

**Power Window Control System  
Installation and Programming Guide**  
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# Power Window Control System Window Preparation

## Power Window Control System Window Preparation

**⚠ WARNING / ADVERTENCIA**

XX

# Power Window Control System Installation Guide

## Power Window Control System Installation Guide

for Andersen® Awning Windows with Power Windows  
 for Andersen® Awning Windows with Power Windows

Thank you for choosing Andersen. / Gracias por elegir Andersen.

For questions call 1-888-888-7020. For more information visit [www.andersen.com](http://www.andersen.com).

Please leave this guide with building owner.

Si tiene alguna pregunta llame al 1-888-888-7020. Para más información visite [www.andersen.com](http://www.andersen.com).

Deje esta guía con el dueño de la construcción.

**THIS DOCUMENT IS UNDER CONSTRUCTION  
 DO NOT PRINT, PUBLISH, OR DISTRIBUTE**



- ▶ **Read guide from beginning to end before starting installation. Read all warnings and cautions during unit installation.**  
*Lea completamente la guía antes de comenzar la instalación. Lea y respete todas las advertencias y precauciones durante la instalación de la unidad.*
- ▶ **Check with your local building code official to identify and confirm compliance with local building code requirements.**  
*Consulte los códigos locales de construcción para identificar y confirmar que se cumplan los requisitos del código de construcción.*

### Parts Included / Parts Included

- (1) Power Box Components / Power Box Components
- (1) Key Pad / Key Pad
- (1) Mounting Ring / Mounting Ring
- (7) 1/2" Screws / 1/2" Screws
- (1) Installation Instructions / Installation Instructions

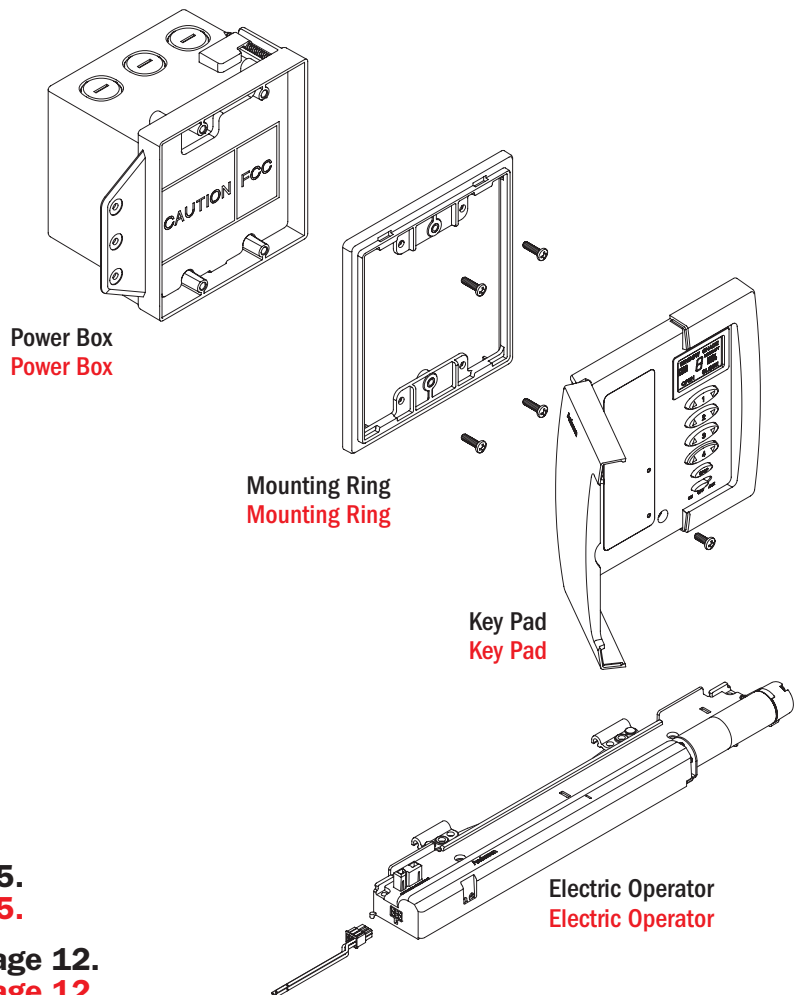
### Tools Needed / Tools Needed

- Safety glasses / Safety glasses
- Tape measure / Tape measure
- Drill/Driver / Drill/Driver
- Wire Cutter / Wire Cutter
- Wire Stripper / Wire Stripper
- Phillips Head Screw Driver / Phillips Head Screw Driver
- 1/2" Spade Bit / 1/2" Spade Bit
- Tape Measure / Tape Measure
- Hammer / Hammer
- Paper Clip / Paper Clip
- 3/8" Drill Bit / 3/8" Drill Bit

### Supplies Needed / Supplies Needed

- 18-3 Conductor Wire / 18-3 Strand Conductor Wire
- 14-2(min) High Voltage Wire / 14-2(min) High Voltage Wire
- 1-5/8" Drywall Screws / 1-5/8" Drywall Screws
- Outlet Box Cable Clamps / Outlet Box Cable Clamps
- Wire Staples / Wire Staples
- Drywall Saw / Drywall Saw

- ▶ **For installation in new construction, see page 5.**
- ▶ **For installation in new construction, see page 5.**
- ▶ **For installation in existing construction, see page 12.**
- ▶ **For installation in existing construction, see page 12.**



### ⚠ WARNING / ADVERTENCIA

Use caution when working at elevated heights and around unit openings. Follow manufacturers' instructions for ladders and/or scaffolding. Failure to do so may result in injury or death.

Sea cauteloso al trabajar en lugares elevados y cerca de las aberturas de la unidad. Siga las instrucciones del fabricante para el uso de escaleras y/o andamios. Si no lo hiciera, podrían producirse lesiones o la muerte.

### ⚠ WARNING / ADVERTENCIA

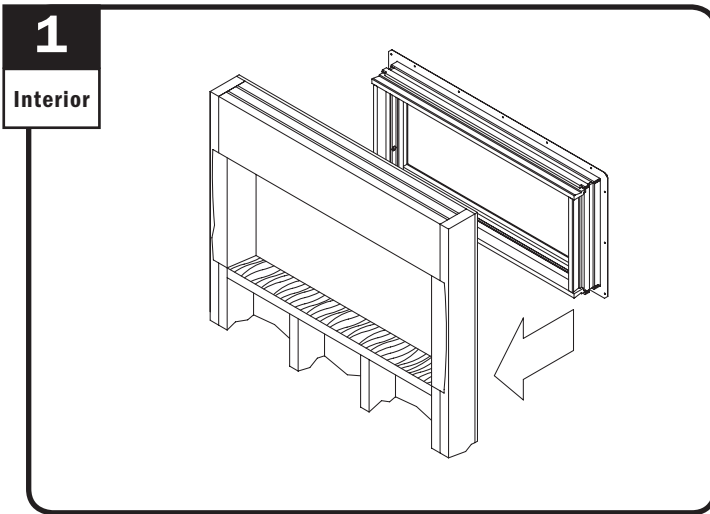
Follow manufacturers' instructions for hand or power tools. Always wear safety glasses. Failure to do so may result in injury and/or product damage.

Siga las instrucciones del fabricante para el uso de herramientas eléctricas o manuales. Utilice siempre gafas de seguridad. Si no lo hiciera, podrían producirse lesiones y/o daños al producto.

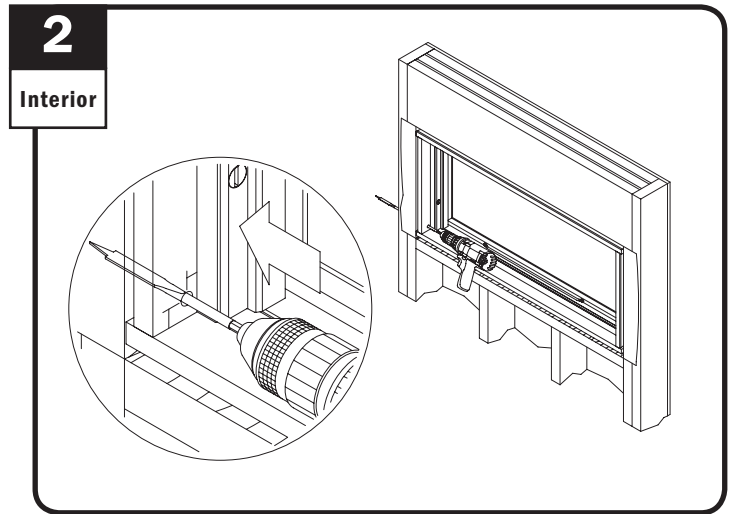
# Power Window Control System Installation (New Construction)

## Power Window Control System Installation (New Construction)

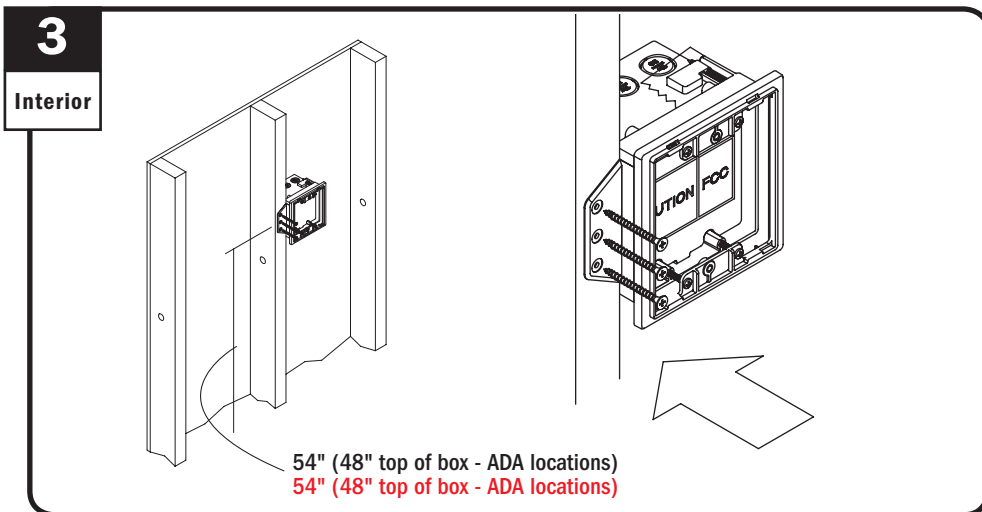
- ▶ See wiring diagram for proper wire configuration prior to starting
- ▶ See wiring diagram for proper wire configuration prior to starting



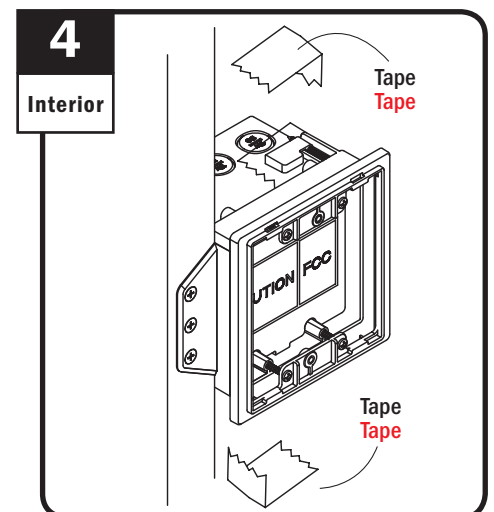
Install window following installation instructions.  
Install window following installation instructions.



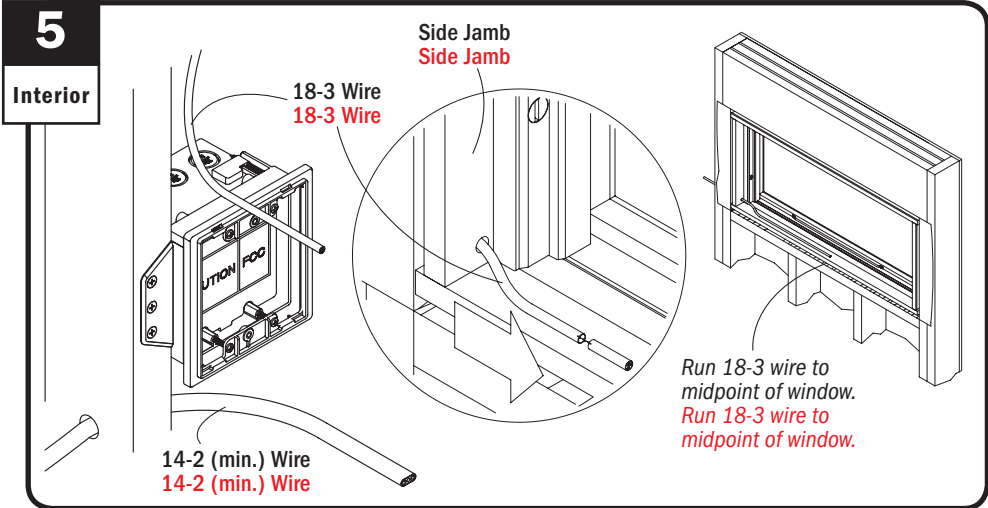
Drill 3/8" hole through side extension jamb as shown.  
Drill 3/8" hole through side extension jamb as shown.



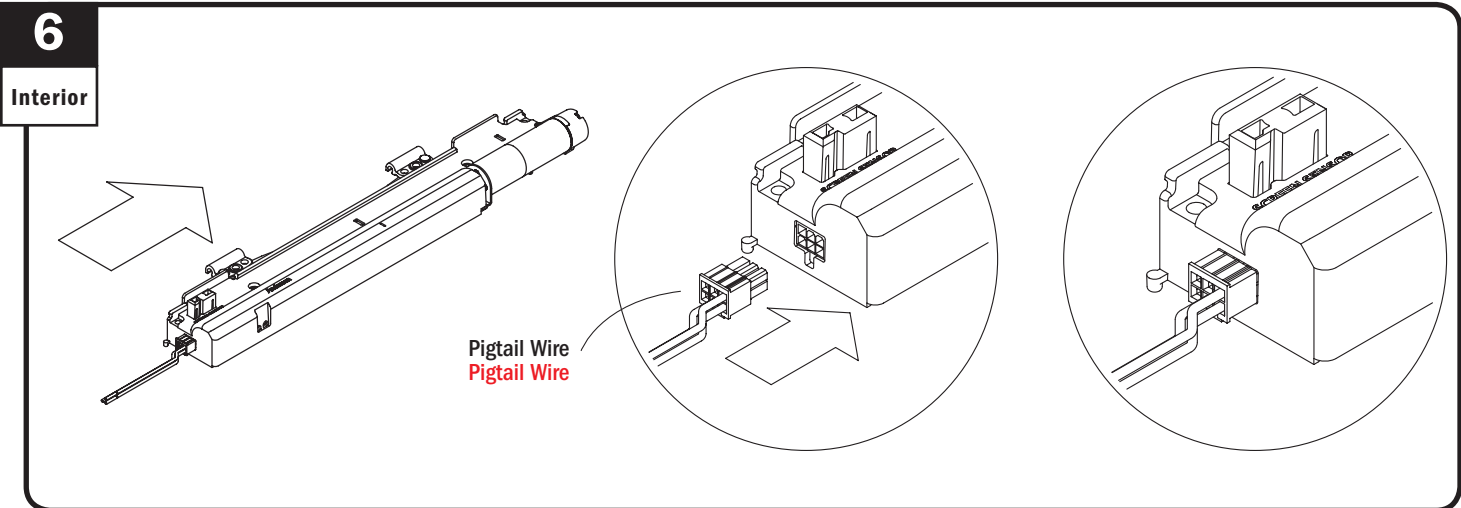
Locate power box on interior wall, 54" above floor (48" top of box - ADA locations) and within 50 feet of window. Attach box to stud using three drywall screws.  
Locate power box on interior wall, 54" above floor (48" top of box - ADA locations) and within 50 feet of window. Attach box to stud using three drywall screws.



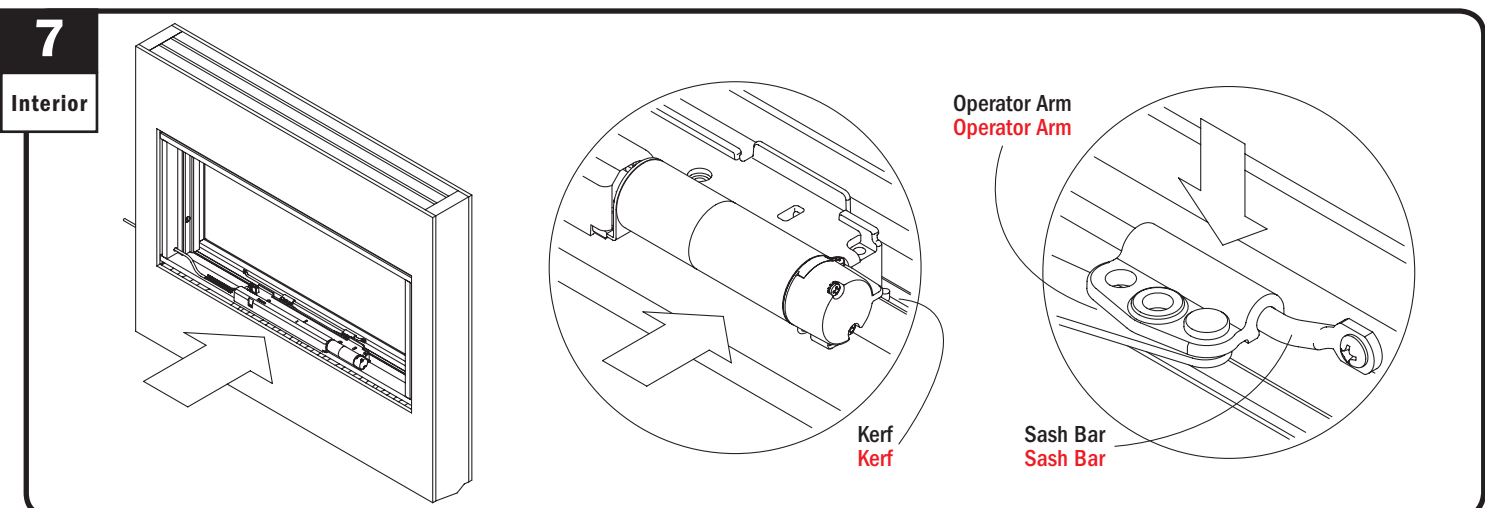
Remove tape.  
Remove tape.



