Cable Support System Guide

for Andersen® Bow, Bay, and Box Projecting Window Units

Andersen®
AW
WINDOWS • DOORS

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

Congratulations! You have just purchased one of the many fine Andersen® products. Proper assembly, installation and maintenance are essential if the benefits of your Andersen product are to be fully attained. Therefore, please read and follow this instruction guide completely. If your abilities do not match this procedure's requirements, contact an experienced contractor. 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. Thank you for choosing Andersen.

Important Safety, Assembly, and Installation Information

Every assembly and installation is different (windloads, structural support, etc.). 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. For installation methods not covered in this guide, (i.e. through jamb) please visit the Architect Detail File on the web (www.andersenwindows.com). Andersen has no responsibility in regard to the post-manufactured assembly and installation of Andersen products.

⚠ WARNING

Using 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/power tools could result in personal injury and/or product damage. Follow manufacturer's instructions for safe operation of equipment. Always wear safety glasses.

⚠ 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

Unless specifically ordered, Andersen windows and doors are not equipped with safety glass, and if broken, could fragment causing injury. Many laws and building codes require safety glass in locations adjacent to or near doors. Andersen windows are available with safety glass that may reduce the likelihood of injury when broken. Information on safety glass is available from your local Andersen dealer.

⚠ CAUTION

- Andersen® Head Flashing and Installation Flanges **DO NOT** take the place of standard window and door flashing. Unit must be properly flashed and sealed with silicone for protection against water and air infiltration. Use non-reflective flashings. Highly reflective flashing tapes can raise the surface temperature of the vinyl to the point where vinyl deformation and product damage may occur.

- Do not apply any type of film to glass. Thermal stress conditions resulting in glass damage could occur.

- Use of movable insulating materials such as window coverings, shutters, and other shading devices may damage glass and/or vinyl. In addition, excessive condensation may result causing deterioration of windows and doors.

Instruction Guide **0005166** BC   Revised 10/16/07

⚠ WARNING

Metal fasteners and other hardware components may corrode when exposed to preservative treated and fire-retardant treated lumber. Obtain and use the appropriate metal fasteners and hardware as called out by the installation guide to fasten unit to any rough opening made from pressure treated and fire-retardant treated lumber. Failure to use the appropriate materials for the installation may cause a failure resulting in injury, property or product damage.

NOTICE

Andersen Cable Support System provides adjustable support for projecting window units when used along with platform boards and structural support members of the building. When used properly, the Cable Support System will help reduce the weight carried by the platforms. Cable Support System also allows for convenient adjustment when leveling unit at the time of installation and also in the future, should additional adjustment be required. **A maximum load of 500 pounds per cable is allowed.**

