

**Andersen[®] Art Glass and
Decorative Insulating Art Glass**

Limited Warranty

About our products

Every Andersen[®] art glass panel is handcrafted by skilled artisans using centuries-old techniques. This craftsmanship is what our limited warranty covers.

About our limited warranty

Many companies' warranties end when a home is sold. But our coverage is completely transferable from each owner to the next. Because it is not prorated, the coverage offers full benefits, year after year, owner after owner, so it can add real value when you decide to sell your home.

What this means to you

If, due to conditions outlined within the following limited warranty, you experience a problem with your Andersen art glass panel during the warranty period, we will bring it up to our quality standards.

Your responsibility

Even though Andersen products are of superior quality, this limited warranty applies only if the Andersen product has been properly installed, used and maintained.



Andersen Windows, Inc.

Andersen® Art Glass
and Decorative
Insulating Art Glass

Limited Warranty

Specific Warranty Coverage

Ten (10) year limited warranty for Andersen art glass components

Andersen® art glass panels and installation components are warranted to be free from defects in manufacturing, materials, and workmanship, for a period of ten (10) years from the date of panel manufacture.

In the event a component fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option, will: 1) provide the appropriate replacement component to the Andersen retailer/dealer you specify – installation labor is not included; or 2) provide a factory-authorized repair to the component at no cost to you or 3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement or repair is warranted for the remainder of the original limited warranty period.

120 day limited warranty for glass breakage on Andersen art glass panels due to shipment

The glass in Andersen art glass panels is warranted to be free from breakage due to shipment for 120 days from the date of panel manufacture. In the event glass breakage occurs as a result of shipping within the limited warranty period, Andersen at its option, may 1) replace the entire art glass panel or any glass component broken in your Andersen art glass panel due to shipment, or, if replacement is impractical, 2) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement is warranted for the remainder of the original limited warranty period.

Ten (10) year limited warranty for decorative insulating art glass

The decorative insulating art glass in factory-glazed Andersen® Architectural windows and doors is warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the date of purchase from the retailer/dealer. It is warranted not to develop, under normal conditions, any material obstruction of vision resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for ten (10) years from the date of purchase from the retailer/dealer.

In the event a glass failure occurs as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option will: 1) provide the appropriate replacement glass product to the Andersen retailer/dealer you specify – installation labor is not included; or 2) provide a factory-authorized repair to the existing glass at no cost to you; or 3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement or repair is warranted for the remainder of the original limited warranty period.

General conditions and exclusions

The limited warranties set forth in this document are the only expressed warranties (whether written or oral) applicable to Andersen art glass products, and no one is authorized to modify or expand these written warranties. All warranty claims must be made during the applicable warranty period.

Andersen art glass panels are designed exclusively for installation on Andersen® windows and patio doors. These limited warranties apply only to Andersen art glass panels when properly installed on Andersen® products or when express approval is obtained from Andersen for unconventional applications.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITHIN THE TERM OF THE 10 YEAR AND 120 DAY LIMITED WARRANTIES. ANDERSEN EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPLACEMENT OR REFUND OF YOUR ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, so the above limitations and exclusions may not apply to you.

This limited warranty is only applicable in the USA (i.e. the fifty states and the District of Columbia). This limited warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

What is not covered by this warranty

Some things are not covered by this warranty, such as damage caused by

- Improper installation, use or maintenance
- Installation in a vehicle
- Installation in sloped glazings
- Accidents
- Acts of God
- Finishing (painting and staining)
- Corrosion of metals
- High humidity or airborne pollutants such as salt or acid rain
- Minor scratches or color variations in metal finish
- Color variations, bubbles or other imperfections naturally occurring in the glass

Additional items excluded from this limited warranty

- Labor to replace sash or door panels, glass or other components
- Labor and other costs related to the removal and disposal of defective product
- Labor and materials to paint or stain any repaired or replaced product, component, trim or other carpentry work that may be required
- Products not manufactured by Andersen
- Tarnish or corrosion to hardware finishes
- Service trips to provide instruction on product use
- Applicable taxes and freight

Andersen Windows, Inc.

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Limited Warranty

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How to register your Andersen art glass limited warranty

Andersen offers quick, easy warranty registration on our web site. Just go to andersenwindows.com/warranty and submit your warranty information online. By registering, you will expedite any warranty service you may have in the future. In addition, you can receive product

information updates, safety notices and special offers regarding new products, as well as information regarding enhancements for the windows and doors you've registered.

All warranty information is treated as highly confidential and will never be sold or traded to any person or organization outside of Andersen Corporation and the Andersen Dealer Network.

How to get help

For further information or to make a claim within this limited warranty period, please contact the Andersen retailer/dealer who supplied you with your Andersen® product. If unavailable or unknown to you, you may contact us at:

Andersen Windows, Inc.
Andersen Service Center
100 Fourth Avenue North
Bayport, MN 55003-1096

You may also contact us using the service section of our web site at andersenwindows.com or reach us by phone at 1-888-888-7020.

You can help us serve you faster by collecting and including the following important information

- The identification number found on the coming in the bottom left corner of the art glass panel
- Pattern and color of the art glass design
- Description of product defects or concerns
- Documentation of the purchase date, if available
- Your name, telephone number and the address (with zip code) where the product is installed

For decorative insulating art glass in Andersen® architectural windows and doors

- Description of the product such as the exterior color, unit size or inside visible glass measurements
- Glass logo information etched in the inside corner of the glass

When warranty coverage is unclear, Andersen may charge an inspection fee for any on-site product inspection. If the inspector determines the Andersen® product has a defect covered by this limited warranty, the inspection fee will be waived.

For specific warranty information outside the United States, contact your local distributor or write to

Andersen Corporation
International Division
100 Fourth Avenue North
Bayport, MN 55003-1096
USA