

Important Product, Care, and Maintenance Information

for Andersen® Windows and Doors



Important Information

The following information is important product, care, and maintenance information for Andersen® windows and doors. Information and assistance are available at the Andersen Help Center online or via telephone. Visit www.andersenwindows.com/support or call 888-888-7020.

The Product Identification (product ID) label on your Andersen® window or door unit provides specific information about your unit, including the Product Series, size, color, glass type and other important details. Refer to this label when contacting Andersen or ordering replacements parts. For information on locating your product ID, visit the Andersen Help Center.

About Transportation and Storage

If products must be stored before installation, store upright on a level surface in a dry, well ventilated area. Properly space units to avoid damage from movement. Do not expose uninstalled products to excessive heat, extreme dryness, high humidity, direct sunlight, or sudden changes in temperature. We recommend finishing interior wood surfaces prior to storing products for long periods of time. If transporting units that have been installed in wall panels and/or modules, products must be supported in an upright position. For wall panel or module application, keep all packaging support components in place until the wall panel or module has been set.

About Finishing

Finish all wood surfaces within 14 days of delivery to the jobsite for wood doors and 30 days for other units. See the unit installation instructions for details or visit the Andersen Help Center. Finishing is the responsibility of the building owner and must be maintained over time. Naturally occurring variations in grain, color and texture of wood makes each window or door one of a kind and may at times appear to have an inconsistent finish. Finishing natural wood may result in variations in color and texture and is not considered a defect in manufacturing. For information on painting, visit the Andersen Help Center.

About Finishes

Distressed bronze and oil rubbed bronze are “living” finishes that will change with time and use.

Anodized finishes have a unique patina as result of naturally forming aluminum oxide on the aluminum’s surface. The anodize process makes each unit one-of-a-kind and may appear to have an inconsistent color and/or finish. This is a feature of the finish and not considered a defect in manufacturing. To preserve the finish, protect units from caustic cleaning chemicals and equipment. Anodized finishes cannot be refinished or painted in the field. For information on care and maintenance of anodized finishes, visit the Andersen Help Center.

Thank you for choosing Andersen.

About Drainage Systems

Window and door products with drainage systems are designed to channel water away from the unit. During heavy rain, water may collect or pool on the sill of your window or door. The system is designed to drain water out through the weep holes on the exterior of the unit on the bottom of the sill. Due to product design, water may not drain immediately. If the water does not drain or pooling continues, check weep holes for dirt or debris and clean as necessary. Visit the Andersen Help Center for additional details and instructions.

About Condensation

Condensation on the interior and exterior surfaces of window and door products results when there is too much moisture in the air. Condensation does not indicate a failure of the glass in your window or door unit. To learn more, visit the Andersen Help Center.

About Cleaning and Maintenance

Regular cleaning is recommended to keep your windows and doors looking great and operating properly over time. Some environments are more prone to buildup of common substances such as airborne dirt, dust, smoke, salt spray and other general airborne industrial solids. Windows and doors installed in these environments may require additional cleaning. Use a clean cloth with mild soap and water to wash away residue. Do not wash units in direct sunlight. Avoid using newspaper, razor blades and abrasive cleaners or solvents. Washing windows and doors with pressurized tools may cause damage and is not recommended. For recommended cleaners and solutions for stubborn residue, please visit the Andersen Help Center.

To clean insect screens, remove them from the window or door if possible. Wash with soft bristle brush and mild soapy water. Rinse with fresh water. Additional care may be required to prevent corrosion. Visit the Andersen Help Center for additional information. Patio door insect screens should be checked once a year for operation and condition. Adjustments may be necessary. Visit the Andersen Help Center for details.

To clean hardware, use a clean cloth with mild soap and water to wash away residue. Some environments are more prone to dirt buildup or corrosion and may require regular cleaning.

For smooth operation, window and door hardware or other moving components may need to be cleaned and lubricated. Dry lubricant spray is recommended and available at parts.andersenwindows.com. Visit the Andersen Help Center for details.

About Operation

For information on how to operate Andersen windows and doors, visit the Andersen Help Center.

About Performance

Andersen windows and doors are designed and tested to perform when the units are closed and locked. Keep all units closed and locked for optimal performance.

About Warranty

To locate the warranty for your Andersen window or door, visit andersenwindows.com/warranty.