

Sash Balance and Shoe Replacement

for Andersen® Narroline® Windows with Conversion Kit Installed



IMPORTANT

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

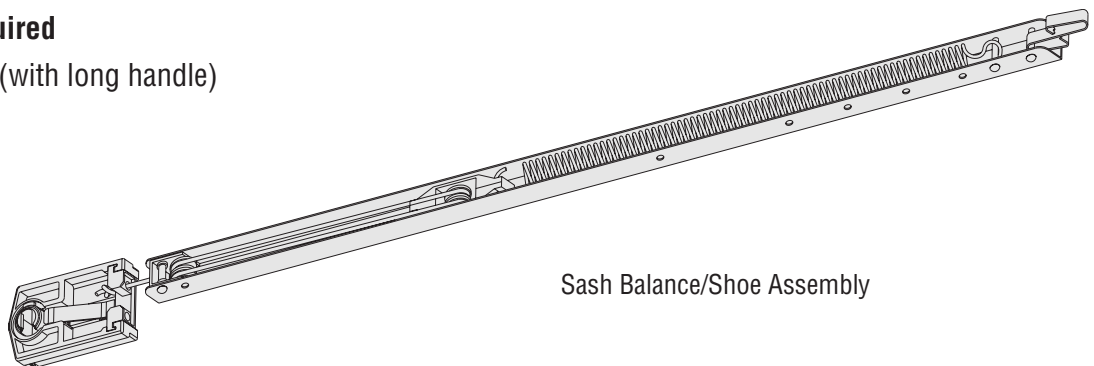
Parts Included

(1) Sash Balance/Shoe Assembly

Tools and Supplies Required

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

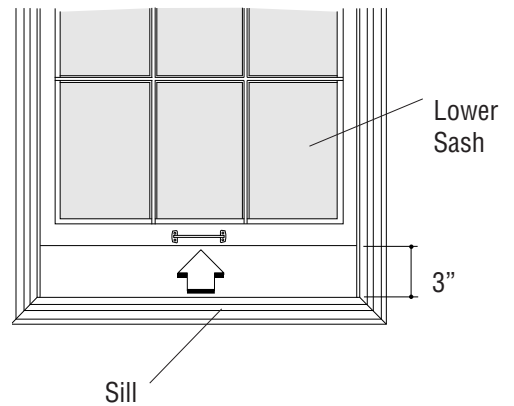
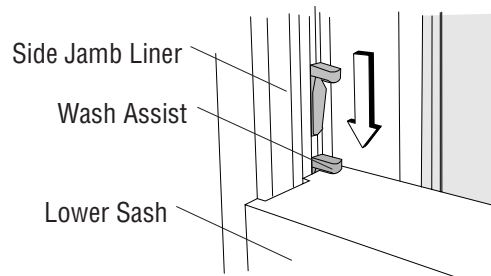
Component Identification



Sash Balance/Shoe Assembly

1. Position Lower Sash for Removal

- Lift *Lower Sash* about three inches from sill. Refer to washing instructions on right-hand corner of head jamb.
- Slide both *Wash Assists*, one on each side, down from top of *Side Jamb Liner* until they “snap” in place between the *Lower Sash* and *Side Jamb Liner*.

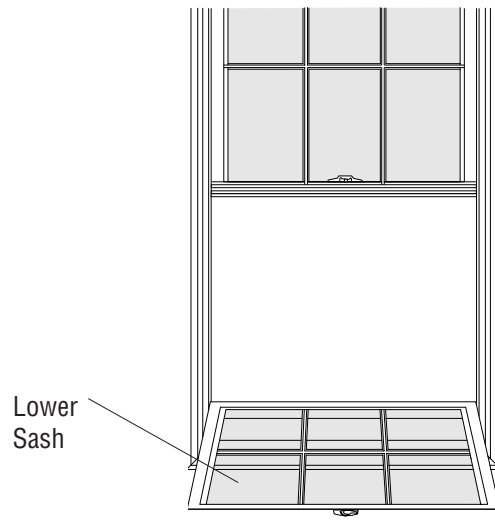


2. Tilt Lower Sash

NOTICE

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

- Tilt *Lower Sash* in and down, horizontally, to a 90° angle.

