

Reachout Lock Replacement

for Andersen® 2-Panel and 4-Panel 400 Series Frenchwood® Gliding,
200 Series Narroline®, and Perma-Shield® Gliding Patio Doors

Thank you for choosing Andersen.

For questions call 1-888-888-7020. For more information and/or guides visit andersenwindows.com.

Please leave this guide with building owner.

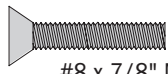
- ▶ Read guide from beginning to end before starting installation. Read all warnings and cautions during unit installation.
- ▶ Check with your local building code official to identify and confirm compliance with local building code requirements.

Tools & Supplies

- Safety Glasses
- Flat Blade Screwdriver (Large)
- Flat Blade Screwdriver (Small)
- Phillips Screwdriver
- Wood Shim
- Tape
- Power Drill
- 1/8" Drill Bit
- 1/2" Drill Bit
- 3/4" Spade Bit
- Pencil

Parts Included

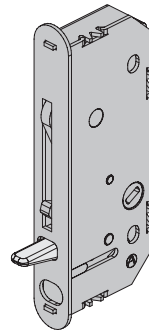
- (1) Instruction Guide
- (1) Latch Receiver (2-Panel or 4-Panel)
- (1) Reachout Lock Assembly
- (1) #10 x 3" Flat Head Security Screw
- (2) #8 x 7/8" Machine Screws



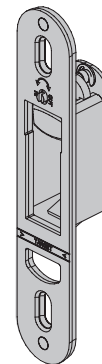
#8 x 7/8" Machine Screw



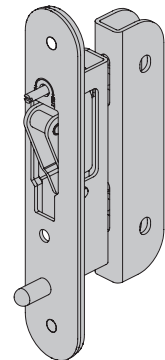
#10 x 3" Flat Head Security Screw



Reachout Lock Assembly
(2565507)



Latch Receiver,
2-Panel Door
(2565509)



Latch Receiver
4-Panel Door
(2565511)

⚠ 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

Incorrect installation may affect egress and home security. Follow instruction guide to make sure hardware is installed correctly.

⚠ 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

Follow manufacturers' instructions for hand or power tools. Always wear safety glasses. Failure to do so may result in injury and/or product damage.

NOTICE

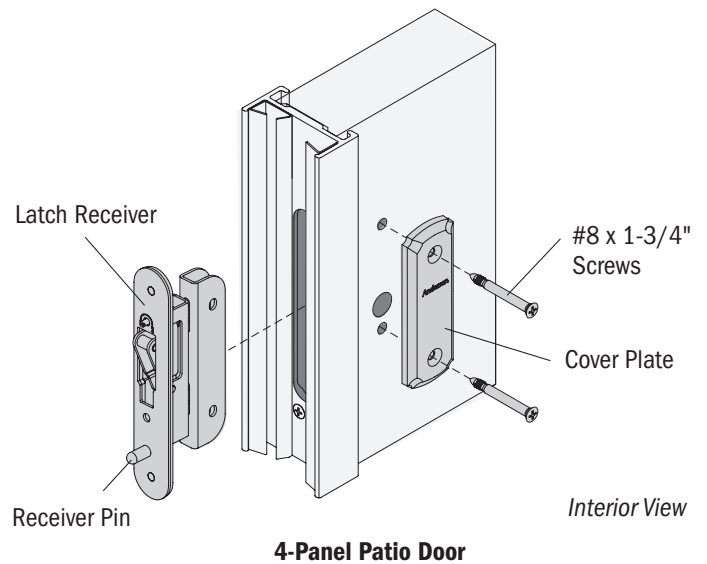
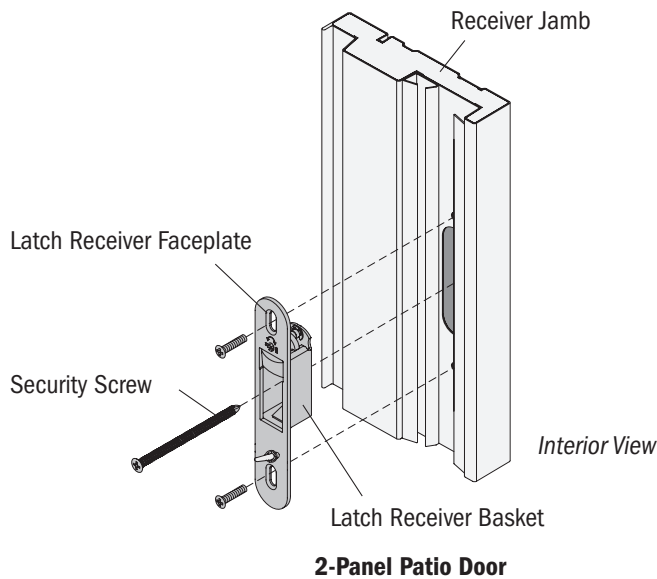
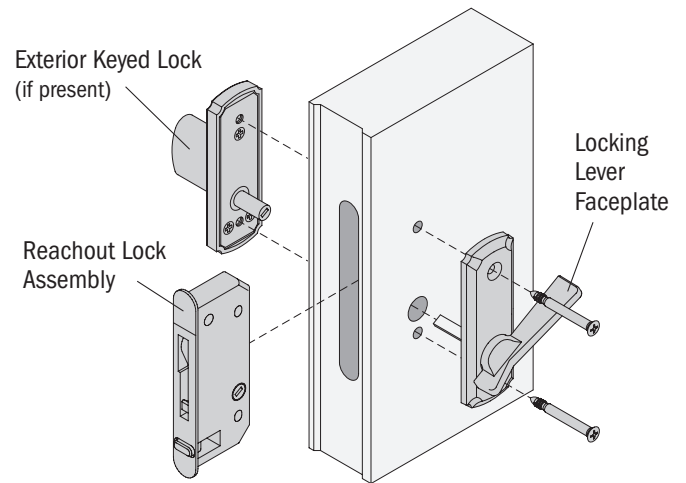
- This guide is only for the replacement of the Reachout Lock Assembly and Latch Receiver.
- Door panels should be installed and interior surfaces finished before installing or replacing hardware.

