

Sash Balancer and/or Balancer Shoe Replacement

for Andersen® 400 Series Tilt-Wash Double-Hung Windows

Thank you for choosing Andersen.

For questions call 1-888-888-7020. For more information and/or guides visit andersenwindows.com.

Please leave this guide with building owner.

- ▶ **Read guide from beginning to end before starting installation. Read all warnings and cautions during unit installation.**
- ▶ **Check with your local building code official to identify and confirm compliance with local building code requirements.**

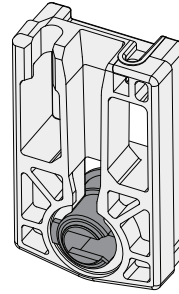
Parts Included

- (1) Instruction Guide
- (1) Sash Balancer for **Balancer Replacement**
- (1) Balancer Shoe for **Balancer Shoe Replacement**

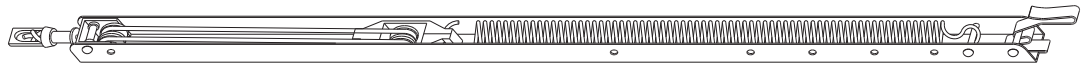
Tools Needed

- Safety Glasses
- Flat Blade Screwdriver (with long handle)

Component Identification



Balancer Shoe
(without retainer clip)



Sash Balancer

⚠ WARNING

Use caution when working at elevated heights and around window and door openings. Follow the manufacturers' instructions for ladders and scaffolding. Failure to do so could result in injury or death.

⚠ WARNING

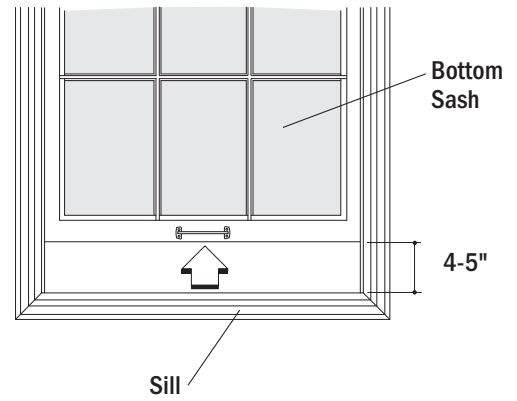
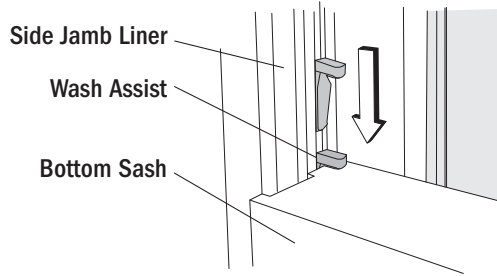
Follow manufacturers' instructions for hand and power tools. Always wear safety glasses. Failure to do so could result in injury, product or property damage.

⚠ WARNING

Windows and doors can be heavy. Use safe lifting techniques and a reasonable number of people with enough strength to lift, carry, and install window and door products. Heavier windows and doors will require mechanical assistance. Failure to do so could result in injury, product or property damage.

1. Position Bottom Sash for Removal

- Position bottom sash about four to five inches from sill. (Refer to washing instructions in right-hand corner of head jamb.)
- Slide both wash assists (one for each side) down from top of side jamb liner until they “snap” in place between the bottom sash and side jamb liner.

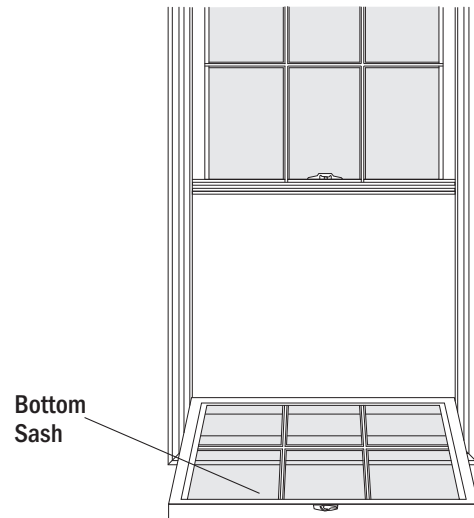


2. Tilt Bottom Sash Down

NOTICE

Sash must be at a 90° angle to be removed.

- Tilt bottom sash in and down, horizontally, to a 90° angle.