Run 18-3 wire through side jamb between power box and awning window(s) and run 14-2 (min.) wire to power box location.  
Run 18-3 wire through side jamb between power box and awning window(s) and run 14-2 (min.) wire to power box location.



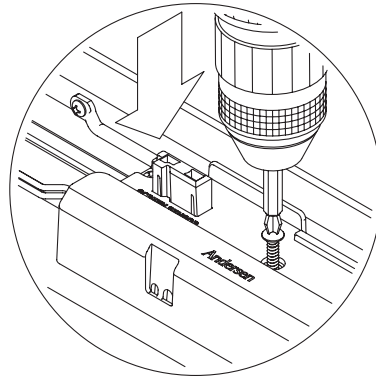
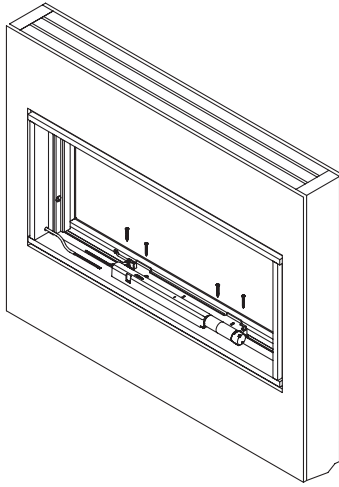
Plug pigtail wire into electric operator.  
Plug pigtail wire into electric operator.



Position electric operator over predrilled holes on sill with operator tabs in locating kerf. Attach electric operator arms to sash bar.  
Position electric operator over predrilled holes on sill with operator tabs in locating kerf. Attach electric operator arms to sash bar.

8

Interior



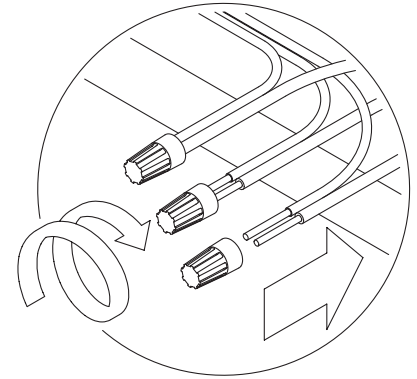
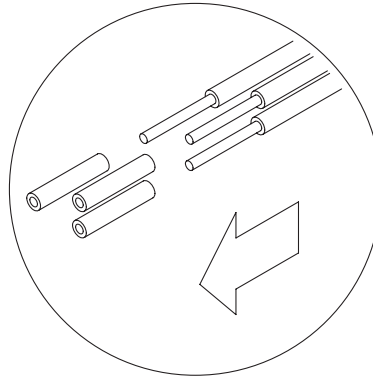
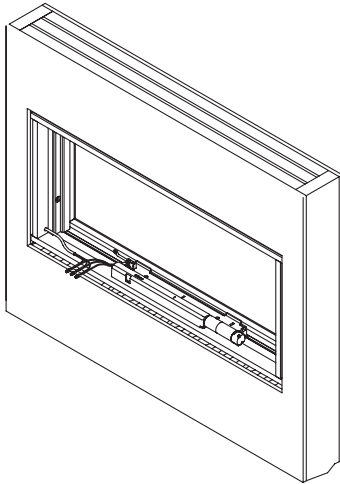
CAUTION / PRECAUCIÓN

Do not over drive screws. Product damage may result.  
 No ajuste demasiado los tornillos. El producto se puede dañar.

Fasten electric operator with four (4) screws.  
 Fasten electric operator with four (4) screws.

9

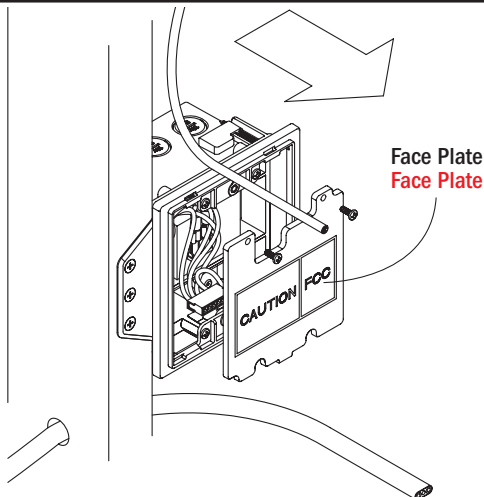
Interior



Strip pigtail wire ends and align same color wires with 18-3 wires and connect with wire nuts. Make sure wire color continuity is maintained.  
 Strip pigtail wire ends and align same color wires with 18-3 wires and connect with wire nuts. Make sure wire color continuity is maintained.

10

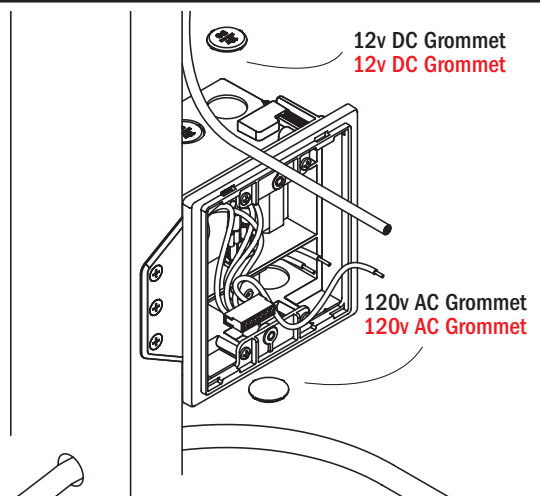
Interior



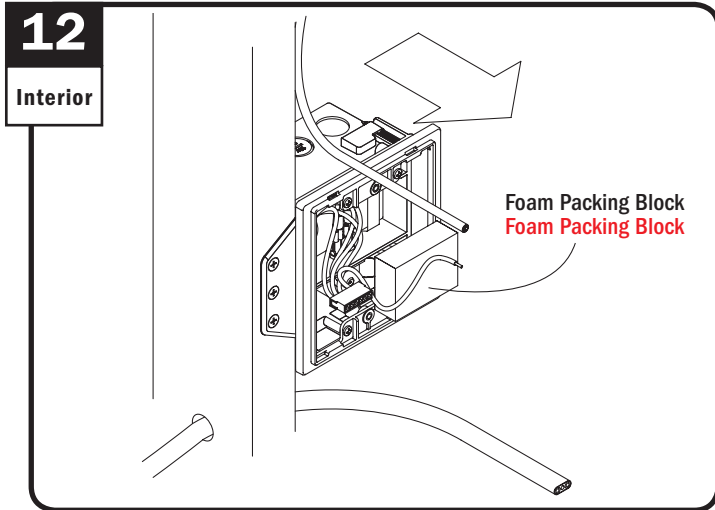
Remove face plate.  
 Remove face plate.

11

Interior



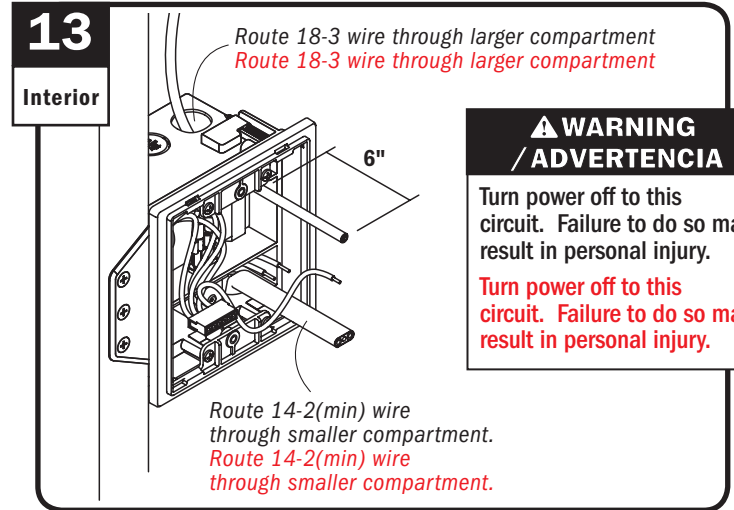
Remove wiring access hole grommets.  
 Remove wiring access hole grommets.



**12**

Interior

Remove foam packing block.  
Remove foam packing block.

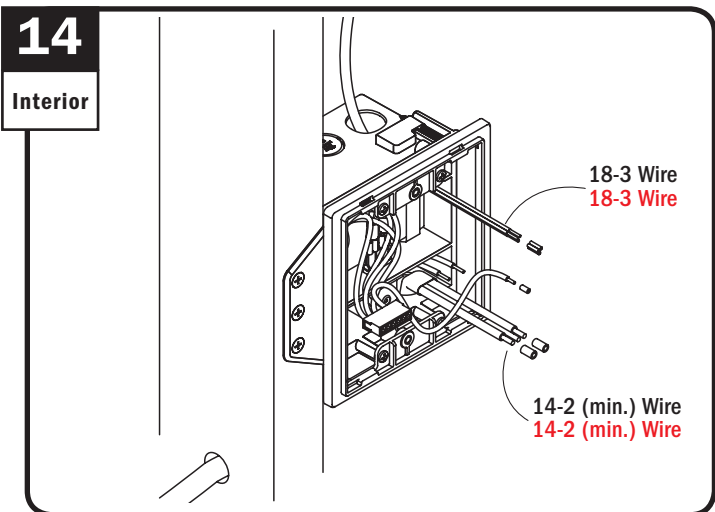


**13**

Interior

**⚠ WARNING / ADVERTENCIA**  
Turn power off to this circuit. Failure to do so may result in personal injury.  
Turn power off to this circuit. Failure to do so may result in personal injury.

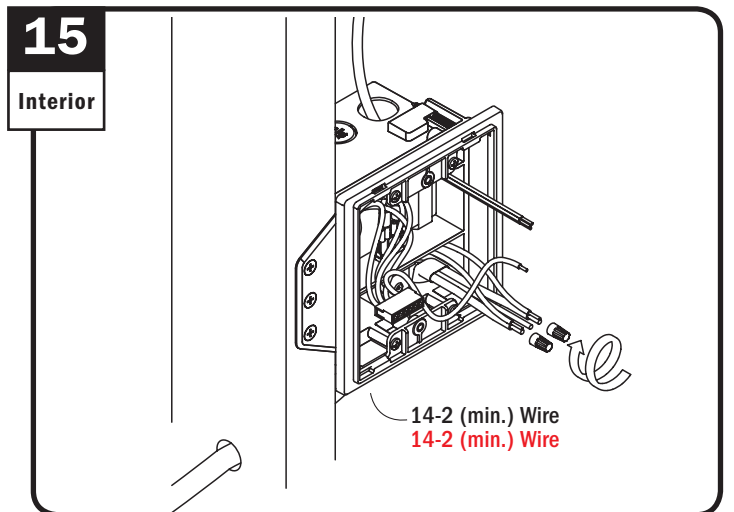
Run 14-2(min) wire into smaller compartment of power box and 18-3 wire into larger compartment of power box. See wiring diagram xxxxx  
Run 14-2(min) wire into smaller compartment of power box and 18-3 wire into larger compartment of power box. See wiring diagram at step 6.



**14**

Interior

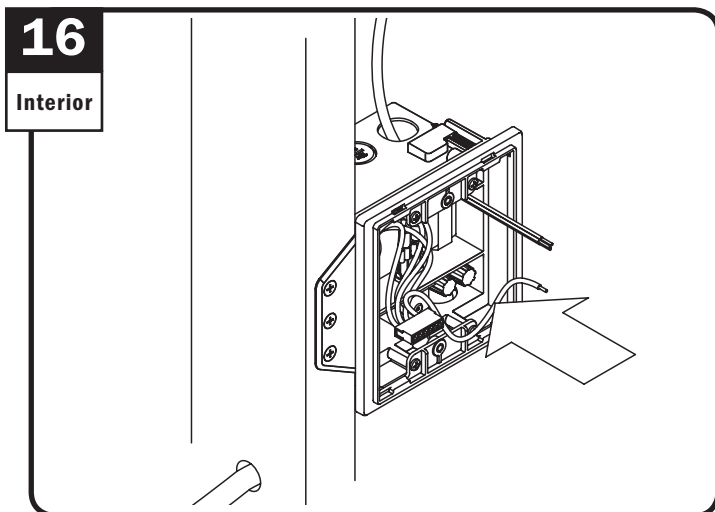
Strip wire ends.  
Strip wire ends.



**15**

Interior

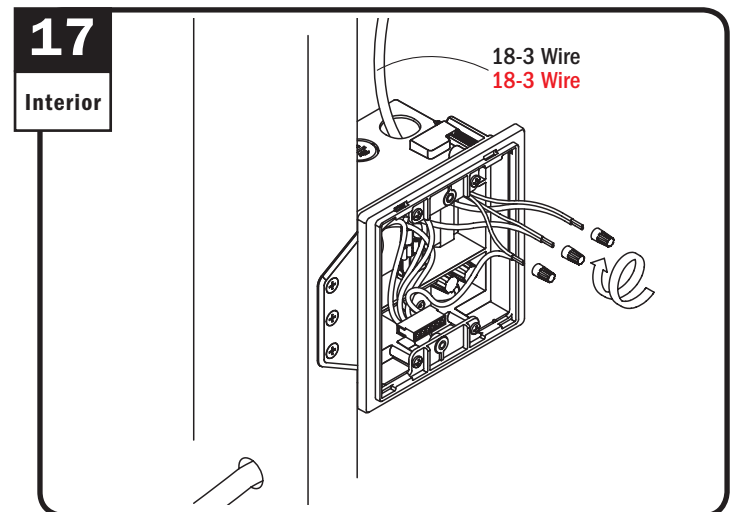
Align 14-2(min.) wires to black and white wires in smaller compartment of power box and connect with wire nuts.  
Align 14-2(min.) wires to black and white wires in smaller compartment of power box and connect with wire nuts.



**16**

Interior

Tuck connected 14-2(min.) wires into small compartment of power box, as shown.  
Tuck connected 14-2(min.) wires into small compartment of power box, as shown.



**17**

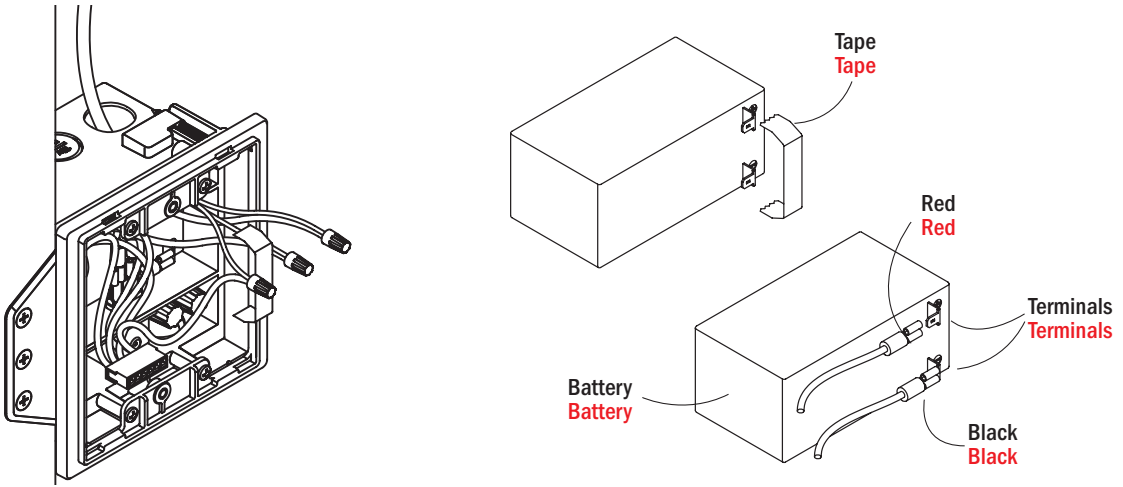
Interior

Align color 18-3 wires to same colored wires in larger compartment and connect with wire nuts.  
Align color 18-3 wires to same colored wires in larger compartment and connect with wire nuts.



18

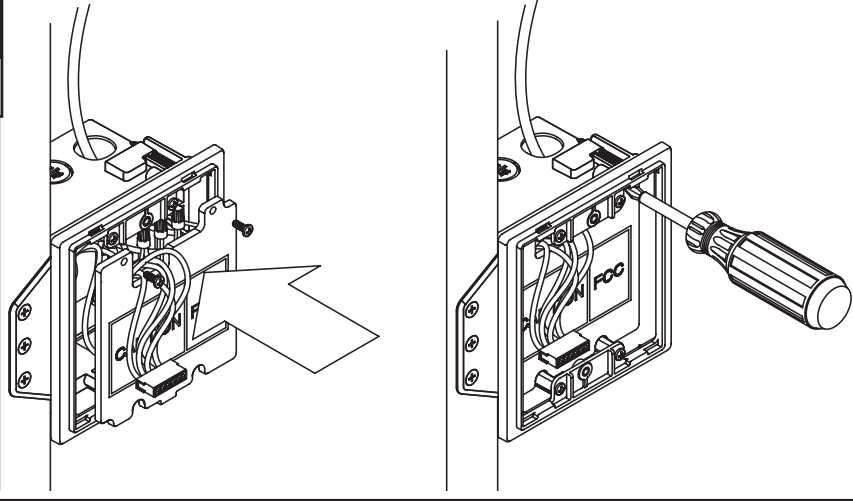
Interior



Remove tape from battery terminals. Align and connect red and black leads to red and black battery terminals.  
 Remove tape from battery terminals. Align and connect red and black leads to red and black battery terminals.

