

Reachout Lock Replacement

for Andersen® 2-Panel and 4-Panel 400 Series Frenchwood® Gliding, 200 Series Narroline®, and Perma-Shield® Gliding Patio Doors



INSTALLER: Please leave this guide with the building owner to file for future reference.

For ease of installation and continued enjoyment of your Andersen® product, please read and follow this Instruction Guide completely. You may direct any questions about this or other products to your local Andersen dealer, found in the Yellow Pages under “Windows”, or call Andersen WindowCare® service center at 1-888-888-7020 Monday through Friday, 7 a.m. to 7 p.m. Central Time and Saturday, 8 a.m. to 4 p.m. Central Time. Assembly and installation of Andersen products is the sole responsibility of the architect, building owner, contractor and/or consumer and Andersen has no responsibility in this regard. Thank you for choosing Andersen.

⚠ 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.

⚠ WARNING

Incorrect installation may affect egress and home security. Follow instruction guide to make sure hardware is installed correctly.

NOTICE

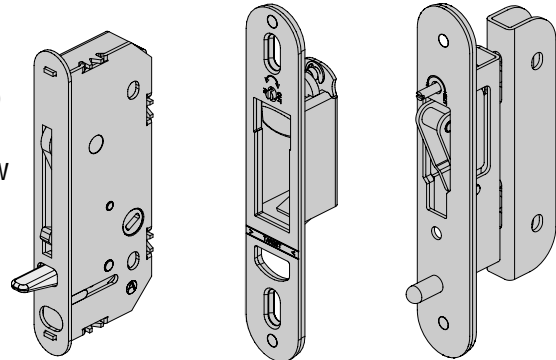
- This guide is only for the replacement of the Reachout Lock Assembly and Latch Receiver.
- Door panels should be installed and interior surfaces finished before installing or replacing hardware.

Tools & Supplies

- Safety Glasses
- Flat Blade Screwdriver (Large)
- Flat Blade Screwdriver (Small)
- Phillips Screwdriver
- Wood Shim and Tape
- Power Drill
- 1/8" Drill Bit
- 1/2" Drill Bit
- 3/4" Spade Bit
- Pencil

Parts Included

- (1) Instruction Guide
- (1) Latch Receiver (2-Panel or 4-Panel)
- (1) Reachout Lock Assembly
- (1) #10 x 3" Flat Head Security Screw
- (2) #8 x 7/8" Machine Screws



Reachout Lock Assembly (2565507)

Latch Receiver, 2-Panel Door (2565509)

Latch Receiver 4-Panel Door (2565511)

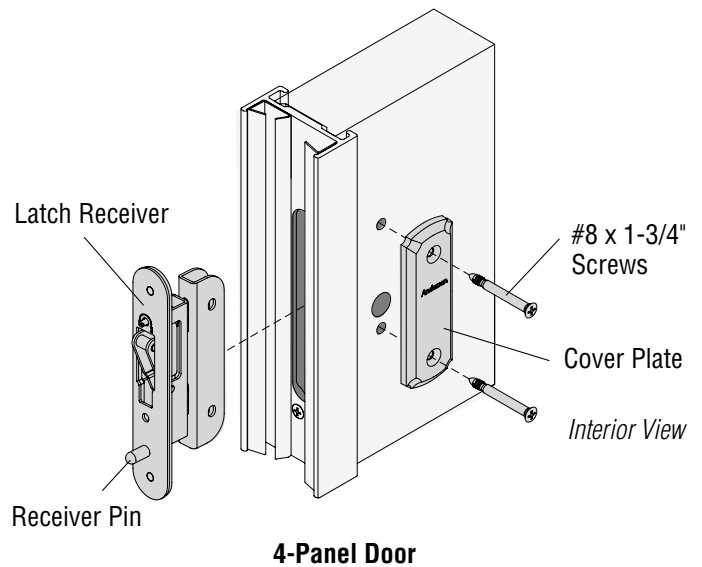
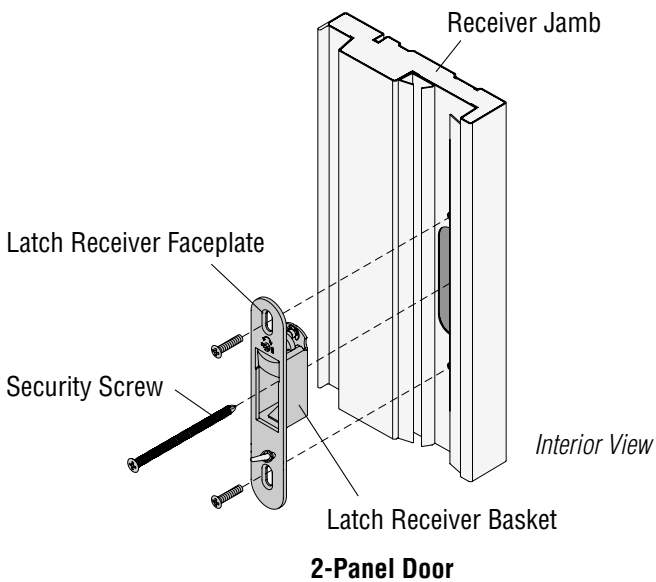
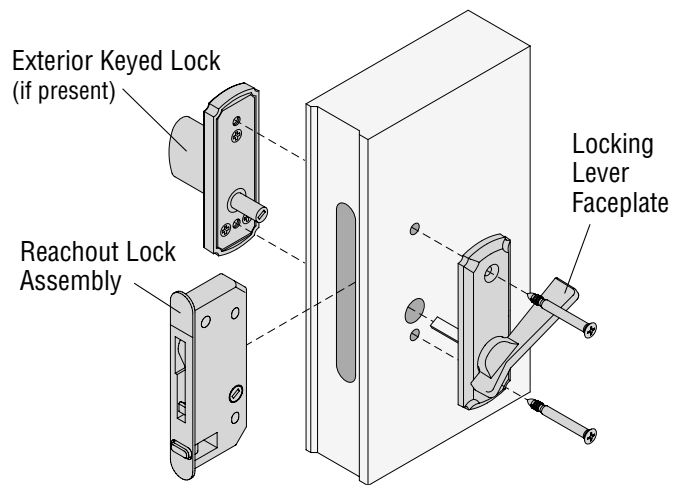
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1. Prepare for Replacement

