

ANDERSEN® 400 SERIES TRIPLE-PANE WINDOWS – FREQUENTLY ASKED QUESTIONS

Q: When will 400 Series products be available with triple-pane glass?

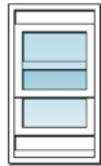
A: Andersen Windows is pleased to announce the availability of triple-pane on casement products, complementary products, and select tilt-wash products in the Northeast (CT, MA, ME, NH, NJ, NY, PA, RI, and VT) in iQ+ starting October 21, 2024.

Q: What 400 Series products are available with triple-pane glass?

A: The following 400 Series tilt-wash double-hung, casement, and complementary products are available with triple-pane glass:

TILT-WASH FAMILY PRODUCT INFORMATION

Products Available



Tilt-Wash Double-Hung
Full-Frame



Tilt-Wash Double-Hung
Transom



Specialty Half Circle
(CTN)

Product Styles Available

- Tilt-wash double-hung full-frame



Equal Sash



Cottage



Reverse Cottage

Performance Grade

Standard (PG40) performance available only.

Sizing Information

All products listed above have their full dual-pane size grid except for the following:

- Tilt-wash transoms will offer all standard sizes. Available custom size ranges are as follows;

| Min | | Max | |
|---------|---------|---------|---------|
| Width | Height | Width | Height |
| 19.250" | 12.000" | 75.312" | 27.312" |
| | | 67.312" | 29.312" |
| | | 59.312" | 33.312" |
| | | 51.312" | 39.312" |

Glass

- Glass Options



Low-E4®



Low-E4
SmartSun™



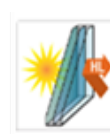
Low-E4
Enhanced



SmartSun
Enhanced



Low-E4
Enhanced
HeatLock®



SmartSun
Enhanced
HeatLock

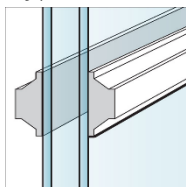


PassiveSun®
Enhanced
HeatLock

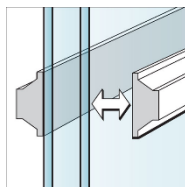
- Glass Strength
 - Standard Only
 - ✳ *Tempered glass not available with tilt-wash double-hung windows with triple-pane*
- Glass Tint
 - Not Available
- Specialty Glass
 - Not Available
- Gas Fill
 - Argon Gas Blend only

Grilles

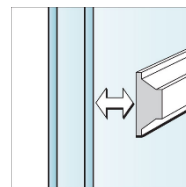
- Grille Type:



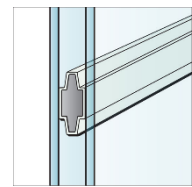
Simulated
Divided
Light



Simulated Divided
Light Removable
Interior Grilles



Removable
Interior
Grilles



Finelight
Grilles-Between-
the-Glass

Available: 3/4" & 7/8"

Available: 3/4" & 7/8"

Available: 3/4" & 7/8"

Available: 3/4"

- Grille Profile:
 - Grilles on the exterior of tilt-wash double-hung full-frame windows with triple-pane have a new low-profile grille (approximately 1/4 the depth of current dual-pane exterior grilles). Interior grilles remain the same as their dual-pane offering.
 - Grilles on tilt-wash transom and specialty half circle (CTN) windows with triple-pane are the same as their dual-pane offering
- Grille Patterns:
 - ⊖ 400 Series standard tilt-wash double-hung windows with triple-pane available with select grille patterns listed below;



Colonial



Specified Equal Light



Prairie
9-light only



Short Fractional

Joining

- All current dual-pane joining methods are available on triple-pane windows
- Tilt-wash double-hung full-frame windows with triple-pane can be joined to double-hung picture windows with dual-pane glass
- Combinations that include tilt-wash double-hung full-frame windows with triple-pane and energy performance panels will require field joining

CASEMENT FAMILY PRODUCT INFORMATION

Products Available

- From the Casement Product Family:



Casement



Awning



Casement Picture



Casement Transom



Specialty Circle
(CIR)



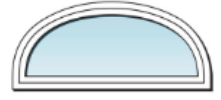
Specialty Half
Circle
(CTC)



Specialty Quarter
Circle
(CTQ)



Specialty Oval
(OVL)



Specialty Elliptical
(ET)

Functional Hardware

- Casement units will default to a split arm hinge. For units larger than a CW135, a control plate is added that limits the max sash opening to approximately 70 degrees. 90-degree sash opening is available by manually releasing the control plate.
- An optional straight arm hinge will be available for units where the control plate impacts the clear openable area for egress requirements. The units impacted are within the following dimensions:
 - 38.375" w x 40.813" h to 30.875" w x 45.5000" h

Performance Grade

PG40 & PG50 performance available.