NOTICE

- For **New Construction**, follow **Steps 1-9**.
- For **Replacement**, follow **Steps 1-9**.
- For **Limited Soffit Clearance Replacement**, follow these steps in this order: **Steps 2-5**, **Step 1**, **Steps 6-9**.
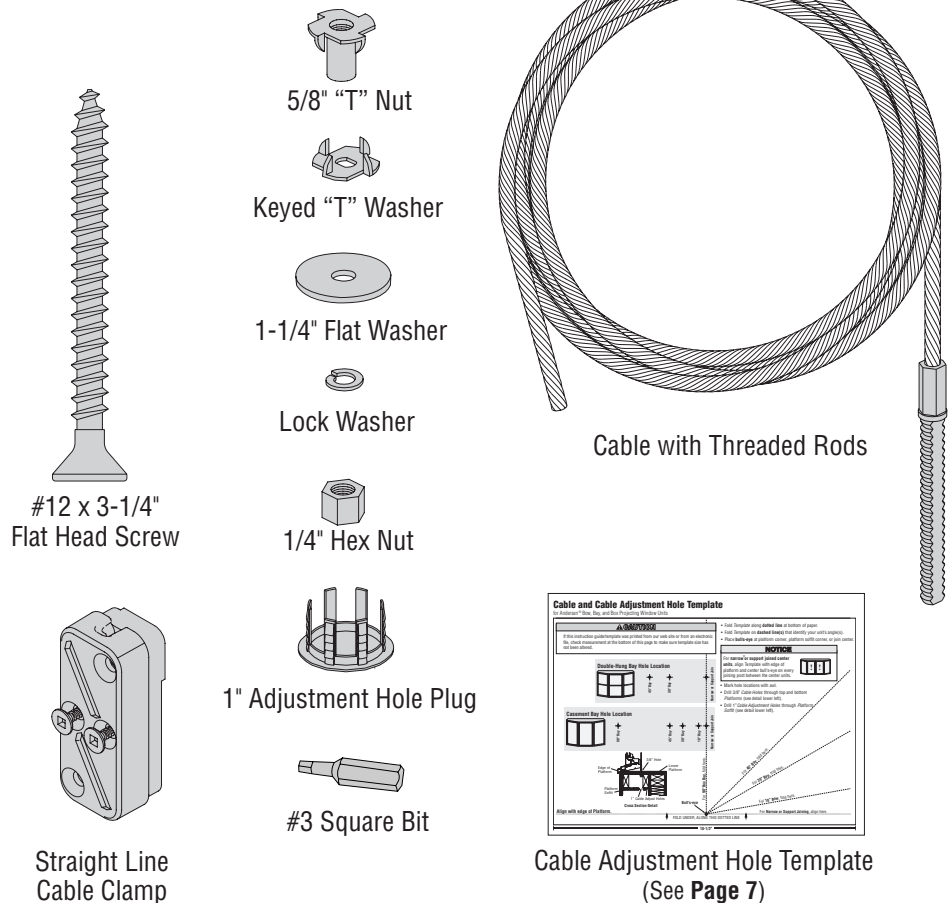- For **Cable Adjustment**, follow **Step 10**.

Parts Included

(1) Instruction Guide (Cable Adjustment Hole Template on **Page 7**)
(2) Straight Line Cable Clamps
(2) Cables with Threaded Rods
   (Available in either 9' or 12' lengths)
(4) #12 x 3-1/4" Flat Head Screws
(2) 5/8" "T" Nuts
(2) Keyed "T" Washers
(2) 1-1/4" Flat Washers
(2) Lock Washer
(2) 1/4" Hex Nut
(2) 1" Adjustment Hole Plug
(1) #3 Square Bit
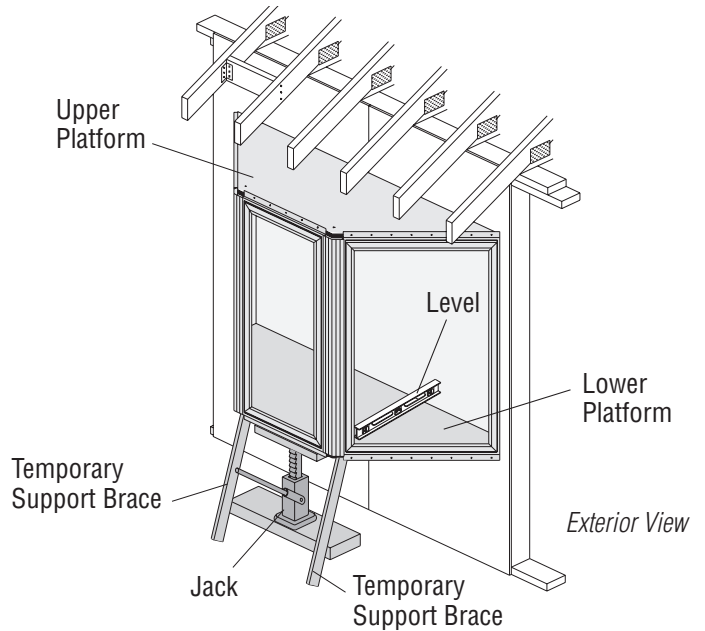
Tools and Supplies

