



WINDOWS • DOORS  
**Andersen**<sup>®</sup>

Caring For Your  
Andersen<sup>®</sup> Gliding  
Patio Door

400 Series Frenchwood<sup>®</sup>  
Gliding Patio Door

200 Series Narroline<sup>®</sup>  
Gliding Patio Door

200 Series Perma-Shield<sup>®</sup>  
Gliding Patio Door

WINDOWS • DOORS  
**Andersen**<sup>®</sup> 

The complete Andersen Owner-To-Owner<sup>®</sup> limited warranty  
is available at: [www.andersenwindows.com](http://www.andersenwindows.com).

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**A**ndersen® patio doors are designed for beauty, efficiency and convenience. This booklet shows you how to care for your patio door – how to help keep it looking and working like new.

If you have questions about your Andersen patio doors that are not answered in this booklet, please contact your Andersen dealer.

The instructions contained in this booklet are general guidelines only. For additional service procedures, installation guidelines, product information or support, log on to [www.andersenwindows.com](http://www.andersenwindows.com). You may also call Andersen customer service toll-free at 1-888-888-7020.

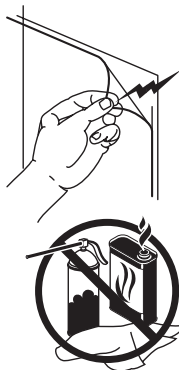
*Thank you for buying Andersen products.*



Please read the following manufacturer's instructions for proper care and maintenance of Andersen® products.

## ⚠ WARNING

- If a ladder or scaffolding is needed to reach and remove the protective film from the glass, make sure ladder or scaffolding is secure and care is taken during removal of the film. Failure to do so may result in injury.
- Protective film may pose suffocation hazard to children. Properly dispose of film immediately after removal and keep out of reach of children.
- Peeling off protective film may result in a static charge that could cause a shock or spark.
- Static charge and spark can pass through to the OTHER SIDE of glass.
- Solvents, cleaners and foam insulation must be dry and all flammables must be properly stored before removing protective film.
- Misting glass with water may reduce static charge and spark.
- For best results, protective film should be removed within 9 months of installation in temperatures above 32°F.



### REMOVE FROM AREA:

- Thinners
- Cleaners
- Mineral spirits
- Foam insulation cans
- Solvent-soaked rags

## ⚠ CAUTION

- Glass on Andersen® 200 Series windows is protected by a translucent film.
- Andersen® 400 Series products come standard with High-Performance™ Low-E4™ glass. This glass package has a low-maintenance exterior coating and removable protective film. The low-maintenance exterior coating is highly durable but may be damaged by scratching with hard objects. DO NOT use metal razor blades to clean glass or remove paint/stain from glass surface. Scratching of the exterior glass surface could damage the low-maintenance coating.
- DO NOT use metal razor blades to remove the protective film. Peel back protective film at a corner using a fingernail or clean plastic scraper.
- DO NOT allow any sealants (including silicone) to contact the exterior glass surface. Sealants may cause damage to the exterior low-maintenance coating of the glass.
- DO NOT use abrasive cleaners on any glass surface, or on the exterior of High-Performance™ Low-E4™ glass.
- DO NOT apply any after-market films to glass. Thermal stress conditions resulting in glass damage may occur.
- Tape glass edge with painter's tape prior to finishing or painting. Protective film is not a substitute for edge masking.
- The use of movable insulating materials such as window coverings, shutters and other shading devices may damage glass or vinyl. In addition, excessive condensation may result, causing deterioration of the window unit.
- Acid solutions used to wash masonry will damage glass, fasteners, hardware and metal flashing. Follow the acid solution manufacturer's instructions carefully. Protect and/or cover Andersen products during cleaning process to prevent acid contact. If acid does come in contact with window unit, immediately wash all surfaces with clean water.

Before painting or staining Andersen® products, please familiarize yourself with these general finishing guidelines:

DO NOT paint weatherstripping, gaskets, interlocks, jamb liners, silicone beads, insect screens or any surface that has sliding contact with other parts.

DO NOT allow painted surfaces to come in contact with other surfaces until thoroughly dry.

For a clean, attractive stained appearance, the use of a pre-stain or primer is strongly recommended.

Abrasive cleaners or solutions containing corrosive solvents should not be used on Andersen® products.

Before painting, use a fast-dry alkyd primer.

