

# ANDERSEN®

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## **ELECTRIC WINDOW OPENER WARRANTY**

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*For many years, Andersen Corporation has specialized in manufacturing quality windows, gliding patio doors, and roof windows. Our concern for quality is reflected in our corporate reputation for superior workmanship and product performance, and for customer satisfaction. Consequently, such trademarks of ours as Andersen®, Windowalls®, and Perma-Shield® have become synonymous with top-quality windows, gliding patio doors, and roof windows all over America.*

For optimum performance, our quality product and accessories must be properly installed, level and square; and they must be properly maintained. Even small errors in installation can cause noticeable problems in weathertightness and operation. Any such problems caused by product alterations, improper installation, painting or cleaning, lack of maintenance, improper use, handling, or abuse are beyond our control and are the responsibility of the customers involved.

### **ELECTRIC WINDOW OPENER**

This limited warranty covers only Andersen electric window opener components installed on specified Andersen products, should they prove to be defective in materials or workmanship. This Andersen electric window opener has been designed for use with specified Andersen window products having particular gear ratios and operating parameters. We make no representations as to operability of this product when used with non-specified windows.

The Andersen electric window openers are warranted to be free from defects in material and workmanship for a period of one year from date of purchase, but in no case, more than three years from date of manufacture.

If the component is determined to be defective under this warranty, Andersen will ship replacement electric window opener components at no charge to the Andersen window dealer specified by you. Installation is not covered by this warranty.

All replacement components furnished under this warranty also shall be covered by this warranty for a period of one year from date of replacement.

## LIMITATIONS AND EXCLUSIONS

This warranty is the only expressed warranty (whether written or oral) applicable to Andersen® electric window opener components.

All implied warranties, including merchantability and fitness for a particular purpose, are excluded as permitted by law. Any implied warranties not excluded are limited to one year from date of purchase.

Andersen does not consider itself liable for damage of accidents caused by unreasonable use or abuse; alterations to window products or accessories; lack of adequate maintenance; unusual weather conditions, including dust storms, lightning, unusually heavy rainstorms, or other acts of God; nor for damage due to: exceptionally high winds; excessively high humidity; exposure to air-borne pollutants such as salt or other chemicals; improper handling or installation; or the like.

Andersen is not responsible for incidental or consequential damages or labor charges. Any liability is limited to the actual purchase price of the defective Andersen electric window opener component.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations/exclusions may not apply in your case.

This warranty is applicable only within the U.S.A. (i.e. the fifty states and the District of Columbia).

This warranty gives you specific legal rights. You may have other rights which vary from state to state.

## WARRANTY PROCEDURES

If you are not satisfied with the Andersen electric window opener because of what you think is a manufacturing defect, contact the dealer from whom the product was purchased or the nearest Andersen window dealer or distributor in your area. (Look under "Windows" in the Yellow Pages.)

The dealer or distributor may request additional information and an on-site inspection and will contact the Andersen representative who is authorized to make certain adjustments.

If there has been no follow-up after allowing a reasonable amount of time for corrective action, write to:

**Andersen Windows, Inc.  
Customer Service Department  
100 Fourth Avenue North  
Bayport, MN 55003**

Cover the following points in your letter.

1. Identify the particular Andersen electric window opener component and/or part number(s) involved and the date on the component. The proof of purchase including the place and date and the original purchase price may be helpful.
2. Give complete information about the claimed defect. Submitting photographs, sketches, or a copy of the instruction sheet indicating the defective component is helpful.
3. Identify yourself and the Andersen window dealer or distributor whom you contacted and the date.
4. Give the address and phone number where the defective electric window opener can be inspected.

Andersen Corporation will review the matter and take appropriate action within sixty (60) days of receiving your letter.