19

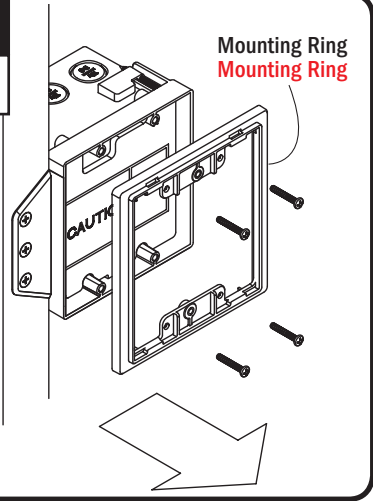
Interior



Tuck connected 18-3 wires into large compartment of power box and reapply faceplate, as shown.  
 Tuck connected 18-3 wires into large compartment of power box and reapply faceplate, as shown.

20

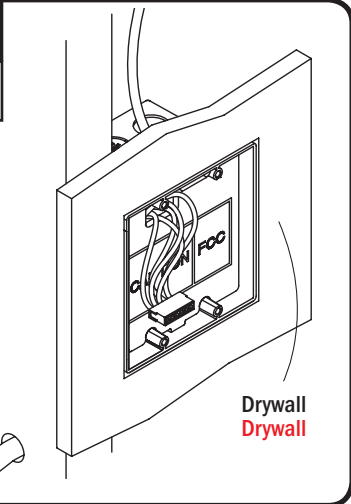
Interior



Remove mounting ring and screws from power box.  
 Remove mounting ring and screws from power box.

21

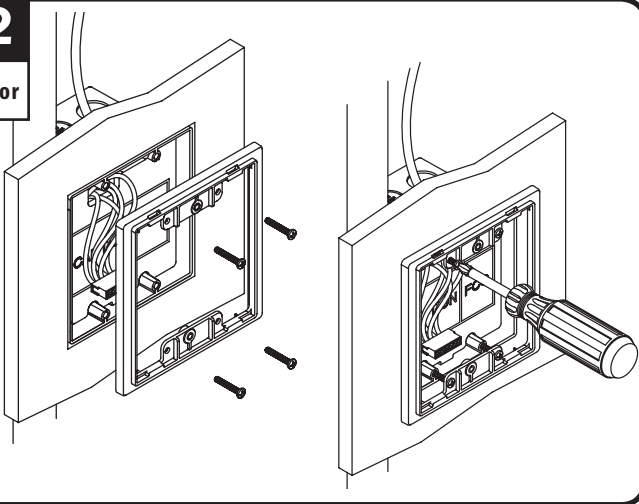
Interior



Install drywall.  
 Install drywall.

22

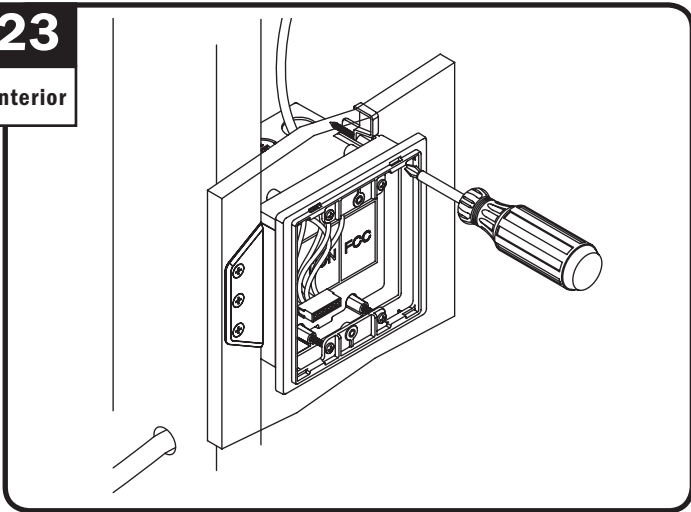
Interior



Reapply mounting ring and fasten with screws.  
 Reapply mounting ring and fasten with screws.

23

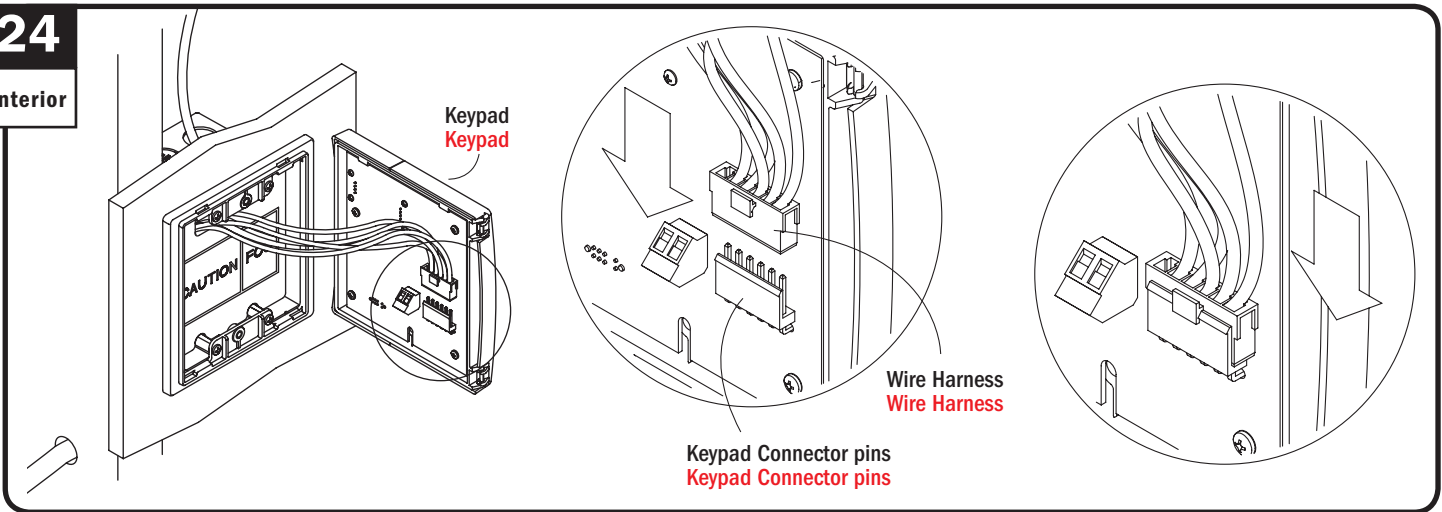
Interior



Fasten remodeling clip.  
Fasten remodeling clip.

24

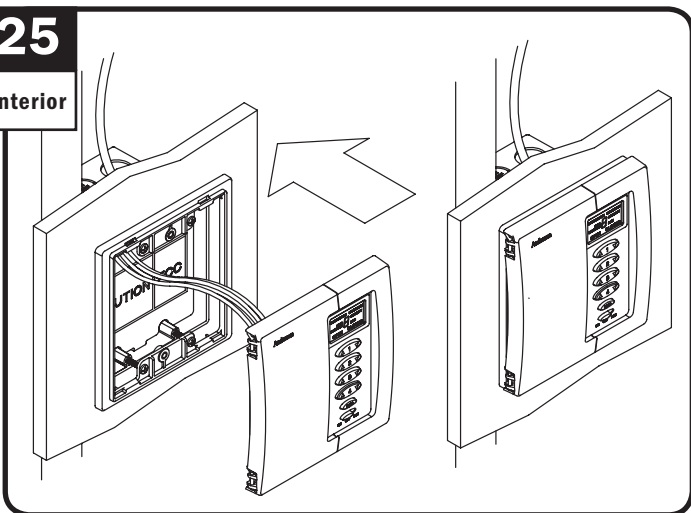
Interior



Fasten wire harness from power box to keypad connector pins.  
Fasten wire harness from power box to keypad connector pins.

25

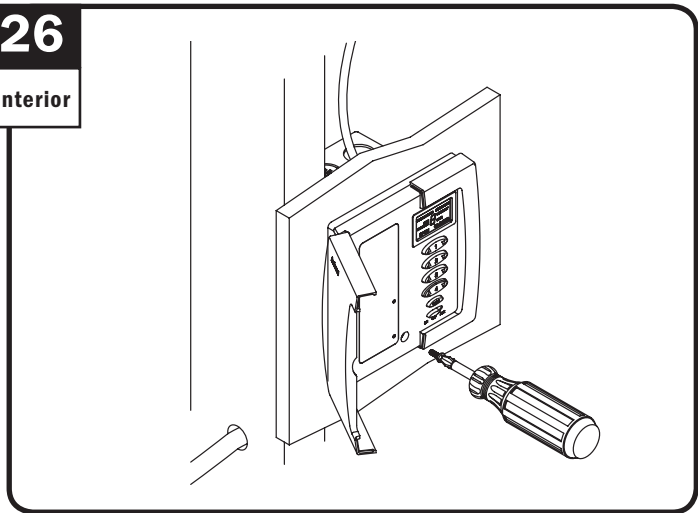
Interior



Position keypad to mounting ring.  
Position keypad to mounting ring.

26

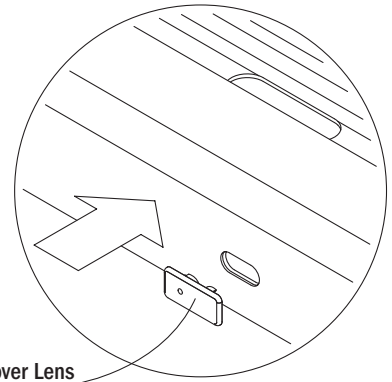
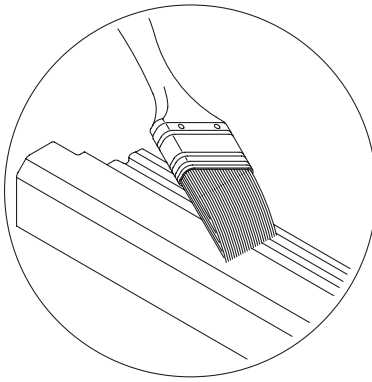
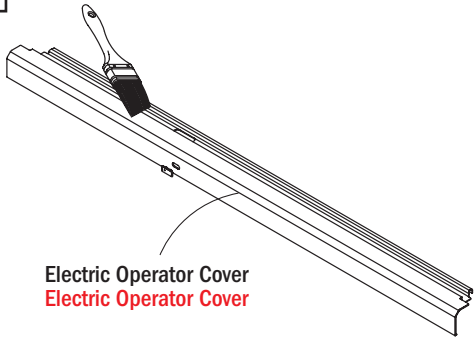
Interior



Open keypad panel and fasten.  
Open keypad panel and fasten.

27

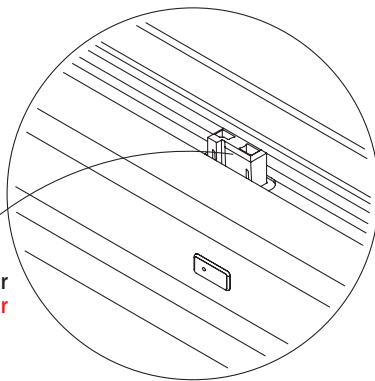
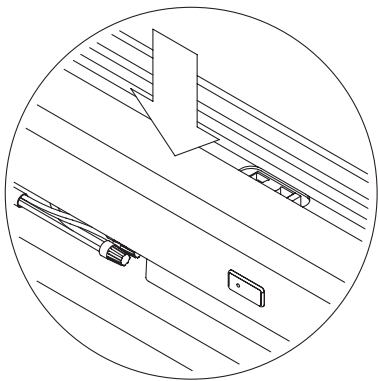
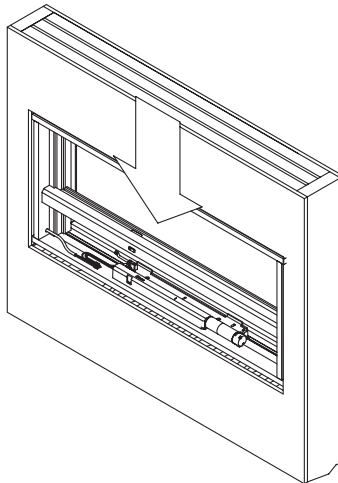
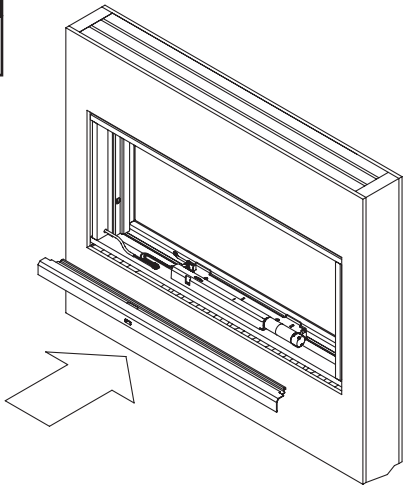
Interior



Apply finish to electric operator cover and snap LED cover lens to cover as shown.  
Apply finish to electric operator cover and snap LED cover lens to cover as shown.

28

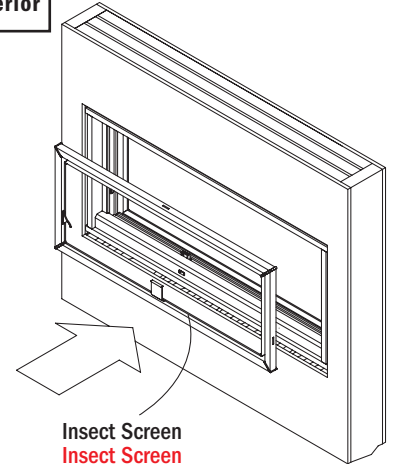
Interior



Rotate slightly and snap sill cover onto motor housing. Screen sensor must pop up through hole in cover.  
Rotate slightly and snap sill cover onto motor housing. Screen sensor must pop up through hole in cover.

29

Interior



Install insect screen. Insect screen must be in place for electric operator motor to operate.  
Install insect screen. Insect screen must be in place for electric operator motor to operate.

► Power window control system installation for new construction is complete.

Power window control system installation for new construction is complete.

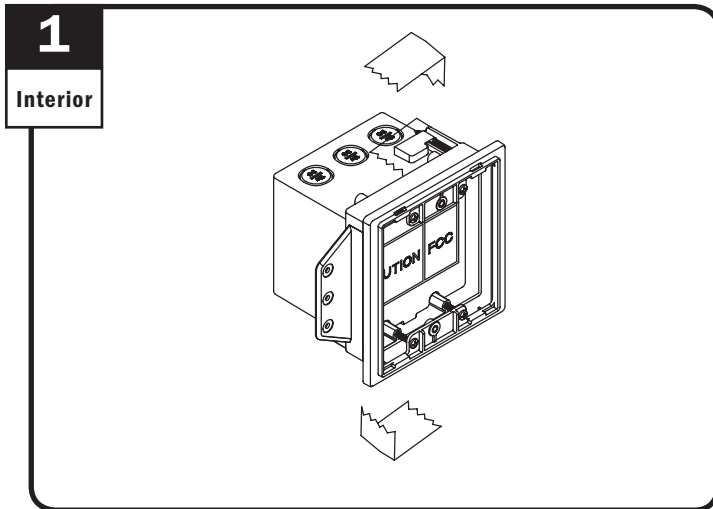
# Power Window Control System Installation (Existing Construction)

## Power Window Control System Installation (Existing Construction)

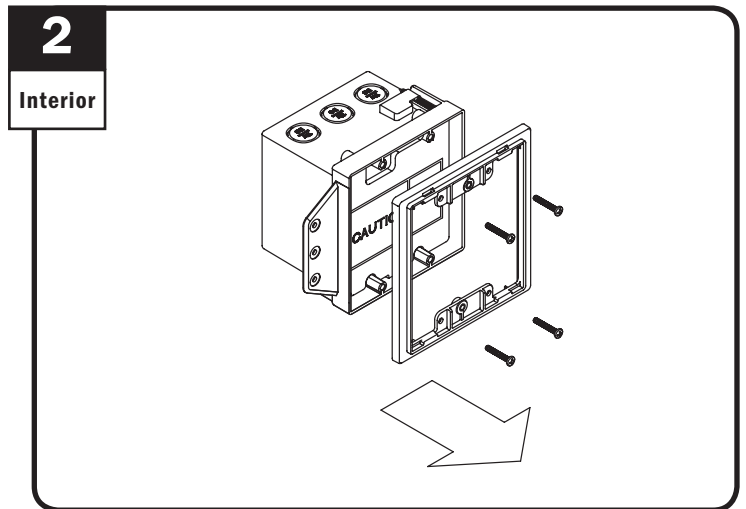
- ▶ See wiring diagram for proper wire configuration prior to starting
- ▶ See wiring diagram for proper wire configuration prior to starting

**⚠ WARNING / ADVERTENCIA**

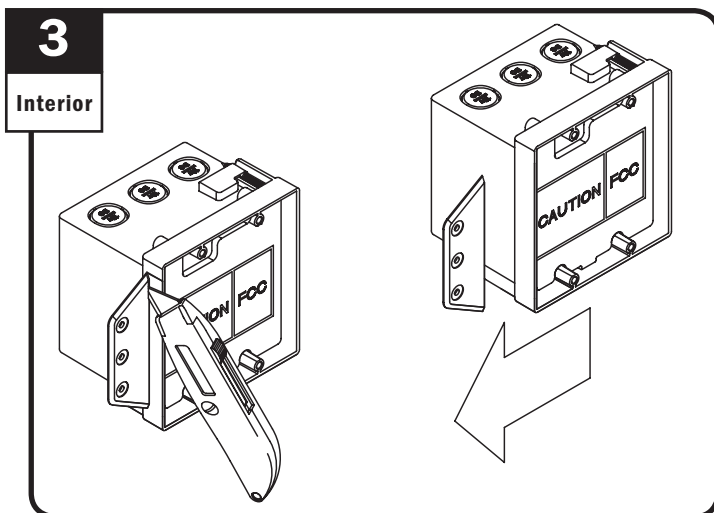
XX



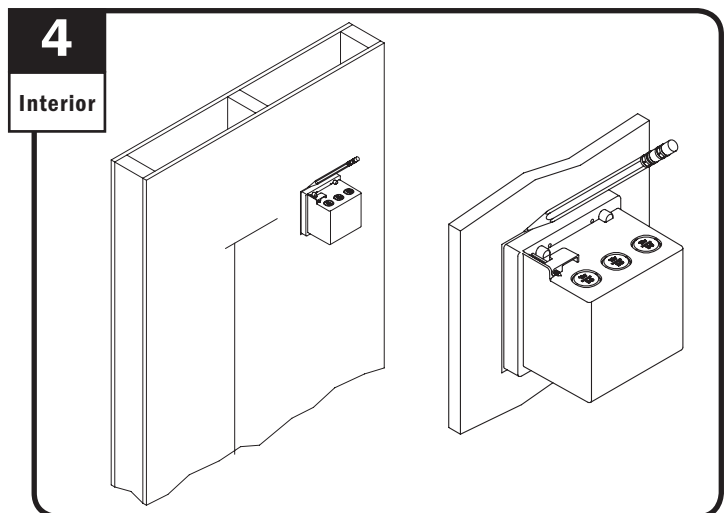
Remove tape.  
Remove tape.



