



Andersen® Intelligent Quote (iQ) Software Update

January 6, 2020

RELEASE: Version 20.0
SUBJECT: Andersen® Intelligent Quote (iQ) Software Update
EFFECTIVE: Immediately

Andersen Pricing for 2020

This release of the Andersen iQ software contains the base pricing for 2020. Once the iQ software version 20.0 has been installed on your computer, **you will no longer have access to 2019 pricing files.** Any quotes that are not updated to version 20.0 may be printed for reviewing, but they cannot be exported from the software for order or have line items edited.

Because of base price changes in this release of the iQ software, we recommend that you either delay the installation of iQ version 20.0 on at least one computer within your facility or make a copy of iQ version 19.2. It is important that you retain access to iQ version 19.2 base prices until you have submitted all orders you intend to place before the final order cutoff date of Thursday, January 30, 2020. Instructions on how to make a copy of your iQ version 19.2 can be found on the Andersen iQ website under the iQ Software Self Help Documents section at <https://www.andersenwindows.com/iq/iq-self-help-documents/>.

If you have multiple computers in your facility, you may want to install the iQ software version 20.0 on one or two of them first, and then update the remainder of your computers after or closer to February 3, 2020 cutover date.

Andersen iQ Software Electronic Download

The Andersen iQ software will be available as an electronic download on Monday, January 6, 2020. We encourage all dealer users of the quote software to become a registered user of andersenaccess.com if you haven't already done so.

To access software updates and patch files:

1. Login to <https://www.andersenaccess.com> with your user name and password.
2. Navigate to the software download screen by selecting *Quote*, then *Quote Software* from the top tool bar. Click on the link for the desired software version or patch to start the download process.
Note: Only users registered with the following roles will be able to see the link and access the software update download screen: owner, manager, AAM, dealer sales rep, purchasing agent, or Service Agent* (*only shown for DSP or SL dealer).

Not registered for andersenaccess.com yet? Quickly register by following these steps:

1. Navigate to <https://www.andersenaccess.com> and click on the *Register for andersenaccess.com* link.
2. Follow the remaining steps while providing information such as dealer number, contact information, and role selection.
3. A confirmation e-mail will be sent to you as well as your Andersen Access Manager (AAM). Once the AAM approves the request, a follow-up e-mail will be sent with additional information including your user name.



Version 20.0 Product Overview

- **Easy Connect Joining System for 100 Series Windows** – Andersen® is pleased to announce the launch of our Easy Connect reinforced joining system for 100 Series windows. Easy Connect reinforced joining provides an innovative way to break down large or heavy window combinations into smaller assemblies that are installed directly into the rough opening.

Detailed Software Changes

Quoting

100 Series

1. Added Easy Connect as a joining option for 100 Series windows. This feature can be found in the Composite Properties window within the Schematic Configurator with a Mull Location of ‘In Rough Opening’. A joined combination that qualifies for this mull type should auto-assign when the Verify button is selected and the joining material is fiberglass reinforced.
2. Corrected an updating issue with 100 Series two-directional joined combinations where the software was failing the combination and removing joining materials and labor. Any two-directional combinations that are showing as valid joins will retain the materials when updating projects from iQ v19.2 to v20.0

Storm Doors

1. Updated load factors for all storm door products. When updating quotes from iQ v19.2 to V20.0, the new load factor will be assigned.

Miscellaneous Changes

1. Added code to block 456789 and 345678 as valid Trade ID numbers. If these numbers are entered in the Trade ID number field in the Edit Product window, the software will display a message notifying the user that a valid number must be entered.

XML / Integration

Additional data has been added to the Andersen Detailed .xml format. If you have a software integration that uses either of these .xml file formats, contact the iQ software help line at 888-772-7796 for a list of the detailed changes to these files in this release of the iQ software.

Known Issues

The following issues have been identified and will be addressed in future updates to the iQ software:

Reporting

1. The dimensional values used on the Unit Spec Report may not be accurate. **Note:** Dimensional values for Flexiframe® and custom arch windows are accurate if built through the Edit Shape window. If the unit is built in the Schematic Configurator and joined to any other product, the dimensions will not be accurate.

Quoting

1. The horizontal grille bars for Perma-Shield® awning picture windows will not align with the horizontal grille bars for Perma-Shield casement or casement picture windows.
2. The vertical grille bars in a Perma-Shield awning window with a Prairie A grille pattern will not align to the vertical bars in a Perma-Shield casement window when the awning unit is joined to the casement



- unit. The grilles in the awning window require special alignment. Please contact the Andersen® supplier for assistance in aligning these grille patterns.
3. When you quote a custom size Perma-Shield casement bay or bow unit and then change the ‘Size Specification’ question to standard sizes, the software will not allow you to select a standard size combination. You will need to clear the line item and re-enter it using the standard size selection.
 4. When updating quotes to new versions with line items that contain 400 Series Woodwright® Double-Hung mullied combinations with factory applied head and side extension jambs, the software does not retain the answer to the Perimeter Extension Jamb Configuration question, so the extension jambs no longer appear on the quote. The user will need to re-answer the question in the Composite Properties section.
 5. Dealer displays should be quoted on their own projects and not combined with other non-display window, patio door, or storm door products. If dealer display items are combined on the same project with other non-display Andersen product, the submit process will fail and notify the user display items need to be separated to their own project.

Pricing

1. When quoting a multi-wide Flexiframe® unit combination with factory applied extension jambs, the price of the extension jambs is not rolling into the total price on the detailed .XML file.

Flexiframe / Arch Units and Combinations

1. Rough opening dimensions need to factor the angle for units such as a trapezoid into calculations to be accurate. The software will only calculate rough opening dimensions for the overall width and height of the unit.
2. When quoting long length extension jambs down the Window Accessories / Flexiframe Windows path, the software is populating the incorrect price for all jambs except Clear Pine.

Joining - Schematic Configurator

1. When joining Flexiframe and custom arch window combinations to other combinations, the Schematic Configurator views the Flexiframe or custom arch window combination as a single unit making it a T-join. This will be treated as a non-factory join, even though it can be joined at the factory. The mull priority should be set to horizontal to make sure the correct parts and pricing are calculated.
2. The unit code when joining Perma-Shield® casement and awning windows that do not align exactly may be incorrect when joined in a transom configuration, depending upon which unit is created first. If the individual dimensions of the units you are joining do not align exactly, the first unit created will be listed as the transom unit and the second as the lower unit, even if the actual units are stacked differently. If the units in the combination have the exact same width size, this is not an issue.
3. If you select perimeter extension jambs for a joined combination and then add a Circle Top™ unit to that combination, the perimeter jambs will be removed from the entire combination. Perimeter jambs for joined combinations containing a unit with a radius are not available in the iQ software.
4. When joining a Circle Top™ window over a 400 Series Tilt-Wash Double-Hung window in a TW28-2 or TW30-2 width with LVL reinforced material, the software is failing this join because the overall width of the tilt-wash twin units exceeds the overall width of the Circle Top window by more than 3/8". Engineering has approved this join as valid even though it exceeds our normal joining guidelines and can be quoted through your Andersen® supplier to obtain the correct joining materials.
5. If you join Frenchwood® patio doors that exceed 10’ in a horizontal direction, the software will display a warning message telling you that the join length exceeds the length of our LVL join material



and that no material will be applied to the quote. The mull will remain a blue line valid mull, even though no material is being applied to the quote.

Known Issues will be periodically updated on the iQ software web site at www.andersenwindows.com/iq. If you have any questions or comments, please contact the iQ software help line at **888-772-7796**.

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