1. Prepare for Replacement

NOTICE

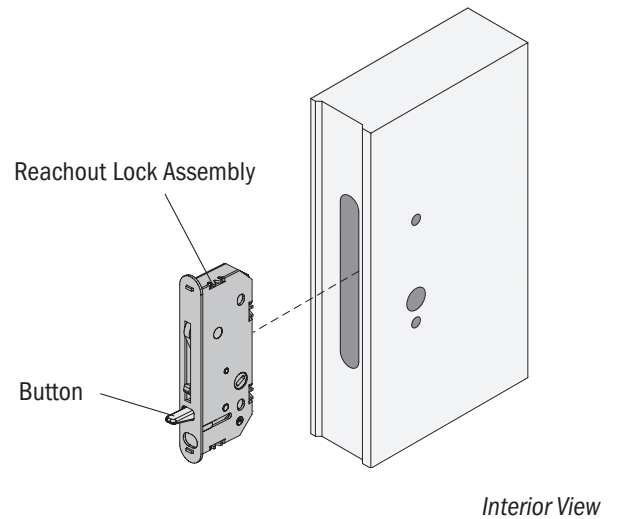
Retain all removed parts until replacement installation is complete.

- Remove existing Locking Lever, Reachout Lock Assembly, and Exterior Keyed Lock (if present) from door panel by removing screws from Locking Lever Faceplate.
- For **2-Panel Patio Doors**, Remove existing Latch Receiver from Receiver Jamb by removing screws from Latch Receiver Faceplate and Security Screw from Latch Receiver Basket.
- For **4-Panel Patio Doors**, Remove existing Latch Receiver by removing screws from Cover Plate.



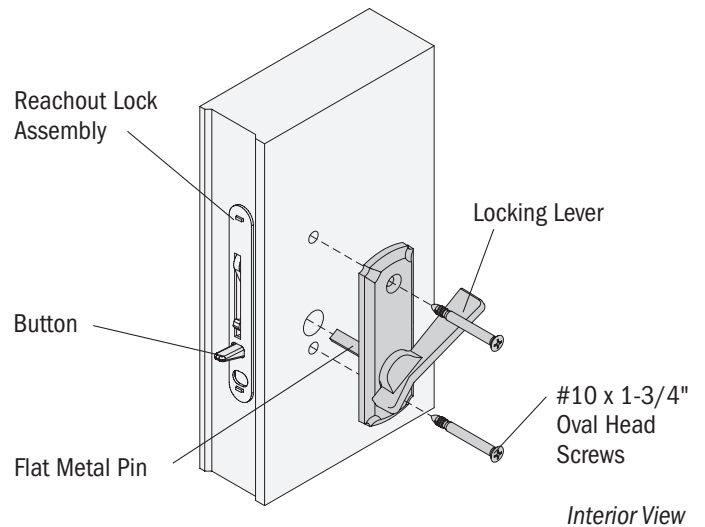
2. Install Reachout Lock Assembly

- Insert Reachout Lock Assembly, button end down, into routed area on door edge. Make sure Reachout Lock Assembly is fully seated into door panel and Button is on bottom.

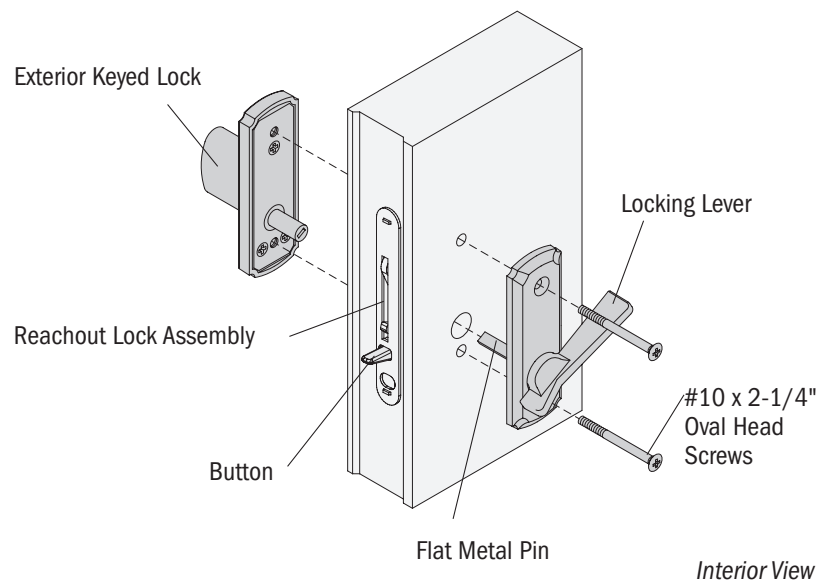


3. Attach Locking Lever

- Insert Flat Metal Pin on existing Locking Lever into latch slot in Reachout Lock Assembly.
- For units **without** Exterior Keyed Lock, fasten existing Locking Lever to door using two existing #10 x 1-3/4" Oval Head Screws.
- For units **with** Exterior Keyed Lock, fasten existing Locking Lever to door using two existing #10 x 2-1/4" Oval Head Screws.
- Insert screws through Locking Lever holes and tighten screws securely.
- For **2-Panel Patio Doors**, go to **Step 4**.
- For **4-Panel Patio Doors**, go to **Step 12**.