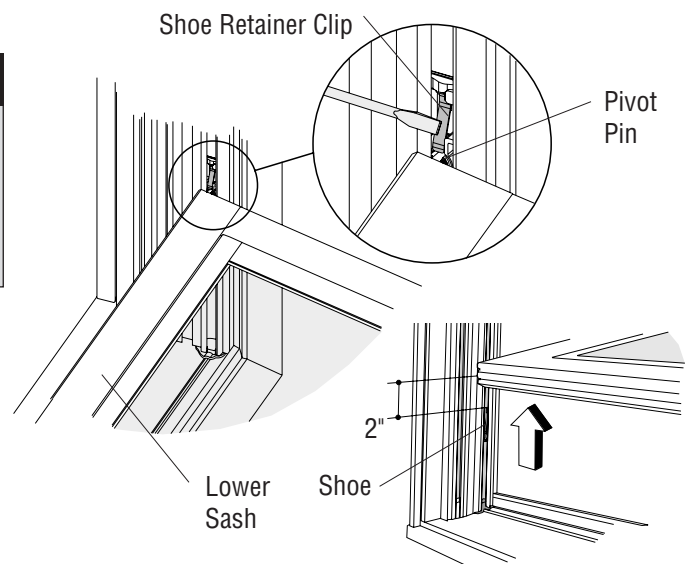


3. Release Lower Sash

WARNING

Before releasing the Sash from Jamb Liners, make certain sash is properly supported. Failure to support Sash may result in serious injury, product and/or property damage.

- Depress *Shoe Retainer Clip*, using a small screwdriver, to release *Pivot Pin* on *Lower Sash*.
- Raise *Lower Sash* corner two inches above shoe and hold in place.
- Repeat for opposite side of *Lower Sash*.

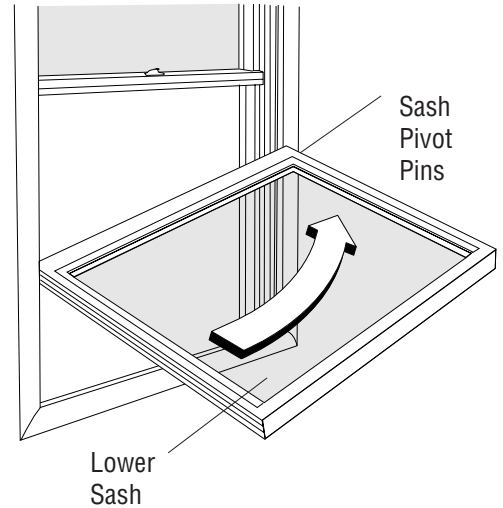


4. Remove Lower Sash

⚠ WARNING

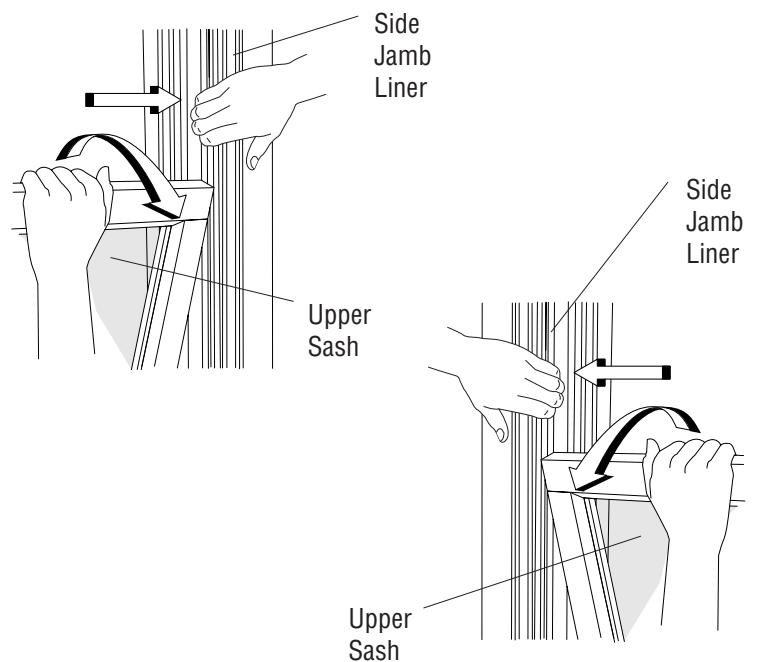
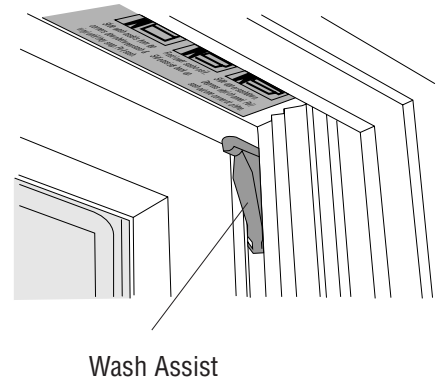
Use extreme care when working around window opening. Never leave a window opening unattended, especially when children are present. Falling from window opening may result in severe personal injury or death.