NOTICE

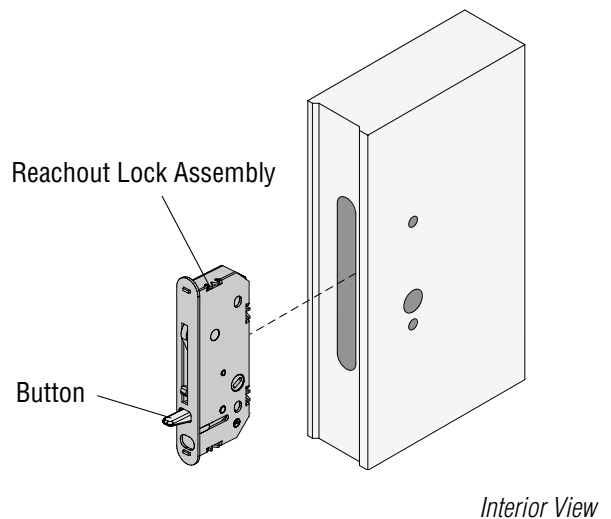
Retain all removed parts until replacement installation is complete.

- Remove existing *Locking Lever, Reachout Lock Assembly, and Exterior Keyed Lock* (if present) from door panel by removing screws from *Locking Lever Faceplate*.
- For **2-Panel Doors**, Remove existing *Latch Receiver* from *Receiver Jamb* by removing screws from *Latch Receiver Faceplate* and *Security Screw* from *Latch Receiver Basket*.
- For **4-Panel Doors**, Remove existing *Latch Receiver* by removing screws from *Cover Plate*.



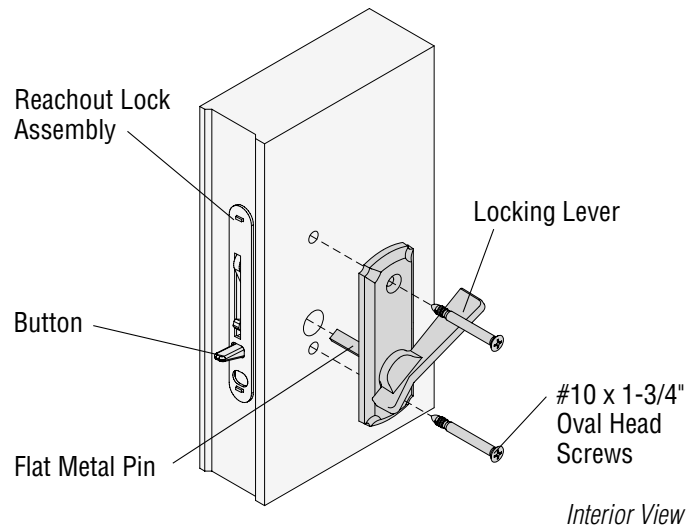
2. Install Reachout Lock Assembly

- Insert *Reachout Lock Assembly*, button end down, into routed area on door edge. Make sure *Reachout Lock Assembly* is fully seated into door panel and *Button* is on bottom.

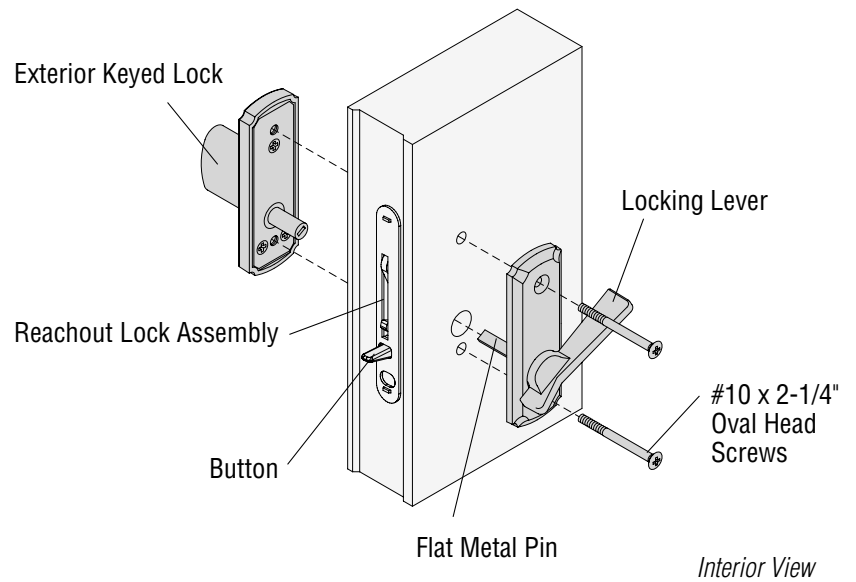


3. Attach Locking Lever

- Insert *Flat Metal Pin* on existing *Locking Lever* into latch slot in *Reachout Lock Assembly*.
- For units **without** *Exterior Keyed Lock*, fasten existing *Locking Lever* to door using two existing *#10 x 1-3/4" Oval Head Screws*.
- For units **with** *Exterior Keyed Lock*, fasten existing *Locking Lever* to door using two existing *#10 x 2-1/4" Oval Head Screws*.
- Insert screws through *Locking Lever* holes and tighten screws securely.
- For **2-Panel Doors**, go to **Step 4**.
- For **4-Panel Doors**, go to **Step 11**.