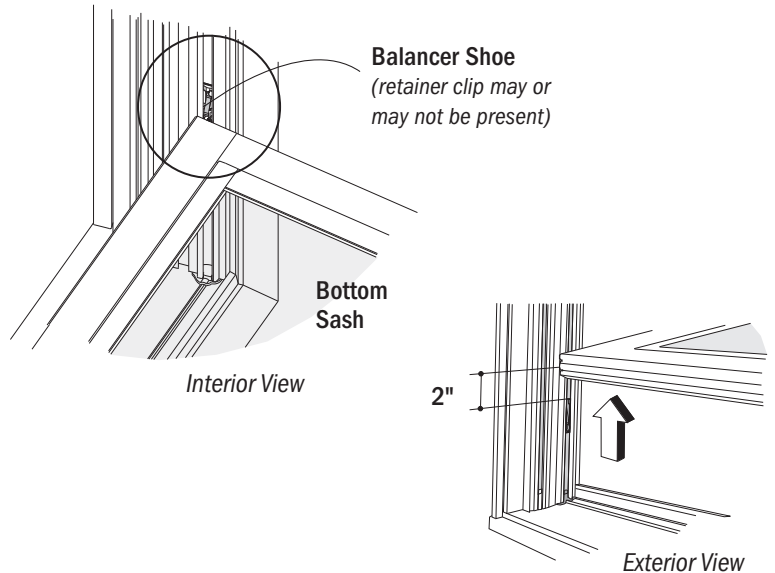


3. Release Bottom Sash

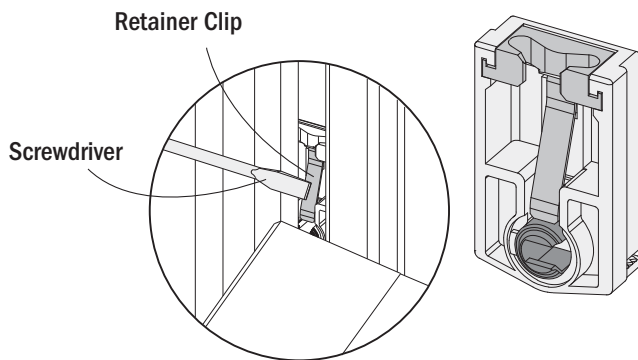
! WARNING

Before releasing the sash from jamb liners, make certain sash is properly supported. Failure to support sash could result in serious injury, product and/or property damage.

- Depress balancer shoe retainer clip, if present, using a small flat blade screwdriver releasing sash pivot pin on bottom sash.
- Raise bottom sash corner two inches above balancer shoe and hold in place.
- Repeat steps for opposite side of the bottom sash.

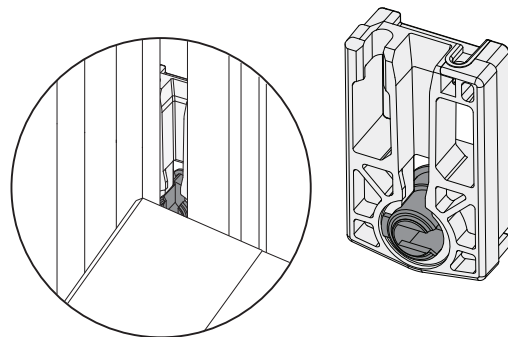


Balancer Shoe (with Retainer Clip)



Or

Balancer Shoe (without Retainer Clip)



4. Remove Bottom Sash

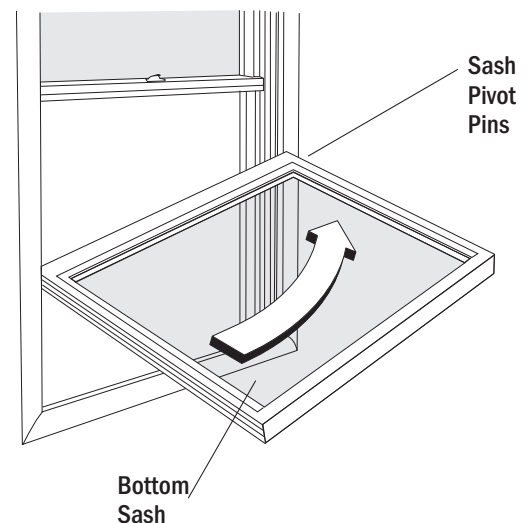
! WARNING

Use extreme care when working around window opening. Never leave a window opening unattended, especially when children are present. Falling from window opening could result in severe personal injury or death.

