

Hardware and Reachout Lock Application Guide

for Andersen® A-Series Gliding, 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 caution when working at elevated heights and around unit openings. Follow manufacturer’s instructions for safe use of ladder and/or scaffolding. Failure to do so may result in injury or death.

⚠ WARNING

Follow manufacturer’s instructions for safe operation of hand or power tools. Always wear safety glasses. Failure to do so may result in injury and/or product 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 to avoid injury and/or product damage.

⚠ WARNING

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

Tools & Supplies

- Safety Glasses
- Phillips Screwdriver
- Small Flat Blade Screwdriver
- Large Flat Blade Screwdriver
- Electric Drill
- 11/32" Drill Bit
- 1/8" Drill Bit
- Wood Block
- Clamp
- Shims
- Clean Cloth

Parts Included - 2-Panel Door

Common Parts (all styles)

- (1) Instruction Guide
- (1) Exterior Handle
- (1) Interior Handle
- (1) Latch Lever
- (1) Lock Assembly
- (1) Latch Receiver
- (1) #10 x 3" Flat Head Security Screw
- (2) #8 x 7/8" Machine Screws

Tribeca™ Hardware

- (1) Cover Plate
- (2) #10 x 1 3/4" Oval Head Wood Screw
- (2) #8 x 1 3/4" Oval Head Screw
- (2) #8 x 2 11/16" Oval Head Bolt

Covington™, Newbury®, Encino®, Yuma® Hardware

- (1) Trim Plate
- (2) #8 x 1-3/4" Oval Head Screw
- (2) #8 x 2" Oval Head Threaded Bolt
- (2) Mounting Stud

Whitmore®, Anvers®, Albany Hardware

- (1) Cover Plate
- (4) #8 x 1 3/4" Oval Head Screw
- (2) #8 x 2" Oval Head Threaded Bolt
- (2) Mounting Stud

Parts Included - 4 Panel Door

Common Parts (all styles)

- (1) Instruction Guide
- (2) Exterior Handle
- (2) Interior Handle
- (1) Latch Lever
- (1) Lock Assembly
- (1) Latch Receiver
- (1) Hex Wrench

Tribeca® Hardware

- (3) Cover Plate
- (4) #10 x 1 3/4" Oval Head Wood Screw
- (4) #8 x 1 3/4" Oval Head Screw
- (4) #8 x 2 11/16" Oval Head Bolt

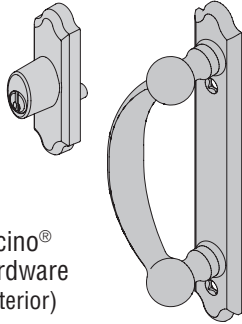
Covington™, Newbury®, Encino®, Yuma® Hardware

- (2) Trim Plate
- (1) Cover Plate
- (4) #8 x 1 3/4" Oval Head Screw
- (4) #8 x 2" Oval Head Threaded Bolt
- (4) Mounting Stud

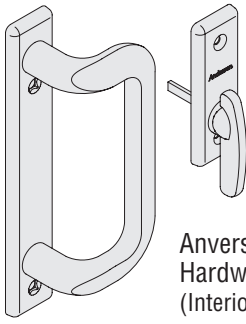
Whitmore®, Anvers®, Albany Hardware

- (3) Cover Plate
- (8) #10 x 1 3/4" Oval Head Screw
- (4) #8 x 2" Oval Head Threaded Bolt
- (4) Mounting Stud

NOTICE



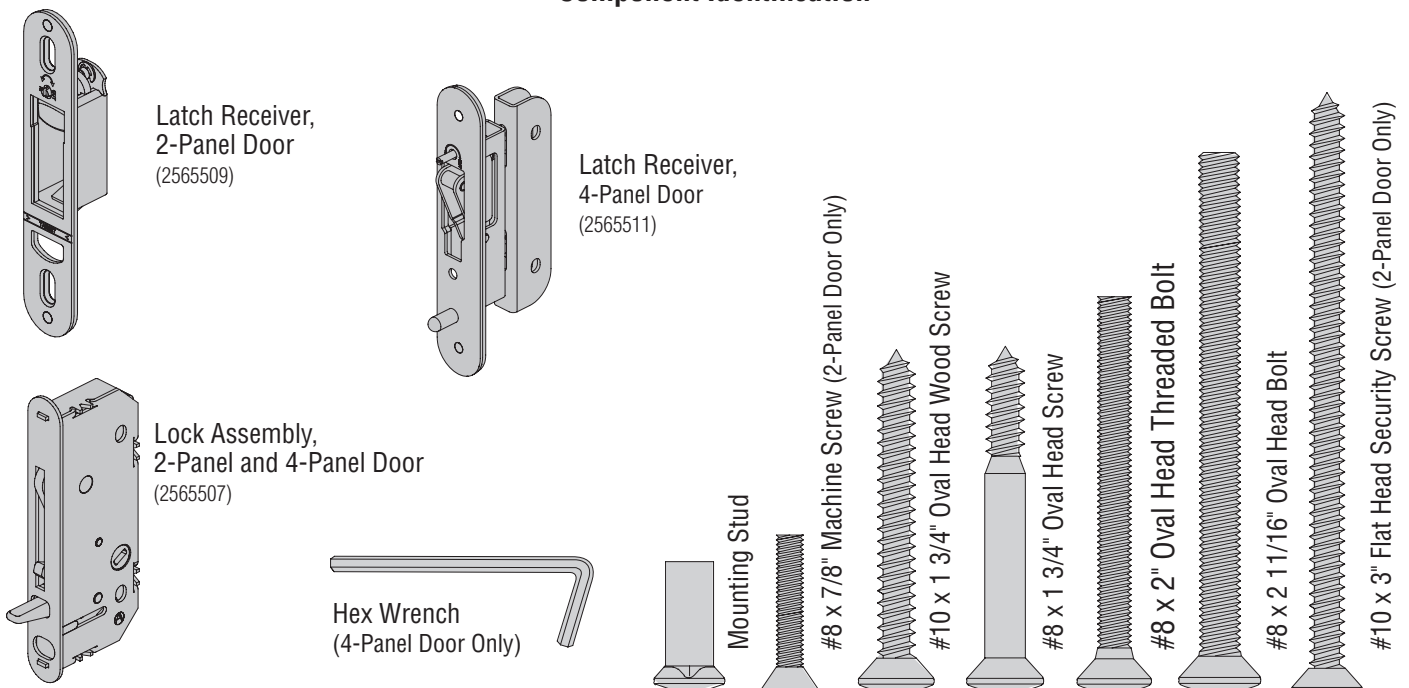
Encino®
Hardware
(Exterior)



