

## **NORCO Wood Product Limited Warranty**

### **Insulated Glass**

NORCO WINDOWS, INC. ("Norco") warrants to the original homeowner, the insulated glass glazed in the manufacture of its window and door products against failure of the air seal for a twenty (20) year period from the date of manufacture. This warranty does not cover glass damaged as a result of accident, abusive handling, misuse or heat buildup.

If there is a failure of the air seal within the first ten (10) years of the warranty period, Norco will deliver, to the place of product installation, either a replacement piece of insulated glass or sash glazed with insulated glass at Norco's discretion. In addition, if the air seal fails within (2) years of warranty, Norco will also pay for installation and replacement of the insulated glass. If there is a failure of the air seal which occurs during the remaining ten (10) years of the warranty period, Norco will offer for purchase to the original product owner replacement insulated glass at 60% of the current Norco list price. Except as provided above, Norco will not be responsible for installation or replacement of insulated glass. In no case will Norco be responsible for repainting, refinishing or similar activities connected with glass replacement or installation.

### **Wood Components, Hardware, Weatherstripping, Screens and Glazing Bead – 2 year warranty**

Norco warrants the wood components, hardware, weatherstripping, screens and glazing beads which accompany its products (components) to be free from defects which might unreasonably affect the products normal functioning for a period of two (2) years from the date of manufacture. Texture and color variation do not constitute defects in wood "components". Norco will either provide replacement parts to the place of product installation or repair any nonconforming components at its discretion. In no case will Norco be responsible for installation, repainting, refinishing or similar activities connected with replacement of the "components" or product. Should any defective component unreasonably effect the products normal functioning after this two (2) year warranty period, Norco will offer to the original product owner, replacement "components" at 50% of Norco's current list price.

### **Coverage Exclusions and Limitations**

The above warranty does not apply to defects resulting from improper installation practices. This warranty shall not apply if the defect or non-conformance is caused by damage or unreasonable use while in the possession of the consumer. This warranty does not cover normal wear and tear of products.

NORCO WINDOWS, INC. is giving you an express Limited Warranty. NORCO WINDOWS, INC. cannot and shall not be liable to you for any other express warranties provided by dealers, contractors, installers, or distributors. ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE DURATION OF THIS EXPRESS WARRANTY. NORCO SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES OR INCIDENTAL DAMAGES. YOUR EXCLUSIVE REMEDY SHALL BE REPAIR, REPLACEMENT, OR REFUND AS STATED IN THIS WARRANTY. SOME STATES DO NOT ALLOW EXCLUSION OF LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATION OF THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

### **Circumstances not covered by Warranty**

All windows sold for installation outside the United States and Canada are sold "as is" and without express or implied warranties. Norco insulated glass assemblies without breather tubes are sold "as is" and without express or implied warranties if installed at elevations above 7000 feet. Aluminum cladding and hardware used within one mile of a body of salt water is not covered by this warranty. Norco Windows, Inc. product warranties cover windows and doors glazed by the manufacturer. Norco products purchased without glazing are purchased "as is" without warranties expressed or implied. Any Norco Windows, Inc. doors purchased without a bore are sold "as is" without warranties expressed or implied.

### **Claim Procedure**

To initiate claim action under this Limited Warranty, you should contact the contractor who installed the products or the distributor who provided the product to you. In the event these persons are unknown, we ask that you please contact:

Customer Service Manager  
Norco Windows, Inc.  
P.O. Box 140  
Hawkins, WI 54530

You will be required to provide the following information:

- a) Your name, address, and telephone number;
- b) Description of product for which claim made;
- c) Proof of date of purchase (invoice);
- d) Name of Norco Window dealer or distributor from whom purchased (if known);
- e) Nature of product failure and any further pertinent information.

## **NORCO – Sierra Series Vinyl Windows Limited Warranty**

Norco warrants to the original consumer that all Sierra™ windows will be free of defects in workmanship and material which might unreasonably affect their normal functioning during the warranty period, all as further described below. If any Sierra™ does not conform to this warranty, Norco will, at its option, repair or replace the defective window, or refund the original purchase price.

### **Frame and Sash Warranty Period: 20 Years**

Sierra™ vinyl frame and sash components will not significantly rot, rust, crack, warp, pit corrode, peel, blister or fail to maintain their basic color characteristics due to any defect in material or workmanship for a period of twenty (20) years from the date of manufacture.

### **Insulated Glass Warranty Period: 10 Years**

Air seals in Sierra™ insulated glass assembled supplied by Norco or its Authorized Dealers will not fail under normal usage due to defects in material or workmanship for a period of ten (10) years from the date of manufacture. Should there be such a failure, Norco shall at its option, provide either a replacement piece of insulated glass or a glazed sash, delivered to the original place of purchase. The consumer shall be solely responsible for installation.

### **Hardware Warranty Period: 1 Year**

Window hardware will be free from defects in material and workmanship which unreasonably affect the functioning of Sierra™ windows for a period of one (1) year from the date of manufacture.

### **Coverage Exclusions and Limitations**

Product problems caused by improper installation or failure to maintain Sierra™ windows in accordance with manufacturer's instructions are not covered by this warranty. This warranty does not cover damage due to misuse or abuse, temperature exposure in excess of 160 degrees Fahrenheit (which, for example, could be caused by storage in an unventilated area or by installation of storm windows), modification of any component, application or overspray of primers, paints or solvents, normal wear and tear, minimal fading or chalking due to weathering, or other causes beyond Norco's control.

Norco's sole obligations under this warranty are the repair or replacement of defective windows or a refund of the purchase price. If Norco elects to supply a replacement window or window part, it shall pay for transportation to the original place of purchase. Norco shall bear no other expenses of any kind, and any expense beyond Norco's obligations hereunder shall be the original consumer's. The original consumer shall be responsible for all labor required to remove defective windows or window parts and install replacements. Repaired or replaced windows will be subject to the original warranty period, and the warranty period will not be extended.

Norco is giving you an express Limited Warranty. Norco cannot and shall not be liable to you for a breach of any other written or oral express warranties, such as those, if any, given to you by dealers, contractors, installers or distributors. ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE DURATION OF THIS EXPRESS WARRANTY. NORCO SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES OR INCIDENTAL DAMAGES FOR BREACH OF ANY EXPRESS, IMPLIED, WRITTEN OR ORAL WARRANTY. YOUR EXCLUSIVE REMEDY SHALL BE REPAIR, REPLACEMENT, OR REFUND ONLY ON THE TERMS STATED IN THIS WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OF LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATION OF THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Any claims hereunder must be presented to Norco within the warranty period and within a reasonable period of time after discovery of the defect. The claim should describe the defect, provide proper proof of the date of original installation, and include the original consumer's name address and telephone number. Contact the builder, remodeler or dealer from whom the windows were purchased if you need proof of the installation or purchase date. If these persons are unknown, please contact:

Customer Service Manager  
Norco Windows, Inc.  
P.O. Box 140  
Hawkins, WI 54530

Sierra™ windows purchased without glazing or temporary glazed, "Drywall windows" are purchased "AS IS" and without any express or implied warranties.