- Lift *Lower Sash* up and out after both *Sash Pivot Pins* are released.



5. Position Upper Sash for Removal if Required

- Slide both *Wash Assists* back to top of window unit.
- Position *Upper Sash* about five inches from sill.
- Holding top right-hand side of *Upper Sash*, depress *Side Jamb Liner* with one hand and carefully pull *Upper Sash* inward until it releases from liner.
- Holding *Upper Sash* in position, depress opposite *Side Jamb Liner* and carefully pull *Upper Sash* inward.

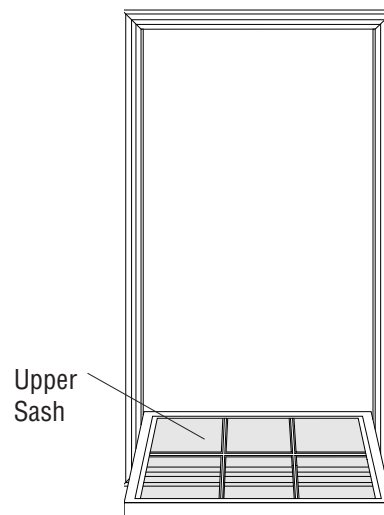


6. Tilt Upper Sash Down

⚠ CAUTION

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

- Tilt *Upper Sash* in and down, horizontally, to a 90 degree angle.

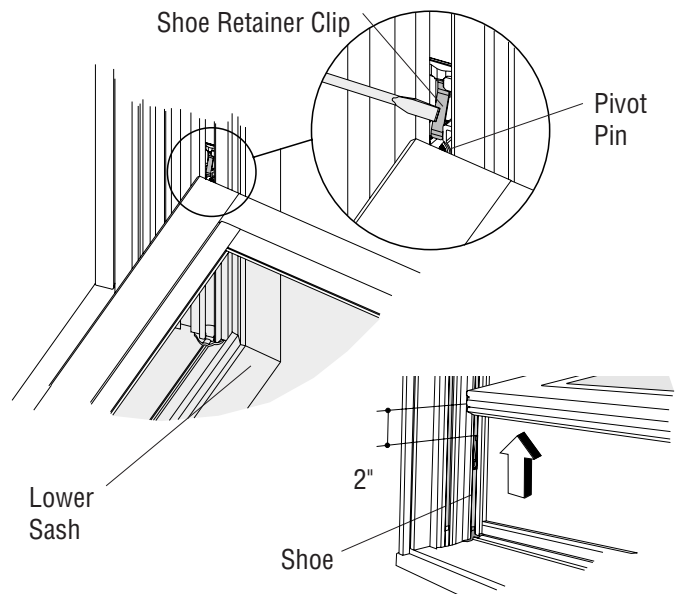


7. Release Upper Sash

⚠ WARNING

Before releasing the Sash from Jamb Liners, make certain Sash is properly supported. Failure to support sash may result in serious injury, product and/or property damage.