Properly prepared wood surfaces absorb finish materials more easily. Prior to finishing wood interiors, lightly sand the surfaces with fine sandpaper or steel wool. Sandpaper and steel wool should not contact glass surface. Remove dust particles with a soft, dry cloth.

## 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.

## Exterior Finishing

Andersen Frenchwood® and Narroline® gliding patio doors have rigid vinyl cladding on their frame exteriors and a long-lasting urethane base finish on the door panels. The Perma-Shield® gliding patio door features vinyl-clad frame and panels.

- Sandtone or Terratone® color exteriors may be painted any color lighter than Terratone, using quality oil-base or latex paint.
- Submit color samples to Andersen for approval when painting White, Sandtone or Terratone colors any color darker than Terratone.
- Do not paint Forest Green exteriors.

Below is a general overview of vinyl painting instructions. Painting and staining may cause damage to rigid vinyl exteriors. Andersen does not warrant the adhesion of paint to vinyl surfaces.

- Buff the frame and panels with a 3M® ScotchBrite® pad, 00 steel wool or 240-grit sandpaper until the surface is dull. Remove dust particles with a soft, dry cloth.
- Clean the frame and panels by wiping them with a surface conditioner or acetone. After the solution dries, prime the surface with a fast-dry alkyd primer in a neutral color. Always read and follow the manufacturer's recommendations for proper use.
- When the primer is dry, remove the operating panel and apply a high-quality oil-base or water-base paint.

“3M” and “ScotchBrite” are registered trademarks of 3M Company.

## Silicone Instructions

### CAUTION

- **DO NOT** paint silicone bead on door panel. Painting the silicone bead will adversely affect door performance.

- If silicone bead is damaged, remove it and install a new, high-quality bead of silicone that matches the paint color.
- The stile and rail exterior joint is sealed with silicone. If silicone is left on these joints, they will not accept paint.
- If you need to apply a new silicone bead, make sure the areas of glass and panel that will touch the new bead are clean and dry. A new silicone bead must be applied properly for the panel to perform correctly. If silicone is smeared on any glass surface, wait until it cures before removing it. Spray the surface with window cleaner, then use a nylon knife to scrape off the cured silicone.

## Interior Finishing

Andersen® Frenchwood® and Narroline® gliding patio doors have natural wood interiors that can be painted or stained. Thoroughly read the manufacturer's paint or stain instructions before applying the finish. Failure to do so may result in poor appearance or damage to your door.

- Before you paint or stain the interior wood surface, sand it with fine sandpaper or steel wool. Remove dust particles with a soft, dry cloth. Apply a pre-stain before staining for the best results on interior pine.
- Use a high-quality oil-base stain, oil-base paint or latex paint. Paint or stain the door with the panel open, and do not close the panel until the finish has dried thoroughly.
- Let any stain dry overnight. After the stain is dry, finish the wood with a high-quality conventional lacquer, varnish or polyurethane.
- When painting apply a primer to the natural wood. Let the primer dry overnight. After the primer is dry apply an oil-base or water-base paint. Finish the wood with a quality conventional lacquer, varnish or polyurethane.

### CAUTION

- **DO NOT** expose unfinished wood to high moisture conditions, excessive heat or humidity. Discoloration, bowing and/or splitting may result. Finish interior wood surfaces immediately after installation.
- **DO NOT** stain or paint weatherstripping, silicone beads, vinyl, glass, or hardware.

**Note:** Do not apply creosote-based stains to Andersen products.

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## Finishing Wood Interior Grilles



### CAUTION

- Thoroughly read the paint or stain manufacturer's instructions prior to applying the finish. Failure to do so may result in poor appearance or damage to your grilles.

Andersen® gliding patio door grilles are available in a variety of options. If you have a white polycarbonate or painted white interior grille, the interior and exterior surfaces are already finished and no further finishing is required.

If you have a natural wood interior, it is ready for finishing to match the interior décor. The exterior-facing surface of each wood interior grille is painted White, Sandtone, Terratone® or Forest Green color to match the door's exterior.

**This exterior finished side should not be refinished.**

Before you finish the interior side of a wood grille, lightly sand the inside face with 240-grit sandpaper or 00 steel wool. This will help the wood absorb the finish evenly. Remove dust particles with a soft, dry cloth.

Apply a high-quality oil-base stain, oil-base paint or latex paint in an open, well-ventilated area. Allow stain to dry overnight before you apply a finish coat. Once the stain is dry, finish the grille surfaces with a high-quality conventional lacquer or polyurethane.