- Safety Glasses
- Hammer
- Level
- Tape Measure
- Power Drill
- 1" Spade Bit or Hole Saw
- 3/8" Deepwell Socket and Ratchet
- Hydraulic or Mechanical Jack
- 2" x 4" Support Braces
- Pencil
- Awl

Component Identification

5/8" "T" Nut

Keyed "T" Washer

1-1/4" Flat Washer

Lock Washer

#12 x 3-1/4"
Flat Head Screw

1/4" Hex Nut

Cable with Threaded Rods

Straight Line
Cable Clamp

1" Adjustment Hole Plug

#3 Square Bit

Cable Adjustment Hole Template
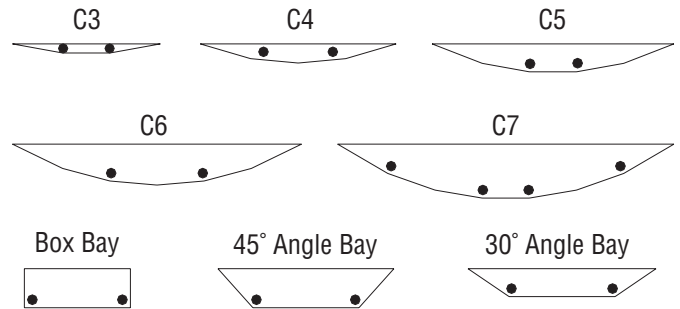(See **Page 7**)

1. Unit Preparation

- Units must be installed according to units' installation guide. Units **must** be plumb, level, and square.

- Place level crosswise on *Lower Platform*.

- Place jack and temporary support securely under *Lower Platform* and raise unit approximately 1/8" over level.

- Check for proper operation of operating units.

- Readjust height of *Platform* with jack if necessary and reset temporary support braces.

- Place 2" x 4" temporary support braces under unit.

Upper Platform

Level

Lower Platform

Exterior View

Temporary Support Brace

Jack

Temporary Support Brace

2. Identify Cable Support Locations

- For **Standard Units**, use diagram at right to identify locations of *Cable Support System* on *Upper* and *Lower Platform*.
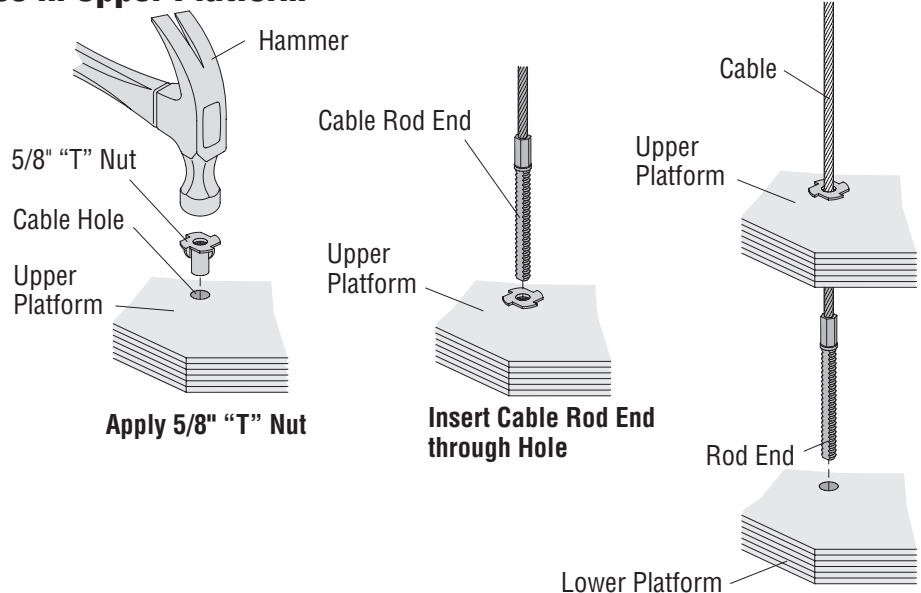
NOTICE	
For **Custom Units**, holes must be drilled at every angled mullion post.	Angled Mullion

- For **Custom Units**, follow directions on *Cable* and *Cable Adjustment Hole Template* on **Page 7** to locate cable holes.

