



**RENEWAL**  
by **ANDERSEN**

FULL-SERVICE WINDOW & DOOR REPLACEMENT

**ENSEMBLE**  
— ENTRY DOORS —  
EXCLUSIVELY FROM RENEWAL by ANDERSEN

CARE & MAINTENANCE



# GREETINGS

We'd like to thank you for choosing Renewal by Andersen as your entry door upgrade specialist. It's been our pleasure to be here with you every step of the way. We hope your new Ensemble™ entry door is everything you wanted it to be –and more!

## A Warm Welcome

Ensemble™ entry doors will provide you with lasting beauty and years of unrivaled performance, with 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 entry door. 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 entry door and provide the peace of mind that comes with knowing you've made the right choice.

## 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.<sup>1</sup>

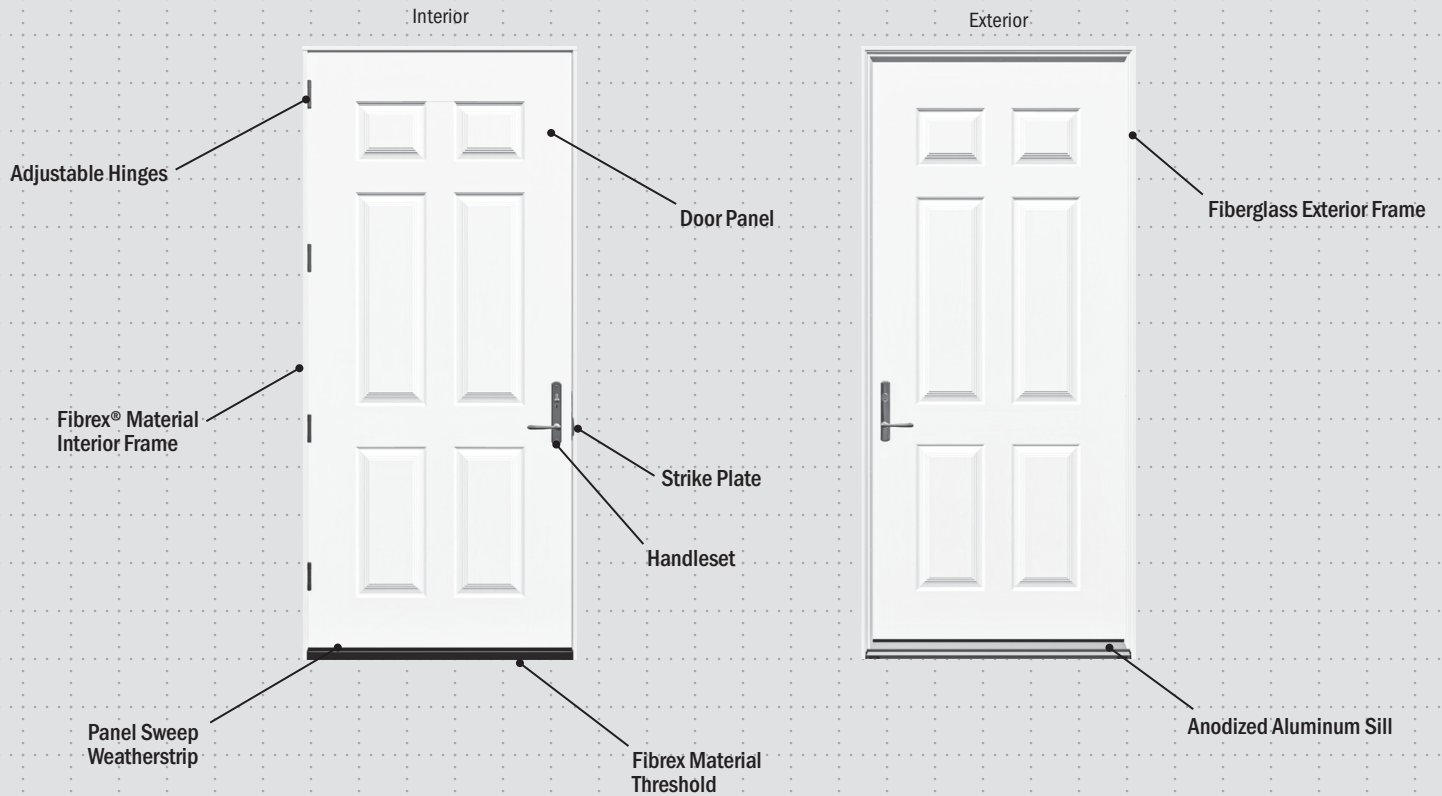
If you have any additional questions about the limited warranty or how to care for your entry door, please don't hesitate to contact your local Renewal by Andersen sales representative or our Warranty Service Line at 800-441-1109.