! WARNING

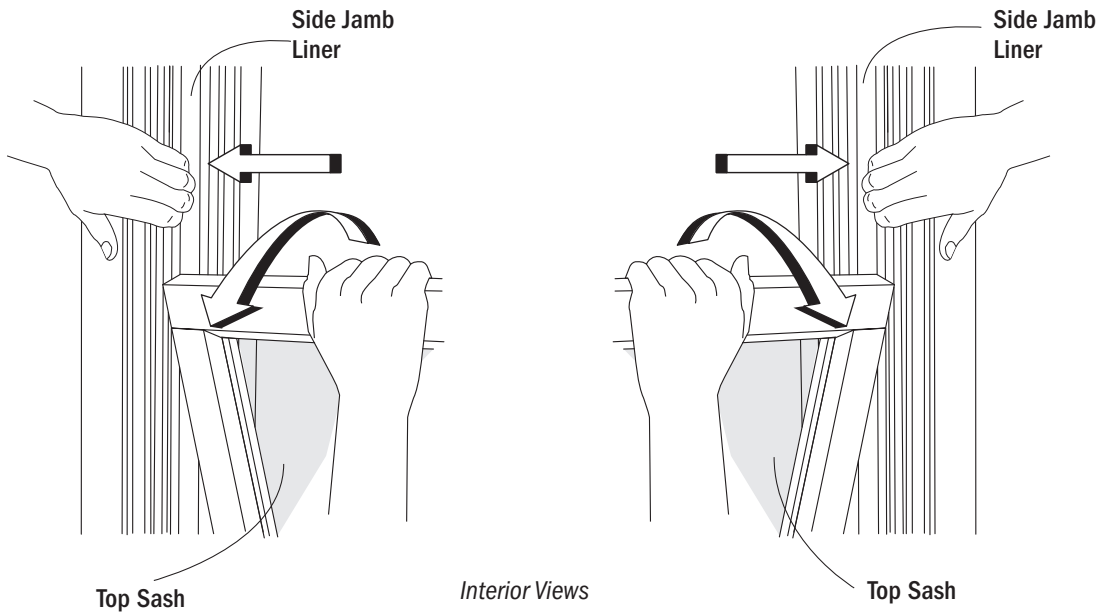
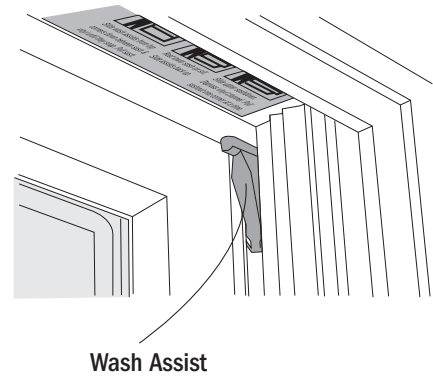
Windows and doors can be heavy. Use safe lifting techniques and a reasonable number of people with enough strength to lift, carry, and install window and door products. Heavier windows and doors will require mechanical assistance. Failure to do so could result in injury, product or property damage.

- When both sash pivot pins are released from the balancer shoe, lift bottom sash up and out.



5. Position Top Sash for Removal

- Slide wash assists back to top of window unit.
- Position top sash to about five inches from sill.
- Holding top right-hand side of top sash, depress side jamb liner with one hand and carefully pull top sash inward until it releases from liner.
- Holding top sash in position, depress left-hand side jamb liner and carefully pull top sash inward.

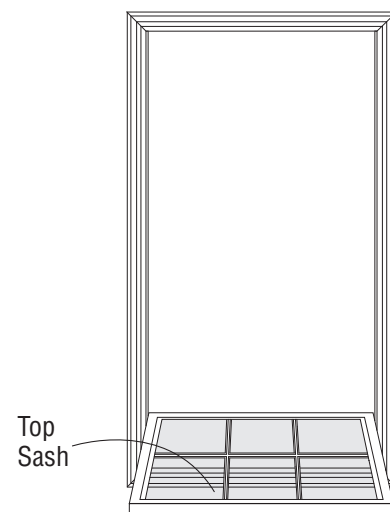


6. Tilt Top Sash Down

CAUTION

Sash must be at a 90° angle to be removed.