Without Exterior Keyed Lock



With Exterior Keyed Lock

For 2-Panel Patio Doors Only, Follow Steps 4 - 11

4. Drill Receiver Jamb (Only For Units Manufactured Before January 2005)

WARNING

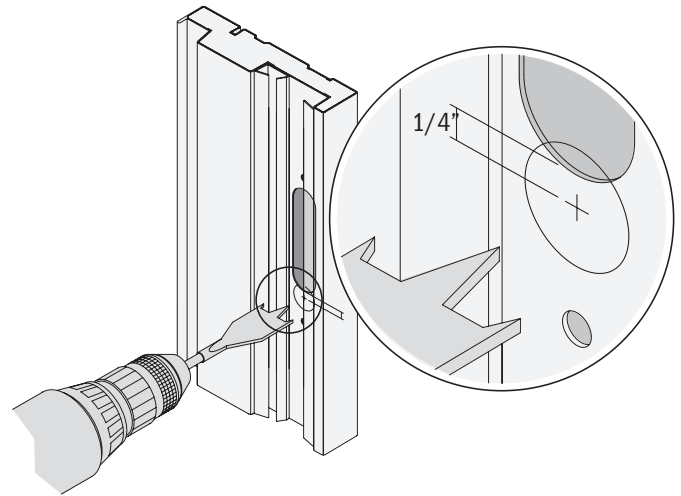
Failure to perform this step could lead to misalignment of Lock Assembly Button and Latch Receiver and may result in loss of building security.

- Measure and mark a point 1/4" below existing rout on receiver jamb as shown.

NOTICE

Drilled hole must be aligned behind cutout area on Latch Receiver faceplate, when installed, for proper lock operation.

- Drill a 3/4" diameter hole through receiver jamb, centered on mark using a 3/4" diameter spade bit.

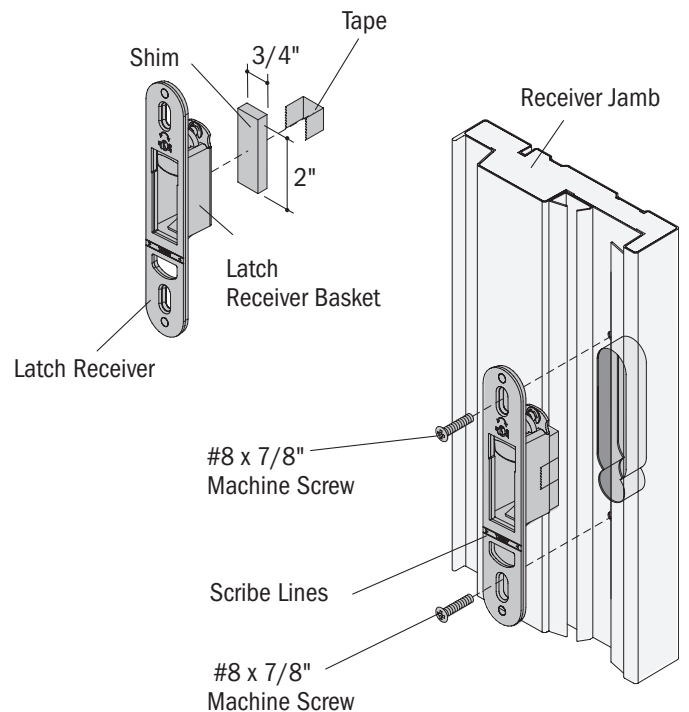


5. Attach Latch Receiver

CAUTION

Shim directly behind Latch Receiver Basket to prevent bowing of Receiver Jamb when Security Screw is installed in Step 11.

- Tape 3/4" x 2" Shim to back of Latch Receiver Basket so that shim thickness bottoms out on rough opening.
- Attach Latch Receiver to receiver jamb, in existing rout location, using two #8 x 7/8" Machine Screws. **DO NOT** fully tighten screws to allow movement up and down for final positioning.