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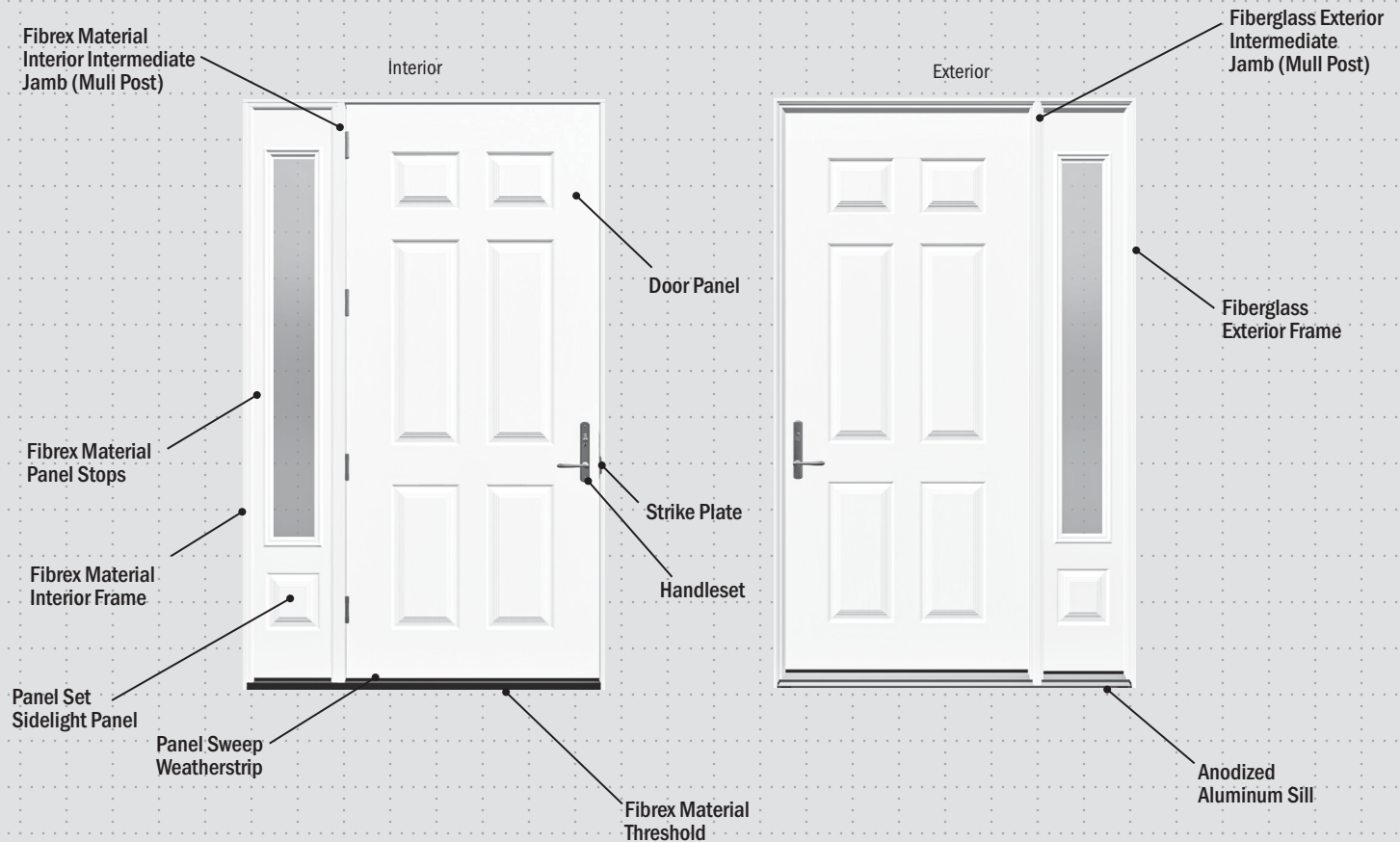
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<sup>1</sup>See Renewal by Andersen® Products and Installation Transferable Limited Warranty for details.

