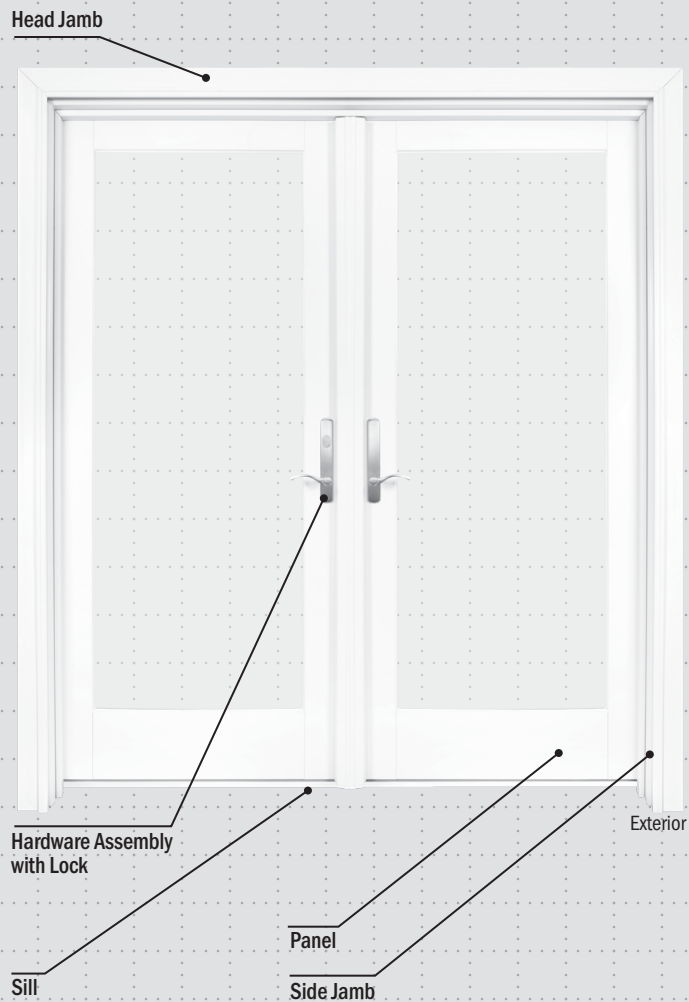
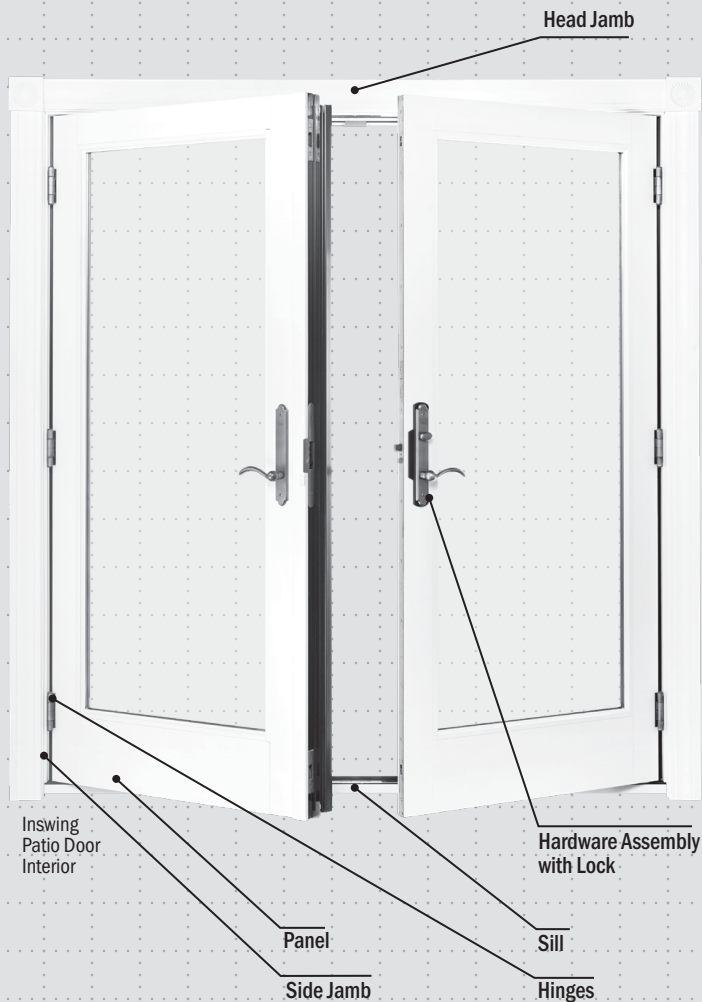
Grilles