- Tilt top sash in and down, horizontally, to a 90° angle.

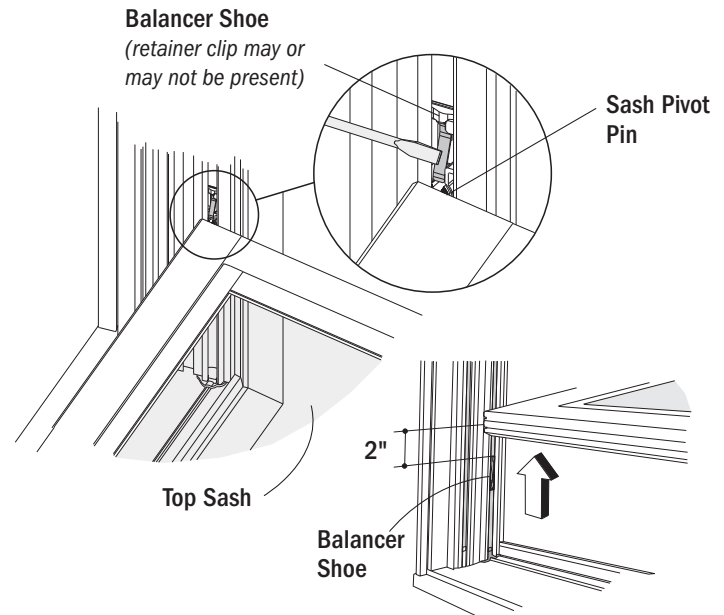


7. Release Top Sash

⚠ WARNING

Before releasing the sash from jamb liners, make certain sash is properly supported. Failure to support sash could result in serious injury, product and/or property damage.

- Depress balancer shoe retainer clip, if present, using a small flat blade screwdriver to release sash pivot pin on top sash.
- Raise top sash corner two inches above the balancer shoe and hold in place.
- Repeat steps for opposite side of top sash.



8. Remove Top Sash

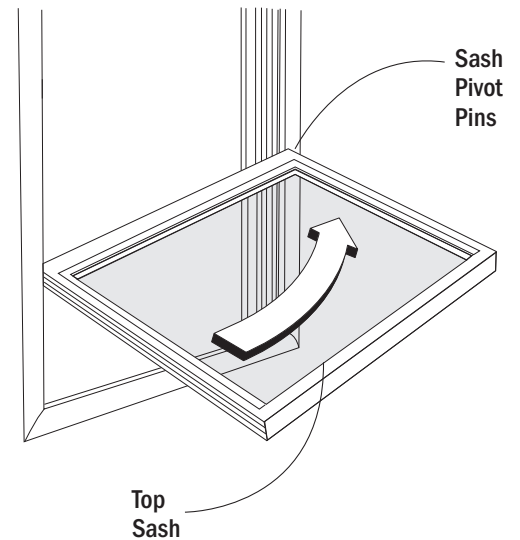
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- When both sash pivot pins are released, lift top sash up and out.