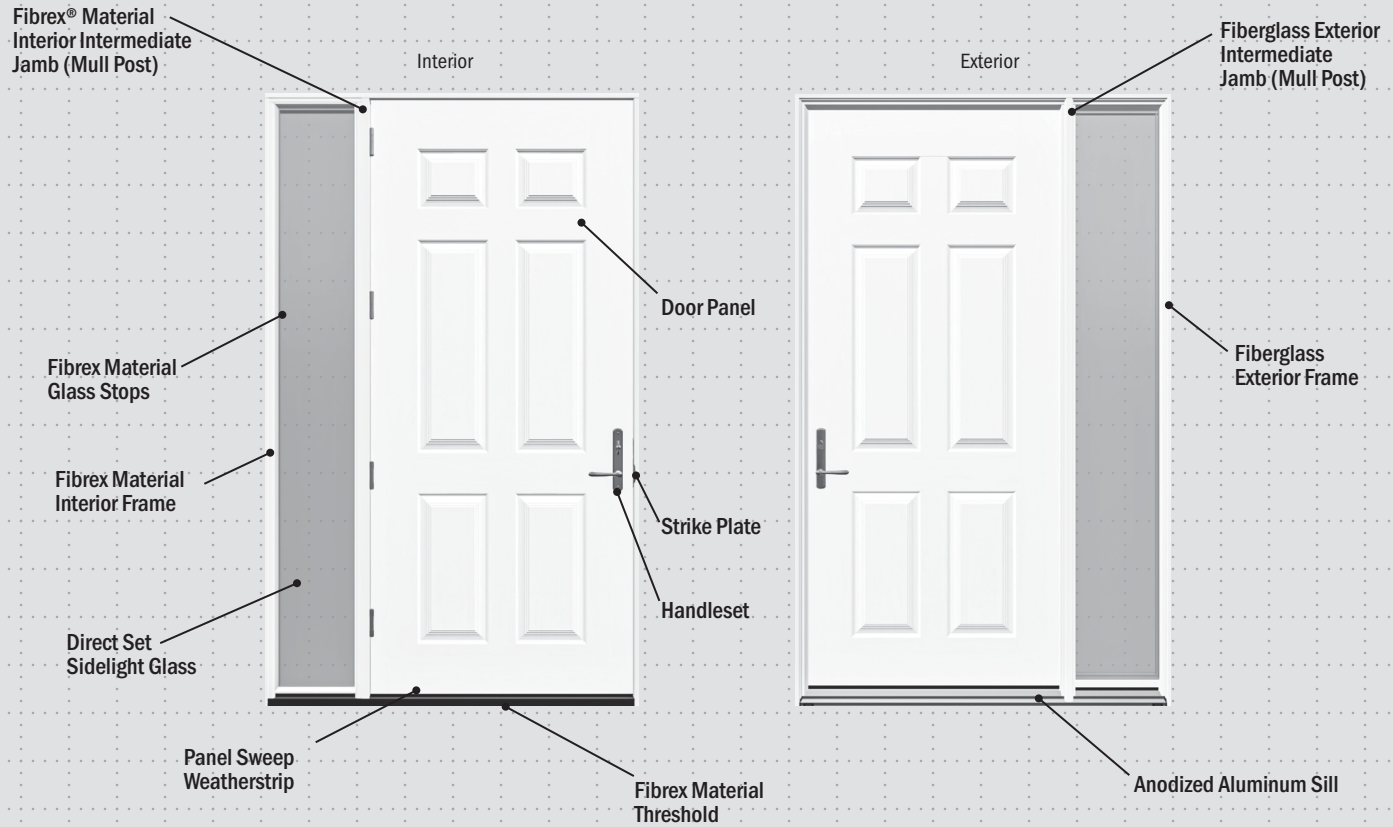
# Single Entry Door



# Single Entry Door | Panel Set Sidelight(s)

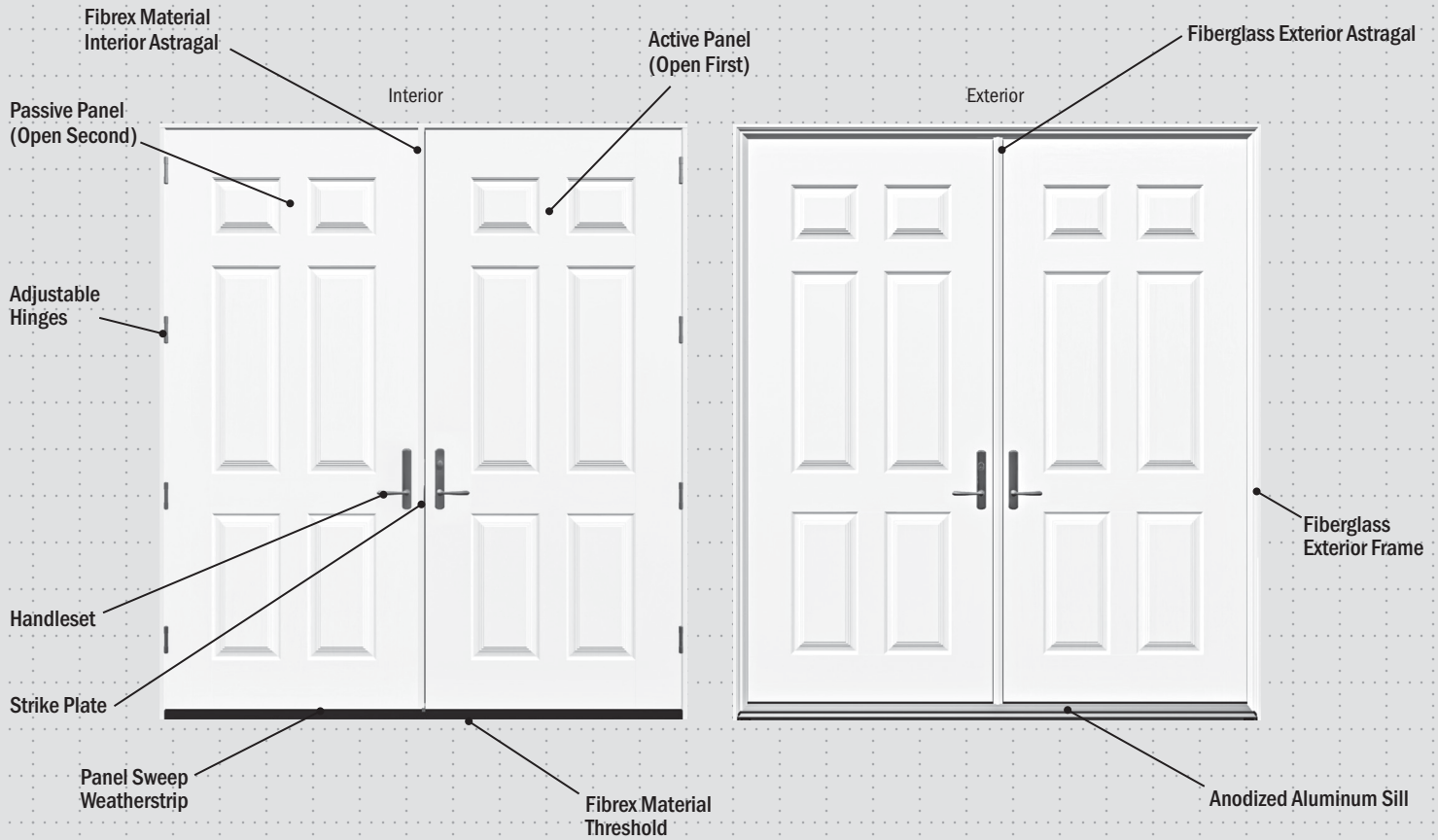


# Single Entry Door | Direct Set Sidelight(s)

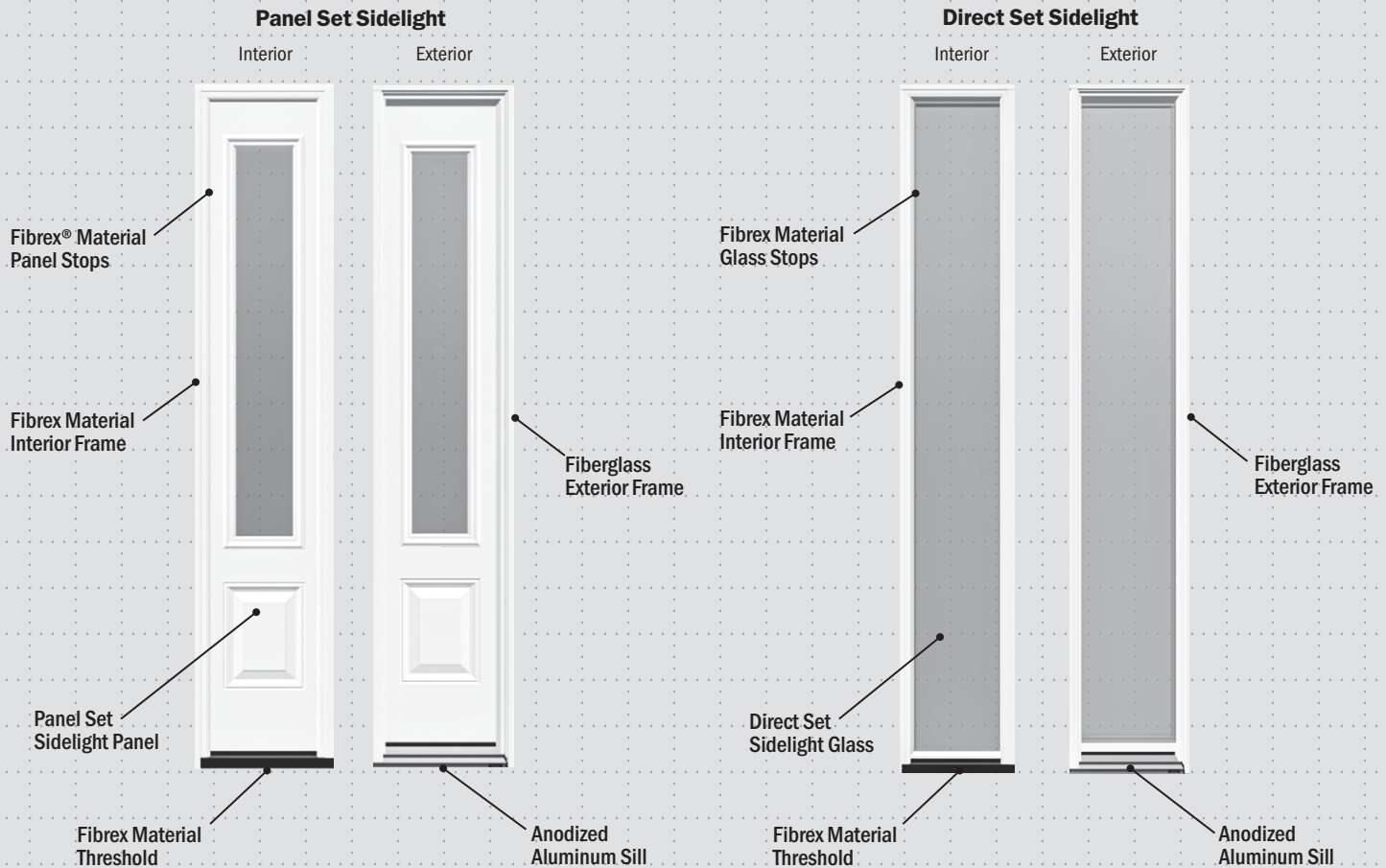




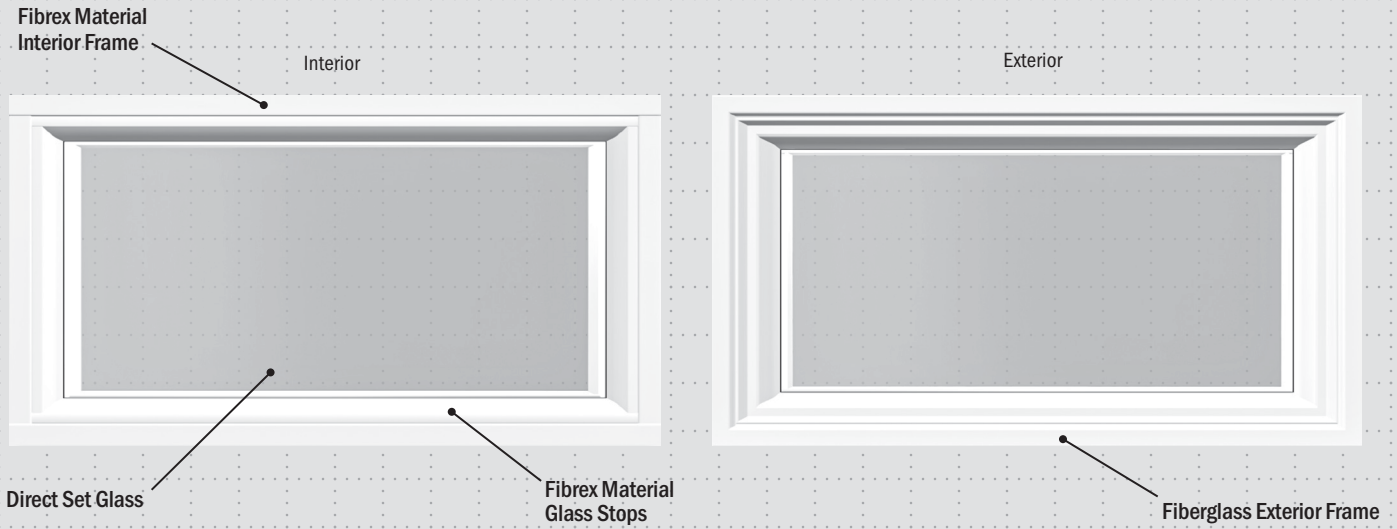
# Double Entry Door | Dual Active



# Sidelights



# Transom



# Your New Entry Door

## About Your New Entry Door

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 entry door will enable continued operation and lasting beauty.

### Your Entry Door is Unique

Not only is your entry door custom built to specifications and measurements taken within your home, but each also has its own unique identification label.

For all entry doors with an active panel, the label is located on the inside frame above the top hinge.



For entry door systems with a sidelight, or any individual sidelight or transom, the label is hidden out of sight behind the sidelight panel stop, or glass stop, at upper right of the interior.