Gliding PATIO DOORS



Hinged PATIO DOORS



Your New Windows

About Your Windows

At Renewal by Andersen, we pride ourselves on our start-to-finish process and are grateful to have been with you every step of the way. Proper care and maintenance of your windows will enable continued operation and lasting beauty.

Your Windows Are Unique.

Not only are each of your windows custom built to specifications and measurements taken within your home, but each also has its own unique identification label.

The label is hidden out of sight, located on the inside frame or jamb of all gliding, double-hung, casement, and awning windows.



The label is located beneath the window cover on all picture and specialty windows.



IMPORTANT

DO NOT remove identification labels.

✓ **Tip:** It is crucial that this label remains on the window, as it helps your local Renewal by Andersen representative identify your specific windows, making repair or replacement the stress-free experience it's intended to be.

Double-Hung DG Windows

On double-hung DG windows, the label is laser engraved and located on the underside of the bottom rail of the lower sash.

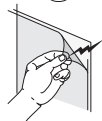


⚠ WARNING

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



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



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

NOTICE

- **DO NOT** remove protective film from glass until after construction is completed. Doing so could allow glass to be damaged.
- Remove protective film from non-glass components immediately after installation. Failure to do so could result in product damage.
- **DO NOT** apply any type of film to insulating glass. Doing so could cause thermal stress conditions and result in glass damage. Shading devices (e.g. insulated coverings, shutters, etc.) could also cause thermal stress and condensation causing deterioration of windows or doors.

Glass

All Renewal by Andersen® products come standard with High-Performance Low-E4® glass. To help safeguard against dust, dirt, and mortar during shipment and installation, the interior and exterior surface of each window is protected with a removable polyethylene film.



If your installers haven't removed the film, note that it should be removed within six (6) months of installation when the temperature is above 32°F.

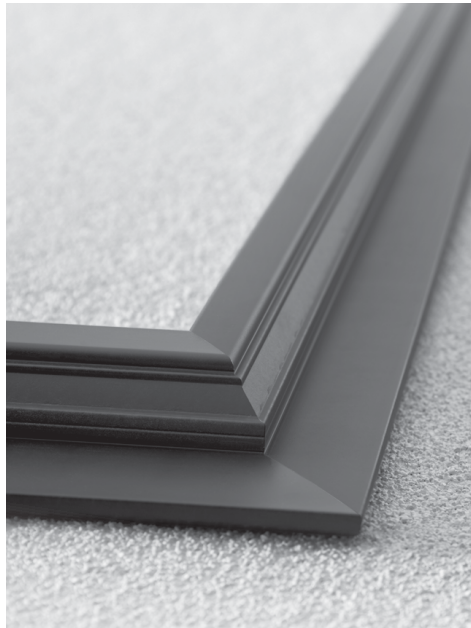


For tight seams or corners, use a plastic scraper. Never use razor blades or other metal edges, as they can damage the glass and exterior coating.



A Word About Fibrex® Material

Fibrex® material is a unique composite of wood fibers and thermoplastic polymers. Formulated to resist flaking, rusting, blistering, peeling, cracking, pitting, and corroding, Fibrex® material requires no painting or staining to give you a beautiful window for years to come. For more information on painting and staining, please see page 23.