Without Exterior Keyed Lock



With Exterior Keyed Lock

For Two Panel Doors Only, Follow Steps 4 - 11

4. Drill Receiver Jamb (Only For Units Manufactured Before January 2005)

⚠ WARNING

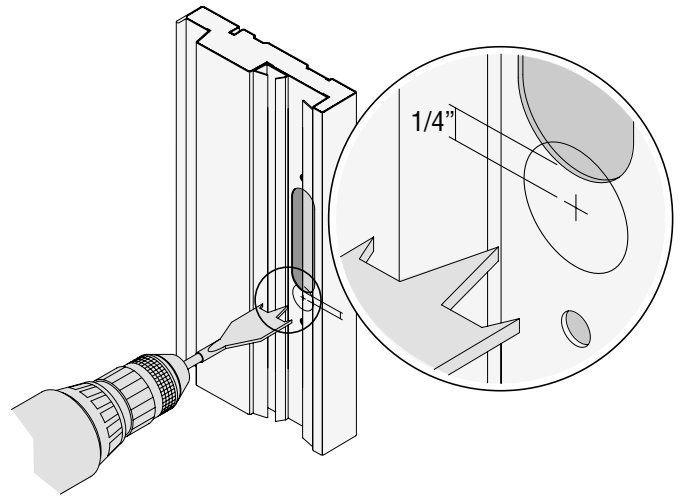
Failure to perform this step could lead to misalignment of Lock Assembly Button and Latch Receiver and may result in loss of building security.

- Measure and mark a point 1/4" below existing rout on receiver jamb as shown.

NOTICE

Drilled hole must be aligned behind cutout area on Latch Receiver faceplate, when installed, for proper lock operation.

- Drill a 3/4" diameter hole through receiver jamb, centered on mark using a 3/4" diameter spade bit.

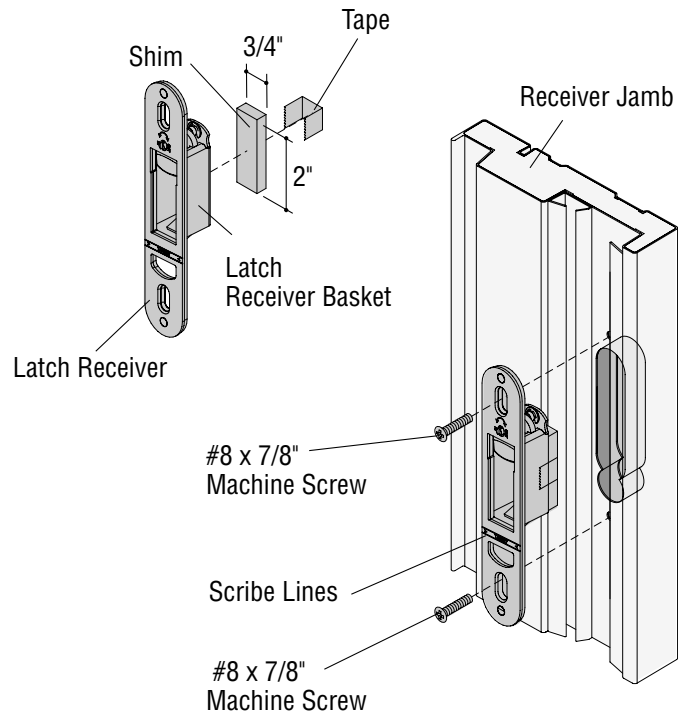


5. Attach Latch Receiver

CAUTION

Shim directly behind Latch Receiver Basket to prevent bowing of Receiver Jamb when Security Screw is installed in **Step 11**.

- Tape 3/4" x 2" Shim to back of *Latch Receiver Basket* so that shim thickness bottoms out on rough opening.
- Attach *Latch Receiver* to receiver jamb, in existing rout location, using two #8 x 7/8" Machine Screws. **DO NOT** fully tighten screws to allow movement up and down for final positioning.

