

NORCO Product 20 Year Warranty

When you build windows with as much care as we do, standing behind them is a matter of honor. After all, we build Norco windows to last.

20-year Warranty on Insulated Glass

NORCO WINDOWS (“Norco”) warrants 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 that 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, Weather Stripping, Insect Screens and Glazing Bead – 2 year warranty

Norco warrants the wood components, hardware, weather stripping, insect screens, and glazing beads that accompany its products (“components”) to be free from defects that might unreasonably affect the product’s 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 non-conforming 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 as long as replacement parts are available.

Norco’s insect screens are intended to allow air and light in and to keep insects out. The Norco insect screen is not intended to stop children from falling out an open window. For safety screens and other security devices contact your local building supply retailer.

Coverage Exclusions and Limitations

This warranty is valid only when products covered by this warranty are installed, finished and maintained according to Norco’s written instructions. This warranty does not cover 1) component parts that have been damaged by accident, mishandling, or improper use, 2) component parts that have been subjected to negligent operation, 3) normal wear and tear of products, 4) damage resulting from improper installation or maintenance, or 5) damage caused by fire, flood, earthquake, storm, tornado, acts of nature, or any cause beyond the control of Norco Windows.

This warranty applies to the “original purchaser”. The term “original purchaser” as used in this warranty, means the contractor/purchaser and the initial owner of the structure in which the window or door is installed. This warranty is not assignable. The contractor/purchaser is responsible to ensure that the initial owner of the structure receives a copy of the warranty; however, the failure to do so will not subject the company to any express or implied warranties or liabilities in excess of the above express warranties or liabilities.

NORCO WINDOWS is giving you an express Limited Warranty. NORCO WINDOWS 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 OR 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 that 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. Non-seacoast hardware used within one mile of a body of salt water is not covered by this warranty.

Effective March 1, 1997 to April 30, 1999

Norco Windows 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 doors purchased without a bore are sold "As Is" without any 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 products to you. In the event these persons are unknown, we ask that you please contact:

Customer Service Manager
Norco Windows
811 Factory St.
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.

This limited warranty is effective for all products manufactured by Norco Windows after March 1, 1997 and all previous warranties shall be considered null and void to such products. Of course, any previous warranties will continue to apply according to their terms to products manufactured by Norco Windows prior to March 1, 1997.