Andersen® Intelligent Quote (iQ) Software Update

October 30, 2017

RELEASE: Version 17.2

SUBJECT: Andersen® Intelligent Quote (iQ) Software Update

EFFECTIVE: Immediately

Andersen iQ Software Electronic Download

The Andersen iQ software is now available as an electronic download. 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, 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 17.2 Overview

Andersen® is pleased to bring you the latest release of the Andersen Intelligent Quote (iQ) software. Included in this release of the software are some exciting new product options that will make quoting Andersen easier and faster.

- **Dealer Displays** – Introducing Frameworks, Frameworks Spinners, and Wall Mounted Spinners prescribed feature displays for select 200 and 400 Series windows.

Detailed Software Changes

With your assistance, we continue to identify and correct product knowledge and pricing issues in the iQ software. The following list details the corrections and/or enhancements included in this release.

Quoting

400 Series Tilt-Wash Double-Hung Windows

1. Corrected the part numbers for balancer covers quoted down the 400 Series Tilt-Wash Double-Hung Full-Frame replacement path using manufacture date of August 22, 2017 to Present. When updating quotes from v17.1 to v17.2 the software will assign the correct part number.
2. Corrected the part numbers for side stile and check rail weatherstrip for custom sized units quoted down the 400 Series Tilt-Wash Double-Hung Full-Frame replacement path .When updating quotes from v17.1 to v17.2 the software will assign the correct next larger size part number instead of assigning a custom configured part number.
3. Introduced new answers for handing on side jamb liners quoted down the 400 Series Tilt-Wash Double-Hung Picture replacement path using manufacture date of August 22, 2017 to Present. The side jamb liners are now handed and require the user to select left or right hand replacement. When updating quotes from v17.1 to v17.2 line items containing an answer of Side at Part Location and a manufacture date of August 22, 2017 to Present will redline forcing the user to specify left or right hand replacement.
4. Corrected the issue where specified equal light interior removable grilles with an odd number of lights wide pattern quoted for certain heights of 400 Series Tilt-Wash Double-Hung Full-Frame windows down the unit, replacement, or accessory paths were providing the incorrect quantity and description in the price line area. Because certain heights of units now have a slightly reverse cottage sash configuration, the grilles must be separated into top and bottom sash price lines. When updating quotes from v17.1 to v17.2 the software will separate all interior removable grilles into two separate price lines and assign the correct quantity and descriptions.
5. Corrected the issue where the software was not allowing users to mull a 400 Series Tilt-Wash Double-Hung Transom over a multi-wide Tilt-Wash Double-Hung Full-Frame window combination. When updating quotes from v17.1 to v17.2 the software will allow this mulled configuration in accordance with the Andersen mulling rules.

100 Series Windows (This product is available in a limited area at this time)

1. Increased the rough opening dimensions for all 100 Series mulled window combinations. The rough opening sizes will now be ¾" larger than the frame sizes. When updating quotes from v17.1 to v17.2 the correct rough opening will be assigned. Note: this change does not impact the rough opening for units that are not part of a mulled combination including single-wide or integral 100 Series windows.

Andersen® Storm Doors

1. Corrected the issue where the 6 Series Fullview white 36" x 80" Andersen storm door with brass hardware was missing pricing detail. In v17.2 the door can now be successfully quoted.

Architectural MultiGlide™ Patio Doors (This product is available in a limited area at this time)

1. Corrected the load factor for all MultiGlide patio doors. When updating quotes from v17.1 to v17.2 the correct load factor will be assigned.
2. Corrected the pricing for several configurations of MultiGlide patio doors. When updating quotes from v17.1 to v17.2 the correct pricing will be assigned.

Weiland® Liftslide Doors (This product is available in a limited area at this time)
1. Introducing the new Weiland Liftslide door for iQ v17.2. This product will only be available in a limited area at this time.

Miscellaneous Changes
1. The SHGC and U-Factor values may change when updating from v17.1 to v17.2 based upon our most current testing data.

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 making the standard size selection.
4. When updating quotes to new versions with line items that contain 400 Series Woodwright® Double-Hung mulled combinations with factory applied head and side extension jambs, the software does not retain the answer to Perimeter Extension Jamb Configuration so the extension jambs no longer appear. The user is forced to re-answer the question within Composite Properties.
5. Dealer displays should be quoted on their own projects (not combined with other non-display window, patio door, or storm door product). 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**.