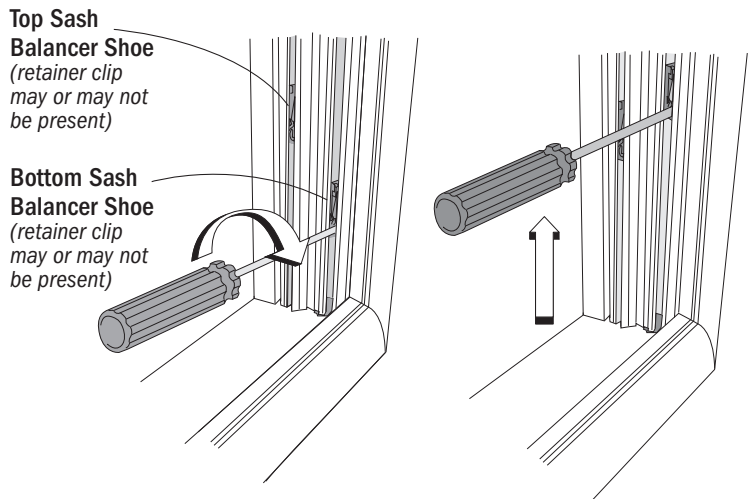


9. Release Tension on Balancers

CAUTION

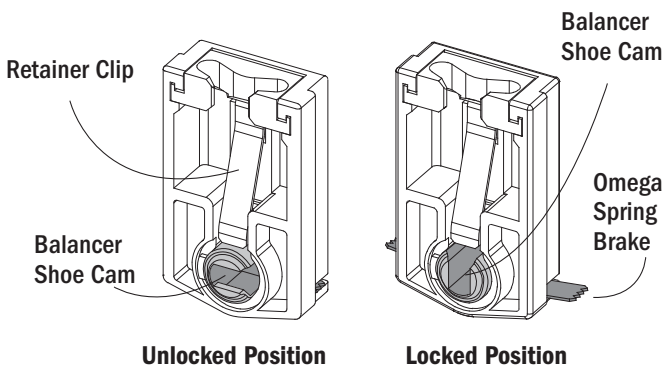
Balancer shoes are under high tension. Use flat blade screwdriver with long handle so that both hands can be used to release balancer tension. Suddenly releasing balancer shoe could damage window unit.

- Turn balancer shoe cam 90° with flat blade screwdriver to the unlocked position.
- Hold screwdriver firmly in balancer shoe cam and carefully let balancer shoe rise until tension is released.
- Repeat for other balancer shoe on the same side of window.

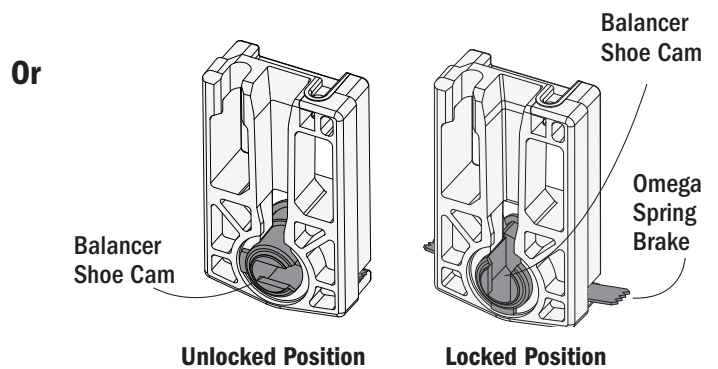


When the sash is tilted in, the Omega Spring Brake engages the side jamb to secure the sash.

Balancer Shoe (with Retainer Clip)

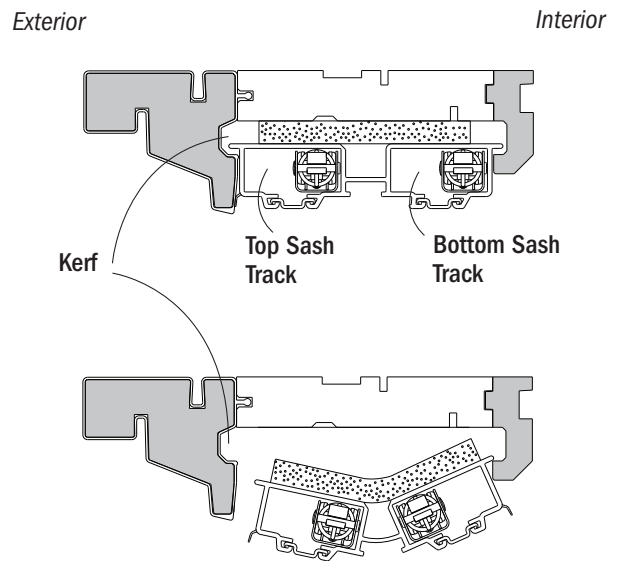
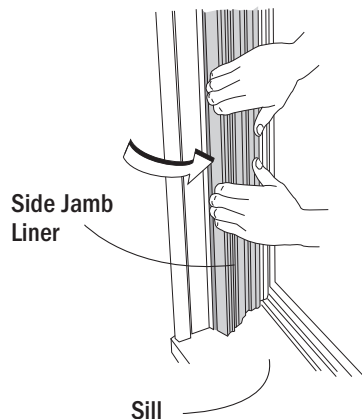


Balancer Shoe (without Retainer Clip)



10. Remove Jamb Liner

- Grasp side jamb liner near sill and place your fingers on the inside of top sash track.
- Flex side jamb liner towards interior until the outside of liner releases from kerf.
- Work fingers up side jamb liner until outer edge is completely released.
- Remove the side jamb liner.