Anvers®
Hardware
(Interior)

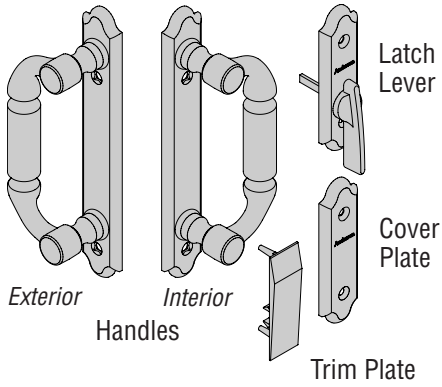
Split finish hardware is available in all styles, allowing interior and exterior hardware to be different styles and finishes. Encino® and Anvers® hardware shown.

Component Identification

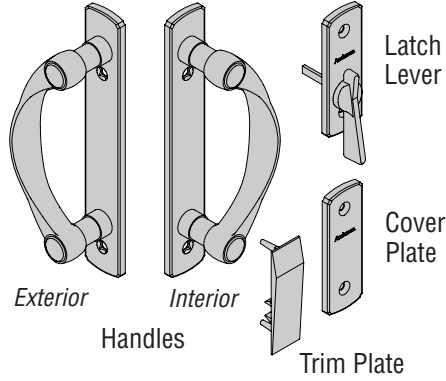


Component Identification (continued)