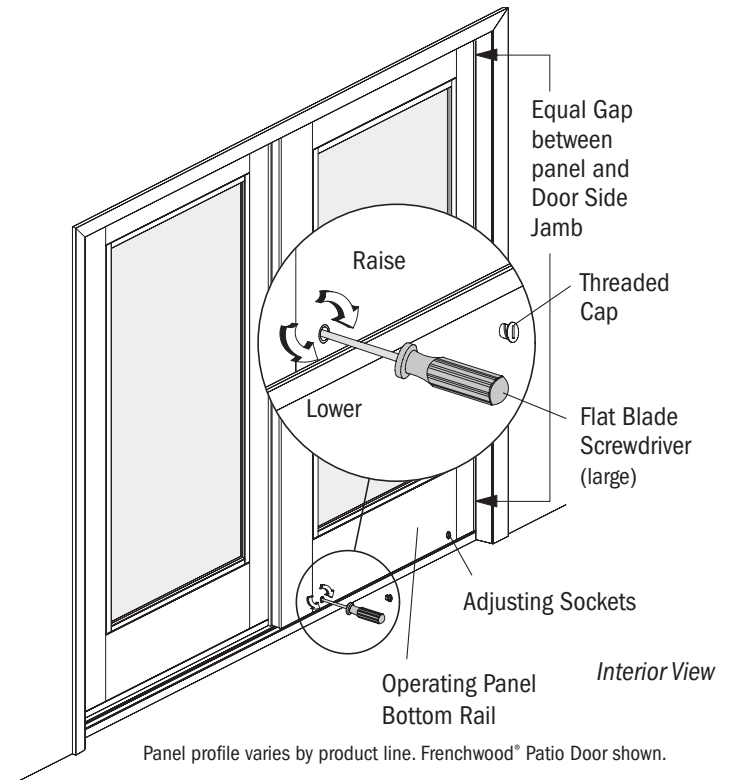


Interior View

For 2-Panel Patio Doors Only, Follow Steps 4 - 11

6. Square Operating Panel

- Slide Operating Panel open until a narrow gap exists between Operating Panel and Side Jamb. The narrow gap should be equal from top to bottom.
- If gap is not equal, remove the (2) Threaded Caps located on Bottom Rail of Operating Panel using a large flat head screwdriver.
- Adjust rollers by inserting a screwdriver into Adjusting Sockets. Turn **clockwise to raise** panel or **counterclockwise to lower** panel until gap between Operating Panel and Side Jamb is equal full length.
- Check operation of panel. If panel operates freely, replace Threaded Caps and proceed to **Step 7**.
- If panel operation is difficult, lower panel until panel operates freely by adjusting rollers. Insert screwdriver into Adjusting Socket and turn counterclockwise to lower panel. Repeat this step with other roller.
- Recheck gap between Operating Panel and Side Jamb.

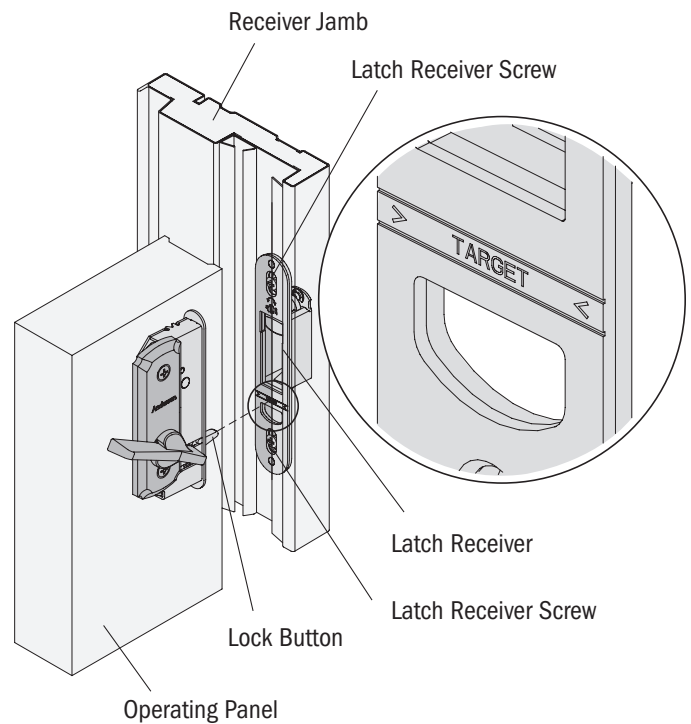


7. Align Latch Receiver Scribe Lines and Lock Button

⚠ WARNING

Failure to properly align Lock Button and Latch Receiver will prevent lock from operating properly and may result in loss of building security.

- Close panel to check alignment of Lock Button to >TARGET< area on the 2-Panel Latch Receiver. Lock Button and >TARGET< area must be aligned for proper lock operation.
- Slide Latch Receiver up or down so that Lock Button touches Latch Receiver faceplate and is centered between the scribed lines on >TARGET<.
- When Latch Receiver is properly aligned with Lock Button, tighten Latch Receiver screws.



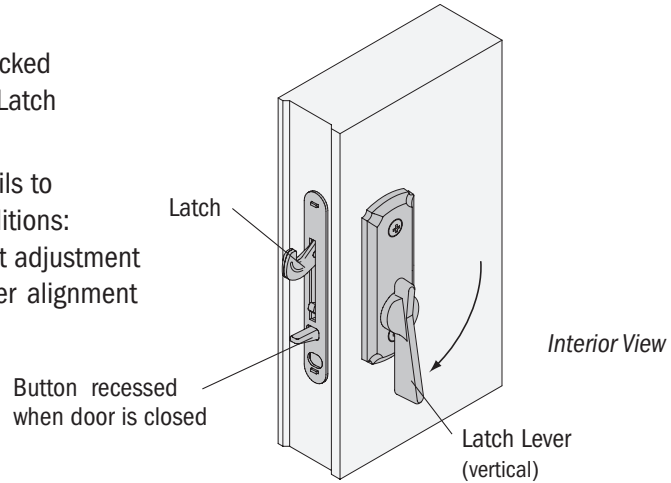
Receiver Jamb and Operating Panel shown transparent

