

Wash Assist and/or Tilt-Latch Replacement Guide

for Andersen® 400 Series Woodwright® Full-Frame and Insert Double-Hung Windows
 (manufactured before April, 2017)

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.

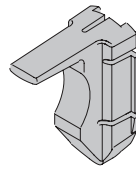
- ▶ **Read guide from beginning to end before starting installation. Read all warnings and cautions during unit installation.**
- ▶ **Check with your local building code official to identify and confirm compliance with local building code requirements.**

Parts Included

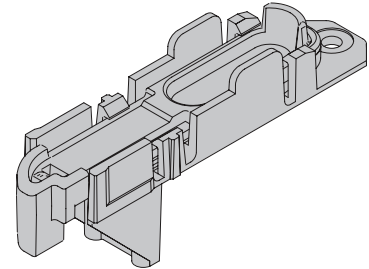
- (1) Installation Guide
- (2) Wash Assists
- (2) Tilt Latches

Tools Needed

- Safety Glasses
- Phillips Screwdriver
- Pliers



Wash Assist
 White (0102091)
 Gray (0102092)



Tilt Latch

NOTICE

- For Wash Assist Replacement, go to Page 2.
- For Bottom Sash Tilt Latch Replacement, go to Page 2.
- For Top Sash Tilt Latch Replacement, go to Page 4.

 **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. Heavier windows and doors will require mechanical assistance. Failure to do so could result in injury, product or property damage.

 **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.

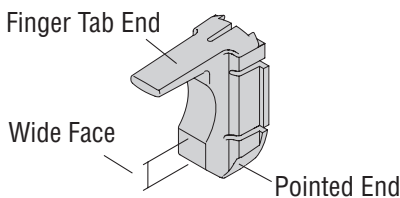
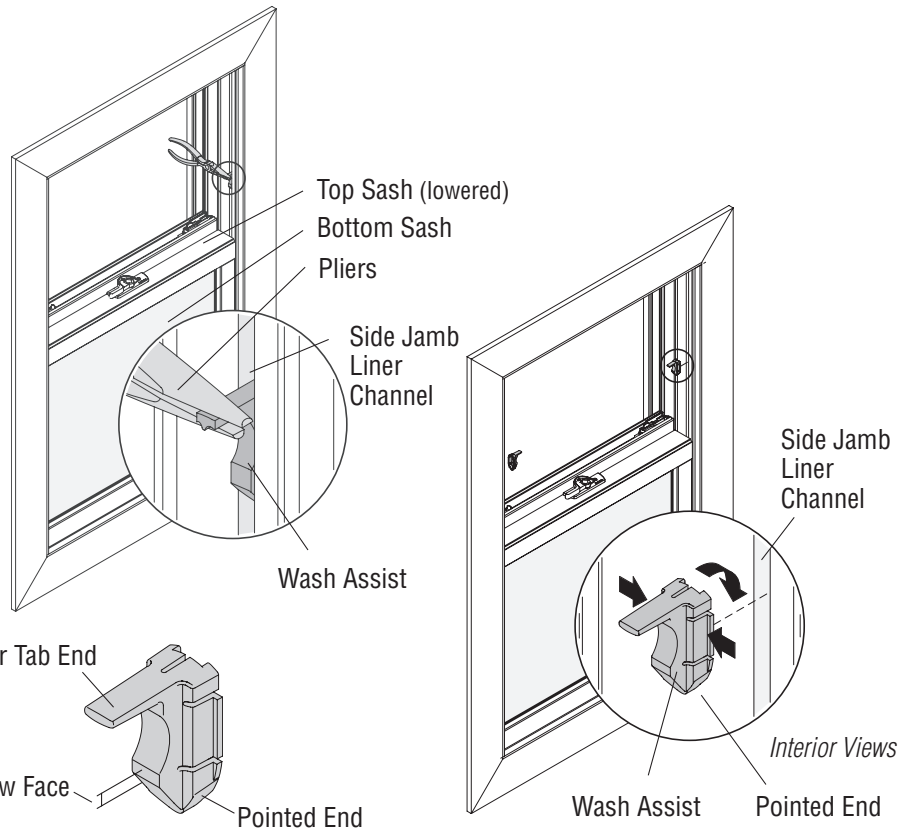
 **WARNING**

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

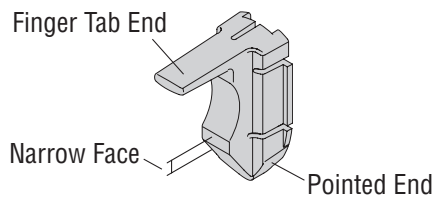
Wash Assist Replacement

1. Replace Wash Assists

- Unlock and lower *Top Sash*.
- Grasp *Wash Assist* using a pliers. Pull down and in to roll *Wash Assist* out of *Side Jamb Liner* channel.
- Compress sides of replacement *Wash Assist* using fingers. Insert pointed end into *Side Jamb Liner* channel and roll finger tab end in, as shown.
- Repeat for opposite *Wash Assist*.