- Depress *Shoe Retainer Clip*, using a small screwdriver, to release *Pivot Pin* on *Upper Sash*.
- Raise *Upper Sash* corner two inches above the *Shoe* and hold in place.
- Repeat for opposite side of *Upper Sash*.

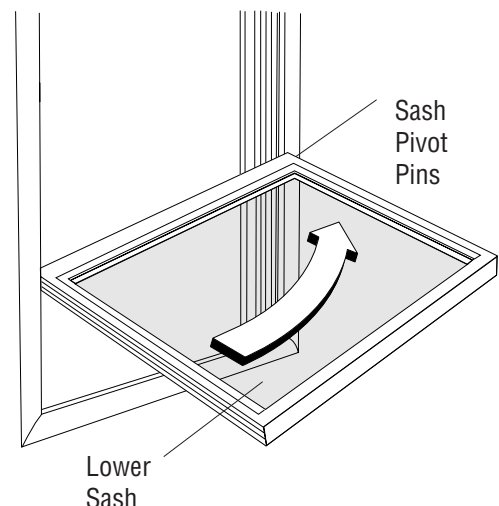


8. Remove Upper Sash

⚠ WARNING

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

- When both *Sash Pivot Pins* are released, lift *Upper Sash* up and out.

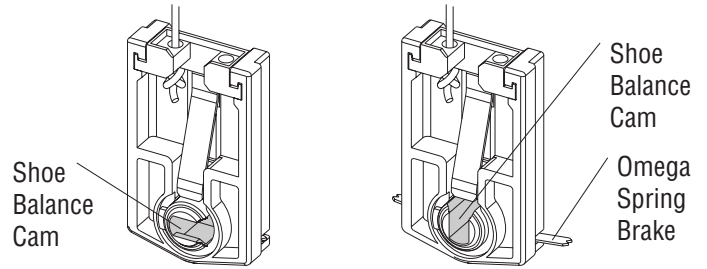


9. Release Tension on Balances

CAUTION

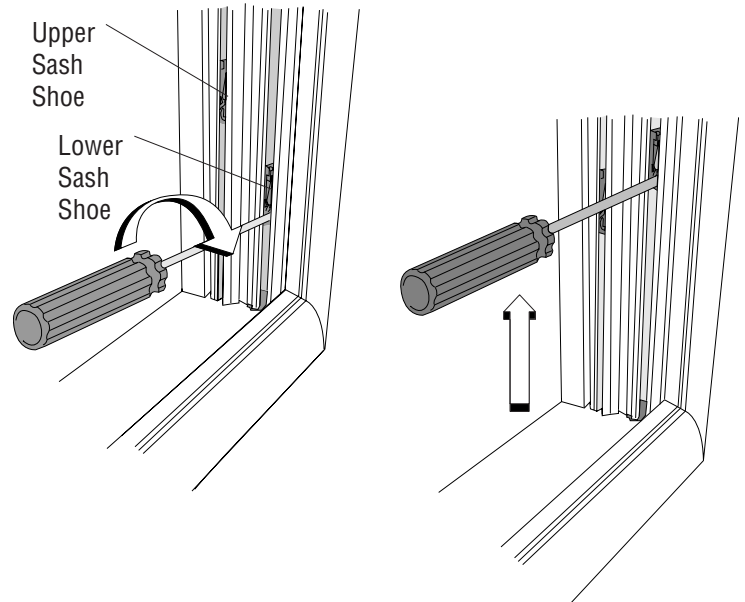
Balance Shoes are under high tension. Use flat blade screwdriver with long handle so that both hands can be used to release balance tension. Suddenly releasing Balance Shoe could damage window unit.

- Turn *Shoe Balance Cam* 90° using a flat blade screwdriver to unlocked position.
- Hold screwdriver firmly in *Shoe Balance Cam* and carefully let shoe rise until tension is released.
- Repeat for other *Shoe Balance* on the same side of unit.