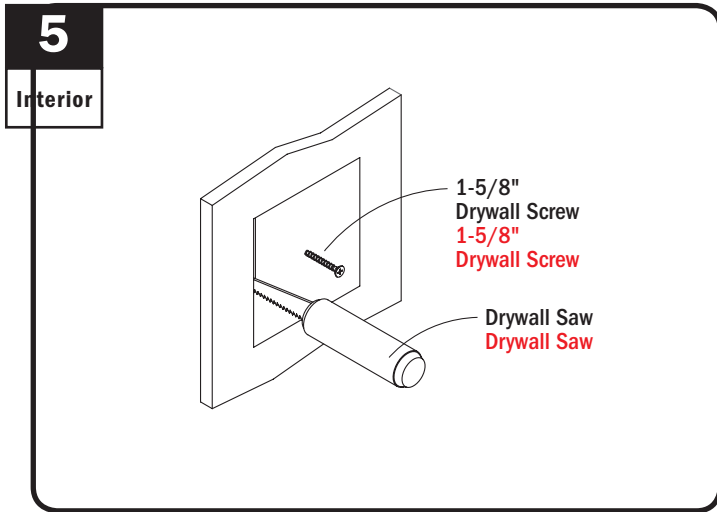
Remove mounting ring and screws from power box.  
Remove mounting ring and screws from power box.



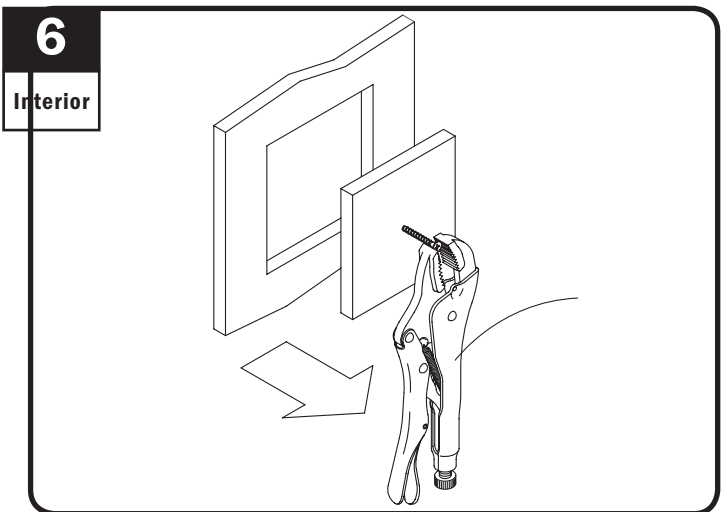
Remove attachment tab.  
Remove attachment tab.



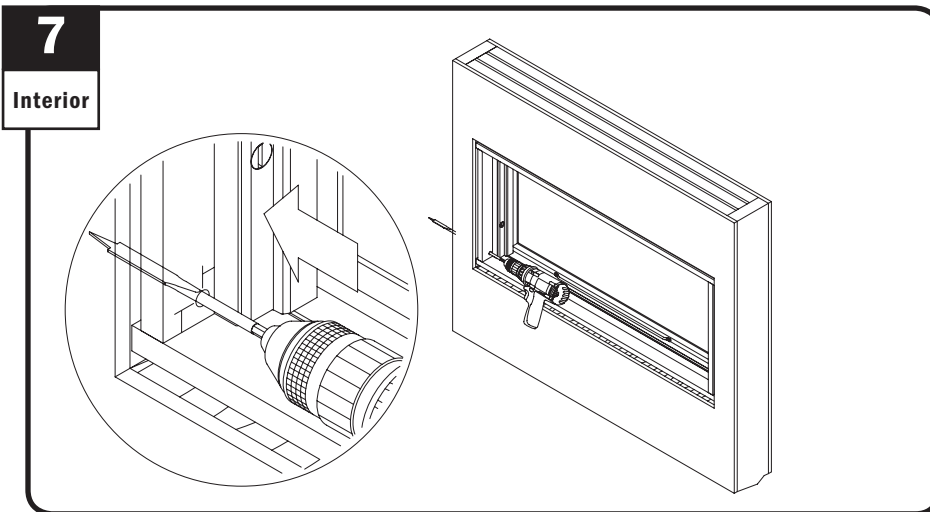
Locate power box at eye-level within 50 feet of window. Trace face of power box on wall.  
Locate power box at eye-level within 50 feet of window. Trace face of power box on wall.



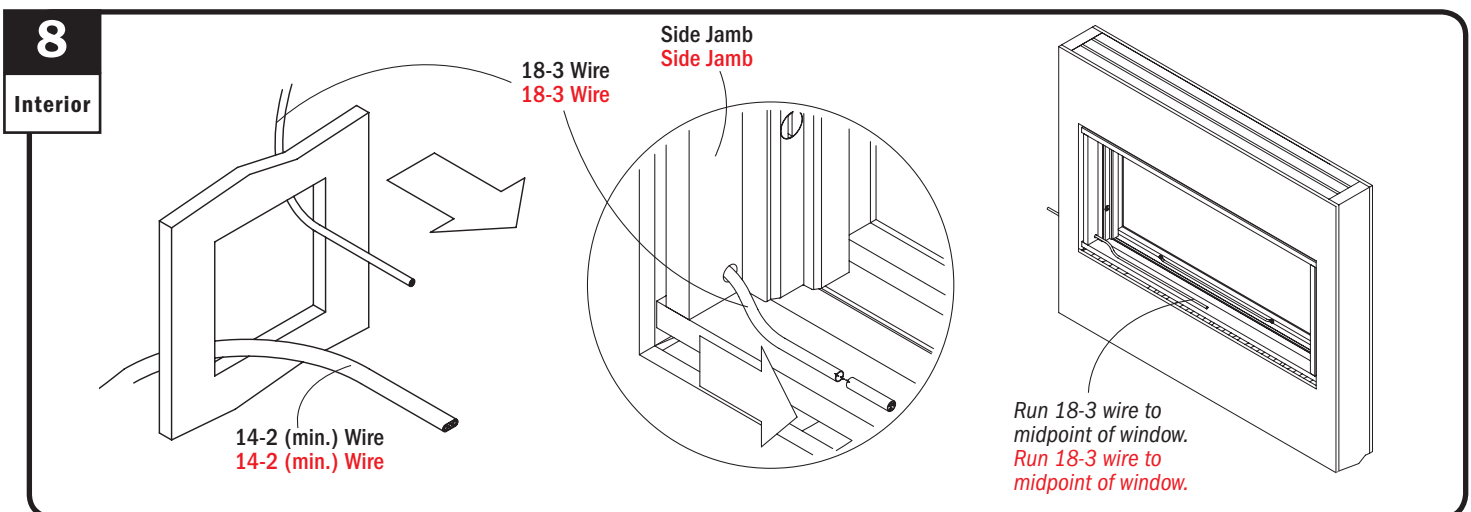
Attach screw and cut drywall on traced line.  
Attach screw and cut drywall.



Remove cut drywall.  
Remove cut drywall.



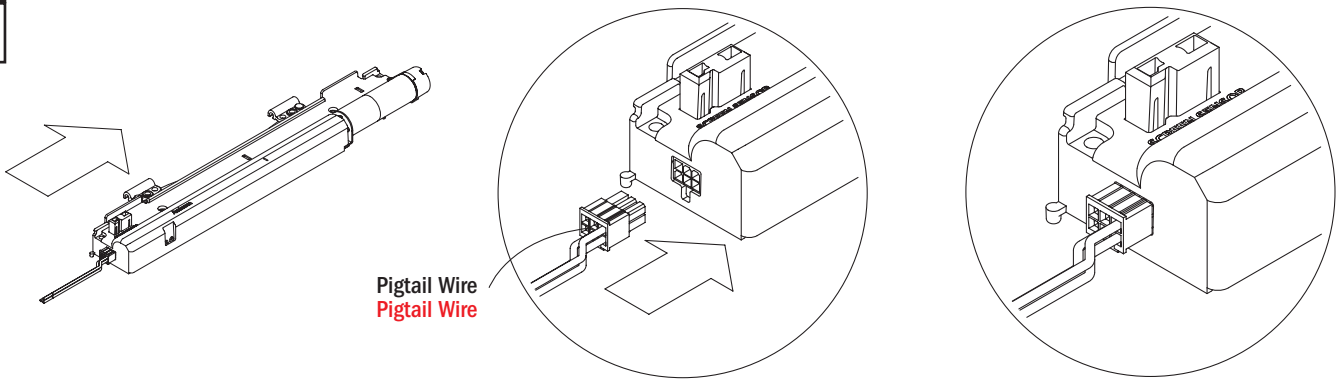
Drill 3/8" hole through side extension jamb as shown.  
Drill 3/8" hole through side extension jamb as shown.



Run 18-3 wire through side jamb between power box and awning window(s) and run 14-2 (min.) wire to power box location.  
Run 18-3 wire through side jamb between power box and awning window(s) and run 14-2 (min.) wire to power box location.

9

Interior

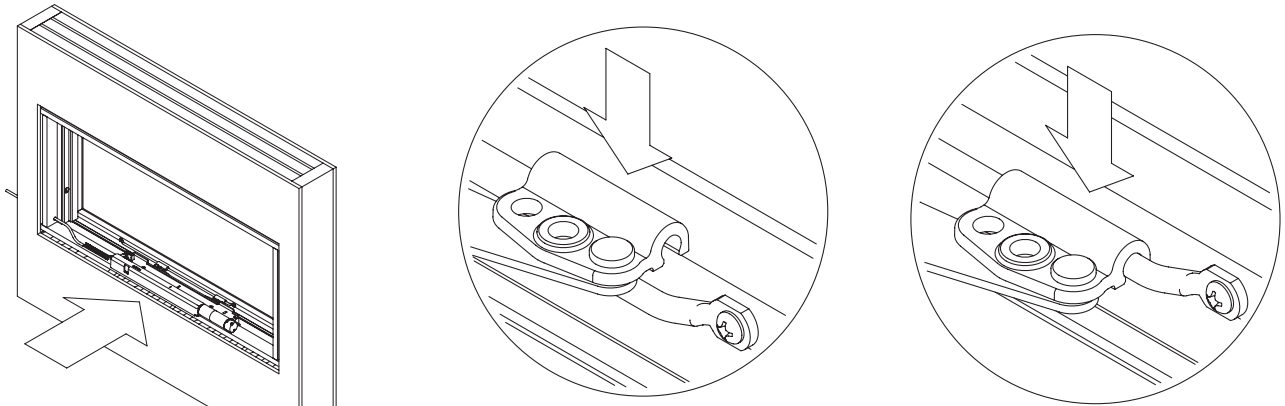


Pigtail Wire  
Pigtail Wire

Plug pigtail wire into electric operator.  
Plug pigtail wire into electric operator.

10

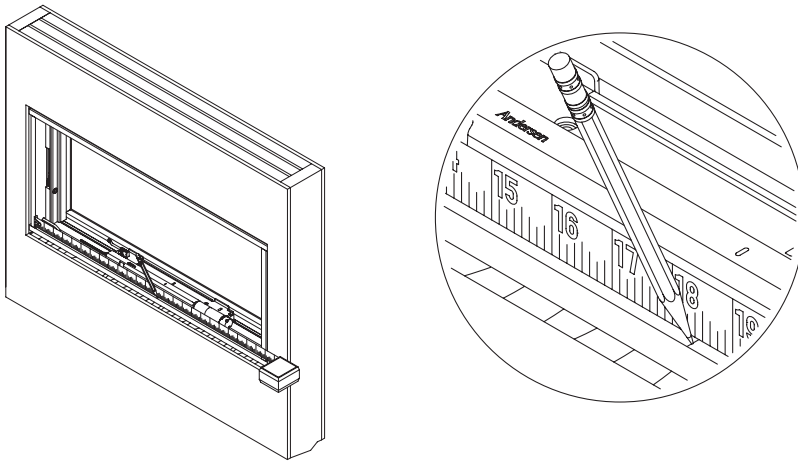
Interior



Position electric operator. Attach electric operator arms to sash bar.  
Position electric operator. Attach electric operator arms to sash bar.

11

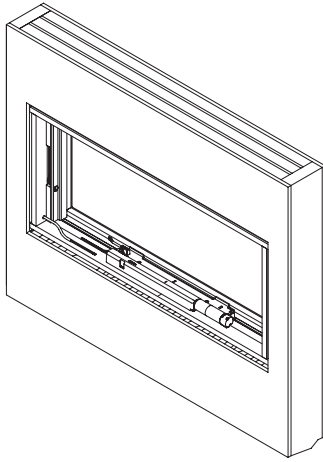
Interior



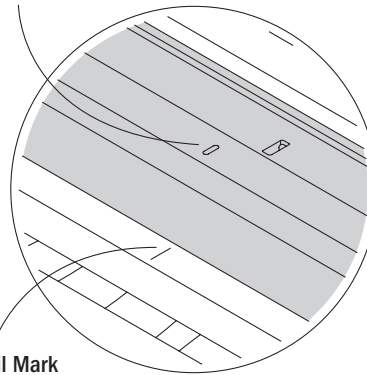
Measure and mark center of sill.  
Measure and mark center of sill.

12

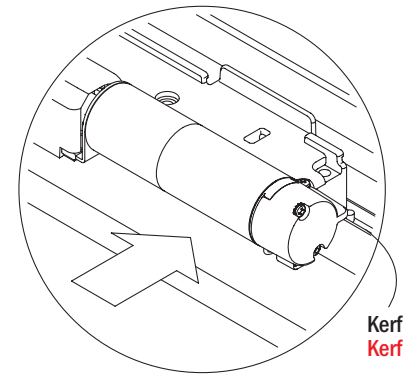
Interior



Center of Electric Operator  
Center of Electric Operator



Pencil Mark  
Pencil Mark

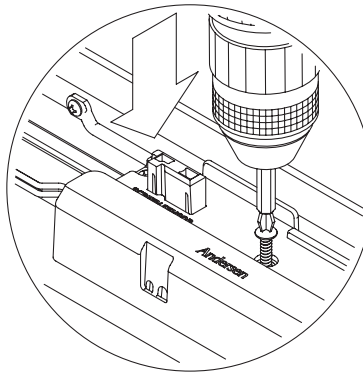
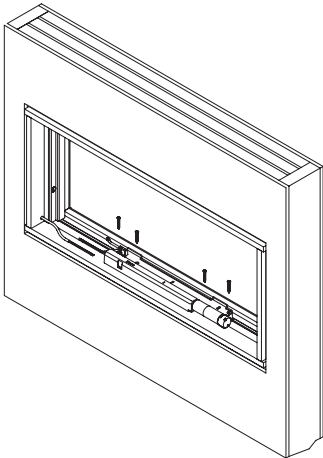


Kerf  
Kerf

Position center of electric operator at marked line on sill with operator tabs in locating kerf.  
Position center of electric operator at marked line on sill with operator tabs in locating kerf.

13

Interior



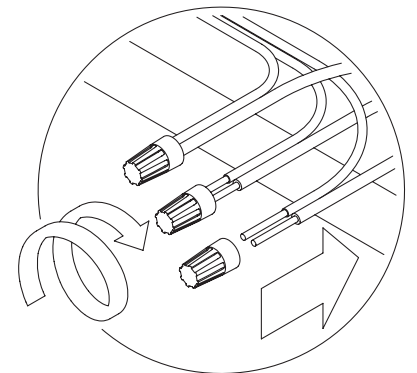
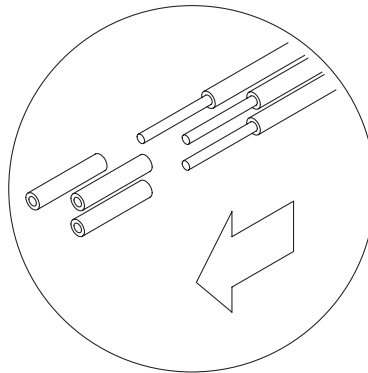
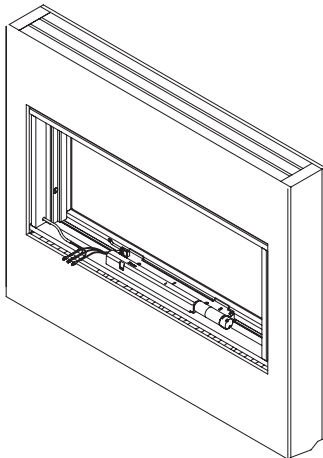
CAUTION / PRECAUCIÓN

Do not over drive screws. Product damage may result.  
No ajuste demasiado los tornillos. El producto se puede dañar.

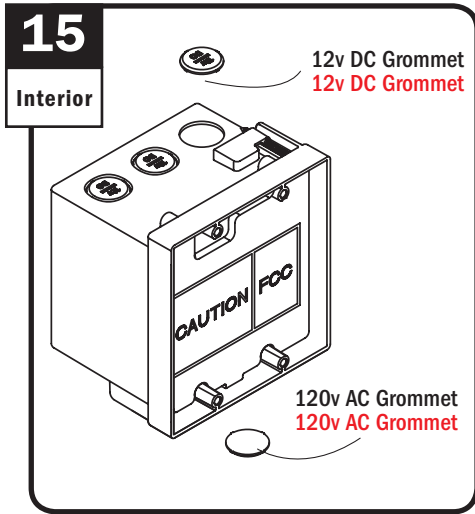
Fasten electric operator with four (4) screws.  
Fasten electric operator with four (4) screws.