To access the label, gently slide a small, plastic putty knife between the panel stop and frame and gently pry the stop away from the glass or panel towards the inside of the home. To replace the stop, simply position the stop back into place aligning the groove on the back with the clip secured to the frame. Gently apply pressure, engaging the stop with the clips.



### IMPORTANT

**DO NOT** remove identification labels.

It is important that this label remains on the entry door, as it helps your local Renewal by Andersen representative identify your specific entry door, helping to make repair or replacement a stress-free experience.

**WARNING**

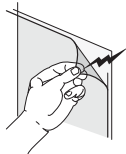
- **DO NOT** place suction grips over film seams on glass. Suction grips will not hold if placed over film seam to lift or move window or door. Window or door will fall and could result in injury, product or property damage.



- **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.

**Glass**

All Ensemble™ entry doors with clear or patterned glass come standard with High-Performance Low-E4® glass. To help safeguard against dust, dirt, and construction debris during shipment and installation, the interior and exterior surface of each pane of glass is protected with a removable protective film.



If your installers haven't removed the film, note that it should be removed within six 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 Renewal by Andersen Factory Coatings

The Renewal by Andersen Fibrex® material, paint coatings and wraps are formulated to resist flaking, rusting, blistering, peeling, cracking, pitting, and corroding\*. These factory finishes require no painting or staining to give you a beautiful entry door for years to come. If your new entry door was purchased with a ready-to-finish panel or interior frame, please see page 19 for more information on painting and staining.