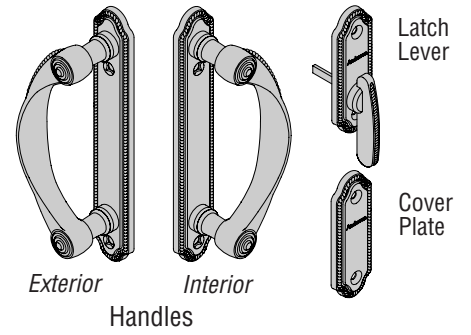
Hardware Styles



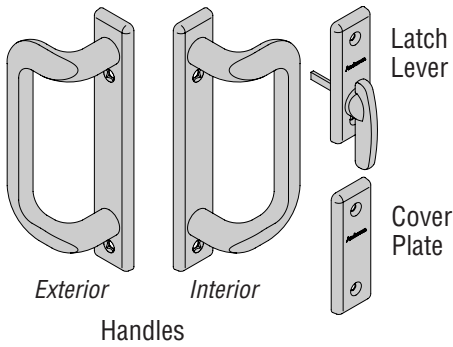
Covington™ Hardware



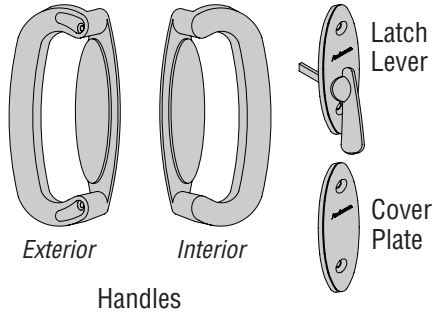
Newbury® Hardware



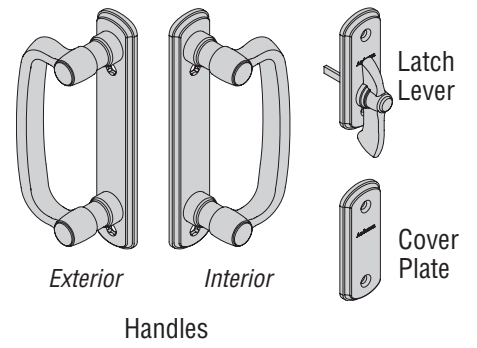
Whitmore® Hardware



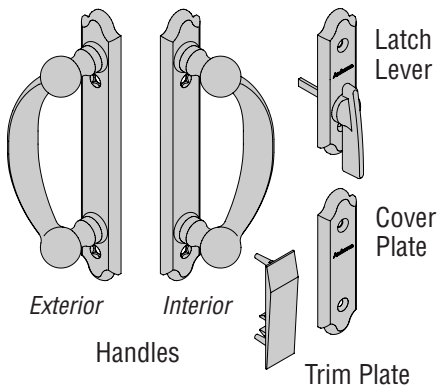
Anvers® Hardware



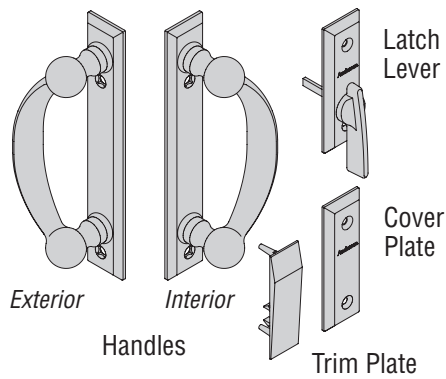
Tribeca® Hardware



Albany Hardware



Encino® Hardware



Yuma® Hardware

NOTICE

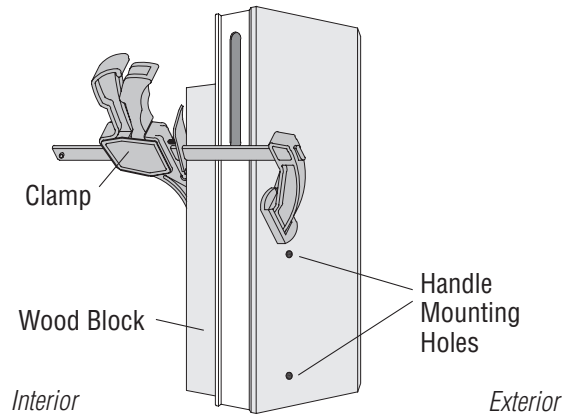
- Before installing hardware, install door panels and finish interior surfaces of unit.
- Wipe oil rubbed bronze and distressed bronze finished hardware with a clean cloth prior to installation.

1. Drill Handle Mounting Holes (Frenchwood® and Narroline® Gliding Patio Doors Only)

NOTICE

Handle mounting holes are partially pre-drilled for Andersen® Frenchwood® and Narroline® Gliding Patio Doors. No drilling is required for Perma-Shield® Gliding Patio Door panel. Proceed to **Step 2**.

- Clamp a wood block to interior side of panel, opposite handle mounting holes, to prevent chip-out when drilling.
- Drill a 11/32" hole through existing handle mounting holes.



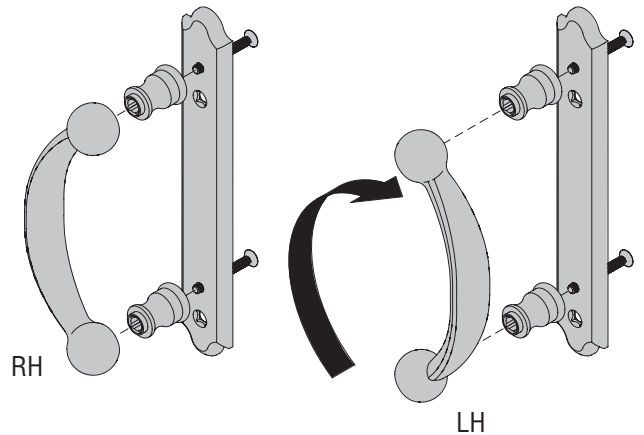
2. Handle Conversion

for Left Hand Door Operation, 2-Panel Doors with Split Finish Hardware (except Tribeca® hardware)

NOTICE

Split finish hardware for 2-panel doors is shipped for right hand (RH) door operation, as viewed from the exterior. Handle conversion is NOT required for right hand (RH) door operation. Proceed to **Step 3**.

- For left hand (LH) door operation, remove screws, rotate handle 180° as shown, and retighten screws. Conversion is required for interior and exterior handles.
- This step does not apply to 4-panel doors or Tribeca® hardware.



Handle Conversion
Right Hand (RH) to Left Hand (LH)

Exterior Handle shown for example

3. Attach Handles to Door Panel

CAUTION

DO NOT overtighten bolts. Excessive tightening may cause hardware to strip out. Use Phillips screwdriver to install oval head bolts.

- Select one of the following procedures according to hardware style.

Hardware with Mounting Studs

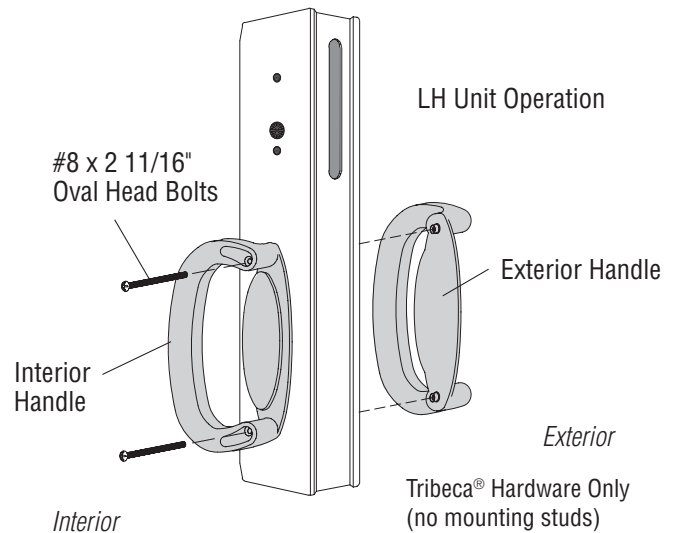
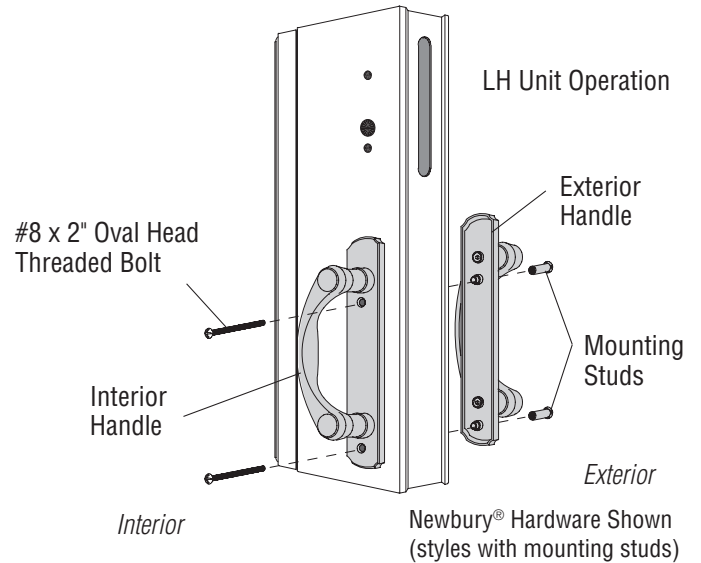
Covington™, Newbury®, Whitmore®, Anvers®, Encino®, Yuma®, Albany