CAUTION

DO NOT attach objects or accessories to window or door except Andersen® products specifically designed for the window or door. Doing so could result in product or property damage.

NOTICE

- **DO NOT** use sealants on exterior or interior glass surface. 
- **DO NOT** use metal razor blades to clean glass surface. Glass damage could result. 
- **DO NOT** drive nails or screws through Fibrex material. Product damage will result. 

Routine Maintenance

Caring for Your Windows

From day one, our windows have been engineered to require as little ongoing maintenance as possible. However, there are still a few things we can't prevent, such as dust, dirt and staining from spills or splatters. Here are some tips to keep your windows clean and operating smoothly.

Fibrex® Material Components

Clean frames, sash and grilles with a mild solution of soap and water and a soft, non-abrasive rag or brush.



Moving Parts

To keep your windows and patio doors opening and closing easily, vacuum or dust any debris that collects on sills and in tracks.



Glass

Clean glass with a soft, dry cloth to wipe away the dust and grime.



Once the glass is wiped clean, apply a mild cleaning solution such as soapy water, diluted vinegar, or a liquid window cleaner, and wipe clean in a circular motion. For best results, always use a clean, lint-free cloth.

It is not recommended to use paper towels to clean glass with HeatLock™ Technology.

✓ **Tip:** To minimize residue, do not apply glass cleaner in direct sunlight. Clean between temperatures of 40°F and 85°F.



NOTICE

- **DO NOT** use newspaper or other ink-based papers, as they may discolor the surrounding Fibrex® material.
- Acid solutions used for cleaning masonry or concrete will damage all components of window or doors. Protect window or door and follow cleaning product manufacturer's instructions. If acid contacts window or door, wash all surfaces immediately with clean water.
- **DO NOT** use or apply solvents, abrasives, harsh chemicals or cleaners to window or door components. Doing so will result in product damage.
- **DO NOT** use abrasive cleaning products (such as cerium oxide, Soft Scrub®, toothpaste, etc.), scrub pads or rust removers containing hydrofluoric acid on glass with HeatLock™ Technology. Doing so will cause permanent damage to the glass coating.
- **DO NOT** use metal razor blades to clean glass surface. Glass damage could result.



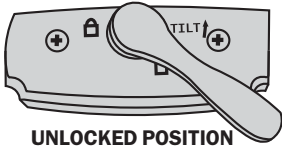
IMPORTANT

Power washing/pressure washing exceeds design pressure ratings and is not recommended.

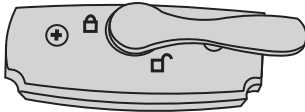
For a list of approved cleaning products and other helpful cleaning information, please visit the Help Center at andersenwindows.com.

IMPORTANT

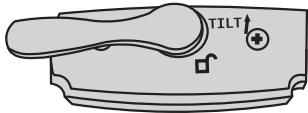
Please refer to pages 2-3 to determine whether you have a Double-Hung DG or a Double-Hung DB window.



UNLOCKED POSITION



TILT POSITION



LOCKED POSITION

IMPORTANT

On large windows that have more than one lock, the active lock with tilt latch mechanism is always on the right side.



Double-Hung DG Windows

To clean the outside glass, locate the tilt latch mechanism and move to the unlocked position.



Press the lever to the tilt position at far right and pull the sash towards you.



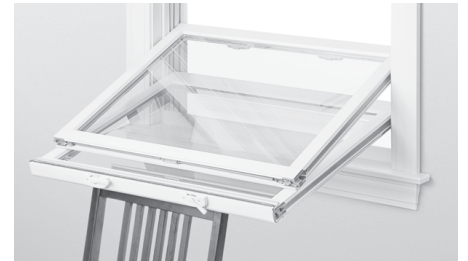
Position the sash on a solid surface and clean as needed.