## Cleaning Gliding Patio Door

Clean your Andersen® products occasionally to keep them looking good and working well. In most regions, they may only require cleaning a few times each year. However, some coastal areas, industrial areas or agricultural areas contain high amounts of airborne particles and may require more frequent washing of your patio doors.

Remove dust, dirt, smoke, film, soot and salt spray by using a mild detergent and water solution and a soft cloth or brush. To remove heavy dirt or grime from glass, first wipe debris from the glass surface with a soft, dry cloth. Then apply a cleaning solution, such as mild soapy water, vinegar, or a liquid window cleaner, and wipe in a circular motion. Remove the cleaning solution with a squeegee or a clean, lint-free cloth. **As a general rule, you should never clean glass in direct sunlight. To avoid damage to the glass, never use razor blades on the glass surface.**

To clean a vinyl exterior, use a mild detergent and water solution and a soft cloth or brush. Do not use abrasive cleaners or solvents. For persistent dirt or grime, use Mr. Clean® or Soft Scrub® brand cleaners, or a mixture of water and alcohol or ammonia.

### WARNING

- Use of ladders and/or scaffolding and working at elevated levels may be hazardous. Follow equipment manufacturer's instructions for safe operation. Use extreme caution when working around window and door openings. Injury and/or falls could occur.

"Mr. Clean" is a registered trademark of the Procter & Gamble Company.

"Soft Scrub" is a registered trademark of the Clorox Company.

## Cleaning Insect Screens

Frenchwood® gliding patio doors are available with gliding and retractable insect screens. Gliding insect screens are best cleaned with a garden hose and soapy water. If they have been neglected, wash them with a detergent and water, using a soft-fiber brush. Retractable insect screens require a minimum of care. To keep them working smoothly, simply keep the track free of dirt and grease. Avoid using an oil-based lubricant/cleaner. We recommend you use a non-oil-based spray for lubricating the screen.

Your gliding insect screen features either stainless steel spring guides or spring-loaded rollers on top and rollers on bottom. The insect screen latching mechanism is located on the side jamb of two-panel doors, and on the locking stile of three-panel doors (*Fig. 1*).

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

When you replace the gliding insect screen, be sure to insert the top into the vinyl channel first, making sure the roller or spring makes contact with the vinyl extruded rib inside the channel (*Fig. 2*).

Then position the bottom rollers on the sill rib guide. Be sure to latch the insect screen completely.

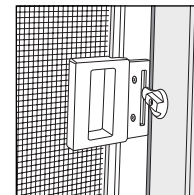
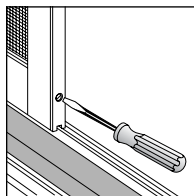


Fig. 1



Fig. 2

If the insect screen operates stiffly, make sure the rollers are properly seated on the guide. If the bottom appears to be dragging, insert a flat blade screwdriver into the adjusting holes on the inside bottom rail, and turn the screwdriver to raise or lower the screen (*Fig. 3*).

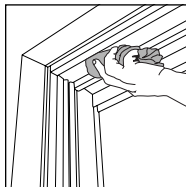


*Fig. 3*

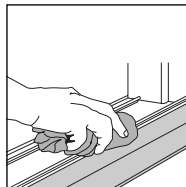
Close the insect screen to within one inch of the side jamb, and make sure the opening is uniform from top to bottom. If you need to replace the insect screen, call your local Andersen retailer to order a rescreening kit.

## Cleaning Inside Head Stop and Track

For long-term ease of operation, clean the inside head stop and track of your door. Do not use lubricants on the track itself; this will cause the rollers to slide, not roll (*Fig. 4 & 5*).



*Fig. 4*



*Fig. 5*

## Maintaining Andersen® Hardware

Your Andersen® hardware has been manufactured of high-quality, fine metal. Fine metal requires periodic attention to maintain its beauty and characteristics. Climate, location, and exposure to corrosive environments such as industrial areas, pesticides, herbicides, or salts can affect the hardware's beauty and characteristics.

### CAUTION

- DO NOT use or apply harsh chemicals, abrasives and/or cleaners. Product damage could occur.
- DO NOT refurbish hardware. Contact a professional hardware restorer for refurbishing.