- Insert *Mounting Studs* into *Exterior Handle*.
- Position *Interior* and *Exterior Handle* over handle mounting holes. Make sure *Interior* and *Exterior Handles* face toward glass side of panel.
- Fasten using *#8 x 2" Oval Head Threaded Bolt*. Hand tighten bolts securely. **DO NOT** overtighten bolts.
- For **4-Panel** doors repeat **Steps 1** and **3** for secondary panel.

Hardware without Mounting Studs

Tribeca®

- Position *Interior* and *Exterior Handles* over handle mounting holes. Make sure *Interior* and *Exterior Handles* face toward glass side of panel.
- Fasten using *#10 x 2 11/16" Oval Head Bolts*. Hand tighten bolts securely. **DO NOT** overtighten bolts.
- For **4-Panel** doors repeat **Steps 1** and **3** for secondary panel.



4. Install Latch Lever and Lock Assembly

- Insert *Lock Assembly*, button-end down, into slot on edge of panel. Make sure *Lock Assembly* is fully seated into panel and button is on bottom.
- Insert flat metal pin on *Latch Lever* into middle hole on panel.

NOTICE

Secure bottom screw first when fastening Lock Assembly and Latch Lever to panel.

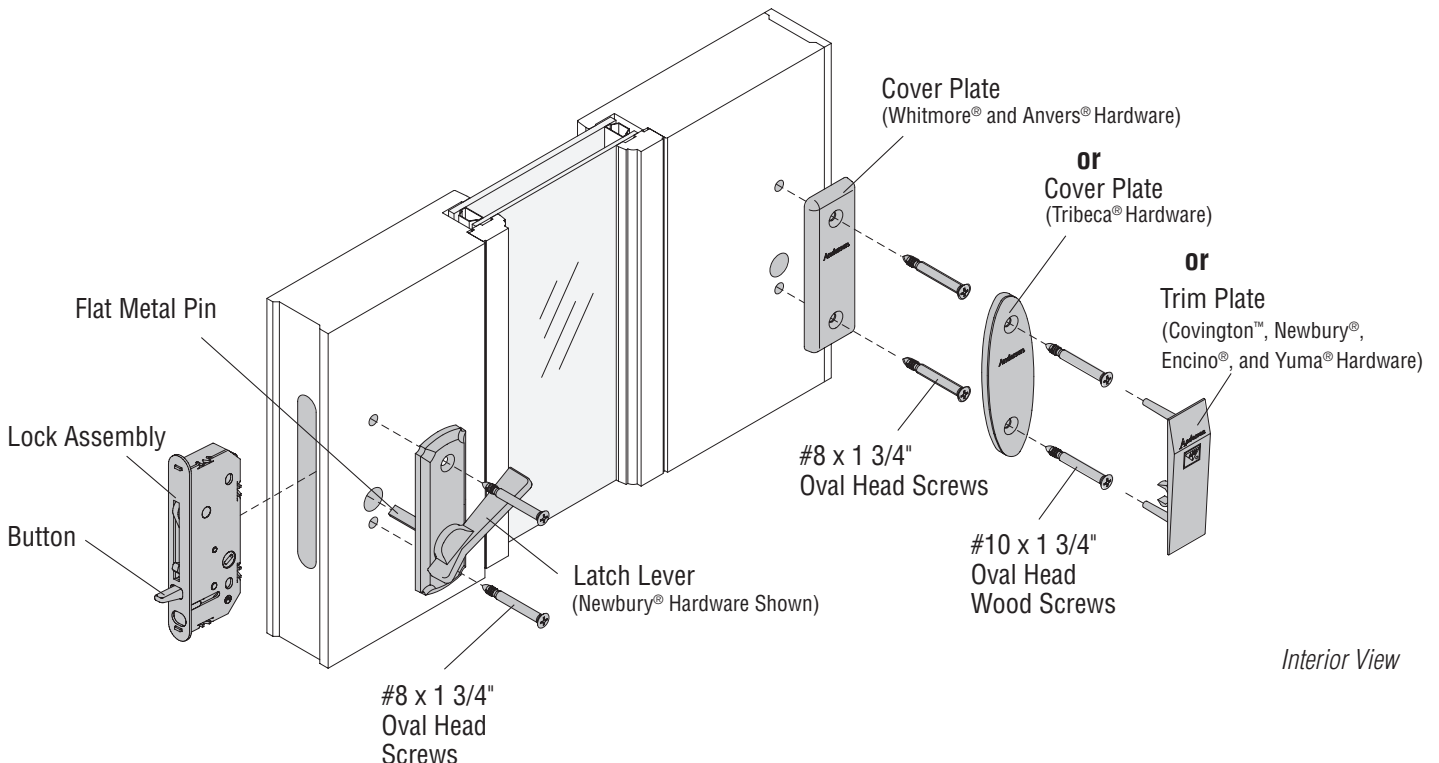
- Fasten *Lock Assembly* and *Latch Lever* to panel with two #8 x 1 3/4" Oval Head Screws using a Phillips screwdriver. Secure bottom screw first for proper positioning.

