

Lock/Keeper Replacement Guide

for Andersen® 200 Series Tilt-Wash Double-Hung Windows



IMPORTANT

Read all instructions carefully before attempting this procedure. If you have any questions about your ability to complete this procedure, call Andersen at 1-888-888-7020 for further direction. Andersen WindowCare® service center hours are Monday through Friday, 7 a.m. to 7 p.m. Central Time and Saturday, 8 a.m. to 4 p.m. Central Time. Thank you for choosing Andersen® products.

Important Safety, Assembly, and Installation Information

Every assembly and installation is different (windloads, structural support, etc.), and Andersen strongly recommends consultation with an Andersen supplier or an experienced contractor, architect, or structural engineer prior to the assembly and installation of any Andersen product. Andersen has no responsibility in regard to the post-manufactured assembly and installation of Andersen products.

⚠ WARNING

Use of ladders and/or scaffolding and working at elevated levels may be hazardous. Follow equipment manufacturer's instructions for safe operation. Use extreme caution when working around window and door openings. Falling from opening may result in personal injury or death.

⚠ WARNING

Improper use of hand or power tools could result in personal injury and/or product damage. Follow equipment manufacturer's instructions for safe operation. Always wear safety glasses.

⚠ WARNING

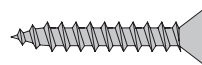
Weight of window and door unit(s) and accessories will vary. Use a reasonable number of people with sufficient strength to lift, carry, and install window and door unit(s) and accessories. Always use appropriate lifting techniques.

Parts Included

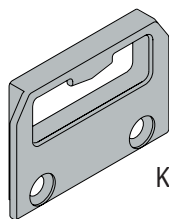
- (1) Instruction Guide
- (1) Keeper
- (1) Cliplock
- (4) Colored #6 x 1" Screws

Tools and Supplies

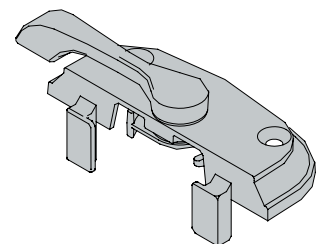
- Safety Glasses
- Phillips Screwdriver
- Putty Knife
- Color Matched Putty (For Units with Keeper Clips)



Colored #6 x 1" Screw



Keeper



Cliplock

⚠ WARNING

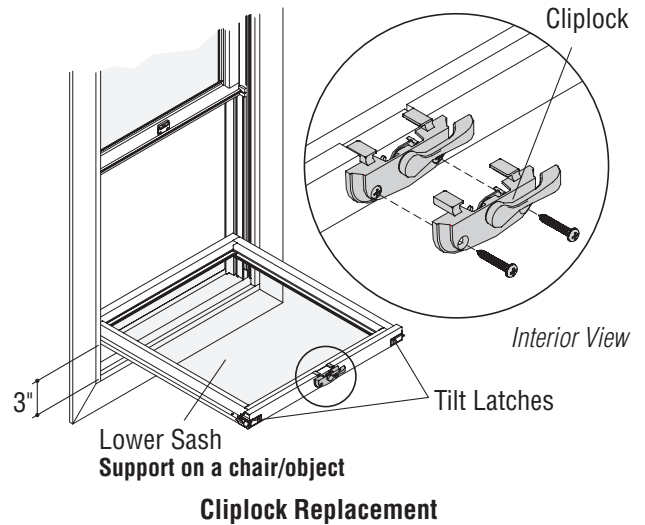
Support sash during replacement procedure. Failure to support sash may result in personal injury, product, and/or property damage.

1. Remove and Replace Lock with Cliplock

- Determine if unit has a *Cliplock* or *Lock and Keeper Clips*.

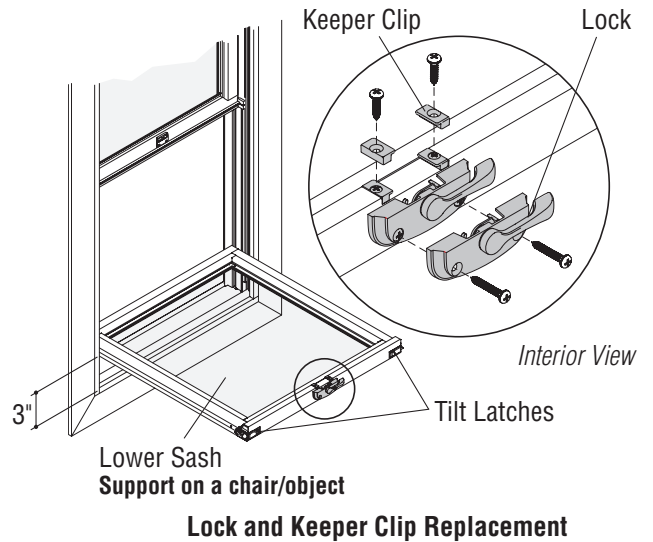
Cliplock Replacement

- Position *Lower Sash* about 3" from sill.
- Slide *Tilt Latches* to open position.
- Grasp *Lower Sash* firmly, while holding *Tilt Latches* in the open position, and tilt toward interior until supported on chair or object.
- Remove screws from *Cliplock* using a Phillips screwdriver. Properly discard removed *Cliplock* and screws.
- Install replacement *Cliplock* using two *Colored #6 x 1" Screws*.



Lock and Keeper Clip Replacement

- Position *Lower Sash* about 3" from sill.
- Slide *Tilt Latches* to open position.
- Grasp *Lower Sash* firmly, while holding *Tilt Latches* in the open position, and tilt toward interior until supported on chair or object.
- Remove screws from *Keeper Clips* and *Lock* using a Phillips screwdriver. Properly discard removed *Keeper Clips*, *Lock*, and screws.
- Fill *Keeper Clip* screw holes using a putty knife and color matched putty.
- Install replacement *Cliplock* using two *Colored #6 x 1" Screws*.



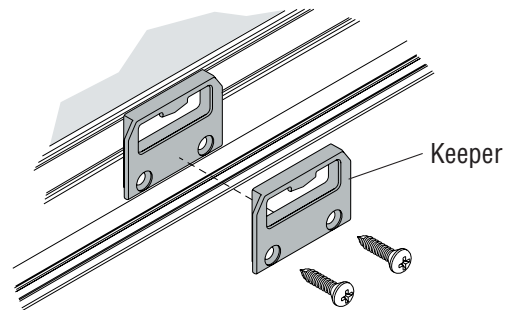
2. Remove and Replace Keeper

- Remove screws from *Keeper* using a Phillips screwdriver. Properly discard removed *Keeper* and screws.
- Install new *Keeper* using two *Colored #6 X 1" Screws*.

⚠ WARNING

If Sash/Window balance is not re-engaged in the track by first pushing down on the Sash/Window it will quickly drop potentially causing injury.

- Return *Lower Sash/Window* to closed position. Check for *Tilt Latch* engagement in *Jamb Channel* by pushing back and forth and push *Lower Sash/Window* down approximately 1" to engage *Sash Balances*.



Interior View