To tilt the upper sash, slide the window down and locate the upper sash tilt button. Press the button and pull the sash towards you.



Position the upper sash on a solid surface and clean as needed.



To close the sashes, tilt the upper sash back to the upright position while pressing the tilt button. Once fully vertical, release the button to engage the tilt bolts into the side jamb track. Push the sash down to engage the balancer springs, then push the sash up to the head jamb. Next, tilt the lower sash to a vertical position while fully rotating the lock handle until the sash is vertical. Release the lock handle to extend the tilt bolts into the side jamb track, then push the sash down to engage the balancers. **Fully close the lower sash and move the lever to the locked position.**



Double-Hung DB Windows

To clean the outside glass, move the window lock lever to the unlocked position. Next, open the bottom sash about two inches and locate the wash assist tabs along the top edge of the frame.



Slide them down until they are wedged between the sash and the frame, listen for the audible click.



Pull the window towards you.



Position the bottom sash on a solid surface and clean as needed.



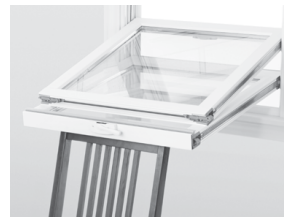
To clean the top sash, move the wash assist tabs upward to the top of the window frame. Then slide the top sash down about two inches.



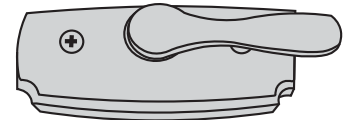
Once you're able to reach the tilt-wash mechanisms along the top edge of the window, pull them toward each other while pulling the sash toward you.



Position the upper sash on a solid surface and clean as needed.



To close each sash, pull the upper sash tabs back so as not to chip or damage the frame. Push the sash down until you hear the audible "ping" that signifies the balance mechanics have reengaged, then slide until closed. After closing both sashes, move the window lock lever to the locked position.



UNLOCKED POSITION



LOCKED POSITION

Insect Screens

Conventional insect screens and TruScene® insect screens are best cleaned with a soft, damp cloth.

To remove the insect screen for cleaning, release the latches in the screen side jambs.

Grip the insect screen tightly to avoid dropping it outside. Push the insect screen outward to clear the sill, tilt it away from you, and pull it inside.

Once clean, reinstall the insect screen by reversing this procedure.



Grilles

Grilles are available for all Renewal by Andersen® replacement windows and Andersen® patio doors.

To remove grilles, lift the edge of each grille leg away from the glass at the edge of the sash.

✗ Do not remove the grille by pulling on the grille intersections.



To replace the grille, place grille against the glass and press each leg firmly into the grille clips and all along the grille. Make sure the grille fits snugly against the glass.



Lubrication

For casement, double-hung, gliding, and awning windows, as well as all patio doors, an annual application of a dry lubricant is recommended for all locks, hinges, operators, and rollers for ease of operation.



A Word on Corrosion

In humid or damp environments, corrosion is a natural but destructive process that, over time, weakens metal until it loses all structural integrity.

Renewal by Andersen offers window and patio door hardware specially designed to resist corrosion, which we recommend for harsh environments. In addition, using lubricants with corrosion inhibitors can go a long way in helping protect your hardware from the elements and is highly recommended in harsh environments.



NOTICE

- **DO NOT** use wet lubricants or harsh, solvent-based greases, as they will damage your window and collect dirt or other corrosive particles.
- To avoid damage, be sure to use a dry lubricant that does not contain acetone.

Painting & Staining

Painting Your Windows

Your Renewal by Andersen® windows are manufactured from Fibrex® material, a unique composite of wood fibers and thermoplastic polymers. We created Fibrex® material as a low-maintenance alternative to wood, and there is no need—throughout the lifetime of your windows—to paint the frame or sash. We understand that life occasionally calls for a new color. To paint your Renewal by Andersen® windows in a way that maintains lasting beauty, read the following pages carefully. Please note that Renewal by Andersen® assumes no responsibility for any damage to the windows caused by staining or finishing and does not warrant the adhesion or performance of homeowner-applied paint on factory-coated surfaces.