Interior View

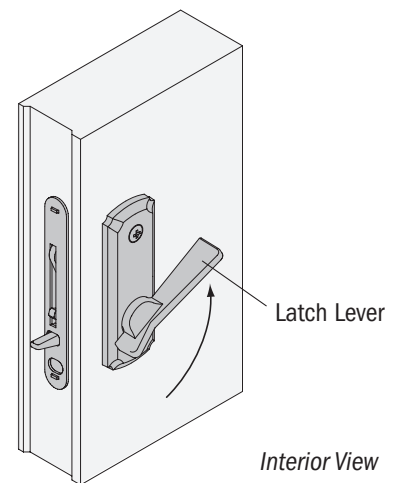
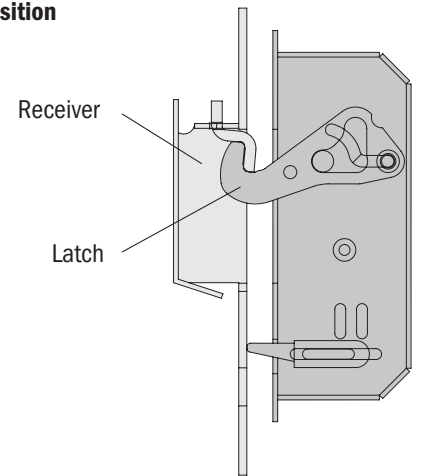
For 2-Panel Patio Doors Only, Follow Steps 4 - 11

8. Check Latch Operation

- Close door and turn Latch Lever to vertical or locked position. Latch should “reach out” and engage Latch Receiver, pulling door panel into Receiver Jamb.
- If Latch Lever does not move smoothly or if it fails to reach vertical position, check the following conditions: squareness of Operating Panels (**Step 6**), height adjustment of Operating Panels (**Step 6**), and Latch Receiver alignment (**Step 7**).



Locked Position



Unlocked Position

For 2-Panel Patio Doors Only, Follow Steps 4 - 11

9. Check Exterior Keyed Lock (If Present)

⚠ WARNING

All three tests must be performed to verify proper operation of door. Failure to do so could create risk of entrapment or loss of building security.

Test 1

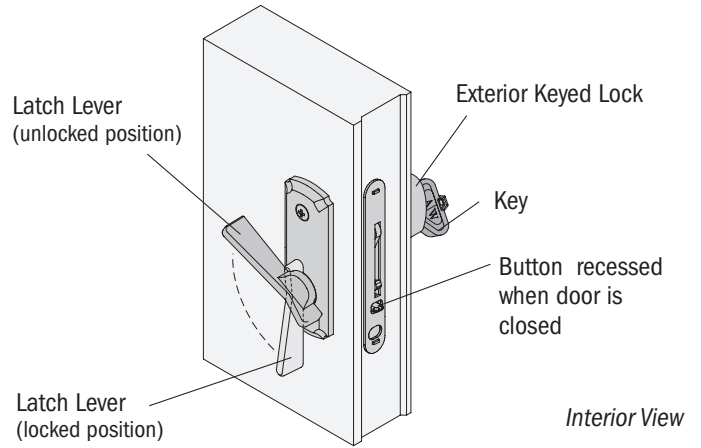
- Close door from exterior and insert Key into Exterior Keyed Lock.
- Turn Key counterclockwise to lock a left hand door, clockwise to lock a right hand door. Refer to diagram below for determining if door is left or right hand. Key must be rotated back one revolution to remove Key. Attempt to pull door open to verify door is locked.
- Unlock door, remove Key by rotating back one revolution, and open door.

Test 2

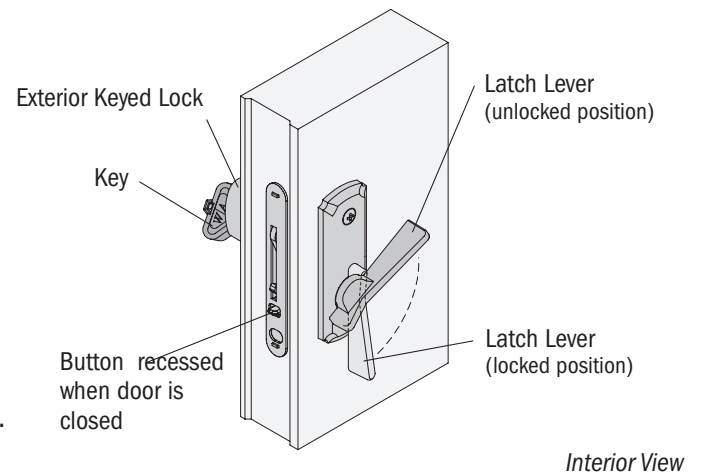
- Close door from exterior and lock door with Key.
- Remove Key.
- Unlock door from the interior using Latch Lever .

Test 3

- Close door from interior and turn Latch Lever to locked position. Latch Lever will be vertical when in locked position. Attempt to pull door open to verify door is locked.
- Unlock door.
- If lock does not function properly with any of the three tests, repeat **Steps 5 thru 7** for correct alignment.