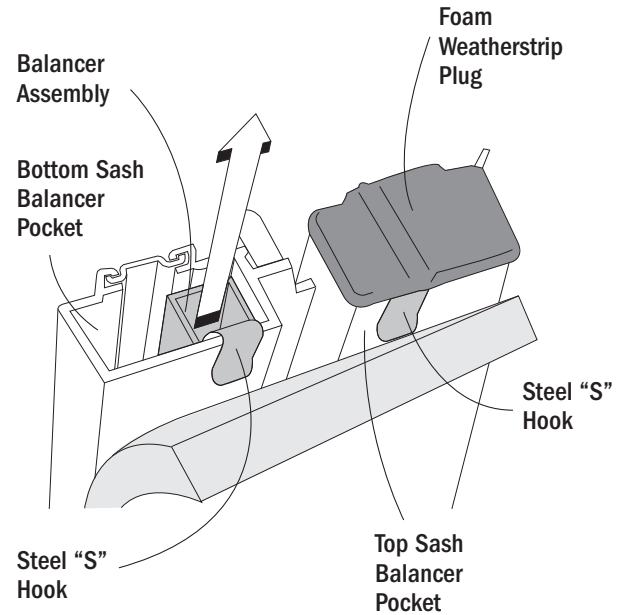
Flex side jamb liner toward the interior.

11. Remove Old Balancer Assembly

NOTICE

Note location and orientation of balancer assembly, steel "S" hook, and balancer tabs for reference when installing new balancer assembly in **Step 13**.

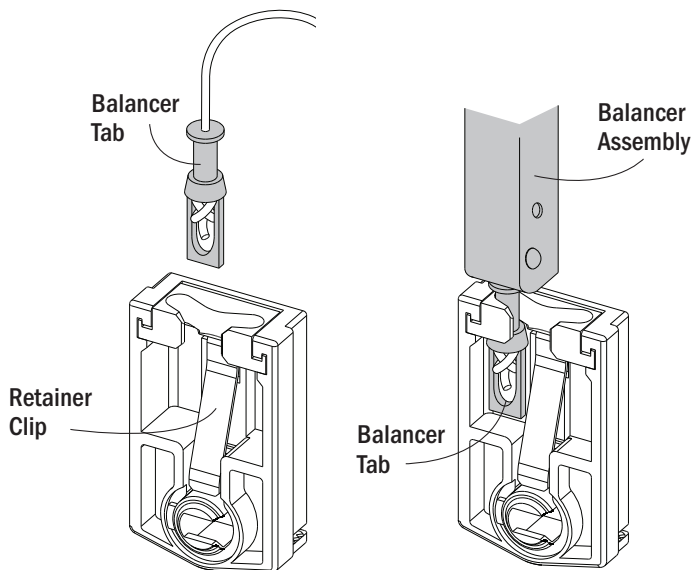
- If replacing bottom sash balancer assembly, unhook steel "S" hook from top of bottom sash balancer pocket. Pull balancer assembly out.
- If replacing top sash balancer assembly, the foam weatherstrip plug at top of jamb liner will need to be removed first. Pull balancer assembly out.



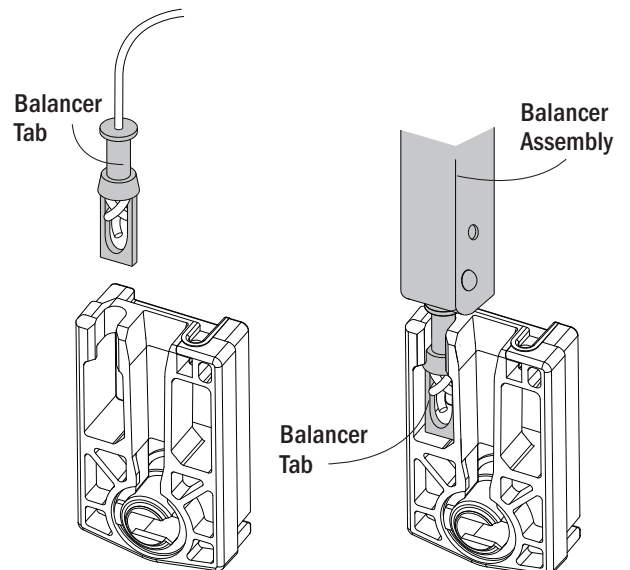
12. Disassemble/Assemble Balancer Assembly

- Remove balancer tab from balancer shoe to separate balancer from balancer shoe.
- Depending on which component in balancer assembly needs replacing; replace that part (balancer shoe or balancer).
- Assemble balancer assembly by inserting balancer tab into balancer shoe (see notice in **Step 11**).