## Bright Brass, Antique Brass, Satin Nickel, Distressed Nickel, White or Stone

- Wash hardware using a mild detergent and a soft cloth. Andersen bright brass and satin nickel hardware finishes are protected with a physical vapor deposition (PVD) coating process resulting in a beautiful finish that's resistant to scratching, corrosion and tarnish. Andersen satin nickel and bright brass are covered by the same 10-year transferable limited warranty.



### Polished Chrome or Brushed Chrome

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

### Oil-Rubbed Bronze or Distressed Bronze

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

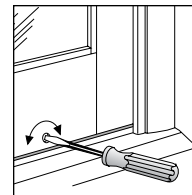
**Note:** For additional hardware performance and warranty information visit our website: [www.andersenwindows.com](http://www.andersenwindows.com)

### Simple Adjustments

Your Andersen® patio door is designed to give you years of trouble-free operation. The following steps will help you get the best performance and the longest service from your patio door.

### Adjusting Your Patio Door

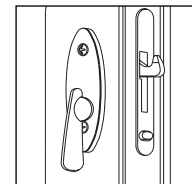
If the operating panel moves stiffly, it may be dragging slightly because the door is out of adjustment. To adjust it, remove the caps located on the interior bottom rail of the door, insert a flat blade screwdriver, and turn the screwdriver clockwise to raise the panel, or counterclockwise to lower the panel (*Fig. 6*). Move one notch at a time, checking the door's operation as you go. Close the panel to within one inch of the side jamb and check for uniform opening from top to bottom. Replace caps when adjustment is complete.



*Fig. 6 - Panel Adjustment*

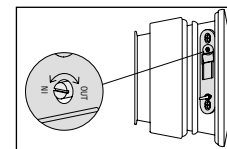
After adjusting the rollers for operation and checking for an even reveal, you may need to adjust the latch receiver. The reachout lock mechanism is designed to pull the operating panel into the weatherstripping for optimal contact.

Close the operating panel slowly. When the pin on the receiver makes contact with the button on the deadlock, slowly turn the inside thumb latch to the lock position (*Fig. 7*). The latch should engage the latch receiver smoothly and pull the panel into the side jamb for a snug fit.



*Fig. 7 - Latch Lever*

To adjust the fit, use a small flat blade screwdriver to turn the adjustment screw on the latch receiver (*Fig. 8*). Turn the screw counterclockwise toward the "in" position for a tighter fit, or clockwise toward the "out" position for a looser fit.



*Fig. 8 - Adjustment Screw*

## Broken Glass

In most cases, it is easier and more economical to replace the door panel, rather than the glass. If a glass pane is broken, always cover the damaged area with tape for safety, and cover the floors to avoid damage from falling glass. Consult a qualified glazier or Andersen dealer.

## Removing Panels

You can remove both the operating and stationary panels of your Andersen® gliding patio door for replacement or when moving large pieces of furniture or equipment in and out of your home. To remove the operating panel, close and lock it, then remove screws in the head stop (*Fig. 9*). Open the door and tip the panel out from the top. Then remove it from the sill track.

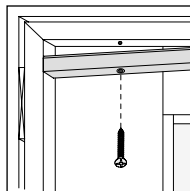


Fig. 9

### 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.
- Support operating panel in frame at all times until head stop is attached. Failure to do so could result in the panel falling out causing injury, property and/or product damage.

The stationary panel is secured to the frame with screws driven into the stationary sill filler. To remove the stationary panel, remove these screws (*Fig. 10*). Then remove the head bracket (*Fig. 11*), and slide the panel past the center of the frame. Pull it out from the bottom.

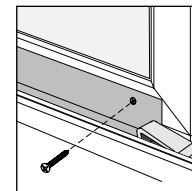


Fig. 10

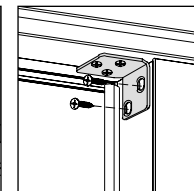


Fig. 11

Reinstallation instructions are provided with replacement panels. You can also find them and a wide variety of other care and maintenance instructions at [www.andersenwindows.com](http://www.andersenwindows.com).

## Avoiding Trouble

Movable insulating materials – such as coverings, shutters and other shading devices – may cause thermal stress or excessive condensation, damaging the doors. Andersen Corporation is not responsible for product performance when these kinds of materials or devices are used with our products.

## Preventing Condensation

Most condensation problems are the result of interior atmospheric conditions, such as humidity. For more information, ask an Andersen dealer for a copy of the “Controlling Indoor Condensation” brochure or DVD.