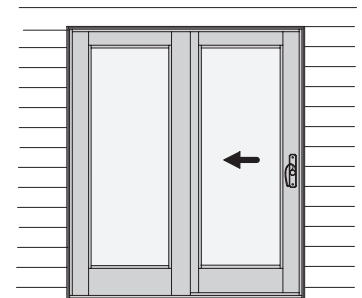
Left Hand Operating Patio Door



Right Hand Operating Patio Door



Left Hand Operating Patio Door



Right Hand Operating Patio Door

Exterior Views

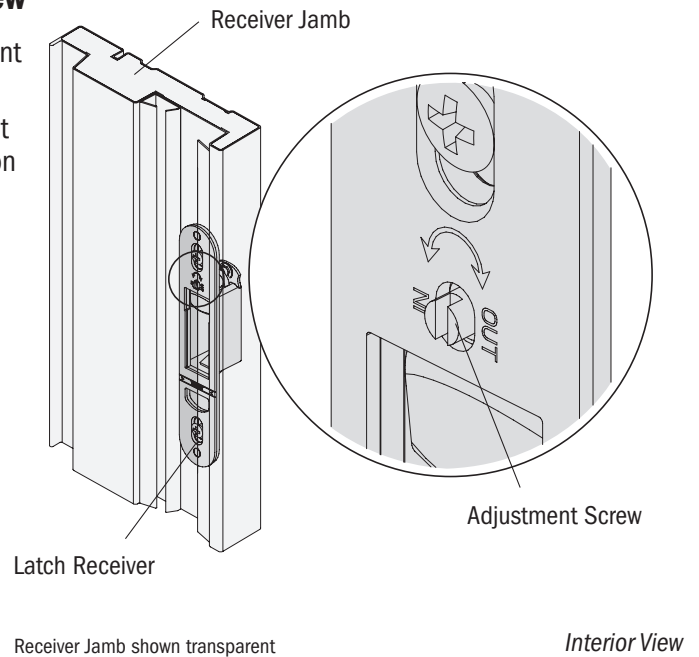
For 2-Panel Patio Doors Only, Follow Steps 4 - 11

10. Adjust Panel/Jamb Fit and Install Security Screw

- Adjust fit using a small flat blade screwdriver to turn adjustment screw on Latch Receiver, if necessary.

If panel does not fit snug against weatherstrip, turn adjustment screw on Latch Receiver counterclockwise toward **"IN"** position for a tighter fit.

If Latch Lever operates stiffly when locking or unlocking door, turn Adjustment Screw on Latch Receiver clockwise toward **"OUT"** position for a looser fit.

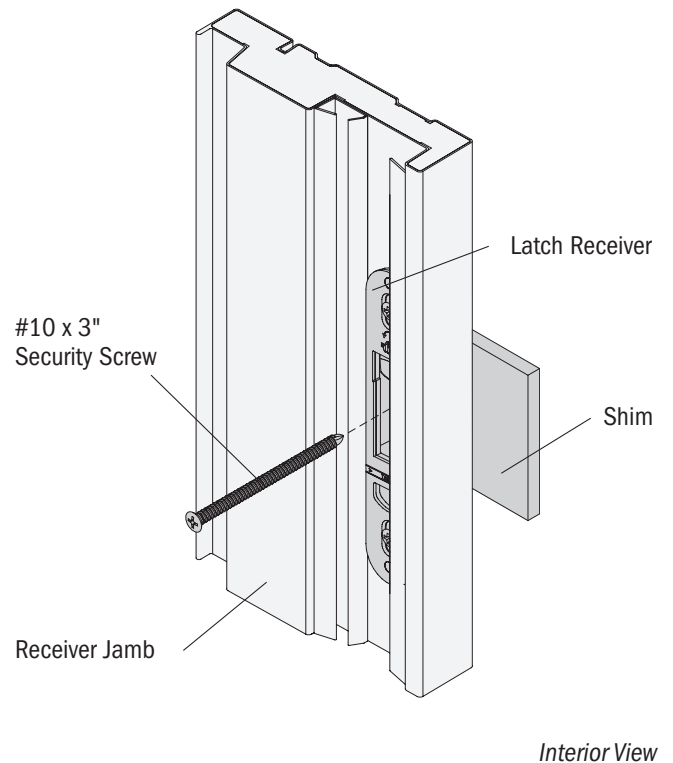


11. Install Security Screw (2-Panel Patio Doors Only)

CAUTION

Failure to have shimmed directly behind Latch Receiver when installing Security Screw may result in bowing of the receiver jamb (see Step 5).

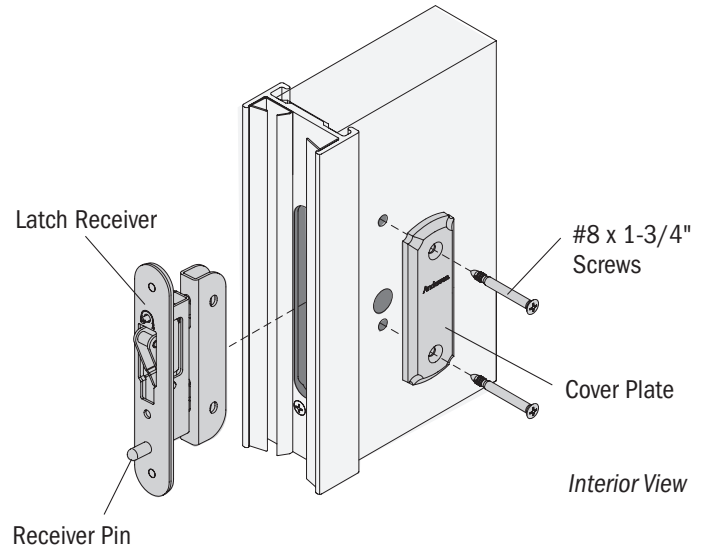
- Place shim directly behind Latch Receiver between door jamb and framing.
- Drill a 1/8" hole through existing hole in center of Latch Receiver. Insert #10 x 3" Flat Head Security Screw and fasten tightly.
- Hardware installation is now complete for **2-Panel Patio Doors**. For **Hardware Care and Maintenance**, go to **Page 11**.