Sizing Information

All products listed above have their full dual-pane size grid except for the following:

- Select casement stationary and venting sizes will not be available with triple-pane. The largest sizes available with triple-pane are CW16, CX155, and CXW145. Available custom size ranges are as follows;

| Min | | Max | |
|---------|---------|---------|---------|
| Width | Height | Width | Height |
| 17.000" | 24.125" | 35.938" | 52.813" |
| | | 31.500" | 64.813" |
| | | 28.375" | 71.875" |

- Select awning stationary and venting sizes will not be available with triple-pane glass. The largest sizes available with triple-pane glass are AP42V, AXW451, AX551, and AW61. Available custom size ranges are as follows;

| Min | | Max | |
|---------|---------|---------|---------|
| Width | Height | Width | Height |
| 24.125" | 17.000" | 71.875" | 28.375" |
| | | 64.813" | 31.500" |
| | | 52.813" | 35.938" |

Glass

- Glass Options



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- Glass Strength
 - Standard & Tempered
- Glass Tint
 - Not Available
- Specialty Glass
 - Not Available
- Gas Fill
 - Argon Gas Blend & Air

Grilles

Grilles are not available at this time.

Joining

- All current dual-pane joining methods are available on triple-pane units
- 66 sq ft size limit for triple-pane factory joined configurations. Joined configurations that exceed 66 sq ft will require field joining

COMPLEMENTARY FAMILY PRODUCT INFORMATION

Products Available

All fixed windows are available to quote with triple-pane glass.

Sizing Information

All current sizes available with triple-pane glass.

Glass

- Complementary Product Family
 - Glass Options



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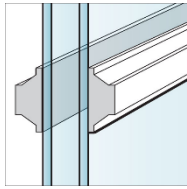
Low-E4
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HeatLock



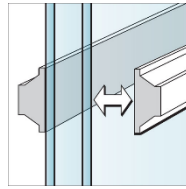
SmartSun
Enhanced
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Grilles

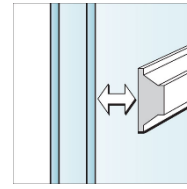
- Complementary Product Family
 - Grille Type



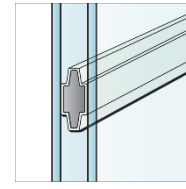
Simulated Divided
Light



Simulated Divided
Light Removable
Interior Grilles



Removable Interior
Grilles



Finelight Grilles-
Between-the-Glass

- Grille Sizes
 - All current grille sizes are available on triple-pane units
- Grille Profile
 - The current dual-pane grille profile will be used for triple-pane units
- Grille Patterns:
 - All dual-pane patterns are available on triple-pane units for Complementary Product Family windows, including custom

Joining

- All current dual-pane joining methods are available on triple-pane units

Q: Is the 400 Series double-hung picture window available with triple-pane glass?

A: No, the double-hung picture window is not available with triple-pane glass. Due to popular joining combinations, a double-hung picture window with dual-pane glass can be joined to a tilt-wash unit with triple-pane glass

Q: If I join a 400 Series tilt-wash double hung full-frame with triple-pane glass to a tilt-wash transom with triple-pane glass, will the grilles look the same?

A: Interior grille aesthetics will match. From the exterior, the tilt-wash double-hung full-frame's grille will have less depth. This difference will be lessened by the addition of an insect screen.

Q: Where can I find NFRC values for 400 Series triple-pane products?

A: You can find all NFRC values on the triple-pane website page [here](#).

Q: Will the glazing bead still be flush on 400 Series tilt-wash double-hung windows with triple-pane glass and without grilles?

A: With the addition of a third pane of glass, the tilt-wash double-hung glazing bead will no longer sit flush on units without grilles. The exterior sash and glazing bead appearance will be consistent for triple-pane units either with or without exterior grilles.

Please contact your Andersen representative for additional details and questions.