C3　　　C4　　　C5

C6　　　C7

Box Bay　　　45° Angle Bay　　　30° Angle Bay

3. Apply "T" Nuts & Install Cables in Upper Platform

- Place a *5/8" "T" Nut* into cable hole on top of *Upper Platform.* Tap in place with hammer until fully seated. Repeat procedure for all cable hole locations in *Upper Platform.*

- Insert *Cable Rod* end of cable into *5/8" "T" Nut* on top of *Upper Platform*. Thread *Cable* through *Upper Platform* and into cable holes in *Lower Platform*. Repeat for all *Cable* locations.

Hammer

Cable

5/8" "T" Nut

Cable Rod End

Cable Hole

Upper Platform

Upper Platform

Upper Platform

Apply 5/8" "T" Nut

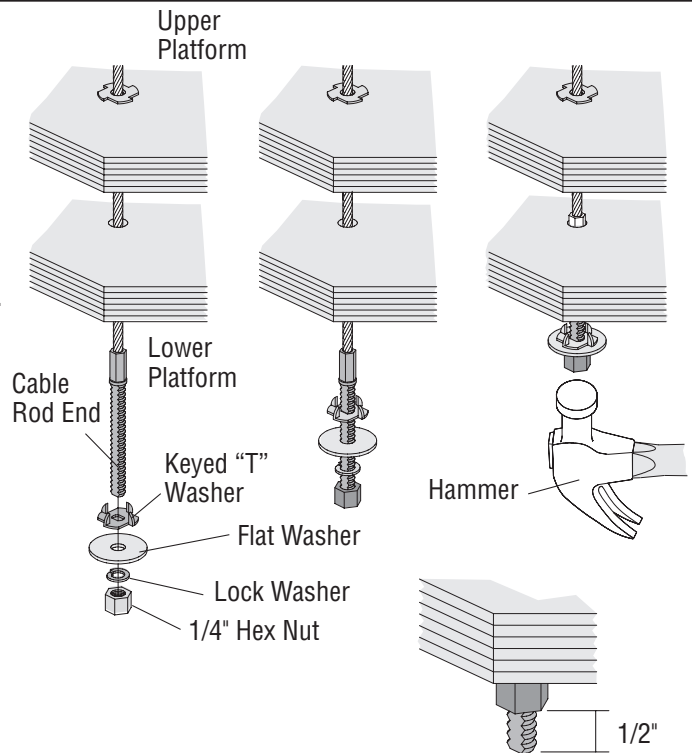**Insert Cable Rod End through Hole**

Rod End

Lower Platform

4. Apply Cable Components

- Place *Keyed "T" Washer*, pointed side up, onto *Cable Rod* end.

- Place *1-1/4" Flat Washer* onto *Cable Rod* end.

- Place *Lock Washer* onto *Cable Rod* end.

- Thread *1/4" Hex Nut* onto *Cable Rod* end. Turn six times until bottom of *1/4" Hex Nut* is flush with *Cable Rod* end.