For 4-Panel Patio Doors Only, Follow Steps 12 - 15

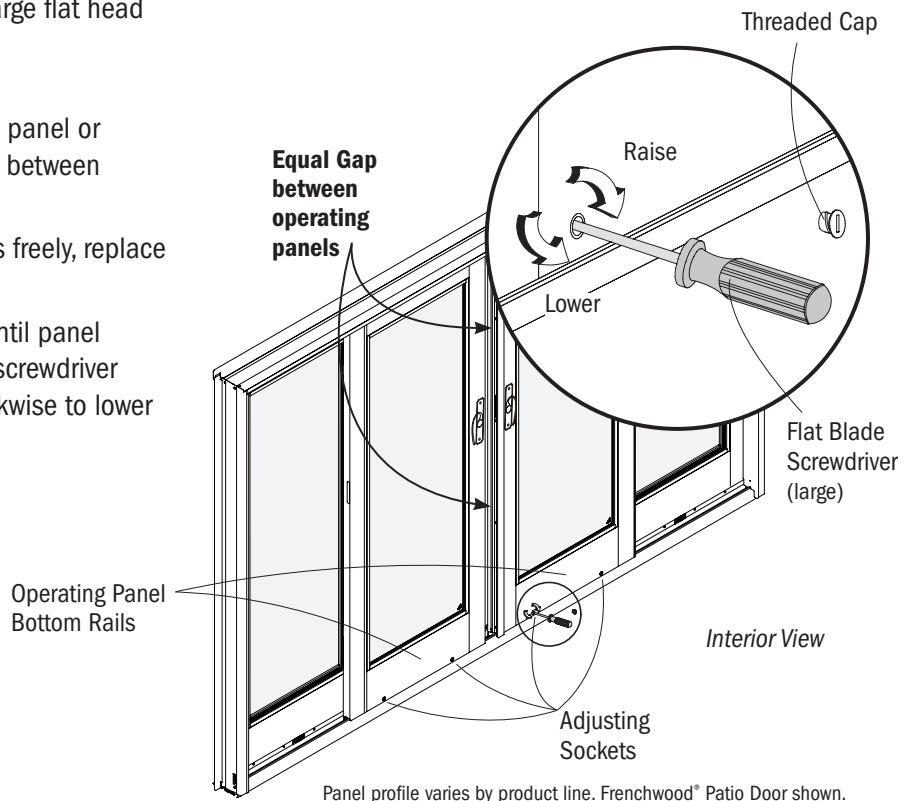
12. Attach Latch Receiver and Cover Plate

- Insert 4-Panel Latch Receiver, receiver pin down, into slot on edge of panel, making sure it is fully seated in panel and receiver pin is on bottom.
- Position Cover Plate over predrilled holes on panel and secure through Latch Receiver using existing #8 x 1-3/4" Oval Head Screws.



13. Square Operating Panel

- Slide Operating Panel open until a narrow gap exists between Operating Panels. The narrow gap should be equal from top to bottom.
- If gap is not equal, remove the Threaded Caps located on Bottom Rail of Operating Panels using a large flat head screwdriver.
- Adjust rollers by inserting a screwdriver into Adjusting Sockets. Turn **clockwise to raise** panel or **counterclockwise to lower** panel until gap between Operating Panels is equal full length.
- Check operation of panel. If panel operates freely, replace Threaded Caps and proceed to **Step 14**.
- If panel operation is difficult, lower panel until panel operates freely by adjusting rollers. Insert screwdriver into Adjusting Socket and turn counterclockwise to lower panel. Repeat this step with other roller.
- Recheck gap between Operating Panels.

