

# ANDERSEN®

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## **WINDOWS AND PATIO DOORS LIMITED WARRANTY CANADA**

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### **OUR NAME MEANS QUALITY**

For over 90 years we have specialized in manufacturing quality windows and patio doors. Andersen is dedicated to the highest standards of quality, which is reflected in our reputation for workmanship, product performance, and customer satisfaction.

### **HERE'S WHAT WE'LL DO**

Even though Andersen® products are of superior quality, they must be properly installed, used, and maintained in order to obtain optimum performance. If you are not satisfied with your Andersen window or patio door, an Andersen WindowCare<sup>SM</sup> specialist is available to help you. If your Andersen product is within the Warranty noted on the next page, we will provide the warranted remedies at no charge to you. If beyond the Warranty, we will make available repairs, replacement parts, or routine maintenance - should you desire - at a reasonable charge.

# **SPECIFIC WARRANTY COVERAGE**

## **TEN (10) YEAR LIMITED WARRANTY FOR PRODUCTS AND COMPONENTS OTHER THAN GLASS**

All non-glass portions of windows and patio doors are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the date of first purchase. During this time Andersen may elect to either repair or replace any defective Andersen® product for you. If repair or replacement is impractical, Andersen may elect to refund your original product purchase price or the original product retailer's list price (whichever is less).

Repairs will be made and paid for by Andersen. If replacement is elected, replacement products will be shipped to the independent window retailer of Andersen products specified by you. This Warranty is subject to the conditions, limitations, and exclusions as indicated under the heading "General Conditions and Limitations."

## **TWENTY (20) YEAR LIMITED WARRANTY FOR GLASS**

The glass in Andersen factory glazed sash and door panels (other than special glazings, Art Glass®\* and certain Flexiframe® products) is warranted to be free from manufacturing defects for twenty (20) years from date of first purchase or from the glass manufacture date. Insulating glass 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.

Andersen will provide the replacement glass in sash, door panels, or glass only (depending on the product type) to the independent window retailer for Andersen products that you specify at no cost to you. This Warranty is subject to the conditions, limitations, and exclusions as indicated under the heading "General Conditions and Limitations."

## **\*120 DAY LIMITED WARRANTY FOR SHIPMENT BREAKAGE OF ART GLASS®**

\*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. During this time Andersen may elect to repair or replace the panel.

If the replacement is impractical, Andersen may elect to refund your original purchase price or the original product retailer's price (whichever is less).

# GENERAL CONDITIONS AND EXCLUSIONS

This Warranty is applicable only in Canada. This Warranty gives you specific legal rights which are in addition to any other rights you may have and which vary from jurisdiction to jurisdiction. The Andersen Art Glass® Collection and other accessories are designed exclusively for installation on Andersen windows and patio doors. The Andersen Art Glass Collection Limited Warranty applies only when Andersen Art Glass panels are properly installed on Andersen® products.

The limited warranties set forth in this document are the only expressed warranties (whether written or oral) applicable to Andersen windows and patio doors, and no one is authorized to modify or expand these written warranties.

**ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE SHALL EXPIRE WITH THESE 20 AND 10 YEAR LIMITED WARRANTY TERMS. ANDERSEN IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND ITS LIABILITY SHALL, IN ALL INSTANCES, BE LIMITED TO REPAIR, REPLACEMENT, OR REFUND OF YOUR ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT OR GLASS.**

Some jurisdictions may not allow the exclusion or limitation of incidental or consequential damages or of how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.

## 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; accident; Acts of God; finishing (painting or staining); damage to the product caused by water leakage other than as a result of a defective product or glass; high humidity; slight glass curvature; minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision; and damage to metal surfaces, except corrosion-resistant hardware, caused by airborne pollutants such as salt or acid rain; and Art Glass® with minor scratches or color variations in metal finish and color variations, bubbles, or other imperfections naturally occurring in the glass. Glass provided or glazed by others and brass hardware finishes are not covered under this Warranty. *Installation of sash or other components is available at a reasonable service charge through your local Andersen WindowCare<sup>SM</sup> Specialist.*

## HOW TO GET HELP

To obtain help under this Warranty, contact your selling or closest independent Andersen window retailer or write to:

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

Please: **(a)** identify the Andersen product or glass that is involved, the date and place of purchase, and the original purchase price if known; **(b)** describe completely what the claimed defect is (photographs or sketches are helpful); **(c)** identify yourself and those persons who have already been contacted and state what attempts have been made to correct the problem; **(d)** give the address where the defective product or glass can be inspected and the telephone number where you can be reached.

Andersen will investigate your claim and within sixty (60) days after notification take appropriate action.

Andersen may charge an inspection fee for any on-site inspection that is required or that is requested by you. If it is determined that the product or glass has a defect covered by this Warranty, the inspection fee will not be charged.