14

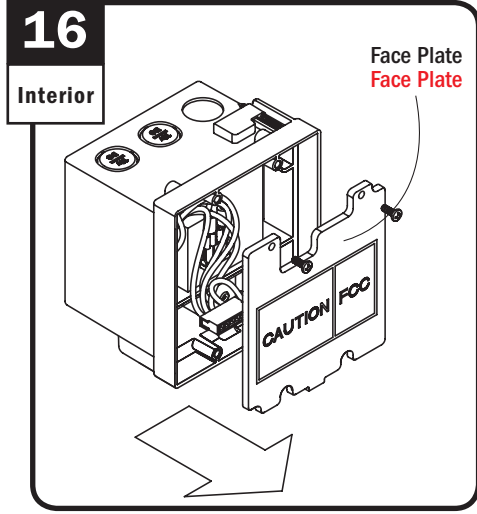
Interior



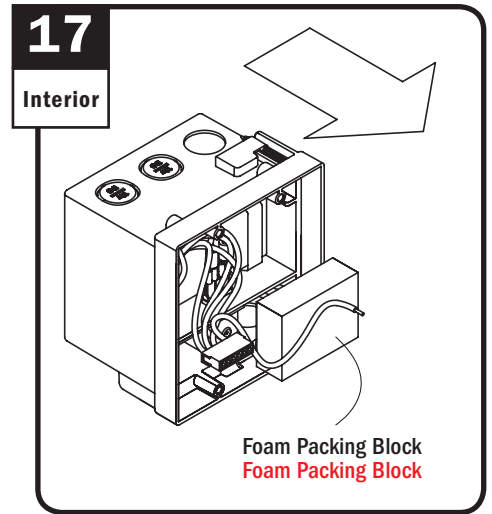
Strip pigtail wire ends and align same color wires with 18-3 wires and connect with wire nuts. Make sure wire color continuity is maintained.  
Strip pigtail wire ends and align same color wires with 18-3 wires and connect with wire nuts. Make sure wire color continuity is maintained.



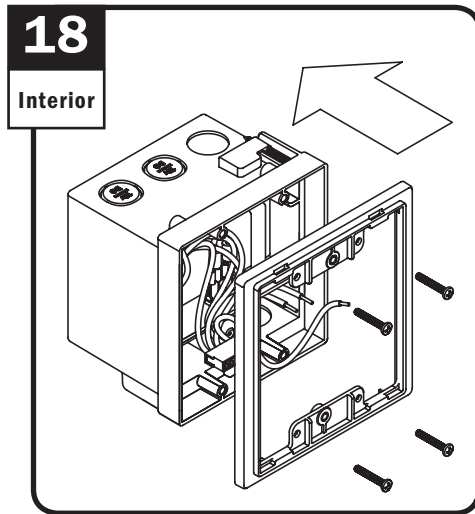
Remove wiring access hole grommets.  
Remove wiring access hole grommets.



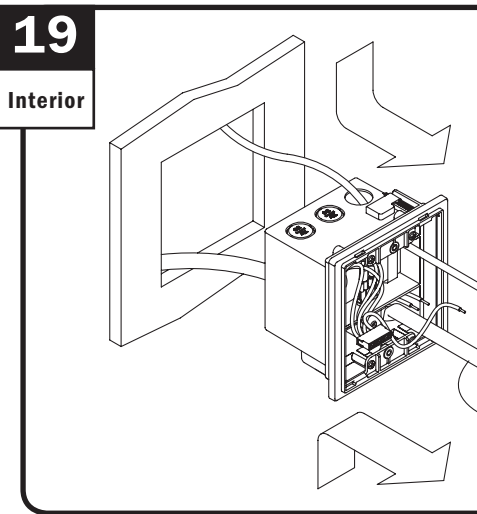
Remove faceplate.  
Remove faceplate.



Remove foam packing block.  
Remove foam packing block.



Reapply mounting ring and fasten with screws.  
Reapply mounting ring and fasten with screws.



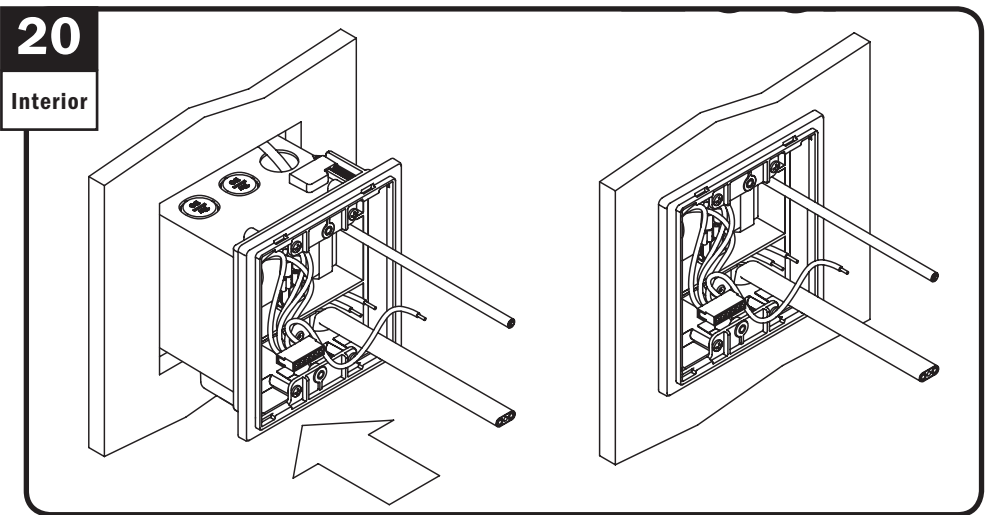
**⚠ WARNING / ADVERTENCIA**

Turn power off to this circuit. Failure to do so may result in personal injury.  
Turn power off to this circuit. Failure to do so may result in personal injury.

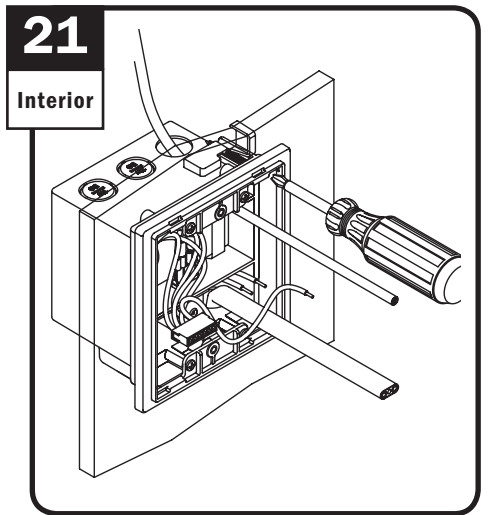
Route 18-3 wire through larger compartment  
Route 18-3 wire through larger compartment

Route 14-2(min) wire through smaller compartment.  
Route 14-2(min) wire through smaller compartment.

Run 14-2(min) wire into smaller compartment of power box and 18-3 wire into larger compartment of power box. See wiring diagram xxxxx  
Run 14-2(min) wire into smaller compartment of power box and 18-3 wire into larger compartment of power box. See wiring diagram at step 6.

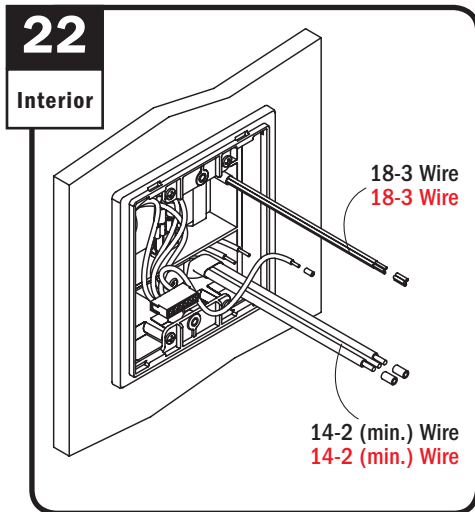


Position power box into cut out area in wall.

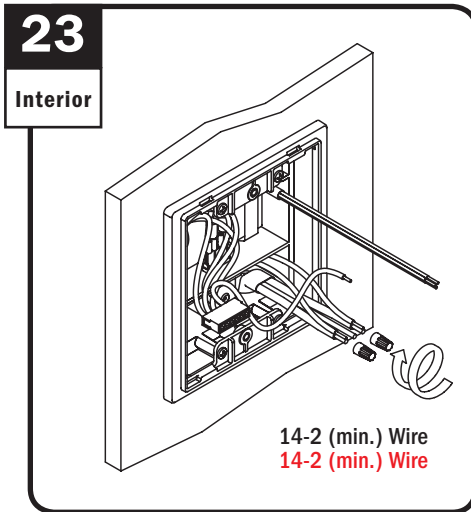


Fasten remodeling clip.  
Fasten remodeling clip.

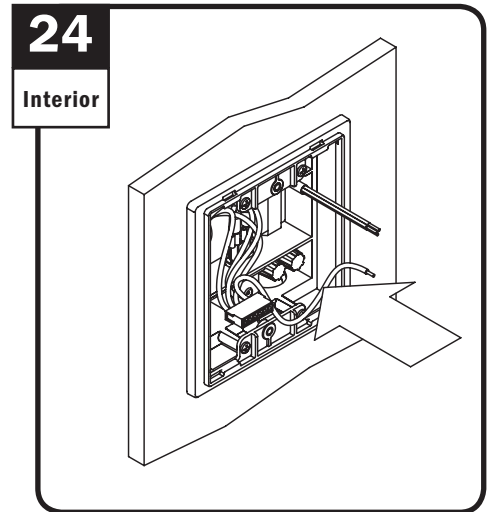




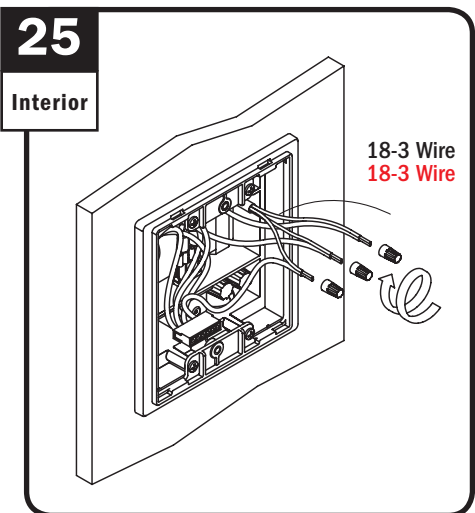
Strip wire ends.  
Strip wire ends.



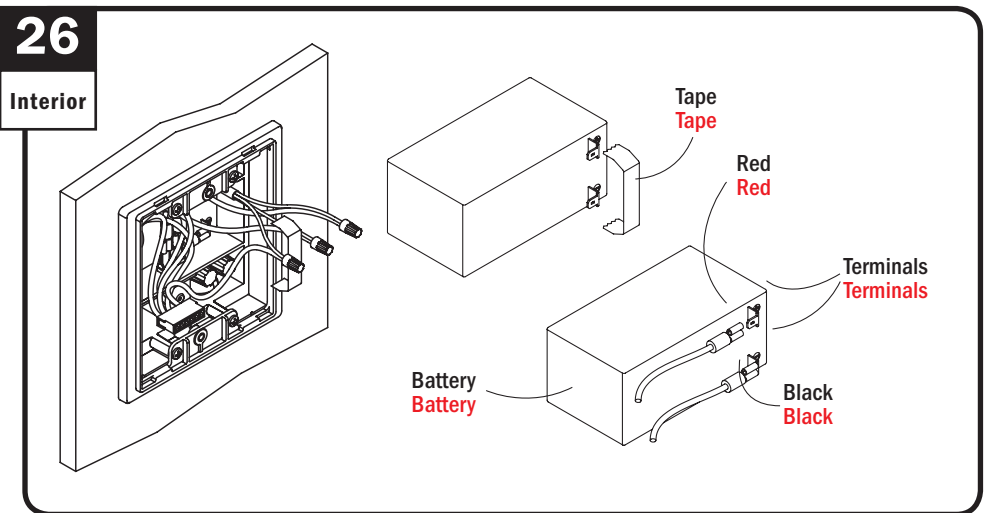
Align 14-2(min.) wires to black and white wires in smaller compartment of power box and connect with wire nuts.  
Align 14-2(min.) wires to black and white wires in smaller compartment of power box and connect with wire nuts.



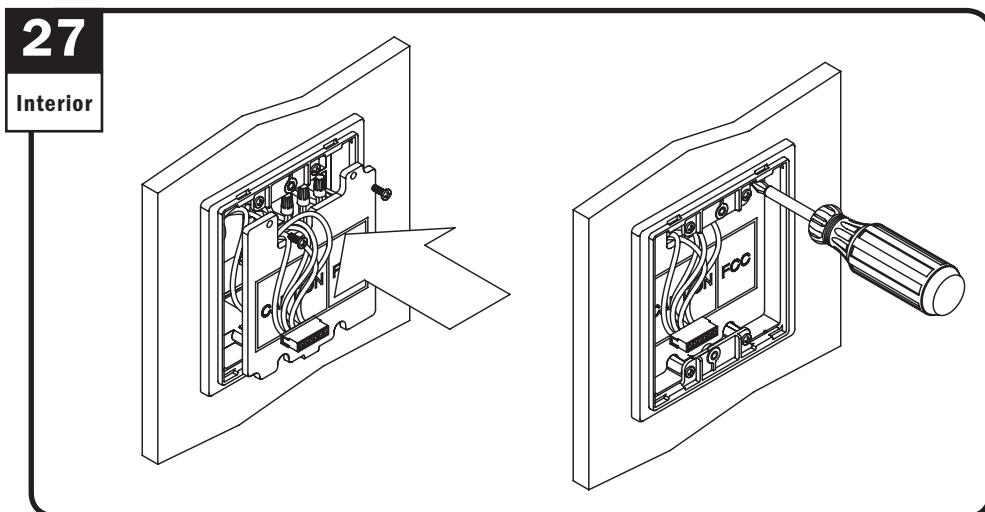
Tuck connected 14-2(min.) wires into small compartment of power box, as shown.  
Tuck connected 14-2(min.) wires into small compartment of power box, as shown.



Align color 18-3 wires to same colored wires in larger compartment and connect with wire nuts.  
Align color 18-3 wires to same colored wires in larger compartment and connect with wire nuts.



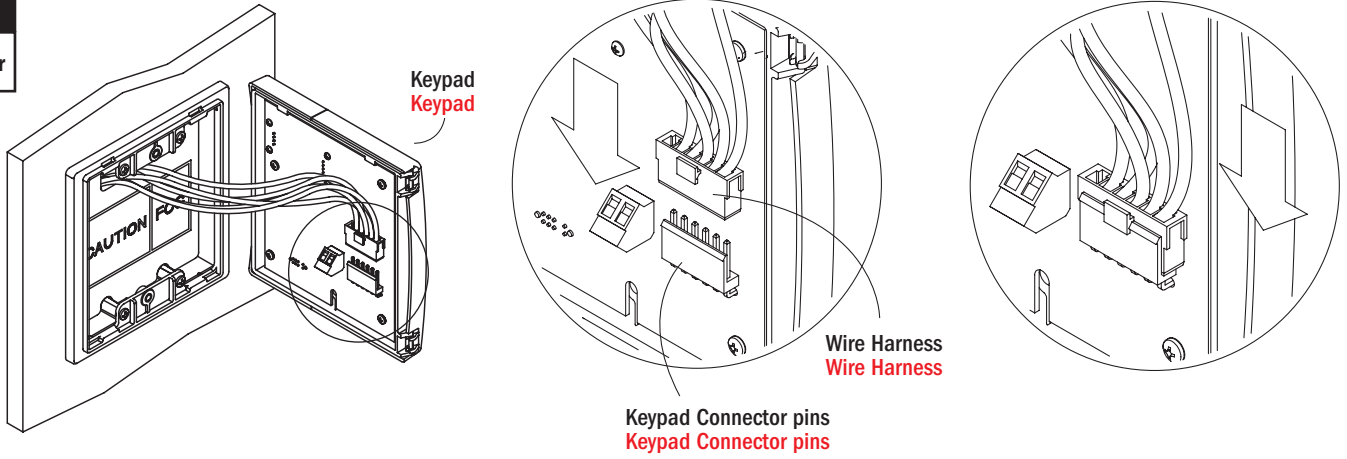
Remove tape from battery terminals. Align and connect red and black leads to red and black battery terminals.  
Remove tape from battery terminals. Align and connect red and black leads to red and black battery terminals.



Tuck connected 18-3 wires into large compartment of power box and reapply faceplate, as shown.  
Tuck connected 18-3 wires into large compartment of power box and reapply faceplate, as shown.

28

Interior



Keypad  
Keypad

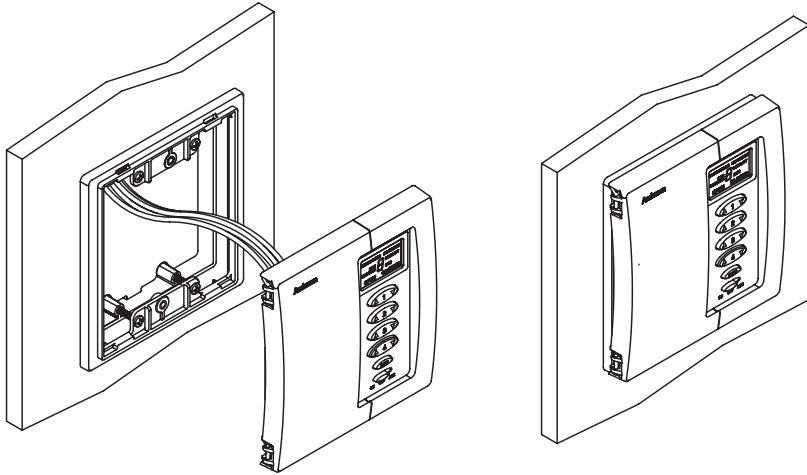
Wire Harness  
Wire Harness

Keypad Connector pins  
Keypad Connector pins

Fasten wire harness from power box to keypad connector pins.  
Fasten wire harness from power box to keypad connector pins.