### 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** drive nails or screws through Fibrex material. Product damage will result.
- **DO NOT** use accessories such as over the door wreath hangers. Damage to weatherstripping and panel coatings may occur.
- **DO NOT** use metal razor blades to clean glass surface. Glass damage could result. 

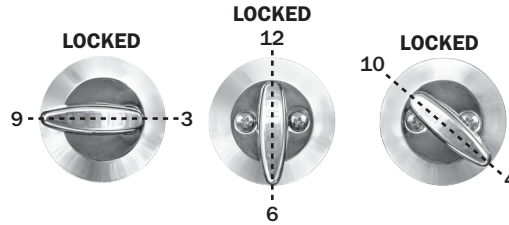
\*See the limited warranty for details.

**WARNING**

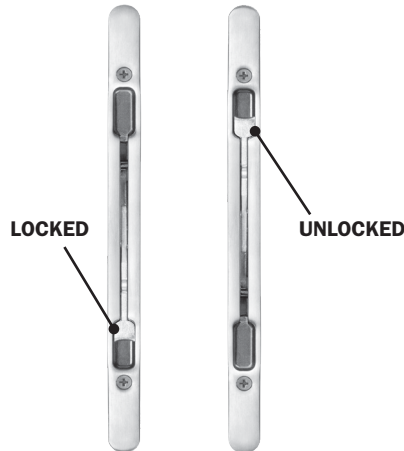
Failure to operate hardware lock properly may result in unintended loss of security.

**Panel Hardware Lock**

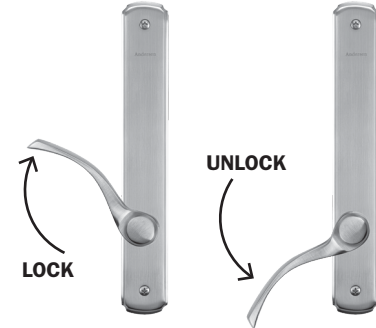
Panel hardware lock position may differ on varying hardware types. Understand your hardware's locked/unlocked position before operating.

**Double Doors – Passive Panel Lock with Cross-Bore Hardware**

The manual throw hardware on passive panels is locked when the lever is in the down position, and unlocked when the lever is in the up position. Make sure the passive panel hardware is locked before closing and locking the active panel.

**Double Doors – Passive Panel Lock with Mortise Hardware**

Close the passive panel and firmly lift up on the handle to lock the panel. Simply rotate the lever handle downward to unlock. Make sure the passive panel hardware is locked before closing and locking the active panel.





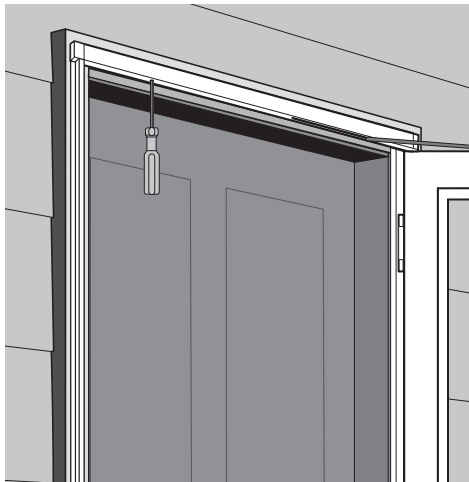
## Storm Doors

Only select Andersen® storm doors are compatible with the Ensemble™ entry door system. Contact your Renewal by Andersen sales consultant for more information prior to installing storm doors.

If the storm door is in a non-vented position, air can be trapped between the entry door and storm door when fully closed. As a result, pressure may build and one or both of the doors may not latch fully. See *Reducing Air or Heat Build-Up Between Storm Door and Entry Door* found in the Storm Door Help Center at [stormdoors.com](http://stormdoors.com).

If creating airflow between the storm door and entry door still does not allow the storm door to latch fully, the closer speed should be adjusted. Adjusting the speed at which your door closes may help by allowing your door to close with enough force to latch (aided by the additional ventilation).

For additional assistance with troubleshooting Andersen storm doors, visit the Storm Door Help Center at [stormdoors.com](http://stormdoors.com).



### Closer Speed Adjustment

- 1 Open the door and then let it close.  
Note the speed at which the door closes.
- 2 Use a flat blade screwdriver to adjust the closer to the desired speed. For a faster closing speed, turn the adjustment screw to the left (counterclockwise).
- 3 Test the speed at which the door closes after each adjustment. Adjust the screw to achieve the desired door closing speed.

### WARNING

Storm door will close more quickly when the entry door is open. To achieve the proper closing speed, you will need to adjust the door closer using the built-in adjustment screw. Check for safe closing speed with your entry door in both the closed and open position. To prevent injury, make sure people and/or pets are completely through the opening before allowing the storm door to close freely.

### CAUTION

Hidden closer is under tension and has several areas that can pinch as it closes the door. Use caution when working around the hidden closer components.