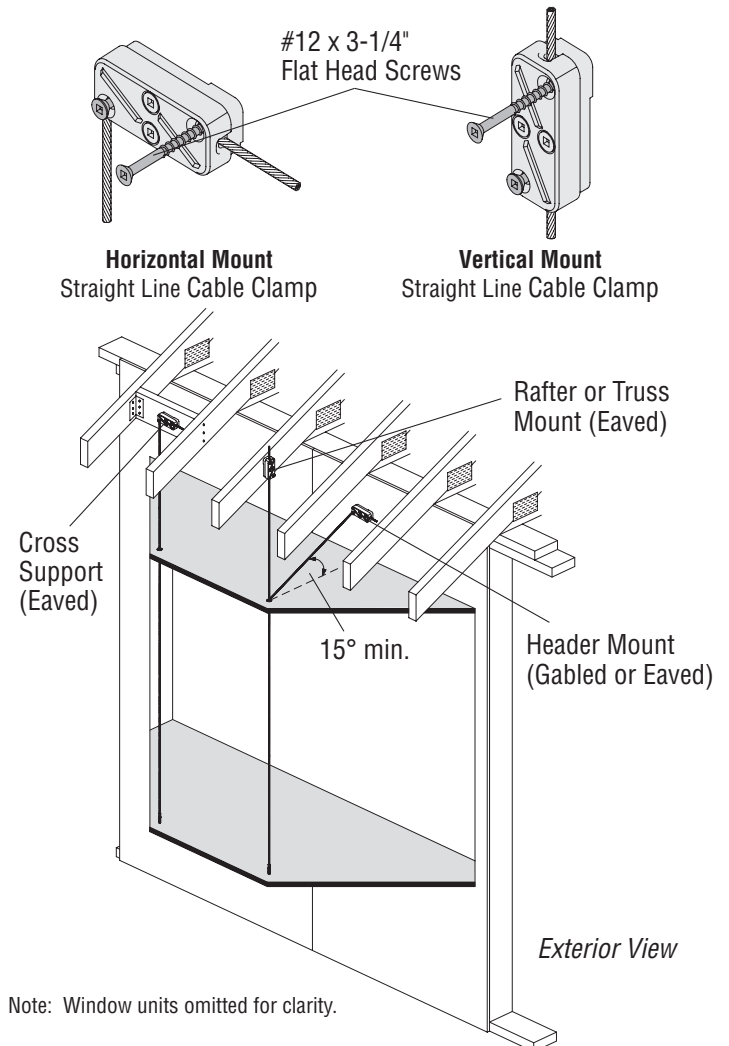| CAUTION |
| --- |
| **DO NOT** thread Cable Rod End past 1/4" Hex Nut. Damage to Cable End thread could result when seating Keyed "T" Washer. |

- Pull opposite end of *Cable* taught, centering *Keyed "T" Washer* in hole of lower platform.

- Tap bottom of *1/4" Hex Nut* with hammer to firmly seat *Keyed "T" Washer* into *Lower Platform* using hammer.

- Thread *1/4" Hex Nut* 1/2" up on *Cable Rod* end.

- Repeat procedure for all *Cable Rod* ends.

Upper Platform

Lower Platform

Cable Rod End

Keyed "T" Washer

Flat Washer

Lock Washer

1/4" Hex Nut

Hammer

1/2"

5. Install Cable Clamp

NOTICE
- Whenever possible, Cable Clamp should be mounted to a structural member (i.e. rafter, truss, header) directly above Upper Platform cable holes - *Cable Clamp* may be installed in either horizontal or vertical position.

- Install mounting brace based upon type of installation, if needed.

- Pull *Cable* tight to mounting surface to locate best position for *Cable Clamp*.

- Position *Cable Clamp* and install two *#12 x 3-1/4" Flat Head Screws* part way into mounting surface using #3 square bit provided.