NOTICE

Andersen® Perma-Shield® Gliding Patio Doors Only

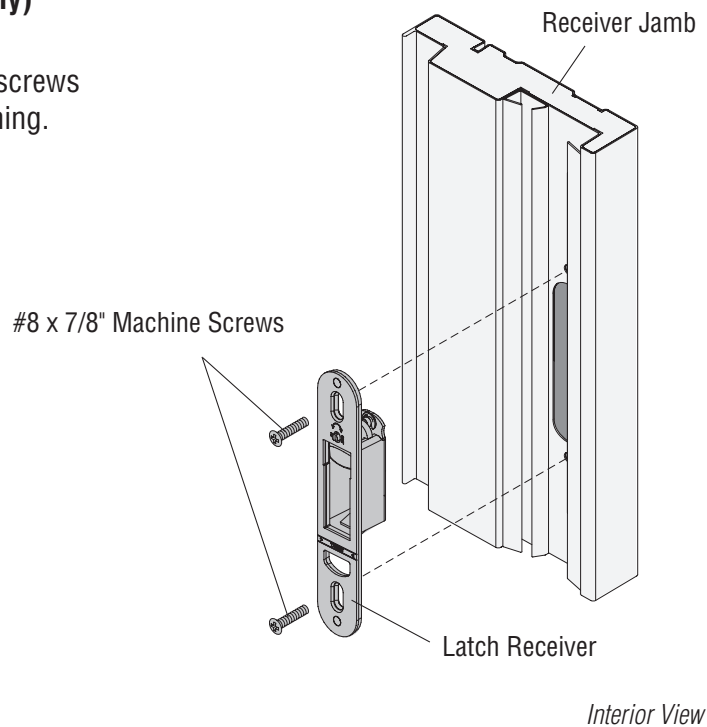
The Trim Plate or Cover Plate is not used on opposite side of panel with Andersen® Perma-Shield® Gliding Patio Doors and can be discarded.

- For **Covington™, Newbury®, Encino®, and Yuma® Hardware**, position *Trim Plate* over remaining set of holes on opposite side of panel and press fit into place.
- For **Whitmore®, Anvers® and Albany Hardware**, position *Cover Plate* over remaining set of holes on opposite side of panel and fasten using #8 x 1 3/4" Oval Head Screws.
- For **Tribeca® Hardware**, position *Cover Plate* over remaining set of holes on opposite side of panel and fasten using #10 x 1 3/4" Oval Head Wood Screws.
- For **2-Panel** doors proceed to **Step 5**, for **4-Panel** doors proceed to **Step 11**.



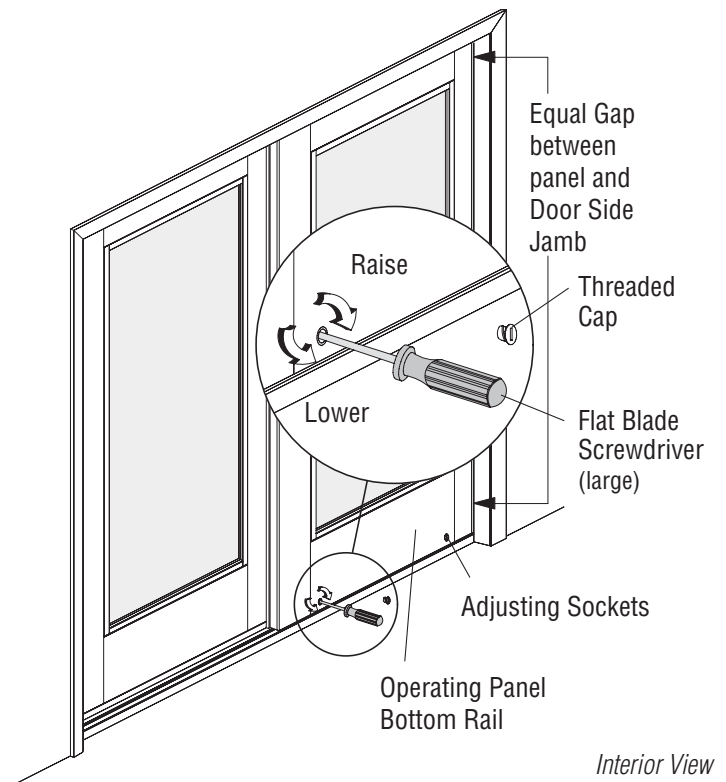
5. Attach Latch Receiver (2-Panel Doors Only)

- Attach *Latch Receiver* to receiver jamb using two #8 x 7/8" Machine Screws. **DO NOT** fully tighten screws to allow movement up and down for final positioning.



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 by adjusting rollers until panel operates freely. 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*.