# Routine Maintenance

## Caring for Your Entry Door

From day one, our entry doors have been engineered to require minimal ongoing maintenance. 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 entry door clean and operating smoothly.

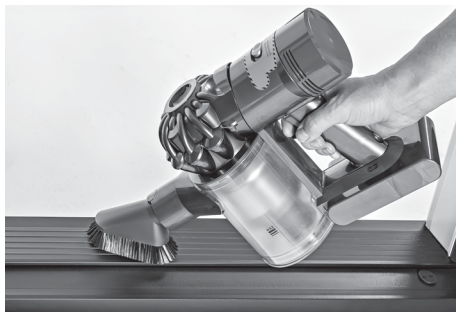
### Frame & Panel Components

Clean frame, door panel, hardware and grilles with a mild solution of soap and water and a soft, non-abrasive rag or brush.



### Moving Parts

To keep your entry door opening and closing properly, vacuum or dust any debris that collects on sills.



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

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

Do not use newspaper or other ink-based papers, as they may discolor the surrounding Fibrex® material.

### Removing Factory Residue

Goo Gone® citrus-based liquid can be used to remove adhesive residue from factory-finished door panels by following the instructions on the product label.

## NOTICE

- Keep entry door sill free of any obstructions or debris for proper function of the sill sweep sealing system. Failure to do so could result in product damage and/or impact product performance.
- 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 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](http://andersenwindows.com).

**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.

**Lubrication**

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

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.



For smooth operation, the hardware or other moving components on your entry door may need to be cleaned with a soft, dry cloth and lubricated. We recommend that you use a dry lubricant spray and follow the manufacturer's instructions.

For more information, please visit the Help Center at [andersenwindows.com](http://andersenwindows.com).

**Hinges**

Hinges feature maintenance-free, lubricated ball-bearing pivots for smooth operation.

**Grilles**

If your entry door contains grilles on the glass on either the interior or exterior of the home, they are permanently applied in the factory and are not removable. Each smaller area of glass should be cleaned separately using the recommendations on page 15.

**Touch Up**

Matching touch-up paint and stain materials are available to help cover scratches or dings on your door system.

The paint type varies based on the component to be touched up (e.g., panel vs. frame). Contact your Renewal by Andersen retailer to obtain the appropriate color and type.

## Contain and Drain Water Management System

During heavy rain, water may collect or pool in the sill of your entry door. The entry door has a "contain and drain" sill with drains and weep holes designed to channel water away from the unit.

The weep holes can be seen from the exterior of the unit, at the bottom of the sill. After the water passes through the sill itself, it drains out the weep holes. If you see water pooling in the sill of your entry door, this should be temporary, as the pooling will dissipate when the water drains to the exterior of your home. In the event that the water does not drain or the pooling continues, the exterior drains or exterior weep holes may be plugged with dirt or debris and should be cleaned.

## Cleaning Weep and Drain Holes

Tools and supplies needed:

- Pipe cleaner or small brush

Lift the weep hole cover on the exterior of the sill. Use a pipe cleaner or small brush to clean any dirt or debris out of the weep hole.



### **NOTICE**

**DO NOT** use or apply solvents, abrasives, harsh chemicals or cleaners to window or door components. Doing so will result in product damage.

# Painting & Staining

## Painting Your Entry Doors

Ensemble™ entry doors with factory painted finishes are manufactured from a selection of materials and coatings developed to provide years of maintenance-free beauty. Therefore, there is no need to paint the panel or frame of your entry door. However, we understand that life occasionally calls for a new color or you chose an entry door system with an unfinished panel and painting may be necessary. To paint your entry door 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 entry doors caused by painting and does not warrant the adhesion or performance of homeowner-applied paint on factory-coated or factory-primed surfaces. Please read and follow finishing manufacturers' instructions for best results.

### Recommended Materials for Painting

Tan woodgrain or primed smooth fiberglass doors are paintable with most high-quality oil or water-based exterior paints. Please follow paint manufacturers' recommendations for surface preparation and paint application.

### What Not to Paint

If you are painting your doors, be sure to avoid painting the weatherstrip, gaskets, sills, sealant beads, locks and other hardware, labels, or any surface that has sliding contact with another surface. For more information on identifying the parts of specific types of doors, please see pages 2–9.

**Don't paint the parts shown below or mentioned above. Mask off glass before painting door grilles.**



Weatherstrip



Gasket and Sill



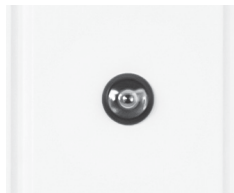
Lock and Hardware



Hinge



Knocker



Peephole



Clavos



Mail Slot

### 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.

## NOTICE

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

## Staining Your Entry Doors

If you invested in an entry door system with an unfinished panel and/or interior frame, staining is necessary. To stain your entry door 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 entry doors caused by staining and does not warrant the adhesion or performance of homeowner-applied stains or clear coats. Please read and follow finishing manufacturers' instructions for best results.