Wash Assist Pre June 2005



Wash Assist June 2005 to April 2017

► Wash assist replacement is complete.

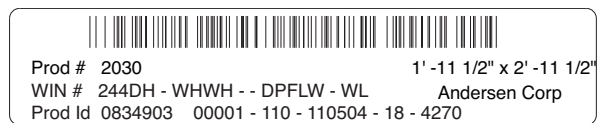
Bottom Sash Tilt Latch Replacement

1. Determine if Wash Assist Replacement is Required

! WARNING

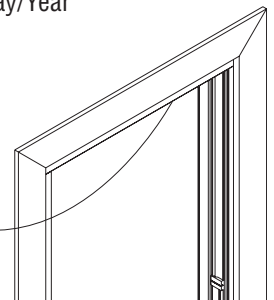
For units manufactured **before June 13, 2005**, Wash Assists **must be** replaced with post June 2005 Wash Assists following procedure above. Failure to replace Wash Assists could cause Tilt Latches to disengage and sash to unexpectedly tilt-in, potentially causing personal injury, product, and/or property damage.

- Lower *Top Sash* from head jamb, if needed.
- Determine window manufacture date from product identification label located on the head jamb liner.
- For units manufactured **before** June 13, 2005, *Wash Assists must be* replaced using post June 2005 *Wash Assists* following procedure above.
- For units manufactured **after** June 13, 2005, replacement of *Wash Assists* is not required.



Month/Day/Year

Product Identification Label

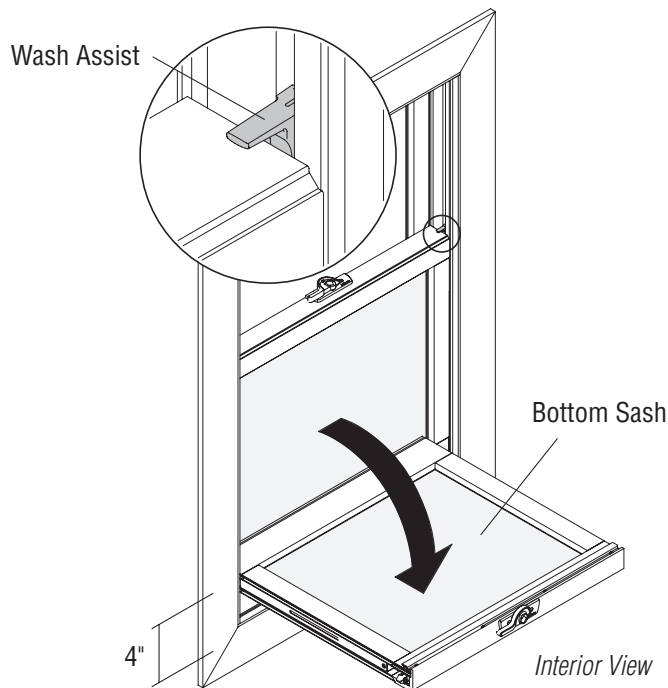


2. Tilt Bottom Sash

⚠ WARNING

Sash must be supported during tilting, removal and installation. Failure to support Sash may result in personal injury, product, and/or property damage.

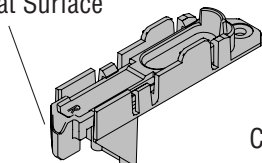
- Position *Bottom Sash* about 4" from sill.
- Slide *Wash Assists* down both side jambs to release *Tilt Latches*.
- Tilt *Bottom Sash* in greater than 100° and support on chair or object.



3. Replace Bottom Sash Tilt Latches

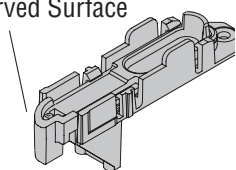
- Remove screw holding existing *Tilt Latch* using a Phillips screwdriver. Remove *Tilt Latch* by pulling outward. Properly discard removed *Tilt Latch*.
- Install replacement *Tilt Latch*, curved surface (if present) facing the exterior, using previously removed screw.
- Repeat for opposite *Tilt Latch*.