Things to Know Before Painting

✘ **Do not paint the weatherstrip, gaskets, factory-applied exterior silicone bead, jamb liners, or any surface that has sliding contact with another surface.** Refer to page 25 for more information on what not to paint.

✘ **Do not paint over Cocoa Bean, Black, Forest Green, Red Rock, and interior or exterior Dark Bronze finishes.**

✘ **Do not allow painted surfaces to come into contact with other surfaces until completely dry.** Closing your windows too soon may impair proper window operation.

Exercise extreme caution when working at elevated heights. Always follow manufacturer's safety guidelines when using ladders and/or scaffolding.

Recommended Materials for Painting

Prior to painting, check to make sure that all of the following materials are on hand. This list covers a project involving up to eight insert windows or four full-frame windows (including interior casing, trim, and extension jambs). For all liquid products, we recommend purchasing the pint or quart size, depending on the number of coats required for your chosen color. Please note that individual usage may vary.

- High-quality, fast-dry alkyd primer in neutral color
- High-quality, oil- or water-based paint
- Painter's tape (preferably a delicate or safe-release grade to avoid damage to your glass or windows)
- Fine-grit sanding block (240 grit or 00 steel wool)
- Lint-free cloth, approximately 16" square
- Wooden stir sticks
- Latex or nitrile gloves
- Mild cleaning solution
- Foam pad applicator or high-quality nylon brush

WARNING

Use caution when working at elevated heights and around window and door openings. Follow the manufacturers' instructions for ladders and scaffolding. Failure to do so could result in injury or death.

NOTICE

- **DO NOT** allow sandpaper or steel wool to contact the glass surface, as this may scratch or damage your Low-E4® glass. When using steel wool, remove all steel fragments immediately to avoid rust stains.
- **DO NOT** allow painted surfaces to come into contact with other surfaces until completely dry. Closing your entry doors too soon may impair proper door operation.
- **DO NOT** use or apply solvents, abrasives, harsh chemicals or cleaners to window or door components. Doing so will result in product damage.

For a list of approved cleaning products and other helpful cleaning information, please visit the Help Center at andersenwindows.com.

Painting Steps

- 1 Read and follow finishing instructions and warnings for all paint and primer products you plan to use on your windows.
- 2 Using a fine-grit sand paper or steel wool, lightly sand all surfaces you wish to paint. Surface abrasion promotes a strong bond between the surface and the paint.



- 3 Remove all dust particles with a soft, clean, dry cloth.



- 4 Using latex or nitrile gloves, clean the surface with a mild cleaning solution, making sure that all residue is removed. Oils from human skin will interfere with the adhesion process and may result in an inconsistent finish.



- 5 Before applying the topcoat, use a fast-drying alkyd primer in a neutral color (such as KILZ® brand) to build a base for the finish to adhere. Paint the unit with the sash open to allow for quick drying and fume ventilation.




- 6 Once the primer is thoroughly dry, apply a high-quality, oil- or water-based topcoat. As with the primer, paint the unit with the sash open for proper ventilation and expedited drying.




- 7 Allow all windows to dry completely before closing.

What Not to Paint


If you are painting your windows made of Fibrex® material, be sure to avoid painting the weatherstrip, gaskets, silicone bead, locks and other hardware, jamb liners, or any surface that has sliding contact with another surface. For more information on identifying the parts of specific types of windows, please see pages 2–9.




Casement and Awning




Weatherstrip




Hinge and Operator Arm




Weatherstrip / Exterior




Hinges / Interior




Handle



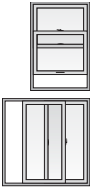
Operator Arms / Interior



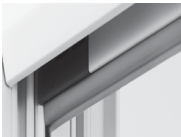
Sash Lock Actuator




Lock Keeper




Double-Hung and Gliding




Weatherstrip




Chute




Keeper




Tracks




Snugger




Wash Assist Tab




Screen Wing Blade Fastener



Upper Sash Tilt Button



Sash Handle



Recessed Sash Handle

NOTICE

Use painters masking tape for protecting products during finishing. Avoid using duct or packaging tapes. Product damage may occur.