### Things to Know Before Staining

Stain and finish your new entry door as soon as possible after installation—preferably within 30 days. This prevents marring or discoloration from dust, water, moisture, and/or fingerprints.

Gather and prepare all required materials prior to staining.

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



Ensemble™ entry doors are manufactured with the utmost care and precision. Always use high-quality stains and finishes.

Before staining or clear coating door grilles, always mask off glass. Also, avoid staining or finishing the parts mentioned and shown in the "What Not to Paint" section of the painting instructions (page 19).





## Staining Steps

All surfaces of a tan woodgrain door are stainable. The textured fiberglass door surface yields superior stain adhesion without the need for sanding. Select a high-quality, water-based, oil-based or gel stain.

Before applying a stain, wipe the fiberglass door and frame with a damp cloth to remove dirt, oil or debris. Allow the surface to fully dry before staining.

Follow the application instructions on the stain container label. After the stain has been fully dried for a minimum of 24 hours, apply three coats of high-quality exterior grade satin or low gloss polyurethane. Follow the drying time instructions between coats.



### **NOTICE**

**DO NOT** apply solvent-based wood stains or finishes to products made with Fibrex material. Doing so will cause product damage.

### **IMPORTANT**

For fiberglass surfaces, use polyurethane with ultraviolet inhibitors.

# Common Questions

## Get the Most Out of Your Entry Door

All Ensemble™ entry doors are built and installed to the exact measurements and specifications for your home. Our parent company, Andersen Corporation, has spent over 120 years developing techniques and materials for year-round comfort and energy efficiency. If your new entry door isn'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 is my entry door so hard to open?

For smooth operation, the hardware or other moving components on your entry door may need cleaning. Please see lubrication instructions on page 16.



### Why does my entry door glass fog up whenever it's hot or cold outside?

Condensation can form on interior glass surfaces when there is too much moisture in the air. If the interior of a structure exceeds certain limits of moisture in the air, the moisture will condense and show up on comparatively cooler surfaces, such as glass.

### Ways to Reduce Interior Humidity Level

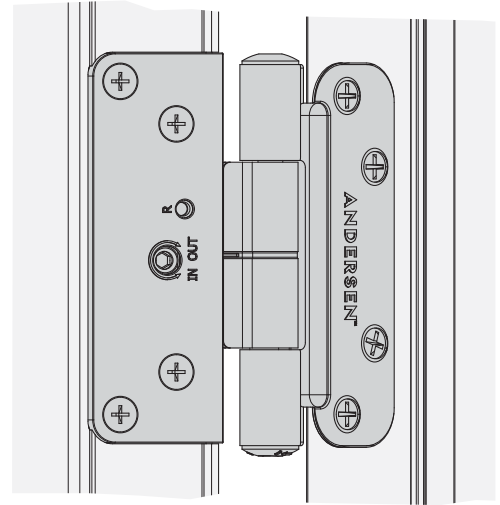
- Check your ventilation.
- Use a dehumidifier.
- Turn down (or off) the humidifier on your furnace.
- Make sure blinds or curtains are open during the day.
- Leave ceiling fans on to promote air movement.
- Use an exhaust fan in bathroom areas when showering.

For more information about condensation, visit the Help Center at [andersenwindows.com](http://andersenwindows.com).

### Why does my entry door open or close by itself?

After installation, we make sure that all hinged 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 entry door.

For hinge adjustment instructions and other helpful information about your Ensemble™ entry door, visit the Help Center at [andersenwindows.com](http://andersenwindows.com).



## How do I repair or replace broken or damaged parts on my entry door?

For product repair or replacement, simply call your local Renewal by Andersen retailer and provide your entry door's serial number, located on the door's identification label. If you are unable to contact a local retailer, call our national service number located on the identification label, just beneath the serial number.



## What type of maintenance is recommended for the clear coat factory finish?

Door units installed in locations with high exposure to direct wind, rain, sun and/or other weather are often southern facing, and may wear faster than installations facing other directions, or those protected by overhangs, in alcoves, or featuring other coverage such as trees. Entry door units with stained exterior finishes that are subject to these high exposure conditions may begin to show signs of wear and many require annual maintenance to help protect the finish from accelerated wear. Signs of wear may include but are not limited to whitening, flaking, and blistering.

For finish maintenance, apply a high-quality exterior grade UV resistant polyurethane finish, like a spar urethane, annually or as needed. Stripping the factory finish is not recommended. Always follow the finish manufacturer's instructions for application.

### NOTICE

**DO NOT** apply solvent-based wood stains or finishes to products made with Fibrex material. Doing so will cause product damage.

# THANK YOU

for choosing Renewal by Andersen. We're honored to have our Ensemble™ entry doors 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 customers total peace of mind from the initial phone call through installation day.

However, we understand that true customer service is never "finished." Instead, we hope to start customer relationships that last a lifetime. Because we want each customer to get the most out of their doors, 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.