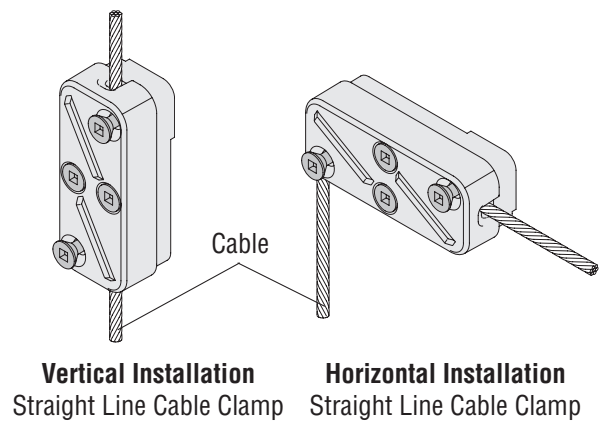- Repeat above procedure for all *Straight Line Cable Clamps* being installed*.*

#12 x 3-1/4" Flat Head Screws

Horizontal Mount
Straight Line Cable Clamp

Vertical Mount
Straight Line Cable Clamp

Cross Support (Eaved)

Rafter or Truss Mount (Eaved)

15° min.

Header Mount (Gabled or Eaved)

Exterior View

Note: Window units omitted for clarity.

6. Fasten Cables to Cable Clamps

- **For Vertical Installation**, install *Cable* from bottom up through *Straight Line Cable Clamp*.

- **For Horizontal Installation**, install *Cable* from left or right side.

- Pull *Cable* to remove slack and tighten center screws on *Cable Clamp*.

- Tighten *#12 x 3-1/4" Flat Head Screws*.

Cable

Vertical Installation
Straight Line Cable Clamp

Horizontal Installation
Straight Line Cable Clamp

NOTICE
Check that all four screws on Cable Clamp are fully installed and tight.

- Cut excess *Cable* off approximately 4" past *Straight Line Cable Clamp* or wrap and secure excess *Cable* on top of *Upper Platform.*

- Hand tighten *1/4" Hex Nut* to remove any remaining *Cable* slack.

- Repeat above procedure for all *Cables*.

7. Cable Adjustment

- Carefully remove temporary support braces and jack from under unit.

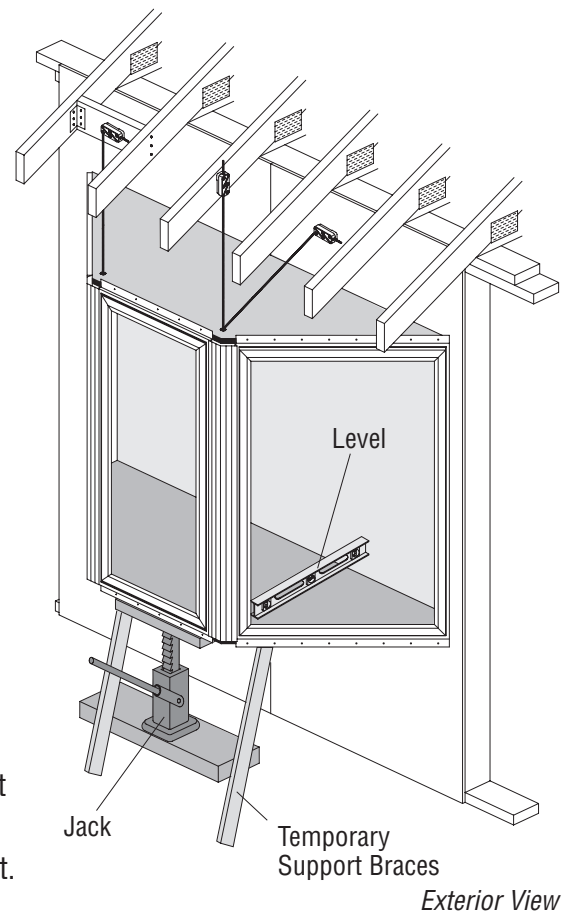- Place level on *Lower Platform* and check for level.

Downward Adjustment

- If unit requires downward adjustment, loosen Cable *1/4" Hex Nuts* one full turn. Recheck for level. Repeat procedure if necessary to level unit.

Upward Adjustment

⚠ WARNING
DO NOT lift unit by tightening 1/4" Hex Nut. Personal injury and/or product damage may result.