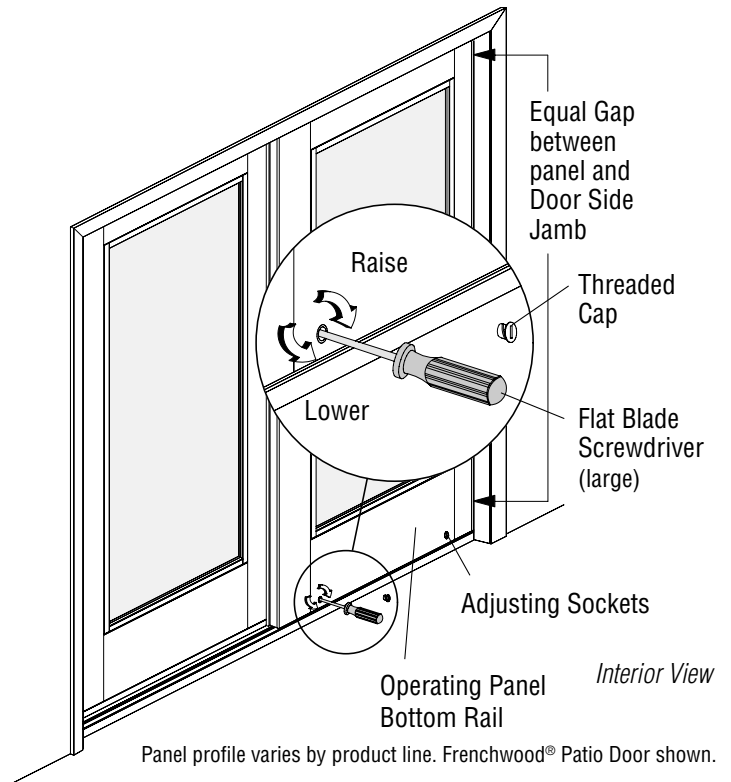


Interior View

For Two Panel Doors Only, Follow Steps 4 - 11

6. Square Operating Panel

- Slide *Operating Panel* open until a narrow gap exists between *Operating Panel* and *Side Jamb*. The narrow gap should be equal from top to bottom.
- If gap is not equal, remove the (2) *Threaded Caps* located on *Bottom Rail* of *Operating Panel* using a large flat head screwdriver.
- Adjust rollers by inserting a screwdriver into *Adjusting Sockets*. Turn **clockwise to raise** panel or **counterclockwise to lower** panel until gap between *Operating Panel* and *Side Jamb* is equal full length.
- Check operation of panel. If panel operates freely, replace *Threaded Caps* and proceed to **Step 7**.
- If panel operation is difficult, lower panel until panel operates freely by adjusting rollers. Insert screwdriver into *Adjusting Socket* and turn counterclockwise to lower panel. Repeat this step with other roller.
- Recheck gap between *Operating Panel* and *Side Jamb*.

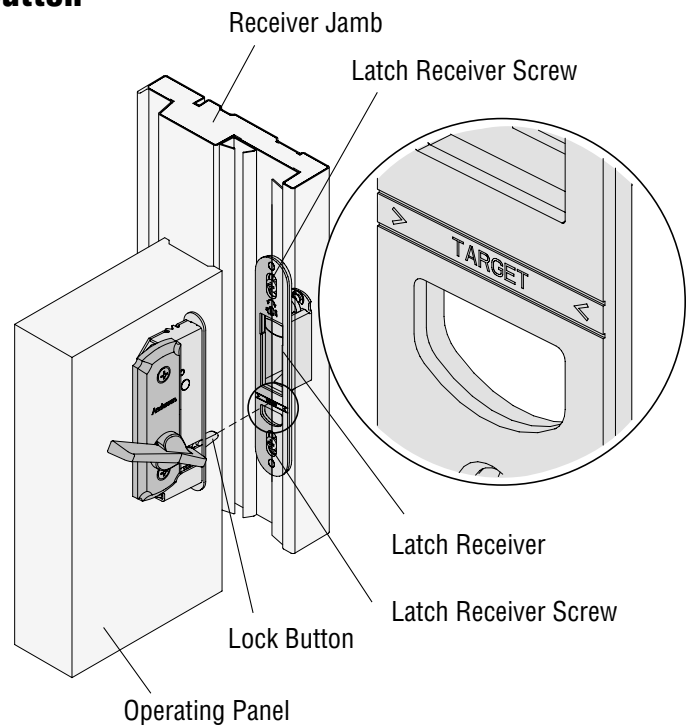


7. Align Latch Receiver Scribe Lines and Lock Button

⚠ WARNING

Failure to properly align Lock Button and Latch Receiver will prevent lock from operating properly and may result in loss of building security.

- Close panel to check alignment of *Lock Button* to >TARGET< area on the 2-Panel Latch Receiver. *Lock Button* and >TARGET< area must be aligned for proper lock operation.
- Slide *Latch Receiver* up or down so that *Lock Button* touches *Latch Receiver* faceplate and is centered between the scribed lines on >TARGET<.
- When *Latch Receiver* is properly aligned with *Lock Button*, tighten *Latch Receiver* screws.



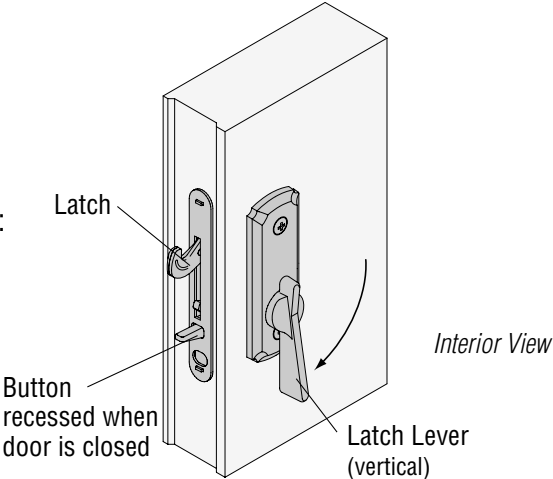
Receiver Jamb and Operating Panel shown transparent

Interior View

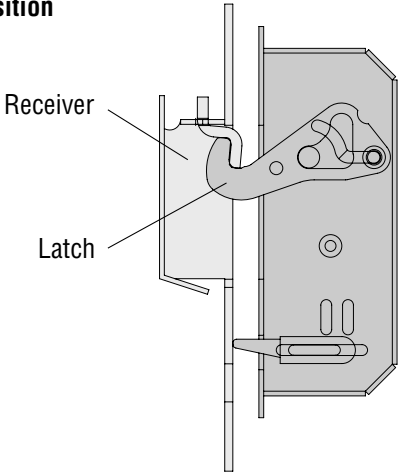
For Two Panel Doors Only, Follow Steps 4 - 11