29

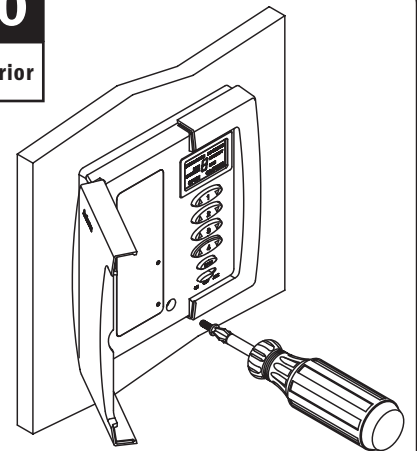
Interior



Position keypad to mounting ring.  
Position keypad to mounting ring.

30

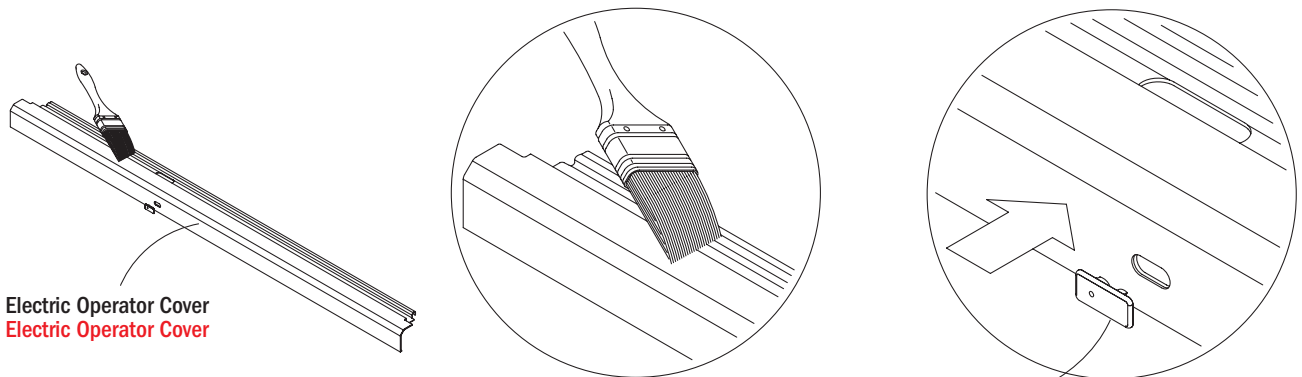
Interior



Open keypad panel and fasten.  
Open keypad panel and fasten.

31

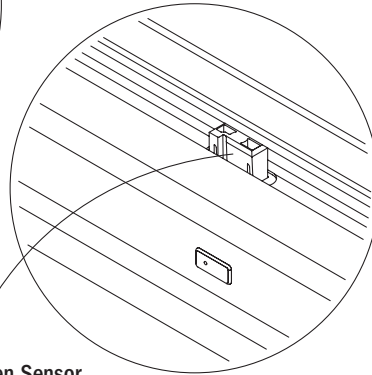
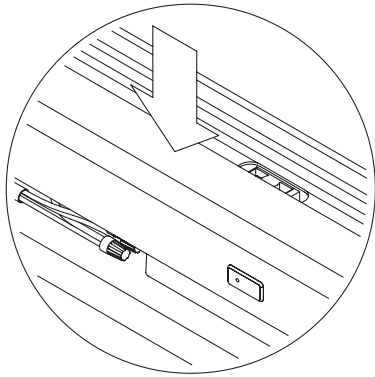
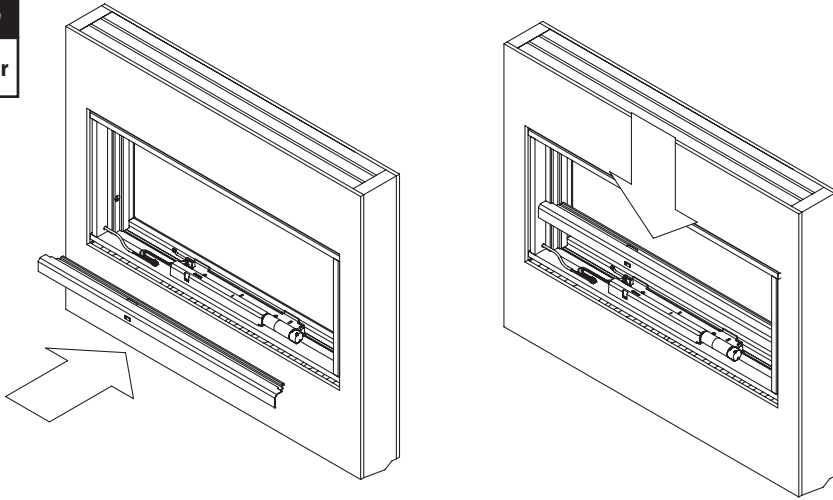
Interior



Electric Operator Cover  
Electric Operator Cover

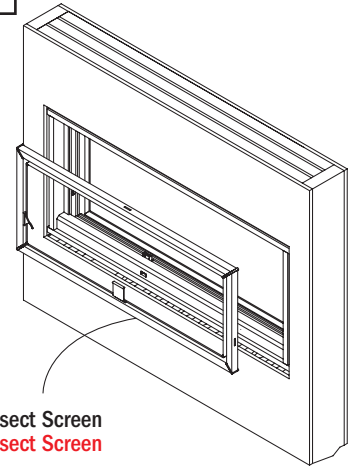
LED Cover Lens  
LED Cover Lens

Apply finish to electric operator cover and snap LED cover lens to cover as shown.  
Apply finish to electric operator cover and snap LED cover lens to cover as shown.

**32****Interior**

**Insect Screen Sensor**  
**Insect Screen Sensor**

Rotate slightly and snap sill cover onto motor housing. Screen sensor must pop up through hole in cover.  
 Rotate slightly and snap sill cover onto motor housing. Screen sensor must pop up through hole in cover.

**33****Interior**

**Insect Screen**  
**Insect Screen**

Install insect screen. Insect screen must be in place for electric operator motor to operate.  
 Install insect screen. Insect screen must be in place for electric operator motor to operate.

- ▶ Power window control system installation in existing construction is complete.
- ▶ Power window control system installation in existing construction is complete.

# Power Window Control System Console and Remote Control Operation and Programming

## Power Window Control System Console and Remote Control Operation and Programming

for Andersen® Awning Windows with Power Windows  
for Andersen® Awning Windows with Power Windows

Thank you for choosing Andersen. / Gracias por elegir Andersen.

For questions call 1-888-888-7020. For more information visit [www.andersen.com](http://www.andersen.com).

Please leave this guide with building owner.

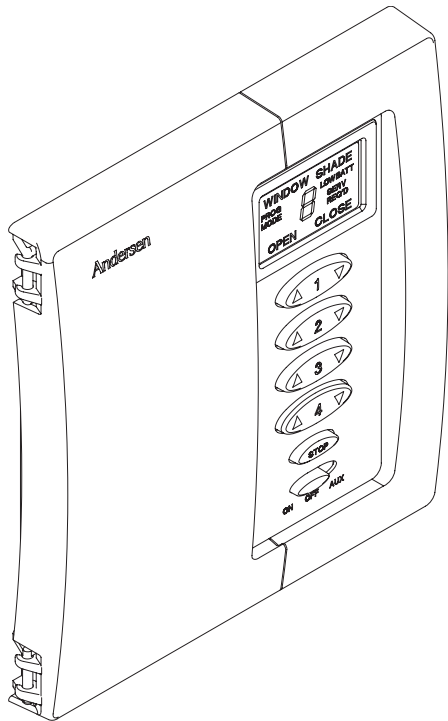
Si tiene alguna pregunta llame al 1-888-888-7020. Para más información visite [www.andersen.com](http://www.andersen.com).

Deje esta guía con el dueño de la construcción.

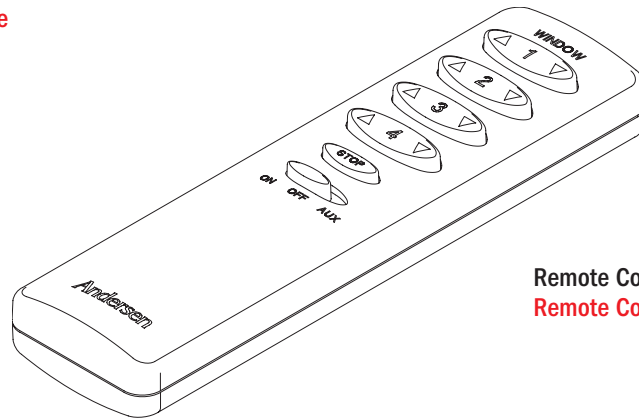
**THIS DOCUMENT IS UNDER CONSTRUCTION  
DO NOT PRINT, PUBLISH, OR DISTRIBUTE**



- ▶ **Read guide from beginning to end before starting installation. Read all warnings and cautions during unit installation.**  
*Lea completamente la guía antes de comenzar la instalación. Lea y respete todas las advertencias y precauciones durante la instalación de la unidad.*
- ▶ **Check with your local building code official to identify and confirm compliance with local building code requirements.**  
*Consulte los códigos locales de construcción para identificar y confirmar que se cumplan los requisitos del código de construcción.*



Console  
Console



Remote Control  
Remote Control

- ▶ **For console programming, see page 21.**
- ▶ **For console programming, see page 21.**
- ▶ **For remote control programming, see page 23.**
- ▶ **For remote control programming, see page 23.**

### ⚠ WARNING / ADVERTENCIA

Use caution when working at elevated heights and around unit openings. Follow manufacturers' instructions for ladders and/or scaffolding. Failure to do so may result in injury or death.

Sea cauteloso al trabajar en lugares elevados y cerca de las aberturas de la unidad. Siga las instrucciones del fabricante para el uso de escaleras y/o andamios. Si no lo hiciera, podrían producirse lesiones o la muerte.

### ⚠ WARNING / ADVERTENCIA

Follow manufacturers' instructions for hand or power tools. Always wear safety glasses. Failure to do so may result in injury and/or product damage.

Siga las instrucciones del fabricante para el uso de herramientas eléctricas o manuales. Utilice siempre gafas de seguridad. Si no lo hiciera, podrían producirse lesiones y/o daños al producto.

# Power Window Control System Programming Procedure (Console)

## Power Window Control System Programming Procedure (Console)

- ▶ XXX
- ▶ XXX

**⚠ WARNING / ADVERTENCIA**

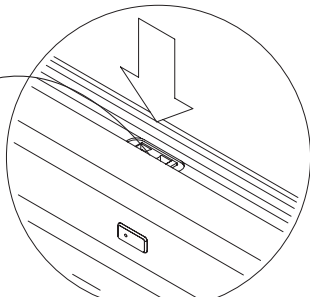
XX

1

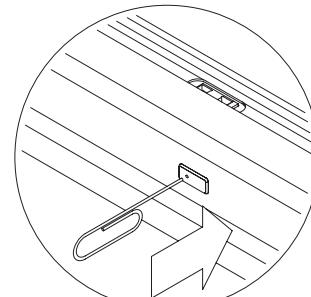
**Interior**

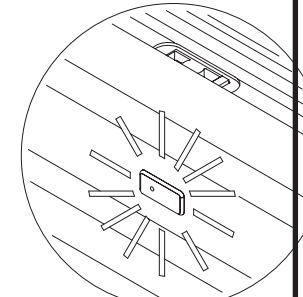
*If insect screen is not present, screen sensor must be depressed for electric operator motor to operate.*

*If insect screen is not present, screen sensor must be depressed for electric operator motor to operate.*

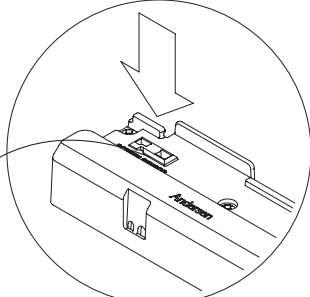


**Insect Screen Sensor**  
**Insect Screen Sensor**

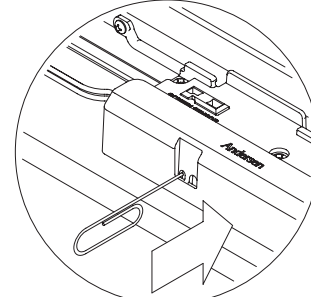


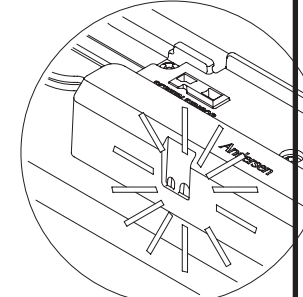


**With Operator Cover in Place/ With Operator Cover in Place**



**Insect Screen Sensor**  
**Insect Screen Sensor**

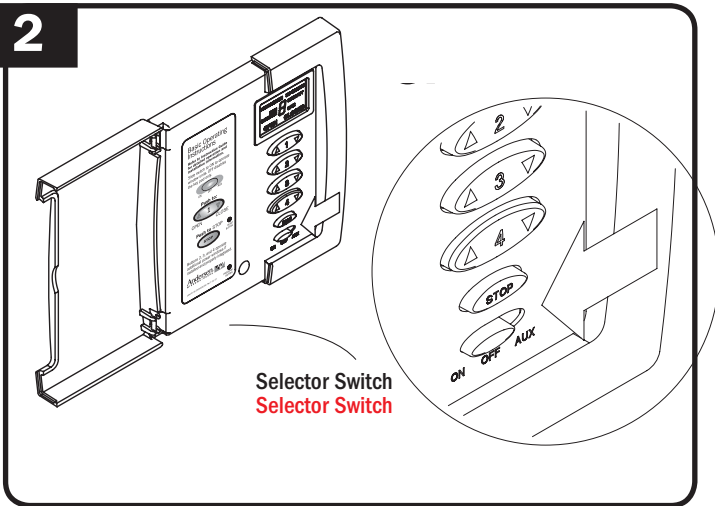




**Without Operator Cover in Place/ Without Operator Cover in Place**

Press and hold a paper clip into the window program button on the electric operator cover until red LED starts blinking.  
 Press and hold a paper clip into the window program button on the electric operator cover until red LED starts blinking.

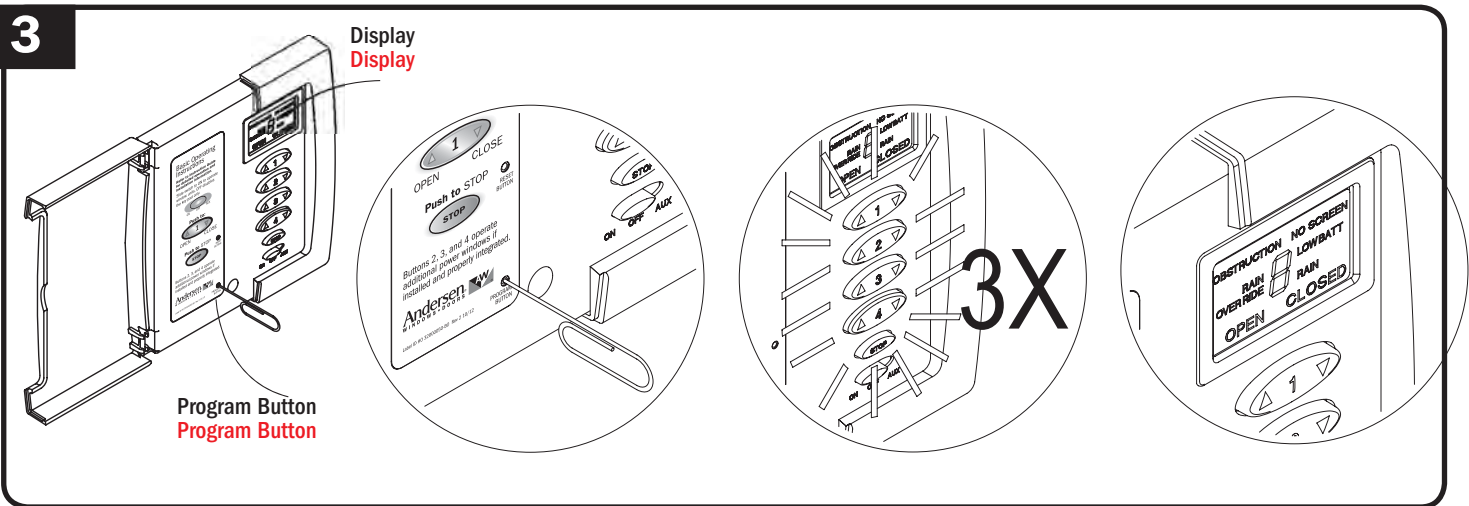
2



Selector Switch  
Selector Switch

Move selector switch on key pad to "ON" position.  
Move selector switch on key pad to "ON" position.