**Astragal:** The center member of a double door, attached to the fixed or inactive door panel.

**Casing:** A flat, decorative moulding that covers the inside edge of the jambs and the rough openings between the window unit and the wall.

**Cladding:** A low-maintenance material, such as vinyl, on the exterior of a window or patio door unit.

**Divided light:** Glass of a sash or patio door panel that is separated into smaller sections using muntins or grilles.

**Double glazing:** The use of two panes of glass in a window or door to increase energy efficiency and performance.

**Extension jambs:** Flat wood parts that are fastened to the inside edges of a window jamb to extend its width and adapt it to a thicker wall. The inside edge of an extension jamb should be flush with the finished wall surface.

**Flashing:** A metal or plastic strip attached to the outside of the head or side jambs to provide a weather barrier and to help prevent leakage between the frame and the wall.

**Frame:** The outside member of a window or door unit that encloses the sash or panel, respectively; composed of side jambs, head jamb and sill.

**Gasket:** A continuous strip of flexible material used to create a weathertight seal between the sash and frame of roof windows or patio doors.

**Glazing:** The glass panes in the sash of a window or panel of a door. Also, the act of installing glass panes in a sash or panel.

**Glazing bead:** A plastic or wood finishing strip applied to the window sash or door panel around the perimeter of the glass on the outside.

**Glazing stop:** The part of the sash or door panel that holds the glass in place.

**Grille:** Ornamental or simulated muntins and bars which don't actually divide the lights of glass. Generally made of wood on the interior side of the sash and Fibrex® material on the exterior. Some wood interior grilles can be removed for easier cleaning.

**Head:** The main horizontal member forming the top of the window or door frame.

**Head board:** A flat board cut to fit the contour of a bow or bay window, and installed between the head jambs and the flat wall surface.

**Insect screen:** Lightweight aluminum frame with screen mesh applied. Designed to keep insects out when window is open. Insect screens will not stop a child from falling out of the window. Keep children away from open windows.

**Interlock:** Part of the weatherstrip system. Two separate pieces of material attached to a gliding window or gliding patio door that meet and lock within each other to create a weathertight seal when the window or door is closed.

**Header:** A heavy beam extended across the top of a rough opening to prevent the weight of a wall or roof from resting on the window frame or doorway.

**Jack studs:** Framing members, generally 2x4 or 2x6 boards, that form the inside of the rough opening for a window or door. They run from the sole plate to the header, and support the header.

**Jamb:** The main vertical members forming the sides of a window or door frame.

**Jamb liner:** Metal, plastic or wood covering the inside surface and head and side jambs of sliding windows.

**Lift:** A handle or grip installed on the bottom rail of the lower sash of a double-hung window to make it easier to raise or lower the sash.

**Light:** A single pane of glass within a window or patio door. Also refers to each visible section of glass created by a grille or muntin.

**Mortise:** A recess or slot cut into a board that receives the projecting portion (tenon) of another member in order to form a joint.

**Muntin:** A short bar, used to separate glass in a sash into multiple lights. Also called a windowpane divider or a grille.

**Panel:** The component of a patio door that holds the glass pane.

**Pivot:** The point at which a window sash turns; usually in the center of venting windows.

**Protective film:** Low-density plastic film that is applied to the interior and exterior glass surfaces. This film protects units during manufacturing, delivery and construction.

**Rough opening:** The space in a wall in which a window or door is installed.

**Sash:** The framework holding the glass in a window unit. Composed of stiles (sides) and rails (top and bottom).

**Silicone bead:** A small strip of sealant that is applied to the full perimeter of the exterior of the glass surface where the sash/panel meets the glass. It adds protection and creates a finished look.

**Sill:** The horizontal member that forms the bottom of a window or door frame.

**Stop:** A wood trim member nailed to the window or door frame to hold, position or separate its parts.

**Tempered glass:** Glass manufactured to withstand greater than normal forces on its heat-treated surface. When tempered glass breaks, it shatters into small pieces to reduce the danger of glass cuts.

**Tenon:** A rectangular projection cut out of a piece of wood for insertion into a mortise.

**Transom:** A smaller window above a door or another window. A transom joint is the horizontal joining area between two window units that are stacked one on top of the other.

**Vapor barrier:** A watertight material used to keep moisture away from structural elements such as floors, walls and ceilings.

**Venting unit:** A window or door that opens or operates.

**Weatherstripping:** Metal, plastic, foam or felt strips used to create a seal between a window sash or door panel and the frame to prevent weather infiltration.