8. Check Latch Operation

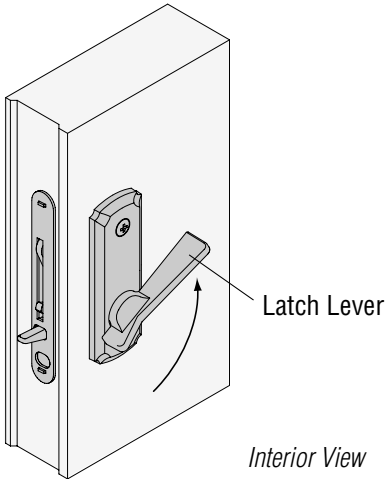
- Close door and turn *Latch Lever* to vertical or locked position. Latch should “reach out” and engage *Latch Receiver*, pulling door panel into *Receiver Jamb*.
- If *Latch Lever* does not move smoothly or if it fails to reach vertical position, check the following conditions: squareness of *Operating Panels (Step 6)*, height adjustment of *Operating Panels (Step 6)*, and *Latch Receiver* alignment (**Step 7**).



Locked Position



**Cross Section Detail
Locked Position**



Unlocked Position

For Two Panel Doors Only, Follow Steps 4 - 11

9. Check Exterior Keyed Lock (If Present)

⚠ WARNING

All three tests must be performed to verify proper operation of door. Failure to do so could create risk of entrapment or loss of building security.

Test 1

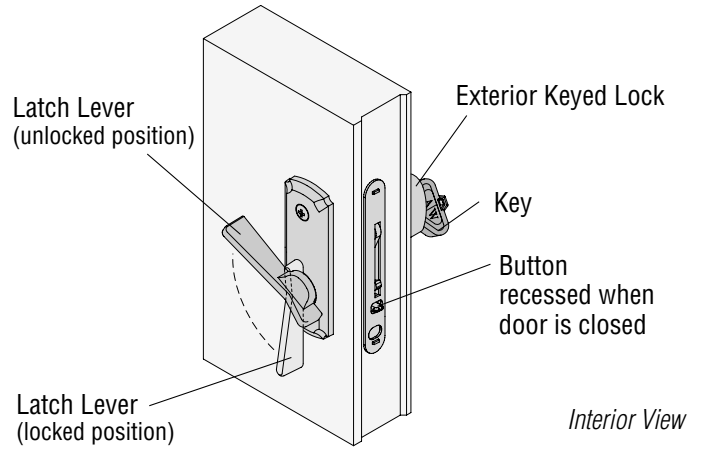
- Close door from exterior and insert *Key* into Exterior *Keyed Lock*.
- Turn *Key* counterclockwise to lock a left hand door, clockwise to lock a right hand door. Refer to diagram below for determining if door is left or right hand. *Key* must be rotated back one revolution to remove *Key*. Attempt to pull door open to verify door is locked.
- Unlock door, remove *Key* by rotating back one revolution, and open door.

Test 2

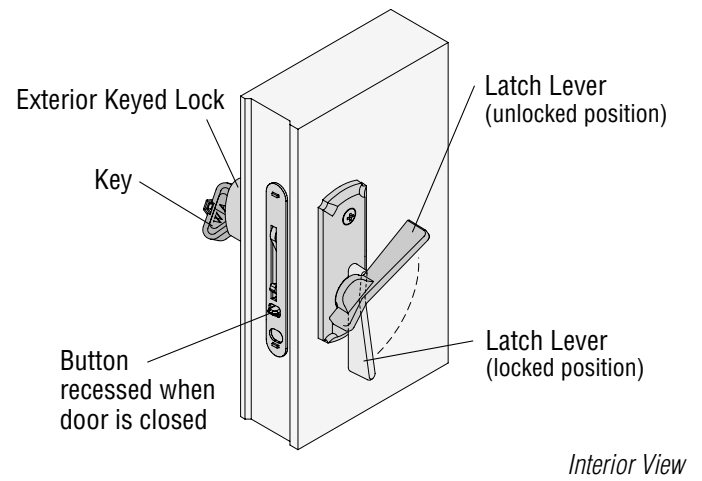
- Close door from exterior and lock door with *Key*.
- Remove *Key*.
- Unlock door from the interior using *Latch Lever*.

Test 3

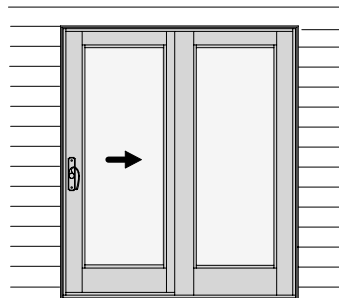
- Close door from interior and turn *Latch Lever* to locked position. *Latch Lever* will be vertical when in locked position. Attempt to pull door open to verify door is locked.
- Unlock door.
- If lock does not function properly with any of the three tests, repeat **Steps 5 thru 7** for correct alignment.