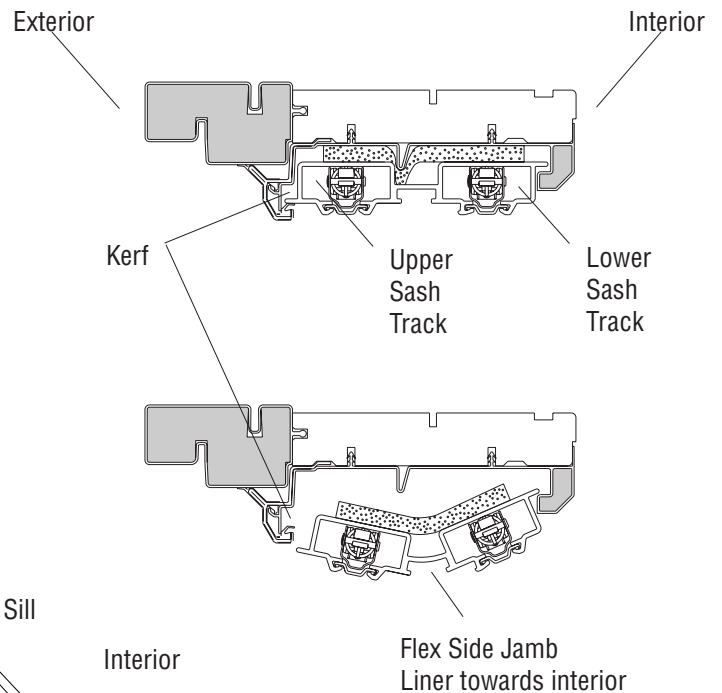
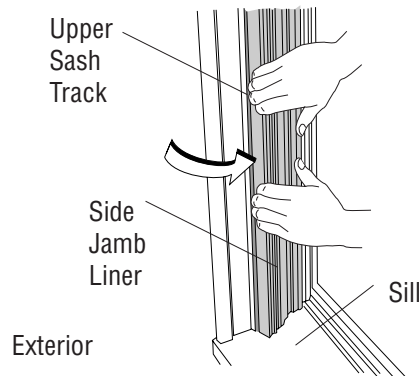
Unlocked Position Locked Position

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



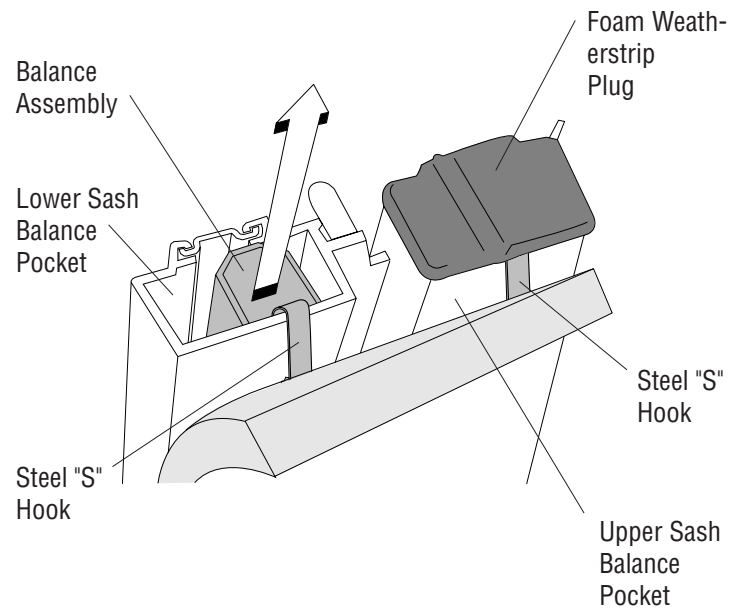
10. Remove Jamb Liner

- Grasp *Side Jamb Liner* near sill, and placing your fingers on the inside of *Upper Sash Track*.
- Flex *Side Jamb Liner* towards interior until outside of liner releases from kerf.
- Work fingers up *Side Jamb Liner* until outer edge is completely released and remove.