- Place level crosswise on *Lower Platform.*

- Place jack under *Lower Platform* and carefully raise unit to approximately 1/8" over level.

- Check for correct operation of operating units.

- Readjust height of platform with jack, if necessary.

- Place 2" x 4" temporary support braces under unit.

- Slowly tighten *1/4" Hex Nuts* until snug using a 3/8" deepwell socket and ratchet. **DO NOT** overtighten. Recheck for level.

- Carefully remove temporary support braces and jack from under unit.

- Repeat procedure if necessary until unit is level.

Level

Jack

Temporary Support Braces

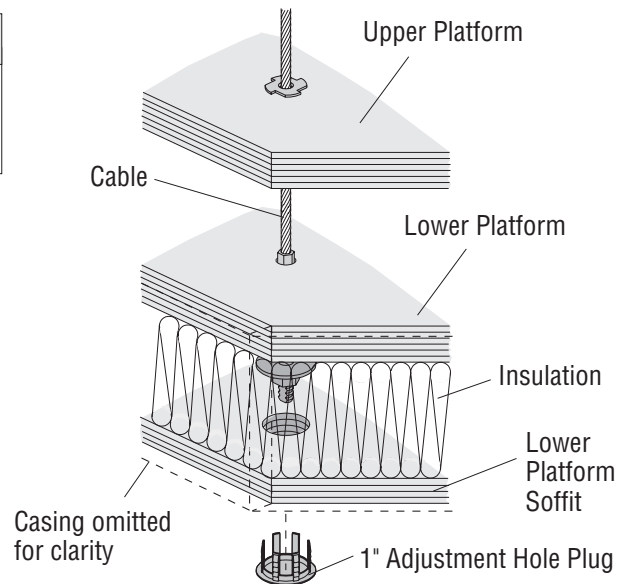*Exterior View*

8. Install Exterior Trim

- Proceed with *Exterior Trim* installation according to units' installation guide.

9. Locate Cable Adjustment Access Holes

NOTICE

Access holes must be provided through Lower Platform Soffit and insulation for Cable adjustments.

- If rigid insulation is used, pre-fit insulation and tap in place to locate access hole locations. Remove insulation and drill 1" holes on dimple marks.

- Reinstall insulation and *Lower Platform Soffit* according to units' installation guide.

- Place *Cable Adjustment Hole Template* on *Lower Platform Soffit.* Mark unit hole locations and drill through *Lower Platform Soffit* with 1" spade bit or hole saw.

- Fill *Cable Adjustment Holes* with batt insulation and snap *1" Adjustment Hole Plugs* in place.

Upper Platform

Cable

Lower Platform

Insulation

Lower Platform Soffit

Casing omitted for clarity

1" Adjustment Hole Plug

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10. Cable Readjustment

⚠ WARNING

DO NOT lift unit by tightening 1/4" Hex Nut. Product damage and/or injury may result.
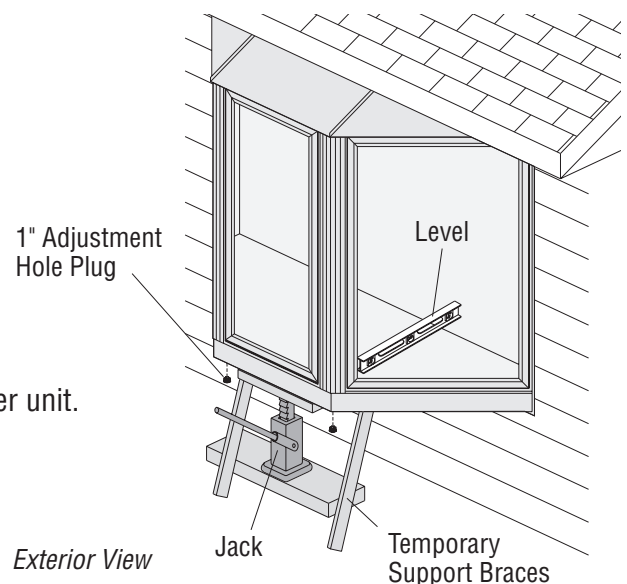
⚠ WARNING

If unit is severely out of alignment, unit may require incremental adjustments spread over a period of time to avoid injury and/or product damage.