Balancer Shoe (with Retainer Clip)

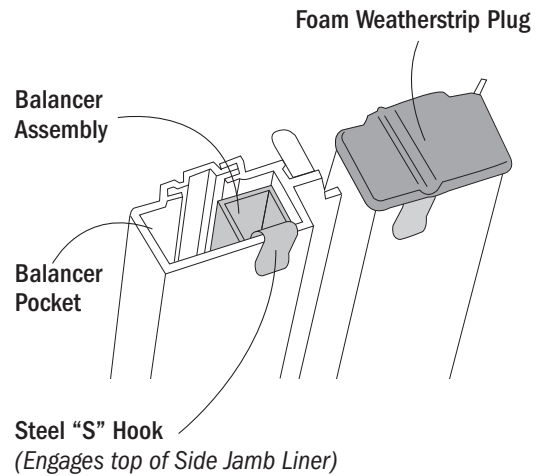


Balancer Shoe (without Retainer Clip)



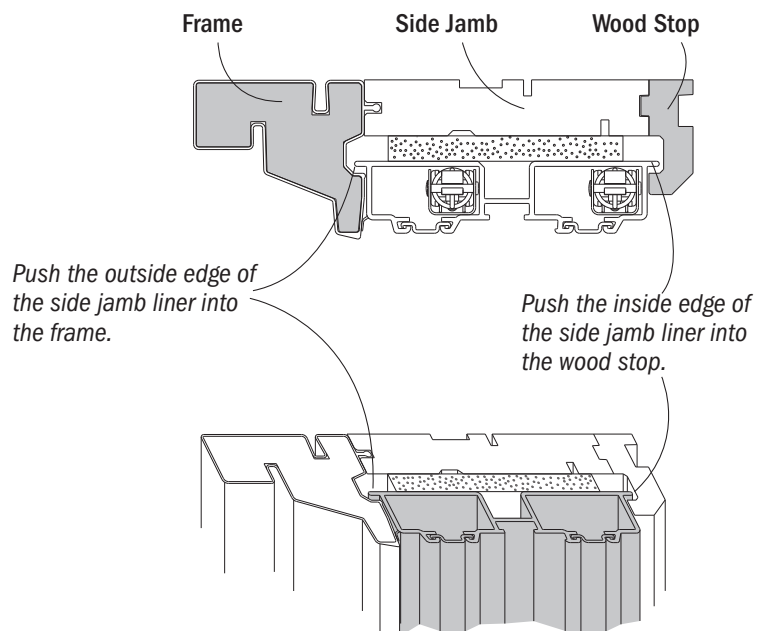
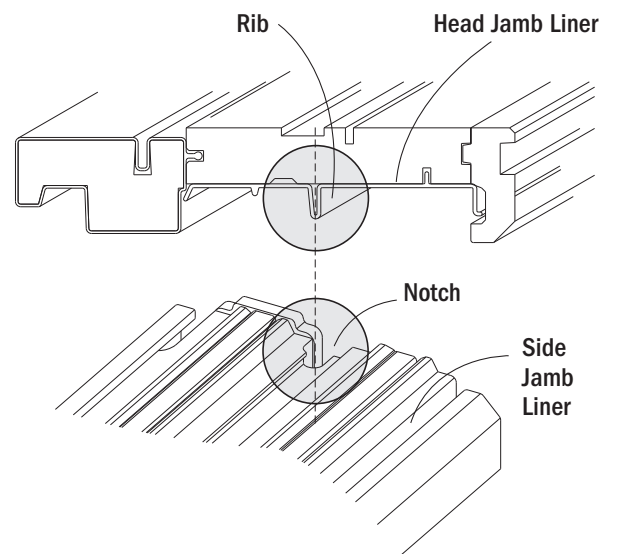
13. Install New Balancer Assembly

- Make certain the steel “S” hook engages top of jamb liner on the same side of balancer pocket (directly above) where the balancer tab hooks into the balancer shoe.
- Install balancer assembly for top and bottom sash.
- Replace foam weatherstrip plug in the top sash balancer pocket.