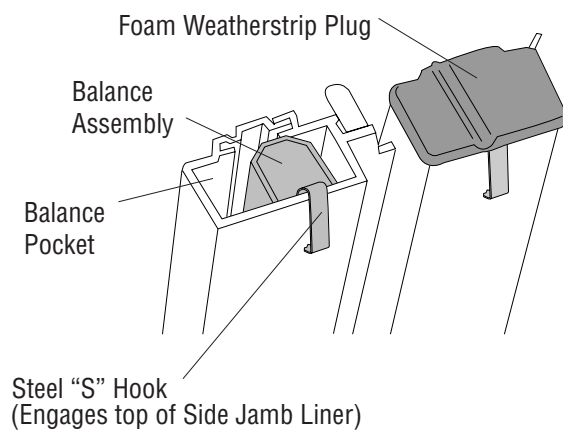
11. Remove Old Balance Assembly

- For replacing *Lower Sash Balance Assembly*, unhook *Steel "S" Hook* from top of *Lower Sash Balance Pocket*. Pull *Balance Assembly* out.
- For replacing *Upper Sash Balance Assembly*, first remove *Foam Weatherstrip Plug* at top of *Upper Sash Balance Pocket*. Unhook *Steel "S" Hook* from top of *Upper Sash Balance Pocket*. Pull *Balance Assembly* out.



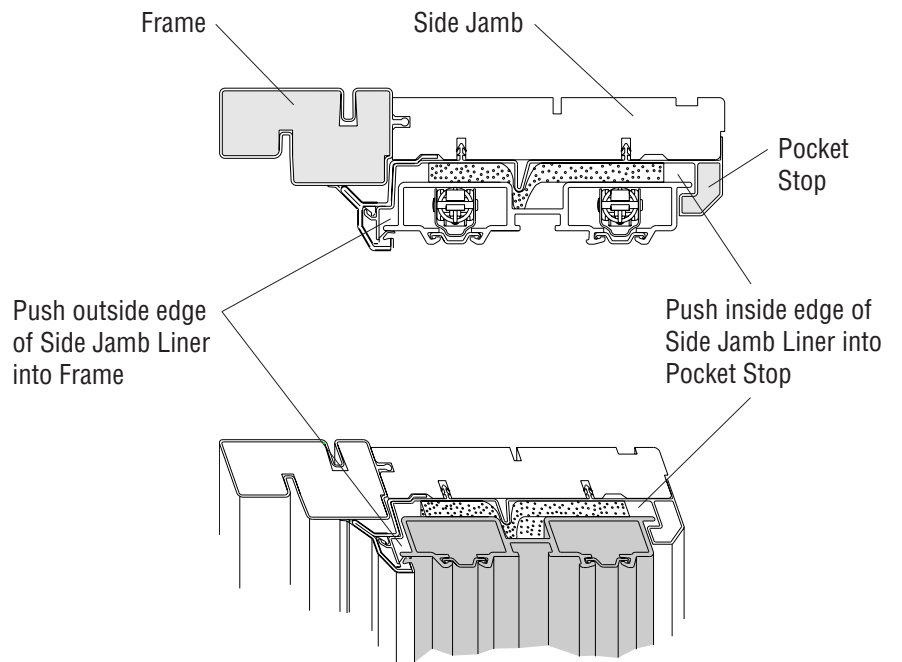
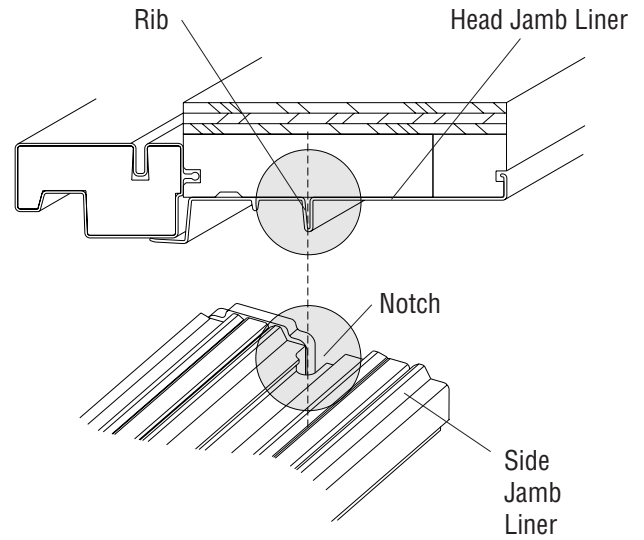
12. Install New Balance Assembly

- Check *Steel "S" Hook* to ensure it engages top of *Jamb Liner*.
- Insert *Balance Assembly* for upper and lower sashes.
- Replace *Foam Weatherstrip Plug* in the *Upper Sash Balance Pocket*.



