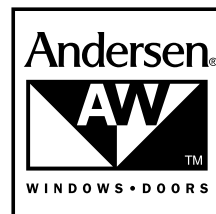


# Care and Maintenance

for Andersen® Hardware



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

Please read and follow this Instruction Guide. 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.

## 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.
- Contact a professional hardware restorer for refurbishing hardware manufactured after July 1998.

#### 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.

#### Antique Brass, Satin Nickel, Distressed Nickel, or High-Performance (HP) Bright Brass (Manufactured After July 1998)

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

#### Antique Brass and Bright Brass (Manufactured Before July 1998)

- Wash hardware using a mild detergent and a soft cloth. Avoid abrasive cleaners, cloths, or brushes.
- Apply a **Non-Abrasive** paste wax (Johnson® or Turtle Wax® brands) following manufacturers’ directions to protect and restore Brass Hardware’s luster.
- See **Page 2** for refurbishing Antique Brass and Bright Brass, manufactured before July 1998.

**Refurbishing Instructions (Antique Brass and Bright Brass manufactured before July 1998)**

**⚠ WARNING**

Stripping and cleaning compounds may contain harsh chemicals. Follow safety precautions listed on products.

**⚠ CAUTION**

Do not refurbish Patio Door **Bright Brass** Hardware manufactured after July 1998. To determine date of manufacture contact your Andersen® dealer.

**NOTICE**

Refurbishing Antique Brass Hardware will result in a lightening of the finish.

If the Brass Hardware's clear coat has been scratched or worn off, the brass will tarnish. This will appear as a brown, black, green, or copper colored film. If tarnish has formed it will be necessary to remove the clear coat and refurbish the brass. Consult a refinishing professional or follow general guidelines below. If one piece is to be refurbished it is recommended that entire set be done. There is a noticeable difference in coated and uncoated pieces.

- Remove Brass Hardware from unit. Refer to mounting instructions included with hardware or consult your Andersen® dealer.
- Remove clear coat from Brass Hardware using a paint stripper containing methylene chloride (Stripez, Zip Strip™) following manufacturers directions. Remove hardware from stripping solution and rub lightly with #00 steel or bronze wool to remove any remaining clear coat or tarnished areas. Rinse hardware and continue to lightly rub until brass color returns.
- When the clear coat and tarnish has been completely removed, clean the Brass Hardware using a copper cleaner (Tarni-Shield®, Brasso® or Copperbrite brands) following manufacturers' directions.
- Reapply the optional clear coat using a clear lacquer spray. Reapplication of the clear coat is not recommended in corrosive environments as tarnish could appear under the clear coat. It is recommended in these environments the hardware be cleaned as needed.
- Reassemble and reinstall Brass Hardware on unit following the mounting instructions.

"Johnson" is a registered trademark of S.C. Johnson & Son, Inc..

"Turtle Wax" is a registered trademark of Turtle Wax, Inc..

"Zip Strip" is a trademark of Star Bronze Co., Inc..

"Tarni-Shield" is a registered trademark of Minnesota Mining and Manufacturing Company.

"Brasso" is a registered trademark of Reckitt & Coleman, Inc..