Staining Your Windows

Most Renewal by Andersen® products are available with an interior wood veneer finish. This is applied on top of the Fibrex® composite and is the only part of your window recommended for staining. Please note that applying stain to Fibrex® material itself will cause permanent damage and void the limited warranty. If you plan to stain and finish the wood veneer yourself, we recommend obtaining the materials from a full-service paint and stain dealer rather than a large, multi-service retailer. The dealer's expertise will serve you in selecting the proper materials and supplies needed for staining your Renewal by Andersen® windows, as well as limit any associated risks. Please read the following pages carefully to make sure that your windows, as well as the warranty, are protected throughout the staining process.

Things to Know Before Staining

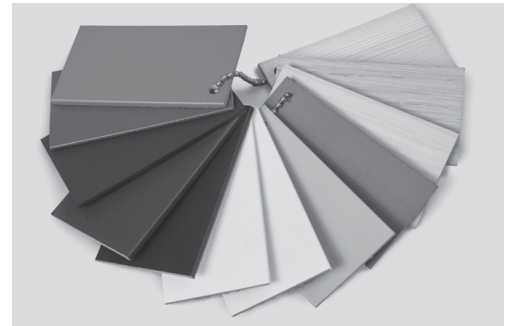
Keep all materials out of reach of children and animals — stains and finishes can be toxic when handled improperly.



Stain and finish your new wood veneer window interiors as soon as possible after installation — preferably within 30 days. This prevents marring or discoloration from dust, moisture, or fingerprints.

Gather and prepare all required materials prior to staining.

Perform all staining and finishing instructions from start to finish on a natural wood veneer sample piece prior to staining your windows. If you need samples, please contact your local Renewal by Andersen representative.



For all stains, cleaners, and finishes, follow the finish manufacturer's recommendations and warnings for application, drying time and clean up.

Renewal by Andersen® windows are manufactured with the utmost care and precision. Always use the highest-quality stains and finishes.

When staining natural wood window grilles, always remove the grilles from the glass prior to beginning the staining process (see page 20 for instructions).



Recommended Materials for Staining

Prior to staining, check to make sure that all of the following materials are on hand. This list covers a project involving up to eight insert windows or four full-frame windows (including interior casing, trim, and extension jambs). For all liquid products, we recommend purchasing the pint or quart size, depending on the number of coats required for your chosen stain. Please note that 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 (preferably a delicate or safe-release grade to avoid damage to your glass or windows)
- High-quality, oil- or water-based wood stain
- High-quality, fast-dry polyacrylic finish
- Fine-grit sanding block
- Lint-free cloth, approximately 16" square
- Wooden stir sticks
- Foam pad applicator or high-quality nylon brush
- Latex or nitrile gloves
- Mild cleaning solution

NOTICE

DO NOT attempt to stain the grilles without removing them from the window. Damage to the glass may occur.

Staining Steps

- 1 Prepare your work area: use drop cloths, have soap and water ready and lay out all brushes, cloths, and other required tools before you begin staining.



- 2 Use a wood conditioner to clean the surface of any oils, residue, or dust. This will enable a cleaner, stronger bond between the stain and veneer.



- 3 Lightly sand the surface with a fine-grit (320 grit or similar) sandpaper. Always sand with the direction of the grain – never use steel wool.



- 4 Remove all dust particles with a soft, clean, and dry cloth.



- 5 Following the finishing manufacturer's instructions, apply the stain with the sash open to allow proper ventilation. Allow the stain to dry completely before closing the window.