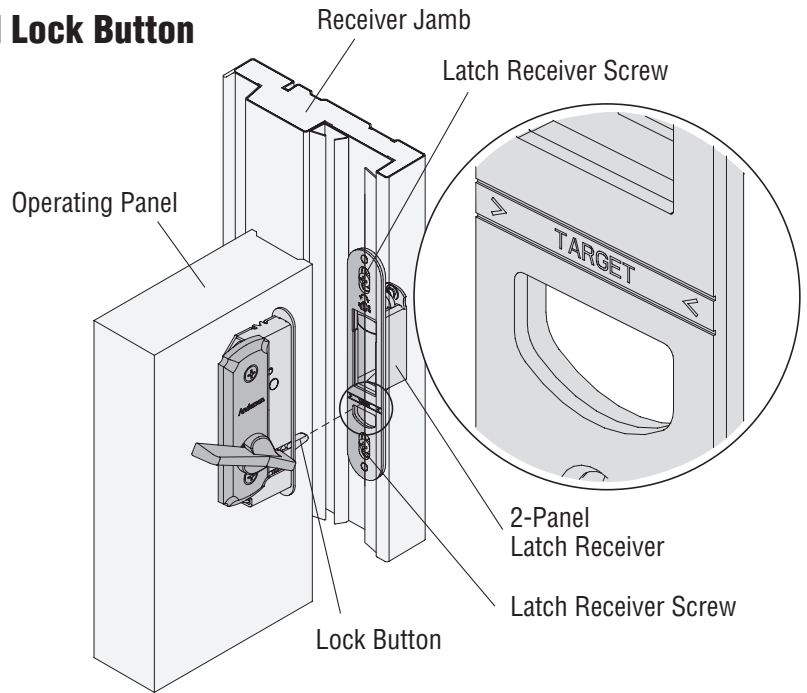
Panel profile varies by product line. Frenchwood® Patio Door shown.

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 operating 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.

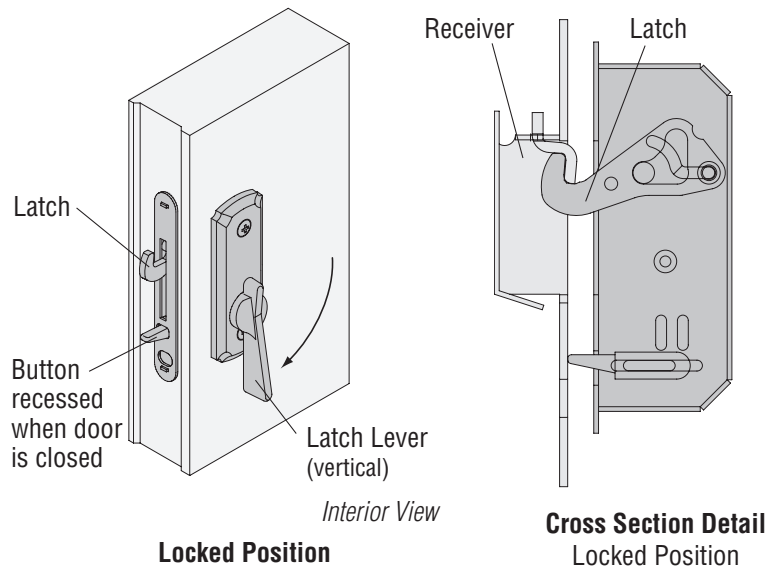


Receiver Jamb and Operating Panel shown transparent

Interior View

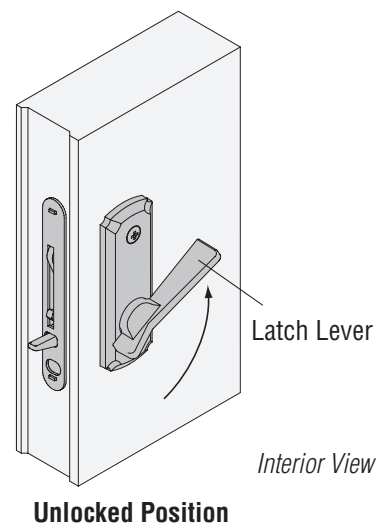
8. Check Latch Operation

- 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

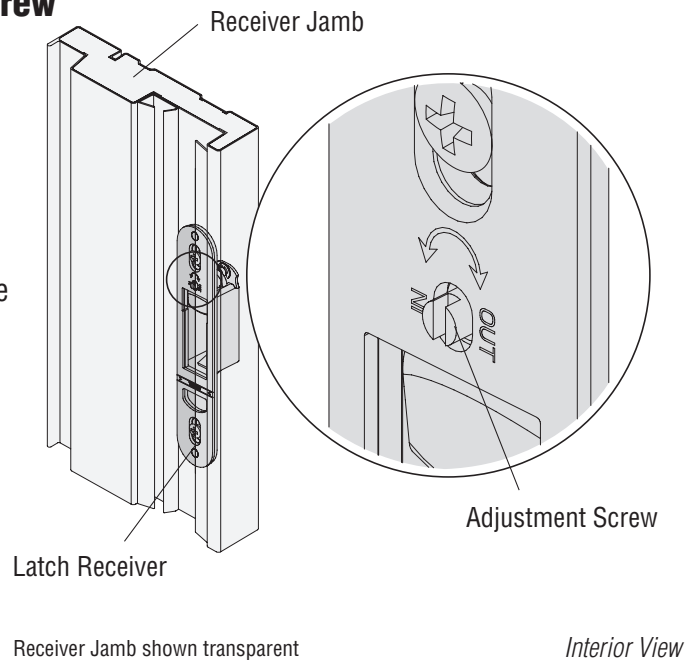
Cross Section Detail
Locked Position



Unlocked Position

9. 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.