Flat Surface

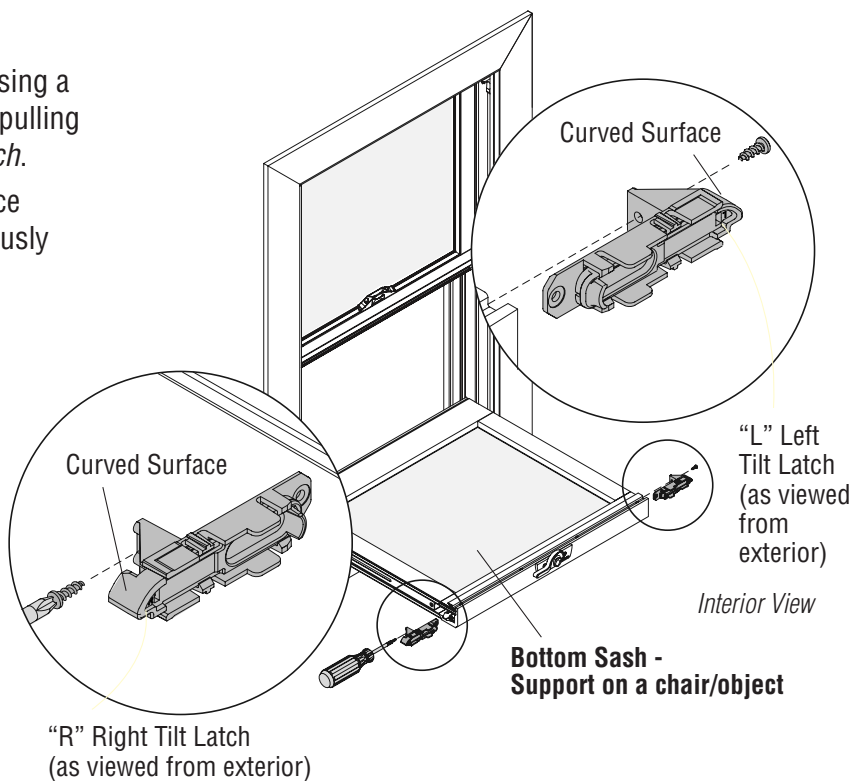


Tilt Latch
Pre June 2005

Curved Surface



Tilt Latch
June 2005 to April 2017



4. Close Bottom Sash and Check Engagement

- Make sure *Wash Assists* are pushed to top of frame.
- Return *Bottom Sash* to closed position.
- Check *Tilt Latch* engagement in *Side Jamb Liner* channel by moving back and forth.
- Push *Bottom Sash* down to bottom of frame into closed position.
- Lock *Sash*.
- ▶ Bottom sash tilt latch replacement is complete.

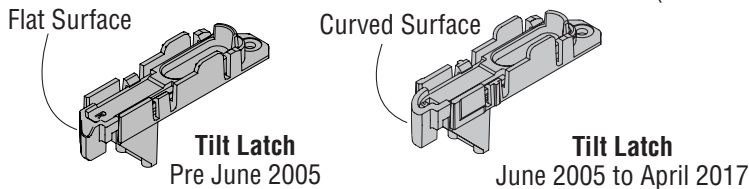
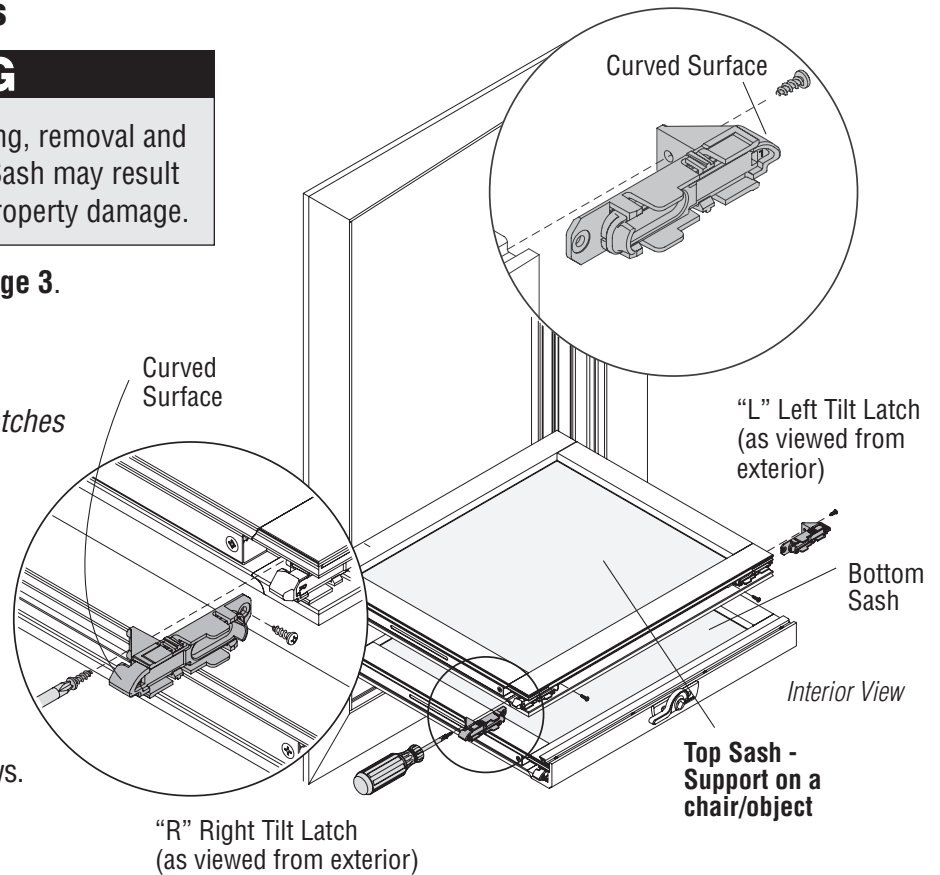
Top Sash Tilt Latch Replacement