- 6 Once the stain is thoroughly dry, a fast-drying, polyacrylic finish in the gloss of your choice is recommended. This will help protect the stain and extend its lifetime.

✓ **Tip:** Use medium- or heavy-body stains. Avoid lighter-body stains to manage application.

What Not to Stain

Fibrex® material is a unique composite derived from wood fibers and thermoplastic polymers. While its appearance can resemble that of stained wood, treating Fibrex® material with polyurethanes or other solvent-based wood stains will cause permanent damage and void the limited warranty on your windows. Use stains on wood veneers only, avoiding all other parts of the window.

Common Questions

Get the Most Out of Your Windows

All Renewal by Andersen® windows are built and installed to the exact measurements and specifications for your home. Our parent company, Andersen Corporation, has spent over more than 120 years developing techniques and materials for year-round comfort and energy efficiency. If your new windows aren't meeting your expectations, there may be a simple solution. Throughout the following pages, we've offered guidance and advice on a variety of performance issues, as well as a few simple fixes.

Why are my windows so hard to open?

Like any moving part, a window sash or lock can, over time, become increasingly sensitive to friction. Regular application of a dry lubricant can help keep your window sash and locks—as well as patio door hinges and lock bolts—moving as easily as the day they were installed.



Why do my windows and doors fog up whenever it's hot or cold outside?

Most interior condensation is a direct result of excessive humidity inside the home. This occurs most often in winter, when the window panes cool and create an imbalance with the temperature in your home.

To eliminate winter condensation, try to eliminate sources of moisture inside the home, such as unvented bathrooms or stovetops, where water vapor is a common contributor to humidity. Try to store firewood outside of the home, as the moisture from the wood can enter the air as it dries.

Diagnosing Excess Humidity

Occasionally, window condensation can be an indicator of a more serious problem. Fortunately, common signs of excess moisture in the home are easy to spot:

- Sweating pipes
- Musty odors
- Warped wooden surfaces
- Mold or mildew, especially in basements or underneath sinks
- Cracking, peeling or blistering paint
- Staining or discoloration, particularly of ceilings, or ceiling tiles, or along baseboards

NOTICE

- **DO NOT** use wet lubricants or harsh, solvent-based greases, as they will damage your entry door and collect dirt or other corrosive particles.
- To avoid damage, be sure to use a dry lubricant that does not contain acetone.

NOTICE

DO NOT over-tighten the vertical adjustment screws, as this will put a strain on the hinges and damage your patio doors.

Why do my patio doors swing open or closed by themselves?

After installation, we make sure that all hinged patio doors are properly balanced to avoid swinging open or closed. However, because houses settle over time, it may be necessary to occasionally adjust the hinges on your patio doors.

✓ **Tip:** Make all horizontal adjustments first, as this will correct most problems. Horizontal adjustments square the patio door within the opening. Vertical adjustments move the patio door up and down in the frame and are rarely needed.

To simplify the balancing process, all patio door hinges are installed with horizontal and vertical adjustment screws.



Horizontal Adjustments

- 1 Check the gap surrounding the frame. If the patio door is not equidistant from the frame at all four corners of the patio door, a horizontal adjustment is required.



- 2 Locate the horizontal adjustment screw in the center of the hinge panel on the door.



- 3 Using a $\frac{5}{32}$ " hex wrench, rotate counterclockwise to move the patio door away from the frame along the hinge, or clockwise to move closer to the frame along the hinge.



- 4 Check the gap on all sides to make sure it is equal. The $\frac{5}{32}$ " hex wrench should fit snugly within the gap at all four corners of the patio door.



Vertical Adjustments

- 1 Check the gap between the panel and the head as well as the gap between the panel and the sill. If these are not equal, a vertical adjustment is required.



Head Gap



Sill Gap

- 2 With the door slightly open, locate the vertical adjustment screw on the bottom of the hinge closest to the floor.