14. Install Side Jamb Liner

- Align notch on top of side jamb liner with the head jamb liner rib.
- Push inside edge of jamb liner into wood stop.
- Push outside edge of the jamb liner into frame. You may need to squeeze the jamb liner to get it into place.



15. Reset the Balancer Shoe Cam(s)

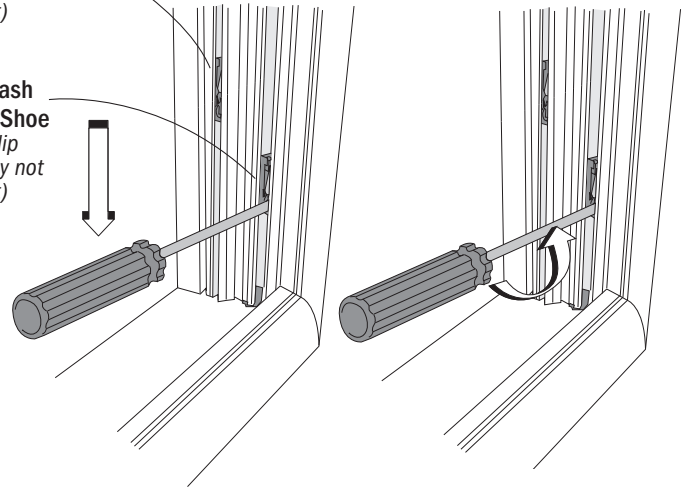
CAUTION

Balancer shoes are under high tension. Use flat blade screwdriver with long handle so that both hands can be used to release balancer tension. Suddenly releasing balancer shoe could damage window.

- Position bottom sash balancer shoe by inserting screwdriver into balancer shoe cam and sliding it down until it is about four to five inches from sill.
- Turn balancer shoe cam until the cam opening is on top and balancer shoe is in locked position.
- Repeat for bottom sash balancer shoe in opposite jamb.
- If replacing the top sash balancer assembly components, repeat **Step 15**, positioning top sash balancer shoes about five (5) inches above sill.

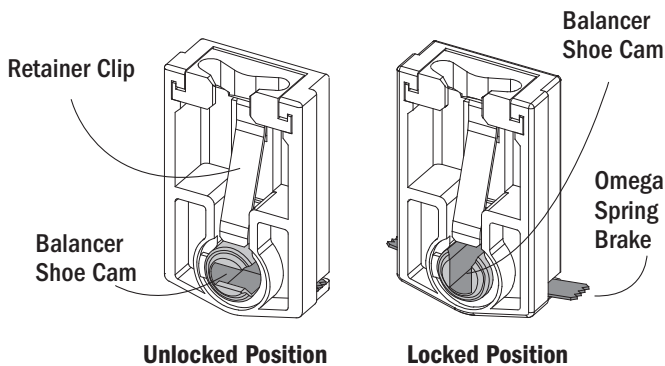
Top Sash
Balancer Shoe
(retainer clip
may or may not
be present)

Bottom Sash
Balancer Shoe
(retainer clip
may or may not
be present)



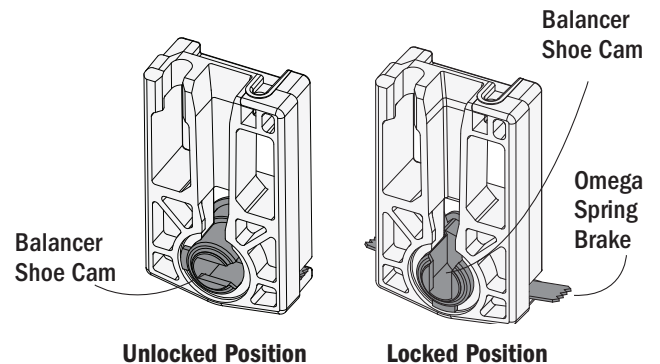
When the sash is tilted in, the Omega Spring Brake engages the side jamb to secure the sash.

Balancer Shoe (with Retainer Clip)



Balancer Shoe (without Retainer Clip)

Or



16. Reinstall Sash

- Follow **Steps 1-8** in reverse order to reinstall sash.
- Gently press down on lower corners of sash to firmly seat sash pivot pins in balancer shoes before rotating up. If retainer clips are present, make sure retainer clips are engaged before rotating sash up.

► **Procedure is complete.**