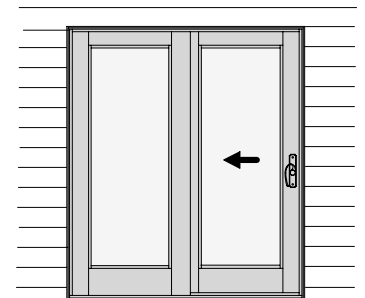
Left Hand Operating Door



Right Hand Operating Door



Left Hand Operating Door



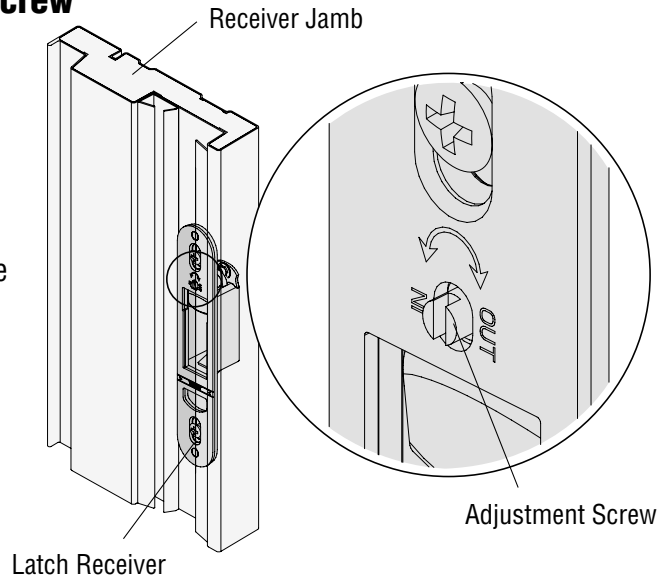
Right Hand Operating Door

Exterior Views

For Two Panel Doors Only, Follow Steps 4 - 11

10. Adjust Panel/Jamb Fit and Install Security Screw

- Adjust fit using a small flat blade screwdriver to turn adjustment screw on *Latch Receiver*, if necessary. If panel does not fit snug against weatherstrip, turn adjustment screw on *Latch Receiver* counterclockwise toward "IN" position for a tighter fit. If *Latch Lever* operates stiffly when locking or unlocking door, turn *Adjustment Screw* on *Latch Receiver* clockwise toward "OUT" position for a looser fit.



Receiver Jamb shown transparent

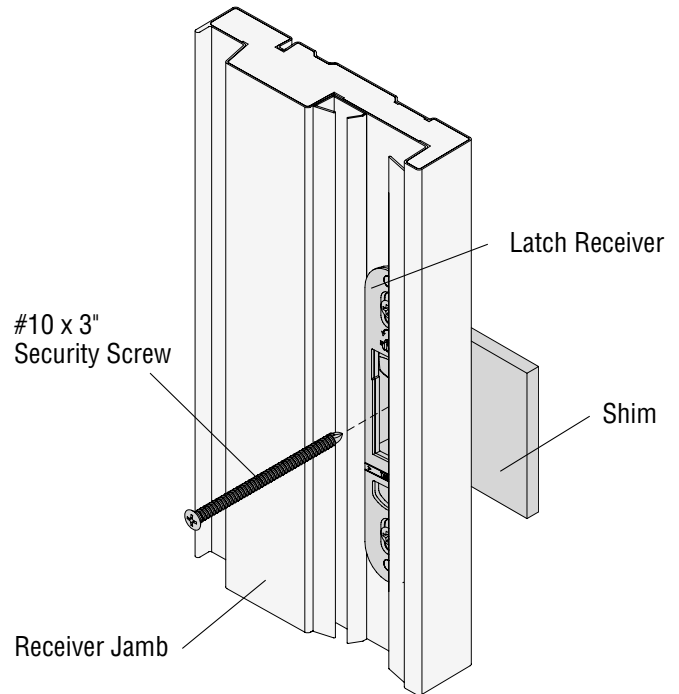
Interior View

11. Install Security Screw (2-Panel Doors Only)

CAUTION

Failure to have shimmed directly behind *Latch Receiver* when installing *Security Screw* may result in bowing of the receiver jamb (see **Step 5**).

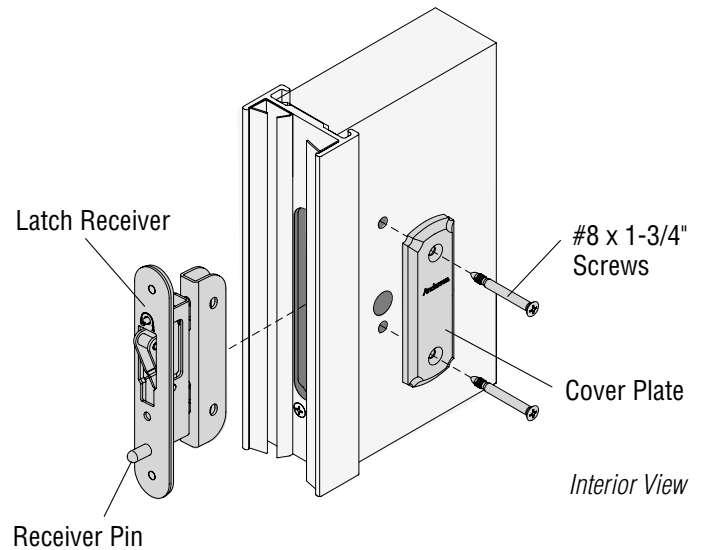
- Place shim directly behind *Latch Receiver* between door jamb and framing.
- Drill a 1/8" hole through existing hole in center of *Latch Receiver*. Insert #10 x 3" *Flat Head Security Screw* and fasten tightly.
- Hardware installation is now complete for **2-Panel** doors. For **Hardware Care and Maintenance**, go to **Page 11**.