- 3 Using a $\frac{5}{32}$ " hex wrench, give the screw a half-turn in a clockwise direction and check the gap again. Continue this process to ensure the screw is not over-tightened.

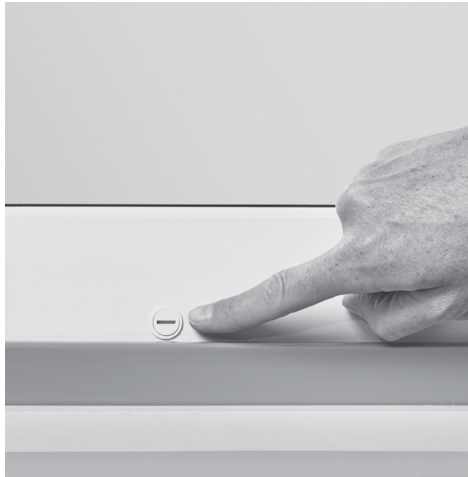


- 4 Move up to the patio door's next hinge and turn its adjustment screw clockwise with a quarter-turn. Repeat for the remaining hinges, working upward.

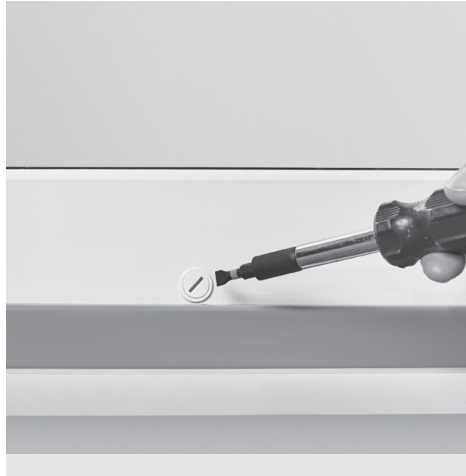
Why are my gliding patio doors and insect screens so hard to open and close?

Due to structural settling and a variety of other conditions, your gliding patio doors and insect screens may need to be reseated on the rollers. If the bottom of the insect screen or door panel seems to be dragging, follow the steps below.

- 1 Locate the adjusting holes on the inside bottom rail.



- 2 Using a flathead screwdriver, turn clockwise to raise the insect screen or the interior rollers, and turn counterclockwise to lower the insect screen or the interior rollers.



- 3 Check the patio door's operation as you go to prevent over-correcting the problem. Once the patio door is operating smoothly, close the panel to within one inch of the side jamb to confirm a uniform gap from top to bottom.

Why do I have to pull up or push down to lock my patio doors?

If your patio doors are not locking easily, they may be out of balance and require an adjustment. Loosen the lock receiver screws on the interior of the doorjamb and move the lock receiver up or down, and right or left as needed.



Once the lock button and the receiver pin are aligned, tighten the screws and check the lock.



How do I repair or replace broken or damaged windows and insect screens?

For product repair or replacement, simply call your local Renewal by Andersen retailer and provide your window's serial number, located on the window's identification label.

If you are unable to contact a local retailer, call our national service number located on the identification tag, just beneath the serial number.



CAUTION

Wear gloves, safety glasses, or eye shields when handling glass. Tape broken glass with filament or duct tape before removal to reduce glass fragmentation. Failure to do so could result in injury, and product/property damage.

THANK YOU

for choosing Renewal by Andersen.
We're honored to have our windows
in your home and hope that you'll
enjoy them for years to come.



Questions?

We're here for you. At Renewal by Andersen, we've always taken great pride in our start-to-finish process, allowing homeowners total peace of mind from the initial phone call through installation day.

However, we understand that true service is never "finished." Instead, we hope to start relationships that last a lifetime. Because we want each homeowner to get the most out of their windows, we make ourselves available to all of our customers and are happy to help in whatever way we can.

If you have questions or concerns about care and maintenance that are not covered in this manual, please don't hesitate to contact your local Renewal by Andersen representative or, if you prefer, our Warranty Service Line at 800-441-1109.