1. Replace Top Sash Tilt Latches

! WARNING

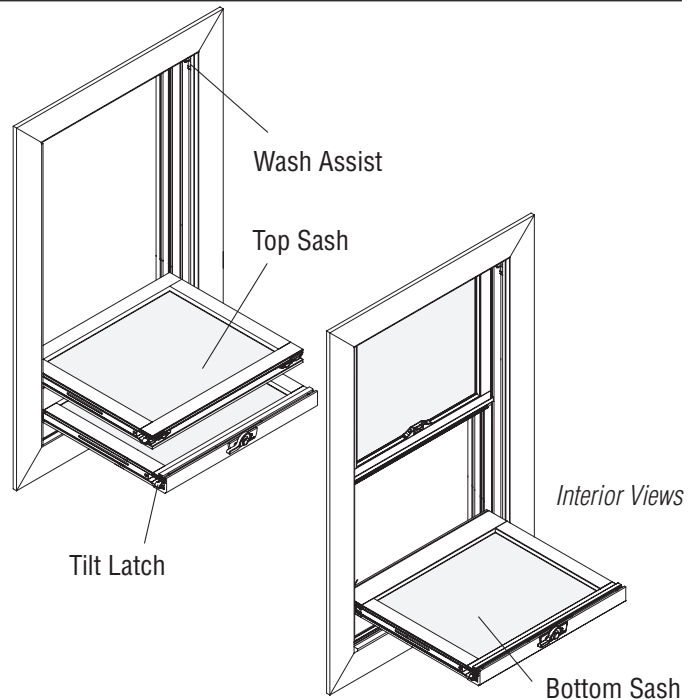
Sash must be supported during tilting, removal and installation. Failure to support the Sash may result in personal injury, product and/or property damage.

- Tilt *Bottom Sash* following **Step 2, Page 3**.
- Position *Top Sash* about 8" from sill.
- Slide *Tilt Latches* to open position.
- Grasp *Top Sash* firmly, holding *Tilt Latches* in open position and tilt in 90° and support on chair or object.
- Remove screws in *Tilt Latch* using a Phillips screwdriver. Remove *Tilt Latch* by pulling outward. Discard removed *Tilt Latch*.
- Install replacement *Tilt Latch* with curved surface (if present) facing the exterior using previously removed screws.
- Repeat for opposite *Tilt Latch*.



2. Close Sash and Check Engagement

- Make sure *Wash Assists* are pushed to top of frame.
- Retract *Tilt Latches* to open position and return *Top Sash* to closed position.
- Check *Tilt Latch* engagement in *Side Jamb Liner* channel by moving back and forth.
- Push *Top Sash* to top of frame into closed position.
- Return *Bottom Sash* to closed position.
- Check *Tilt Latch* engagement in *Side Jamb Liner* channel by moving back and forth.
- Push *Bottom Sash* down to bottom of frame into closed position.
- Lock *Sash*.



► Top sash tilt latch replacement is complete.