3

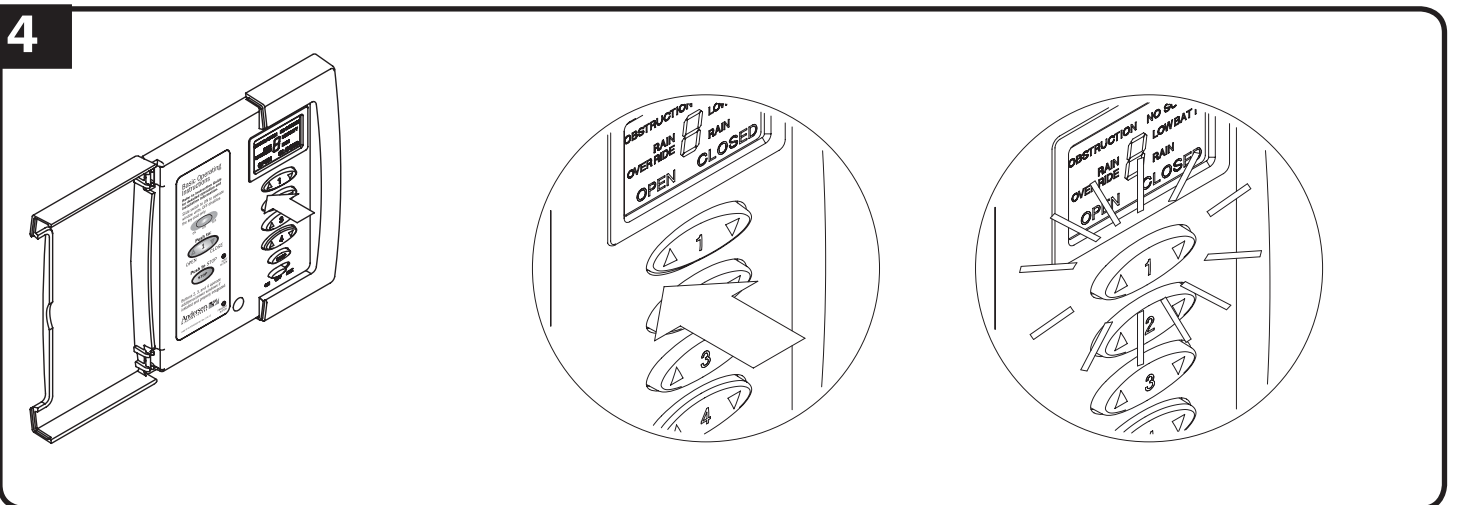


Program Button  
Program Button

Display  
Display

Insert paper clip into console's program button location and hold until key pad LED blinks 3 times slowly and "E" is displayed on the screen.  
Insert paper clip into console's program button location and hold until key pad LED blinks 3 times slowly and "E" is displayed on the screen.

4



Select console keypad button (1, 2, 3, or 4) and press "Open" on the numbered button for the window you want to operate. The selected numbered button will blink 3 times quickly, and the red window operator LED will stop blinking when the operator is programmed. If red LED on the operator sill cover remains blinking, repeat steps 2-5 until operator is programmed.

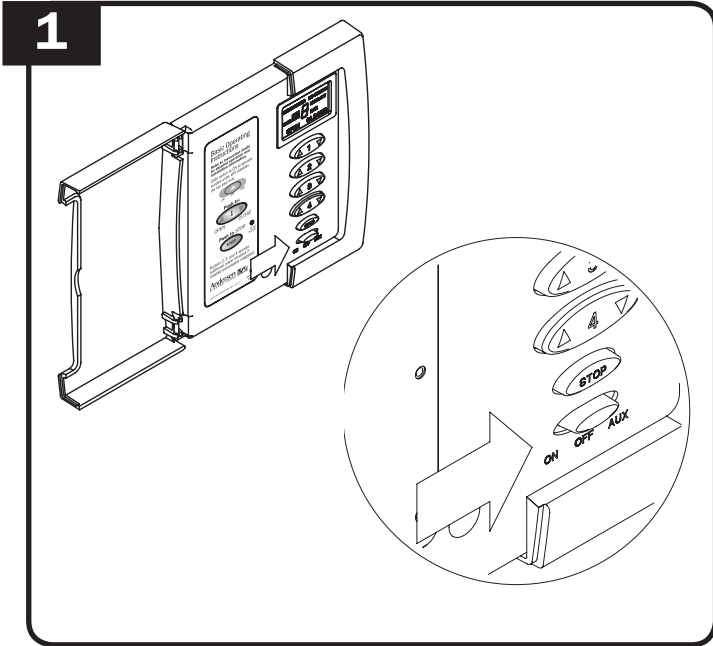
Select console keypad button (1, 2, 3, or 4) and press "Open" on the numbered button for the window you want to operate. The selected numbered button will blink 3 times quickly, and the red window operator LED will stop blinking when the operator is programmed. If red LED on the operator sill cover remains blinking, repeat steps 2-5 until operator is programmed.

- ▶ Power window console programming is complete. Power window console programming is complete.
- ▶ Repeat steps 3-4 to program up to four windows. Repeat steps 3-4 to program up to four windows.

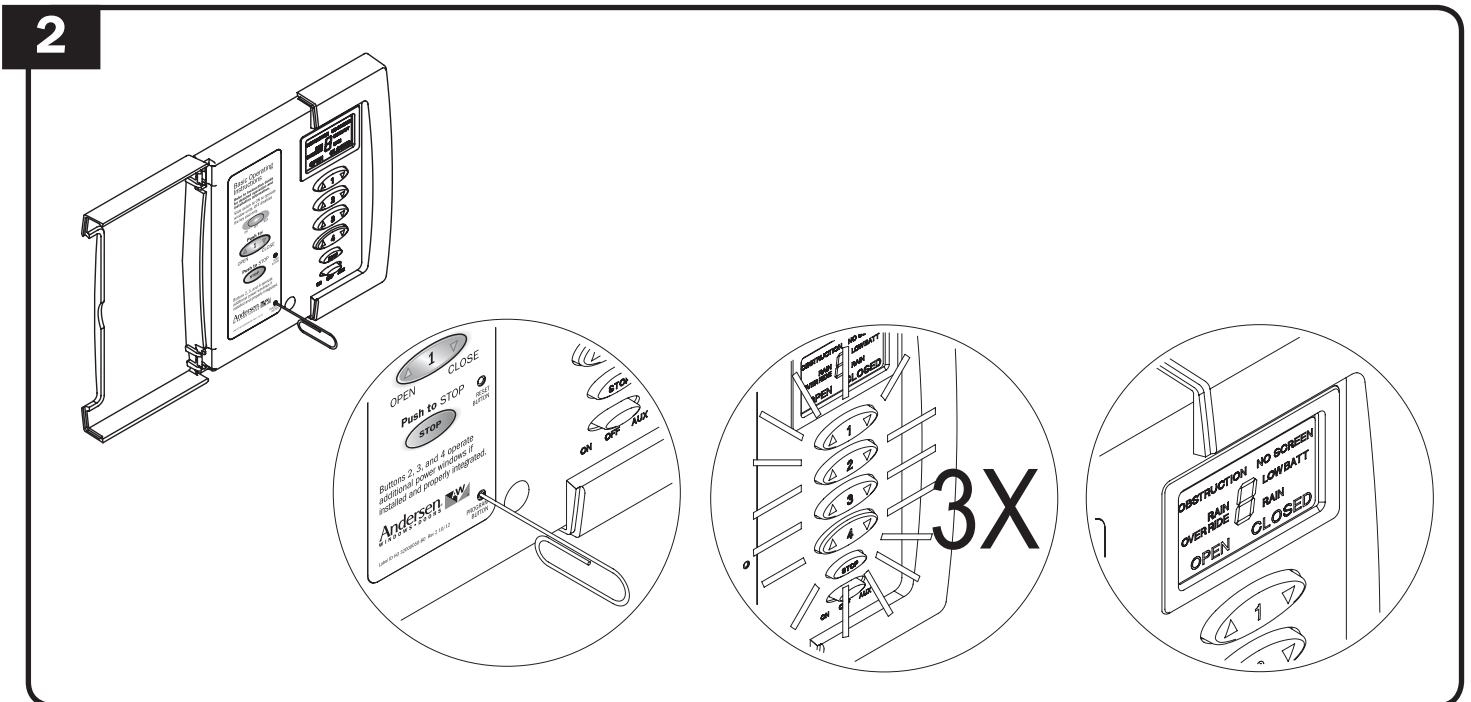
# Power Window Control System Programming Procedure (Remote Control)

## Power Window Control System Programming Procedure (Remote Control)

- ▶ XXX
- ▶ XXX

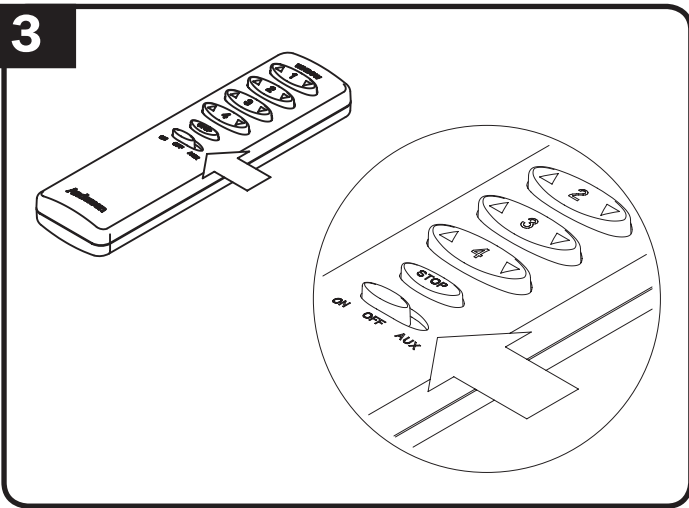


Move selector switch on console to the "OFF" position.  
Move selector switch on console to the "OFF" position.



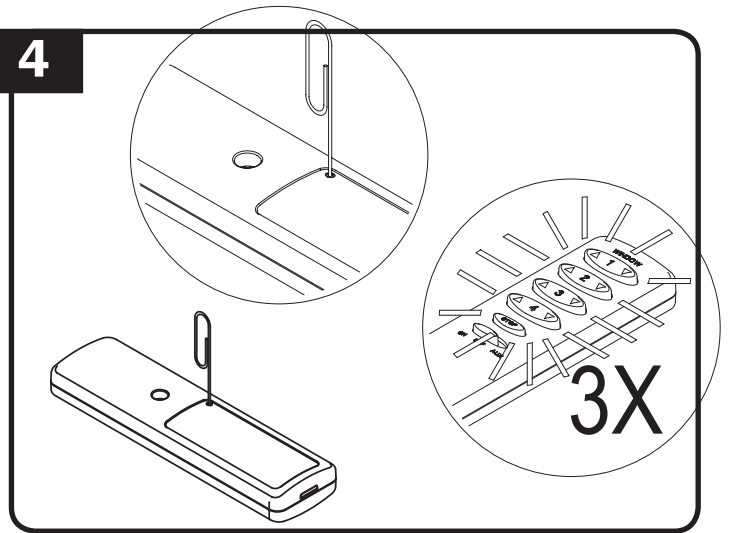
Insert paper clip into program button location and hold until key pad LED blinks 3 times slowly and "H" is displayed on the LCD.  
Insert paper clip into program button location and hold until key pad LED blinks 3 times slowly and "H" is displayed on the LCD.

3



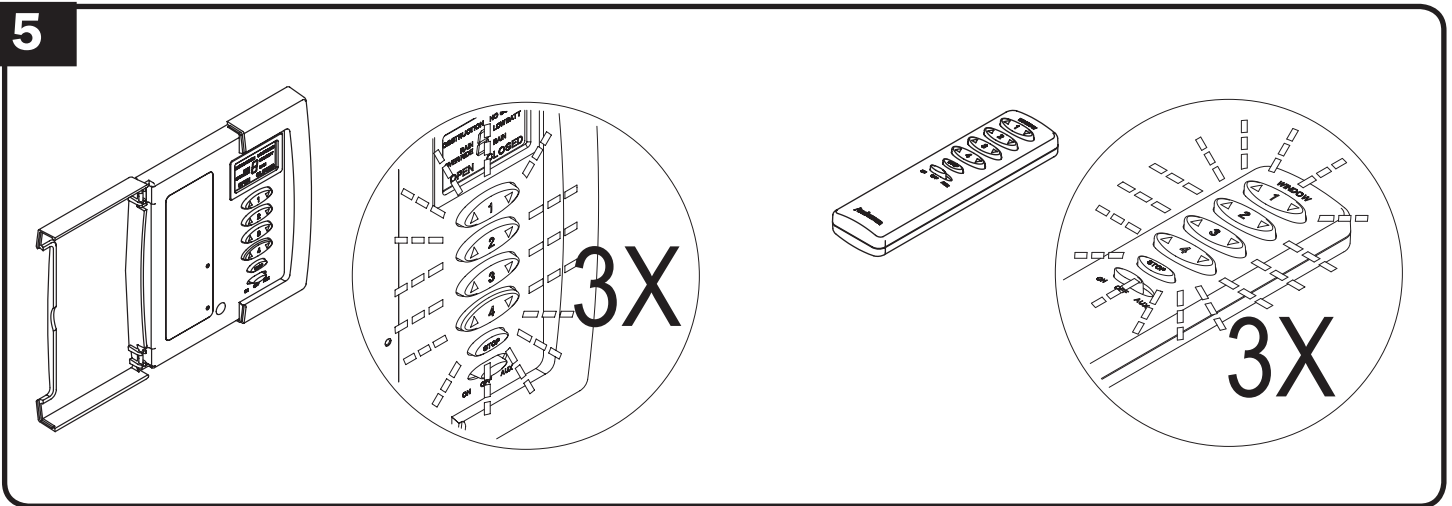
Move selector switch on remote control to the "ON" position.  
 Move selector switch on remote control to the "ON" position.

4



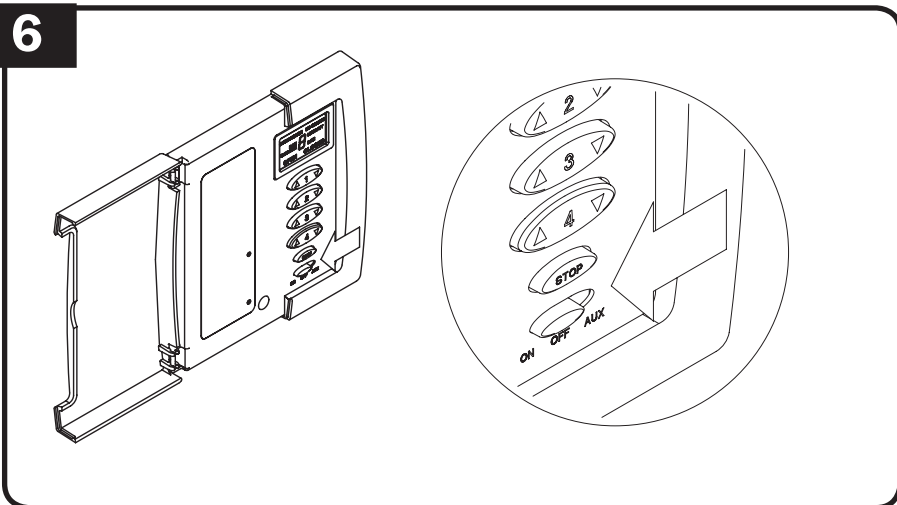
Insert paper clip into enrollment button location and hold until key pad LEDs blink 3 times slowly.  
 Insert paper clip into enrollment button location and hold until key pad LEDs blink 3 times slowly.

5



After short delay, both remote and console LEDs will blink 3 times quickly, and the remote will be programmed to the console. If LEDs do not blink 3 times quickly on both units, wait for console to time out and repeat steps 2-5 until remote is programmed.  
 After short delay, both remote and console LEDs will blink 3 times quickly, and the remote will be programmed to the console. If LEDs do not blink 3 times quickly on both units, wait for console to time out and repeat steps 2-5 until remote is programmed.

6



Move selector switch on the console to the "ON" position to return to normal operating mode.  
 Move selector switch on the console to the "ON" position to return to normal operating mode.

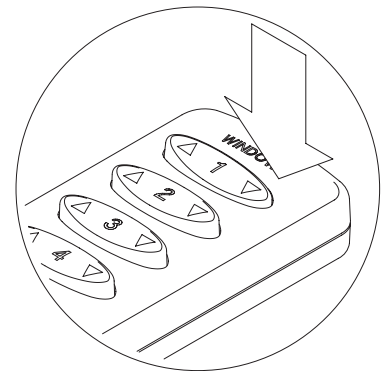
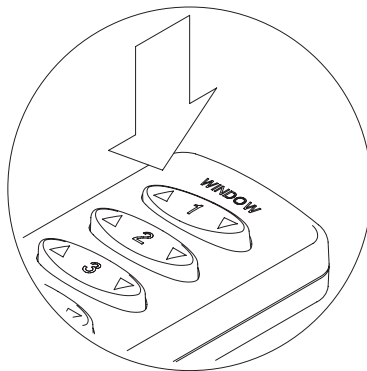
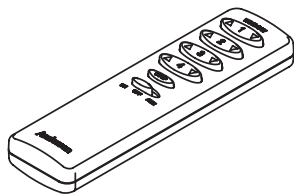
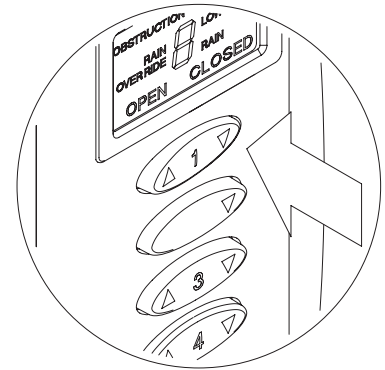
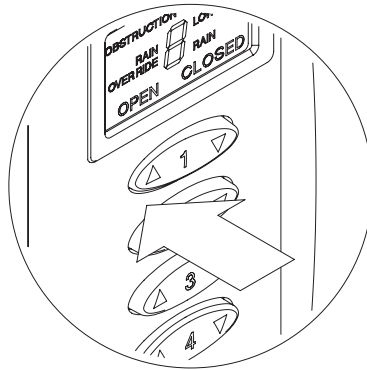
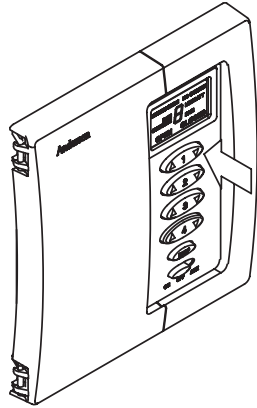
- ▶ Power window remote control programming is complete. Power window remote control programming is complete.
- ▶ Repeat steps 4-6 to program up to four windows. Repeat steps 4-6 to program up to four windows.