Interior View

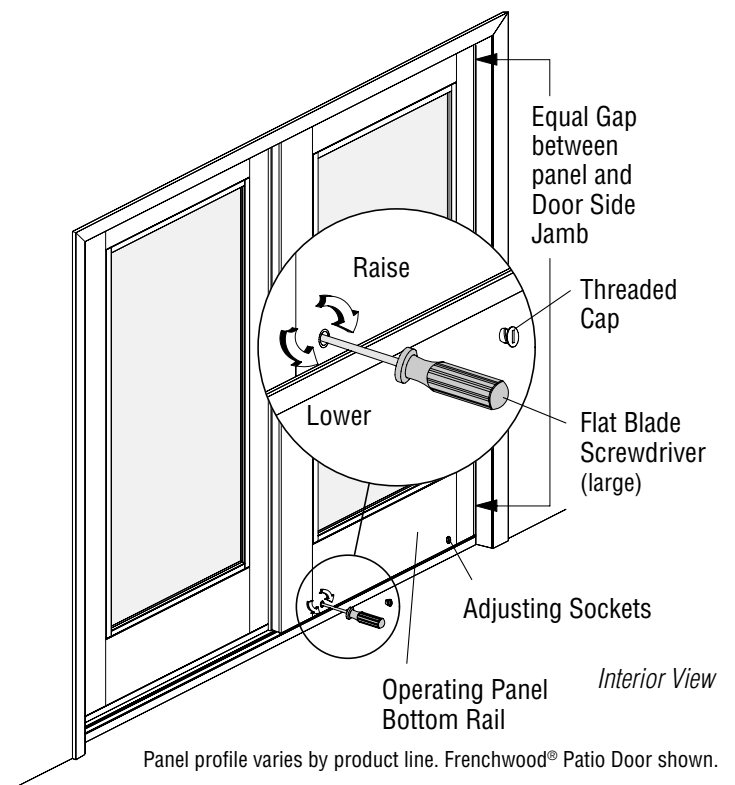
12. Attach Latch Receiver and Cover Plate

- Insert *4-Panel Latch Receiver*, receiver pin down, into slot on edge of panel, making sure it is fully seated in panel and receiver pin is on bottom.
- Position *Cover Plate* over predrilled holes on panel and secure through *Latch Receiver* using existing *#8 x 1-3/4" Oval Head Screws*.



13. Square Operating Panel

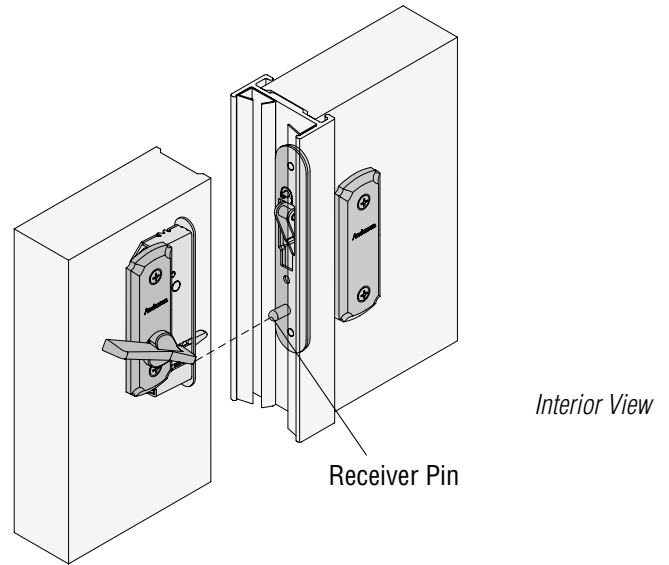
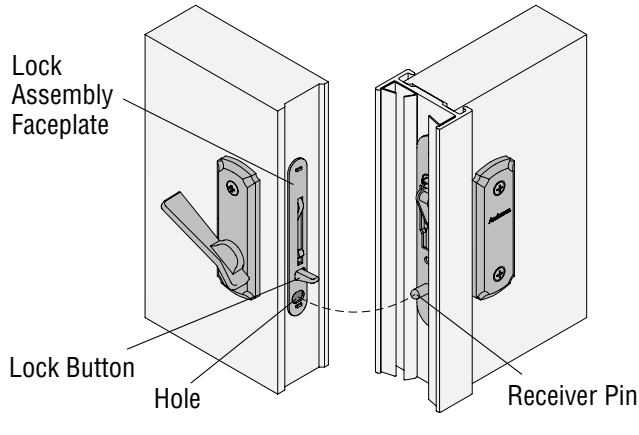
- Slide *Operating Panel* open until a narrow gap exists between *Operating Panel* and *Side Jamb*. The narrow gap should be equal from top to bottom.
- If gap is not equal, remove the (2) *Threaded Caps* located on *Bottom Rail* of *Operating Panel* using a large flat head screwdriver.
- Adjust rollers by inserting a screwdriver into *Adjusting Sockets*. Turn **clockwise to raise** panel or **counterclockwise to lower** panel until gap between *Operating Panel* and *Side Jamb* is equal full length.
- Check operation of panel. If panel operates freely, replace *Threaded Caps* and proceed to **Step 14**.
- If panel operation is difficult, lower panel until panel operates freely by adjusting rollers. Insert screwdriver into *Adjusting Socket* and turn counterclockwise to lower panel. Repeat this step with other roller.
- Recheck gap between *Operating Panel* and *Side Jamb*.