13. Install Side Jamb Liner

- Align notch locate at top of Side Jamb Liner with rib located on Head Jamb Liner.
- Push inside edge of Jamb Liner into Pocket Stop.
- Push outside edge of the Side Jamb Liner into frame. You may need to squeeze the Jamb Liner to get it into place.

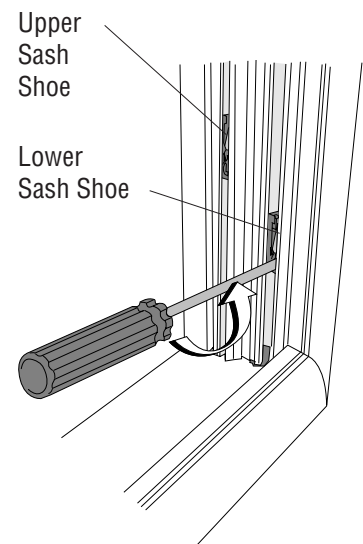
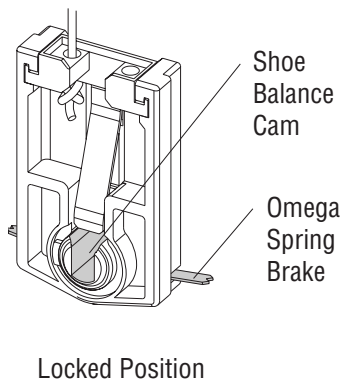
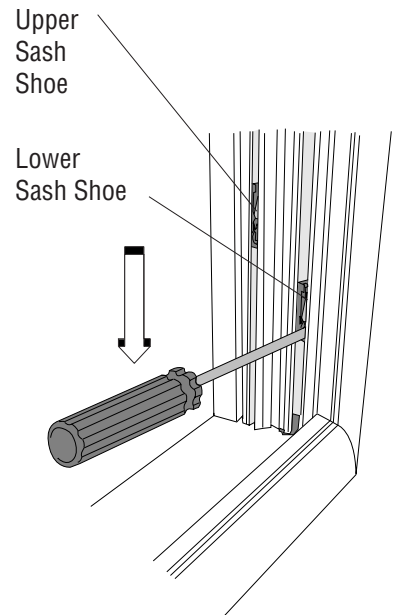
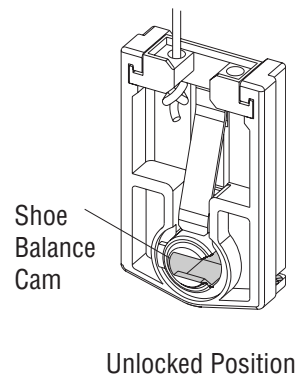


14. Reset Shoe Balance Cam(s)

⚠ CAUTION

Balance Shoes are under high tension. Use a flat-bladed screwdriver with long handle so that both hands can be used to release balance energy. Suddenly releasing Balance Shoe could damage window unit.

- Insert screwdriver into *Shoe Balance Cam* and lower Sash Shoe down until it is about three inches from sill.
- Turn *Shoe Balance Cam* until the cam opening is on top and shoe is in locked position.
- Repeat for *Lower Sash Shoe* in opposite jamb.
- For Upper Sash Balance Assembly replacement, repeat **Step 14**, positioning *Upper Sash Shoes* about five inches above sill.



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

15. Reinstall Sash

- Follow **Steps 1-8** in reverse order to reinstall sash.
- Gently press down on lower corners of sash firmly seating sash pivot pin in retaining clips of shoes before rotating sash up .