NOTICE

- Normal building settlement and/or improper installation may be factors causing a misaligned projecting window unit. Adjustment steps below are designed to correct most problems.

- If misalignment cannot be corrected by cable adjustment, reinstallation of Cable Support and/or entire unit may be required.

- Place level on *Lower Platform* to determine where unit is misaligned.

- Place jack under *Lower Platform* and carefully raise unit approximately 1/8" over level.

- Check for correct operation of operating units.

- Readjust height of platform with jack if necessary.

- Place 2" x 4" temporary support braces under unit.

- Remove *1" Adjustment Hole Plugs* and insulation from adjustment holes in bottom of *Lower Platform Soffit.*

- Slowly tighten *1/4" Hex Nuts* until snug with 3/8" deepwell socket and ratchet. **DO NOT** overtighten. Recheck for level.

- Carefully remove temporary support braces and jack from under unit.

- Repeat procedure if necessary until unit is level.

- Replace batt insulation and *1" Adjustment Hole Plugs.*

1" Adjustment Hole Plug

Level

Exterior View Jack Temporary Support Braces

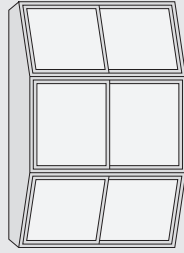# Cable and Cable Adjustment Hole Template (page 7)

for Andersen® Bow, Bay, and Box Projecting Window Units

⚠ CAUTION

If this template was printed from the Andersen web site or from an electronic file, check measurement at the bottom of this page to make sure template size has not been altered.
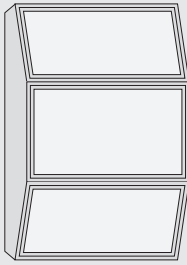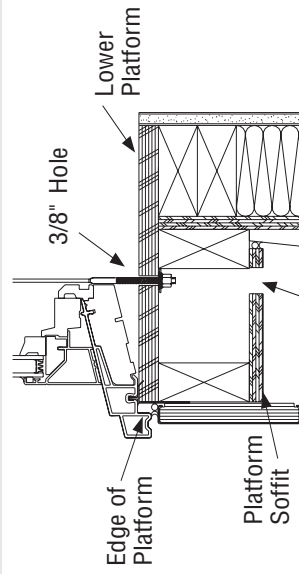
- Fold *Template* along **dotted line** at bottom of paper.
- Fold *Template* on **dashed line(s)** that identify your unit's angle(s).
- Place **bull's-eye** at platform corner, platform soffit corner, or join center.

NOTICE

For **narrow or support joined center units**, align Template with edge of platform and center bull's-eye on every joining post between the center units.

- Mark hole locations with awl.
- Drill 3/8" *Cable Holes* through top and bottom *Platforms* (see detail lower left).
- Drill 1" *Cable Adjustment Holes* through *Platform Soffit* (see detail lower left).

Double-Hung Bay Hole Location

Narrow or Support Join

30° Bay
45° Bay

Casement Bay Hole Location

Narrow or Support Join

10° Bay
30° Bay
45° Bay
90° Bay

For 10° Bow, fold here.

For 30° Bay, fold here.

For 45° Bay, fold here.

For 90° Box Bay, fold here.

For Narrow or Support Joining, align here.

Bull's-Eye

FOLD UNDER, ALONG THIS DOTTED LINE

Align with edge of Platform.

Cross Section Detail

Lower Platform

3/8" Hole

1" Cable Adjust Holes

Platform Soffit

Edge of Platform

10-1/2"