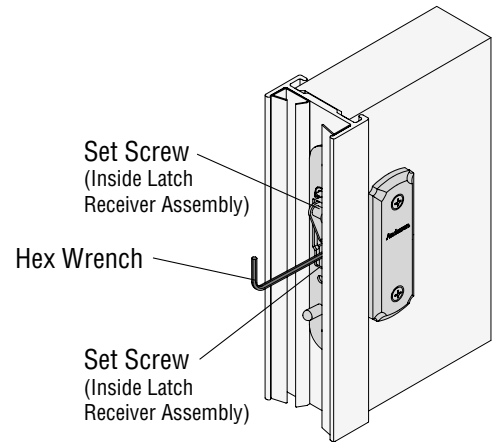
14. Align Receiver Pin (4-Panel Doors Only)

NOTICE

- Door panels must be in position and operating correctly before checking and adjusting the latch. Refer to **Step 13** to adjust door panels and gap.
- Receiver Pin must align with hole on Lock Assembly faceplate for proper lock operation.



- Close panel and check alignment of *Receiver Pin* into hole just beneath *Lock Button* on *Lock Assembly* faceplate. Receiver Pin and hole on *Lock Assembly* must be aligned for proper lock operation. To adjust *4-Panel Latch Receiver*, loosen set screws using hex wrench, turning screws as necessary. Adjust *4-Panel Latch Receiver* up or down to aligned position. Tighten set screws using hex wrench.



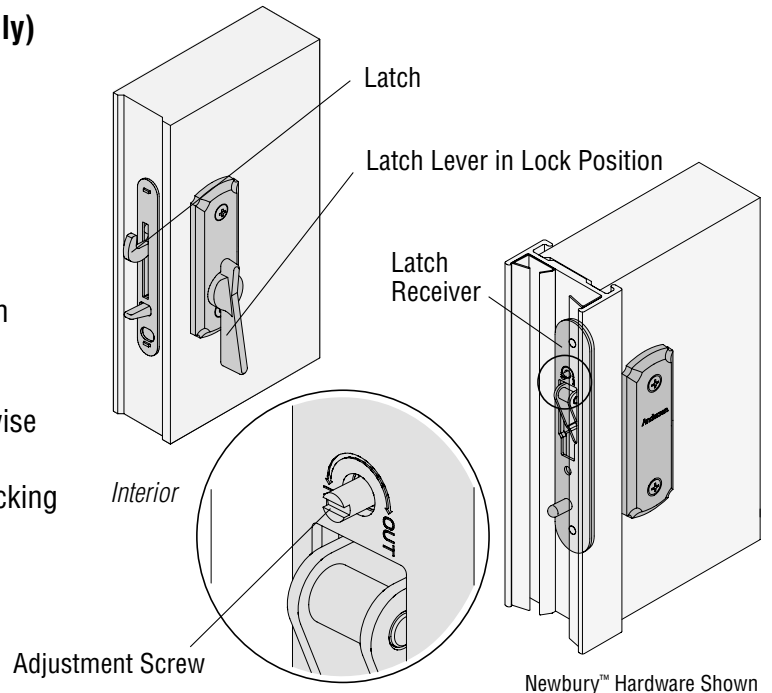
Newbury™ Hardware Shown

Interior View

For Four Panel Doors Only, Follow Steps 12 - 15

15. Check Latch Operation (4-Panel Doors Only)

- Close panel and turn *Latch Lever* to lock position. The latch should engage receiver smoothly and pull door panels together for a snug fit.
- If *Latch* fails to engage *Latch Receiver*, the *Latch Receiver* and receiver pin are not aligned. Repeat **Steps 13** and **14**.
- Adjust fit using a small flat blade screwdriver to turn adjustment screw on *Latch Receiver*, if necessary. If panel does not fit snug against weatherstrip, turn adjustment screw on *Latch Receiver* counterclockwise toward "**IN**" position for a tighter fit. If *Latch Lever* operates stiffly when locking or unlocking door, turn *Adjustment Screw* on *Latch Receiver* clockwise toward "**OUT**" position for a looser fit.



Care and Maintenance

General Information

Your Andersen® hardware has been manufactured of high quality, fine metal. Fine metal requires periodic attention to maintain its beauty and characteristics. Climate, location, and exposure to corrosive environments such as industrial areas, pesticides, herbicides, or salts are challenges to your ability to maintain the hardware's beauty and characteristics.

CAUTION

- **DO NOT** use or apply harsh chemicals, abrasives and/or cleaners. Product damage could occur.
- **DO NOT** refurbish hardware. Contact a professional hardware restorer for refurbishing.

Antique Brass, Satin Nickel, Distressed Nickel, or High-Performance (HP) Bright Brass

- Wash hardware using a mild detergent and a soft cloth. Avoid abrasive cleaners, cloths, or brushes.

White or Stone

- Wash hardware using a mild detergent and a soft cloth. Avoid abrasive cleaners, cloths, or brushes.

Polished Chrome or Brushed Chrome

- Wash hardware using a mild detergent and a soft cloth. Avoid abrasive cleaners, cloths, or brushes.
- Polish chrome finishes using a commercially available chrome polish following manufacturer's instructions.

Oil Rubbed Bronze or Distressed Bronze

- Handling and frequent use create the bronze patina that is the hallmark of the oil-rubbed bronze and distressed bronze finishes. Oil rubbed bronze and distressed bronze are "living finishes" with no protective coating. With use, your hands will polish away the darker material exposing the bronze beneath. The appearance of these finishes will vary depending on usage and environmental conditions.
- Occasionally apply light mechanic oil to deepen the color and sheen of the product. Cover metal parts with oil entirely, allow the oil to stand for a few minutes, then gently rub off excess using a clean cloth.

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