# Power Window Control System Operation

## Power Window Control System Operation

1



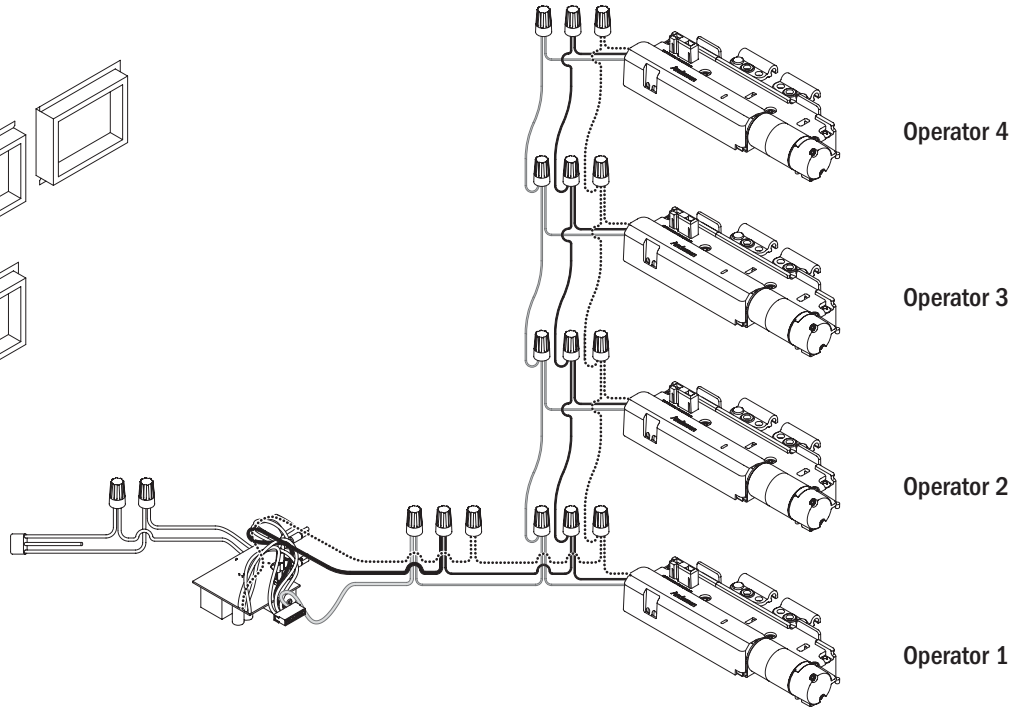
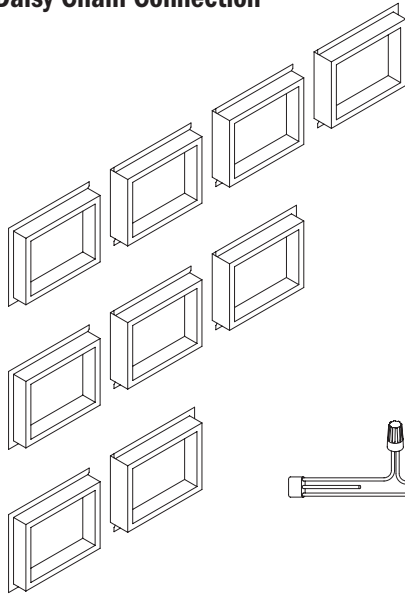
Push (  $\triangle$  ) on numbered button on key pad to open window. Display will light and window will open until stop button is pushed or window is fully opened. Push and release (  $\nabla$  ) to close window.

Push (  $\triangle$  ) on numbered button on key pad to open window. Display will light and window will open until stop button is pushed or window is fully opened. Push and release (  $\nabla$  ) to close window.

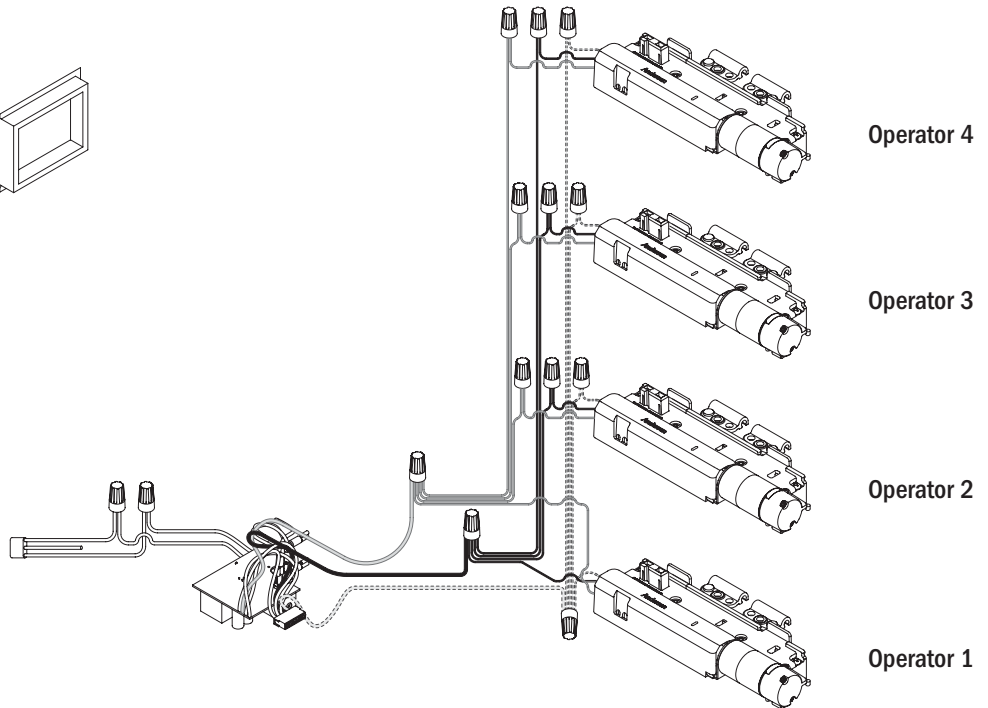
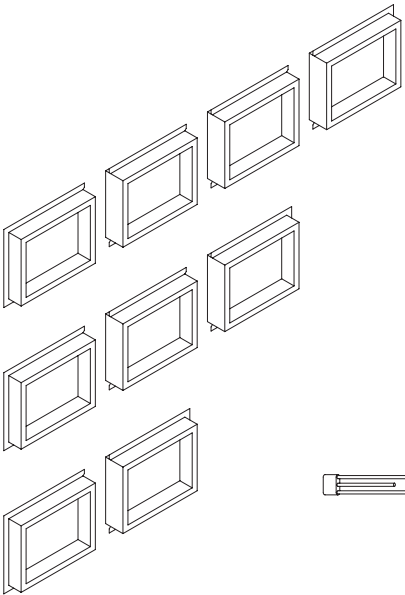
# Power Window Control System Wiring Diagram

## Power Window Control System Wiring Diagram

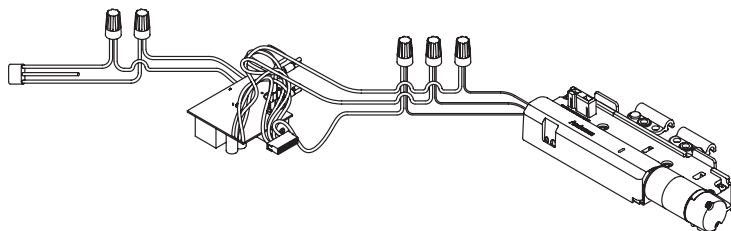
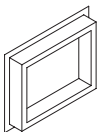
### Daisy Chain Connection



### Star Connection



### Single Connection



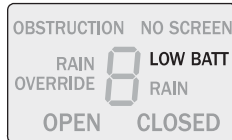
# Power Window Control System Operation Codes

## Power Window Control System Operation Codes

Use these codes to help trouble shoot power window problems. Refer to the instruction guide for detailed installation and operation guidelines. Call Andersen at 1-888-888-7020 for further assistance.

Use these codes to help trouble shoot power window problems. Refer to the instruction guide for detailed installation and operation guidelines. Call Andersen at 1-888-888-7020 for further assistance.

**LOW BATT** lights up to designate battery may need to be charged or replaced. Power window is using AC power source only.



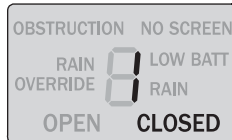
**LOW BATT** lights up to designate battery may need to be charged or replaced. Power window is using AC power source only.

**OPEN** lights up to designate window is open or in the operation of opening. (Units 1-4)



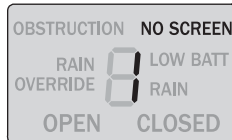
**OPEN** lights up to designate window is open or in the operation of opening. (Units 1-4)

**CLOSED** lights up to designate window is closed or in the operation of closing. (Units 1-4)



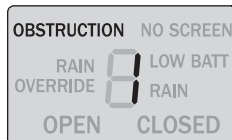
**CLOSED** lights up to designate window is closed or in the operation of closing. (Units 1-4)

**NO SCREEN** lights up to designate that no insect screen is present. Power window will not operate until screen sensor is fully depressed. (Units 1-4)



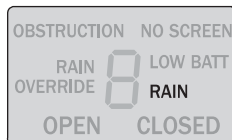
**NO SCREEN** lights up to designate that no insect screen is present. Power window will not operate until screen sensor is fully depressed. (Units 1-4)

**OBSTRUCTION** lights up to designate power window has detected an obstruction and will not fully open or close. (Units 1-4)



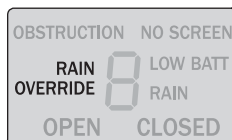
**OBSTRUCTION** lights up to designate power window has detected an obstruction and will not fully open or close. (Units 1-4)

**RAIN** lights up to designate window will close due to rain or condensation.



**RAIN** lights up to designate window will close due to rain or condensation.

**RAIN OVERRIDE** lights up to designate override has been activated. Rain override stays on and window will remain open until timer expires. If rain or condensation is not present after one hour, the window will remain open; if moisture is present the window will close.



**RAIN OVERRIDE** lights up to designate override has been activated. Rain override stays on and window will remain open until timer expires. If rain or condensation is not present after one hour, the window will remain open; if moisture is present the window will close.

# Power Window Control System Trouble Shooting

## Power Window Control System Trouble Shooting

Issue/ Issue	Things To Check / Things To Check	
<p><b>Power driver Does Not Operate - Open or Close</b></p> <p><b>Power driver Does Not Operate - Open or Close</b></p>	<p>1) Make sure the screen is properly installed and red screen sensor is depressed.</p> <p>2) Make sure the control panel is set to the ON position.</p> <p>3) Check to make sure driver arms are attached to sash.</p> <p>4) Make sure the control panel, driver and remote are all adequately powered:            - Control panel switch is set to ON position            - All wires are plugged in.            - Check wiring diagram and confirm wire connections.</p> <p>5) Check window and driver for obstruction:            - Weatherstripping            - Debris            - Sash misalignment            - Power operator misalignment</p> <p>6) Confirm driver is correctly programmed to the control panel and/or remote.</p> <p>7) Check for moisture on the rain sensors. Initiate rain sensor override if needed.</p> <p>8) Make sure driver is installed on a window within the correct weight limit.</p> <p>9) Make sure window is unlocked.</p> <p>10) Check Low Battery indicator, replace battery if necessary.</p> <p>11) Check 10 Amp fuse on red wire to battery connection. Located in control panel box.</p>	<p>1) Make sure the screen is properly installed and red screen sensor is depressed.</p> <p>2) Make sure the control panel is set to the ON position.</p> <p>3) Check to make sure driver arms are attached to sash.</p> <p>4) Make sure the control panel, driver and remote are all adequately powered:            - Control panel switch is set to ON position            - All wires are plugged in.            - Check wiring diagram and confirm wire connections.</p> <p>5) Check window and driver for obstruction:            - Weatherstripping            - Debris            - Sash misalignment            - Power operator misalignment</p> <p>6) Confirm driver is correctly programmed to the control panel and/or remote.</p> <p>7) Check for moisture on the rain sensors. Initiate rain sensor override if needed.</p> <p>8) Make sure driver is installed on a window within the correct weight limit.</p> <p>9) Make sure window is unlocked.</p> <p>10) Check Low Battery indicator, replace battery if necessary.</p> <p>11) Check 10 Amp fuse on red wire to battery connection. Located in control panel box.</p>
<p><b>Power Operator Has Intermittent Opening/ Closing</b></p> <p><b>Power Operator Has Intermittent Opening/ Closing</b></p>	<p>See: Power Operator Does Not Operate Or Close Section</p> <p>1) Check for short/break in wiring. Make sure everything is properly grounded.</p> <p>2) Make sure screen is properly installed and screen sensor is depressed</p>	<p>See: Power Operator Does Not Operate Or Close Section</p> <p>1) Check for short/break in wiring. Make sure everything is properly grounded.</p> <p>2) Make sure screen is properly installed and screen sensor is depressed</p>

**Trouble Shooting Continued/**

Issue/ <b>Issue</b>	<b>Things To Check / Things To Check</b>	
<p><b>Light on Driver Does Not Light Up</b>  <b>Light on Driver Does Not Light Up</b></p>	<p>1) Make sure the control panel, driver and remote are all adequately powered:            - Correct gage wire is used.            - All are plugged in and turned on.            - Check wiring diagram.</p> <p>2) Make sure lens cover is free of obstruction.</p>	<p>1) Make sure the control panel, driver and remote are all adequately powered:            - Correct gage wire is used.            - All are plugged in and turned on.            - Check wiring diagram.</p> <p>2) Make sure lens cover is free of obstruction.</p>
<p><b>Console Display Does Not Light Up</b>  <b>Console Display Does Not Light Up</b></p>	<p>1) Make sure the control panel and driver are all adequately powered:            - Control panel switch is set to on position            - All are plugged in and turned on.</p>	<p>1) Make sure the control panel and driver are all adequately powered:            - Control panel switch is set to on position            - All are plugged in and turned on.</p>
<p><b>Window Dirver System Sound Quality Changes Excessivly</b>  <b>Window Dirver System Sound Quality Changes Excessivly</b></p>	<p>The electric motor will be audible under normal operation. If the sound from the driver is excessive and abnormal from regular operation, check the following:</p> <p>1) Inspect window and driver for signs of damage:            - Interference between driver and sill            - interference between driver and cover            - Hinge misalignment</p> <p>2) Verify all components are secure and in proper working order</p> <p>3) Check motor operation:            - Slow opening/closing            - Partial opening/closing            - Above could indicate a failing electric motor</p> <p>4) If odor or smoke is present, immediately stop operation and disconnect battery and AC power supply</p>	<p>The electric motor will be audible under normal operation. If the sound from the driver is excessive and abnormal from regular operation, check the following:</p> <p>1) Inspect window and driver for signs of damage:            - Interference between driver and sill            - interference between driver and cover            - Hinge misalignment</p> <p>2) Verify all components are secure and in proper working order</p> <p>3) Check motor operation:            - Slow opening/closing            - Partial opening/closing            - Above could indicate a failing electric motor</p> <p>4) If odor or smoke is present, immediately stop operation and disconnect battery and AC power supply</p>
<p><b>Where Do I Find The Wiring Schematic Diagram?</b>  <b>Where Do I Find The Wiring Schematic Diagram?</b></p>	<p>Wiring schematic for the power operator can be found on page XX</p>	<p>Wiring schematic for the power operator can be found on page XX</p>

## Trouble Shooting Continued/

Issue/ Issue	Things To Check / Things To Check	
<p><b>Rain Sensor Is Not Working when rain or moisture is present</b></p> <p><b>Rain Sensor Is Not Working when rain or moisture is present</b></p>	<p>1) Check cleanliness of both rain sensors - Use rag to remove debris from sensor(s)</p> <p>2) Inspect both rain sensors for signs of damage</p> <p>3) Rain sensors will only work if override has not been initiated, see instruction guide for override procedure</p> <p>4) Rain sensors will only work when droplets of water physically come into contact with sensor.</p>	<p>1) Check cleanliness of both rain sensors - Use rag to remove debris from sensor(s)</p> <p>2) Inspect both rain sensors for signs of damage</p> <p>3) Rain sensors will only work if override has not been initiated, see instruction guide for override procedure</p> <p>4) Rain sensors will only work when droplets of water physically come into contact with sensor.</p>
<p><b>Rain Sensor Override Is Not Working</b></p> <p><b>Rain Sensor Override Is Not Working</b></p>	<p>Check instruction guide for proper override procedure</p> <p>1) Override duration is one hour, further overrides will have to be initiated manually</p>	<p>Check instruction guide for proper override procedure</p> <p>1) Override duration is one hour, further overrides will have to be initiated manually</p>
<p><b>How Do I Reset The Console When Adding Additional Windows?</b></p> <p><b>How Do I Reset The Console When Adding Additional Windows?</b></p>	<p>1. Push reset button on console and reprogram all windows as desired. Refer to programming process for further instruction</p>	<p>1. Push reset button on console and reprogram all windows as desired. Refer to programming process for further instruction</p>
<p><b>Sill Cover will not attach to driver</b></p> <p><b>Sill Cover will not attach to driver</b></p>	<p>1) Make sure driver is secured correctly with supplied hardware to both frame and sash rod. - Inadequate torquing of screws will limit the space for cover to be snapped into place. Make sure all screws are properly secured but NOT over torqued.</p> <p>2) Check for obstruction - Verify screen sensor is not depressed by cover - Verify the tabs on the front of the driver housing are located properly - Verify the driver is centered on the sill - Verify that screws are seated in predrilled holes in frame</p> <p>3) Validate the sill cover length matches the window unit width.</p>	<p>1) Make sure driver is secured correctly with supplied hardware to both frame and sash rod. - Inadequate torquing of screws will limit the space for cover to be snapped into place. Make sure all screws are properly secured but NOT over torqued.</p> <p>2) Check for obstruction - Verify screen sensor is not depressed by cover - Verify the tabs on the front of the driver housing are located properly - Verify the driver is centered on the sill - Verify that screws are seated in predrilled holes in frame</p> <p>3) Validate the sill cover length matches the window unit width.</p>

# Regulatory Statements

## FCC and Industry Canada

Changes or modifications not expressly approved by Andersen Corporation may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules and with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, these radio transmitters may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

**NOTE:** The base unit has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