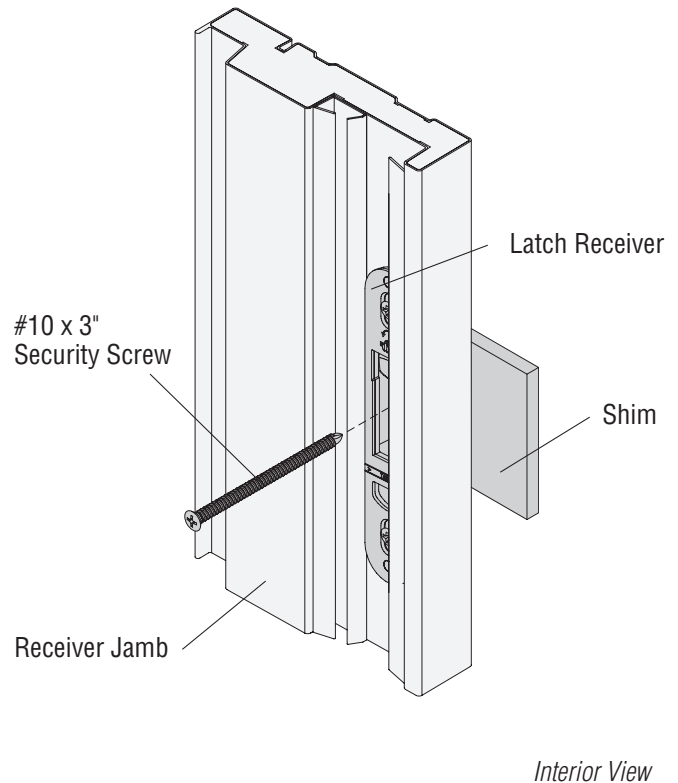


10. Install Security Screw (2-Panel Doors Only)

CAUTION

Failure to shim directly behind *Latch Receiver* when installing *Security Screw* may result in bowing of the receiver jamb.

- 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.



11. Attach Latch Receiver and Cover Plate (4-Panel Doors)

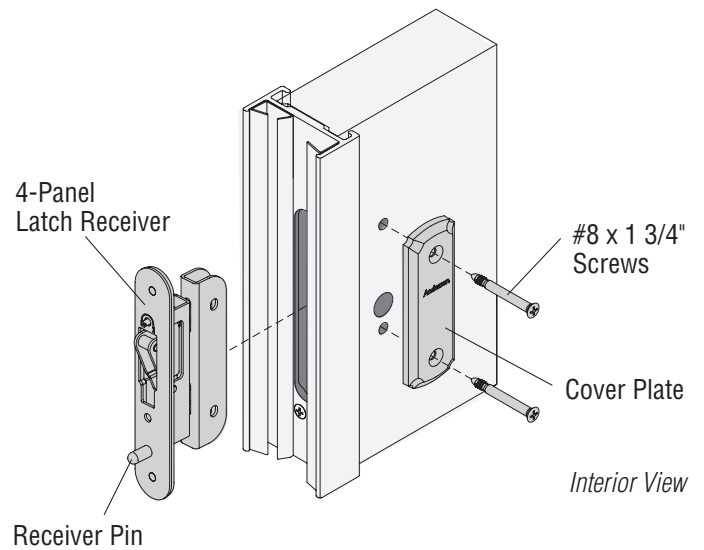
- Insert *4-Panel Latch Receiver*, receiver pin down, into slot on edge of panel, making sure it is fully seated in panel and receiver pin is on bottom.
- Position *Cover Plate* over predrilled holes on panel and secure through *Latch Receiver* using *#8 x 1 3/4" Oval Head Screws*.

NOTICE

Andersen® Perma-Shield® Gliding Patio Doors Only

The Trim Plate or Cover Plate is not used on opposite side of panel with Andersen® Perma-Shield® Gliding Patio Doors and can be discarded.

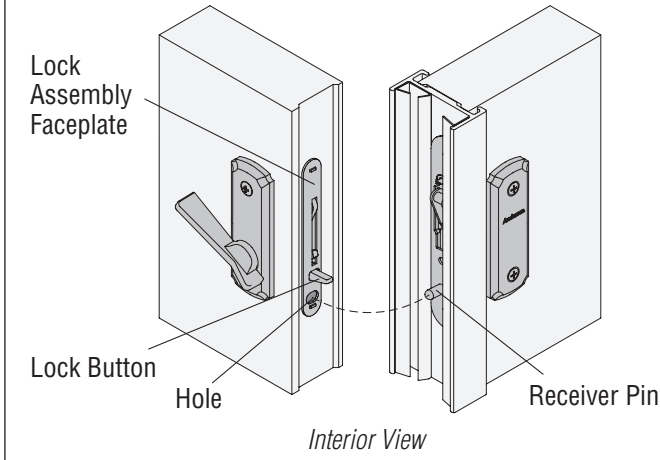
- For **Covington™**, **Newbury®**, **Encino®**, and **Yuma® Hardware**, position *Trim Plate* over remaining set of holes on opposite side of panel and press fit into place (see **Step 4** for *Cover* and *Trim Plate* identification).
- For **Whitmore®** and **Anvers® Hardware**, position *Cover Plate* over remaining set of holes on opposite side of panel, fasten using *#8 x 1 3/4" Oval Head Screws* (see **Step 4** for *Cover* and *Trim Plate* identification).
- For **Tribeca® Hardware**, position *Cover Plate* over remaining set of holes on opposite side of panel, fasten using *#10 x 1 3/4" Oval Head Wood Screws* (see **Step 4** for *Cover* and *Trim Plate* identification).