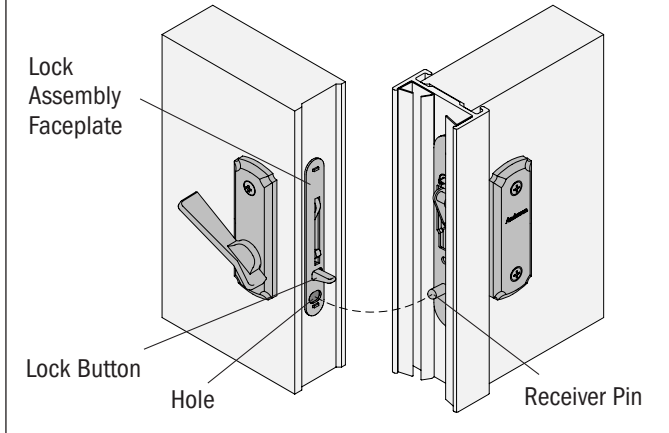


For 4-Panel Patio Doors Only, Follow Steps 12 - 15

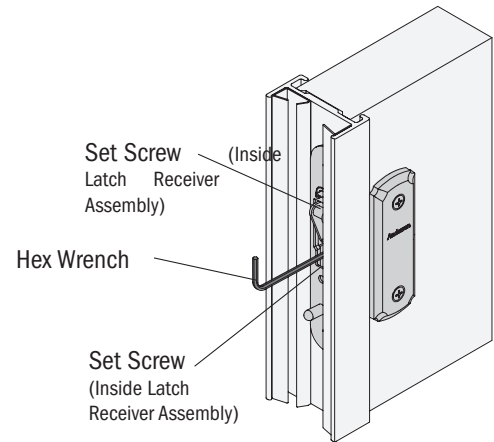
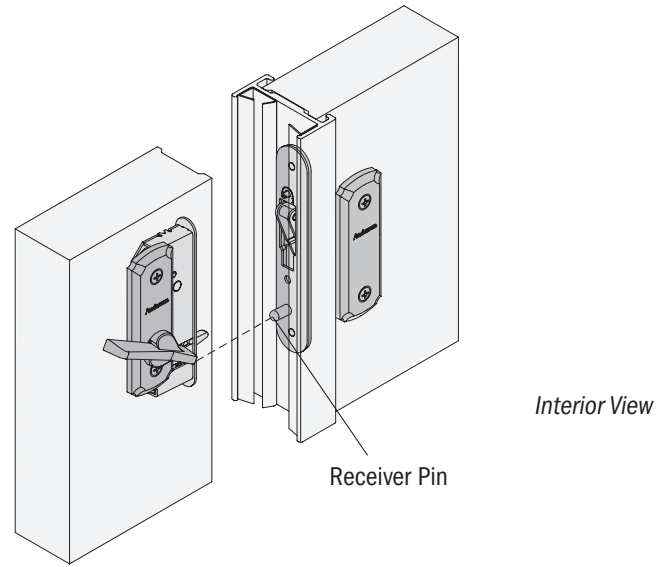
14. Align Receiver Pin (4-Panel Patio Doors Only)

NOTICE

- Door panels must be in position and operating correctly before checking and adjusting the latch. Refer to Step 13 to adjust door panels and gap.
- Receiver Pin must align with hole on Lock Assembly faceplate for proper lock operation.



- Close panel and check alignment of Receiver Pin into hole just beneath Lock Button on Lock Assembly faceplate. Receiver Pin and hole on Lock Assembly must be aligned for proper lock operation. To adjust 4-Panel Latch Receiver, loosen set screws using hex wrench, turning screws as necessary. Adjust 4-Panel Latch Receiver up or down to aligned position. Tighten set screws using hex wrench.

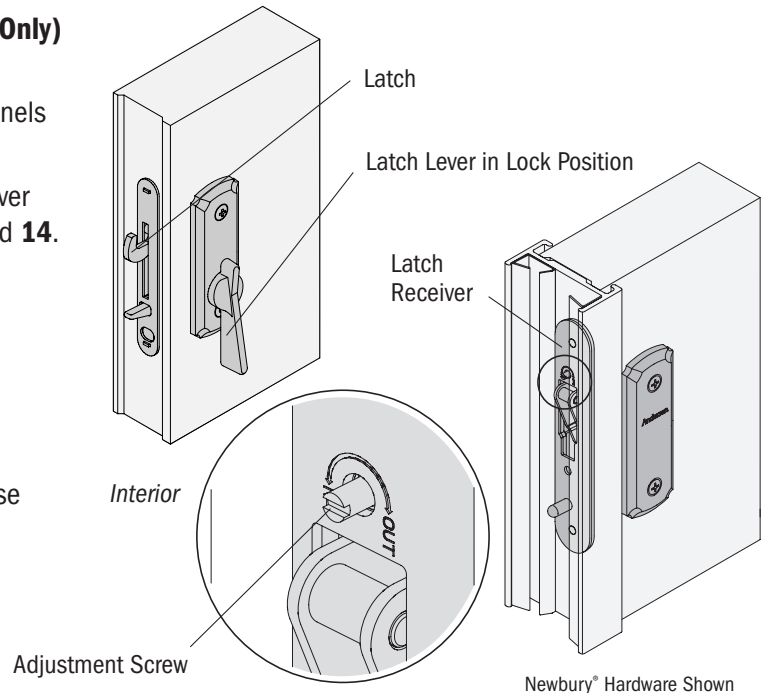


Newbury® Hardware Shown

Interior View

For 4-Panel Patio Doors Only, Follow Steps 12 - 15**15. Check Latch Operation (4-Panel Patio Doors Only)**

- Close panel and turn Latch Lever to lock position. The latch should engage receiver smoothly and pull door panels together for a snug fit.
- If Latch fails to engage Latch Receiver, the Latch Receiver and receiver pin are not aligned. Repeat **Steps 13 and 14**.
- Adjust fit using a small flat blade screwdriver to turn adjustment screw on Latch Receiver, if necessary.
If panel does not fit snug against weatherstrip, turn adjustment screw on Latch Receiver counterclockwise toward **"IN"** position for a tighter fit.
If Latch Lever operates stiffly when locking or unlocking door, turn Adjustment Screw on Latch Receiver clockwise toward **"OUT"** position for a looser fit.

**Care and Maintenance****General Information**

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 are challenges to your ability to maintain 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.

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

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

White or Stone

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

Polished Chrome or Brushed Chrome

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

Oil Rubbed Bronze or Distressed Bronze

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

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