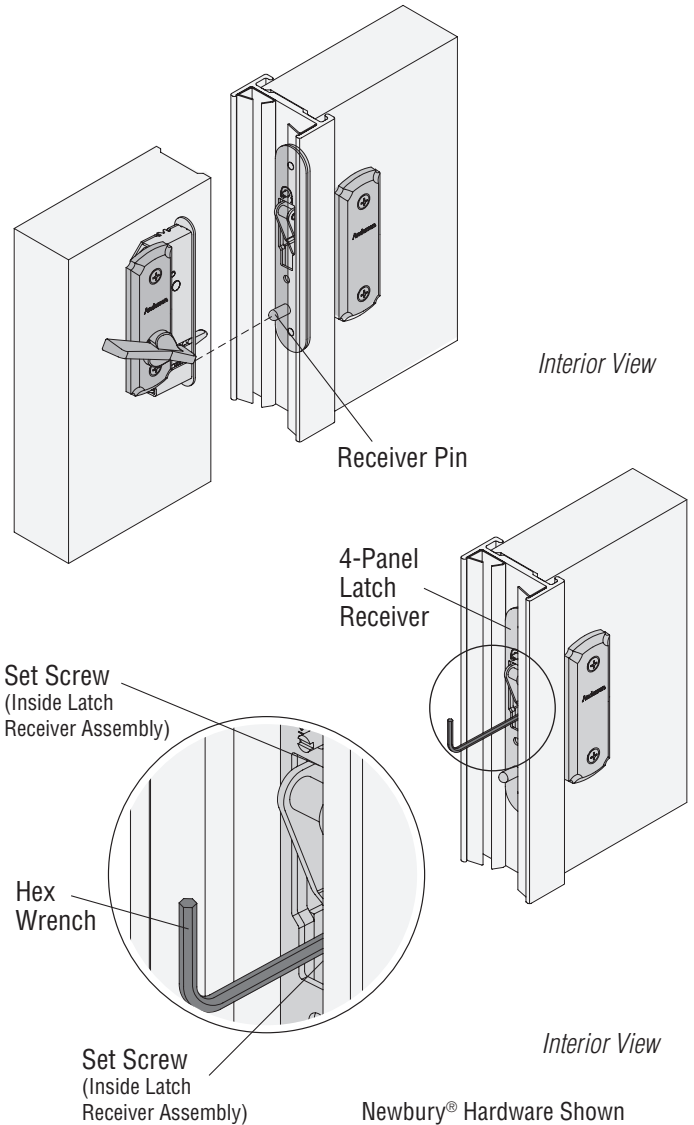
12. Align Receiver Pin (4-Panel Doors Only)

NOTICE

- Door panels must be in position and operating correctly before checking and adjusting the latch. Refer to **Step 6** to adjust door panels and gap.
- Receiver Pin must align with hole on Lock Assembly faceplate for proper lock operation.

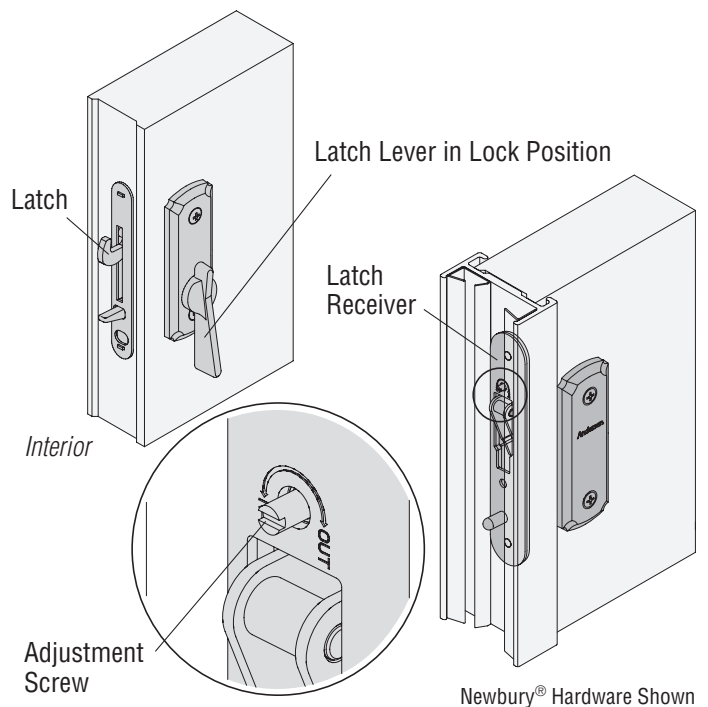


- Close panel and check alignment of *Receiver Pin* into hole just beneath *Lock Button* on *Lock Assembly* faceplate. Receiver Pin and hole on *Lock Assembly* must be aligned for proper lock operation. To adjust *4-Panel Latch Receiver*, loosen set screws using hex wrench, turning screws as necessary.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



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

- Close panel and turn *Latch Lever* to vertical or locked 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 **Step 6** and **12**.
- 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, Stone, Gold Dust or Black

- 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.