

**NORCO WINDOW COMPANY**  
**LIMITED WARRANTY**

**Welcome to the Norco family! For more than 75 years, Norco has built customers' confidence with its craftsmanship, quality and service. With Norco wood windows and patio doors, you don't have to sacrifice the quality of wood windows in order to meet your building or remodeling wish list.**

**At Norco, getting it right is important! Our wood windows combine great looks, durability and quality craftsmanship. It's attention to detail that enables Norco products to stand strong. And last long!**

**Put us to work for you. As a Norco window owner under warranty, we cover warranty related labor on insulated glass for the first two years. How's that for service? And - we put it in writing. It's what you would expect from family, right?**

**WINDOWS, DOORS AND COMPONENT PARTS**

NORCO WINDOW COMPANY warrants, subject to the conditions and restrictions contained below, that NORCO windows, doors and component parts thereof shall be free from defects in materials or workmanship for a period of two (2) years from the date of manufacture.

Should a window or door be proven defective during the warranty period, or if any component part fails during the two (2) year warranty period, the buyer's remedies will be limited to the following at NORCO WINDOW COMPANY's option: (1) repair of the defective product or component, (2) replacement of the defective product or component, including the cost of shipping; or (3) reimbursement of the purchase price. These remedies are the only remedies available for breach of warranty or any other legal theory. In no event shall NORCO WINDOW COMPANY be responsible for installation, repainting, refinishing or similar activities connected with the replacement of component parts. Repair or replacement of the product or component part is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

Should any component part (wood components, hardware, weather stripping, insect screens, and glazing beads that accompany the product) fail due to defects after the two (2) year warranty period, NORCO WINDOW COMPANY will offer to the original purchaser such "components" at 50% off of NORCO WINDOW COMPANY's current list price until such time as the replacement parts are no longer available.

**INSULATED GLASS**

NORCO WINDOW COMPANY warrants, subject to the conditions and restrictions contained below, that each insulated glass unit manufactured by NORCO WINDOW COMPANY shall be free from defects in materials or workmanship for a period of twenty (20) years from the date of manufacture.

Should an insulated glass unit be proven defective during the first ten (10) years of the warranty period, the buyer's remedies will be limited to the following at NORCO WINDOW COMPANY's option: (1) repair of the defective product; (2) replacement of the defective product, including the cost of shipping and installation of the replacement product. Shipping shall be limited to shipping to the person or entity making the warranty claim. Installation under this remedy shall be limited to two years from the date of manufacture; or (3) reimbursement of the purchase price. These remedies are the only remedies available for breach of warranty or any other legal theory. In no event shall NORCO WINDOW COMPANY be responsible for repainting, refinishing or similar activities connected with glass replacement or installation. Repair or replacement of the product is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

If there is a failure of insulated glass during the remaining ten (10) years of the warranty period, NORCO WINDOW COMPANY will offer for purchase to the original purchaser replacement insulated glass at 40% off the current NORCO WINDOW COMPANY list price.

**INSTALLATION, CARE AND MAINTENANCE INSTRUCTIONS**

All remedies mentioned herein are valid only when products covered by this warranty are properly installed, finished and maintained. There are additional exclusions which apply to this product contained in the Installation, Care and Maintenance Instructions. If you have not received a copy of the Installation, Care and Maintenance Instructions, please contact NORCO WINDOW COMPANY for a copy of this publication. NORCO WINDOW COMPANY will not be liable for any product which has been damaged by (1) accident, mishandling, or improper use, (2) negligent operation, (3) improper installation or maintenance, (4) fire, flood, earthquake, storm, tornado, acts of nature, or any other cause beyond the control of NORCO WINDOW COMPANY; (5) any products, components or parts not manufactured by NORCO WINDOW COMPANY; (6) defects caused by failure to provide a suitable installation environment for the product; (7) use of the product for purposes

other than those for which it was designed; (8) unauthorized attachments or modifications; or (9) any other abuse or misuse by the original purchaser or subsequent user. All disclaimers and exclusions contained herein apply under all conditions.

#### **LIMITATION ON LIABILITY**

**THIS WARRANTY SETS FORTH NORCO WINDOW COMPANY'S MAXIMUM LIABILITY FOR ITS PRODUCTS. NORCO WINDOW COMPANY SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES. YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. NORCO WINDOW COMPANY SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. NORCO WINDOW COMPANY MAKES NO OTHER WARRANTY OR GUARANTEE, EITHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE ORIGINAL PURCHASER OR TO ANY SUBSEQUENT USER OF THE PRODUCT, EXCEPT AS EXPRESSLY CONTAINED HEREIN. THE REMEDIES CONTAINED HEREIN SHALL BE SOLE AND EXCLUSIVE. IN THE EVENT STATE LAW PRECLUDES EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, THE DURATION OF ANY SUCH WARRANTIES SHALL BE NO LONGER THAN, AND THE TIME AND MANNER OF PRESENTING ANY CLAIM THEREON SHALL BE THE SAME AS, THAT PROVIDED IN THE EXPRESS WARRANTY STATED HEREIN.**

No distributor, dealer or representative of NORCO WINDOW COMPANY has the authority to change or modify this warranty, either orally or in writing, in any respect. Any attempt to change and/or modify this warranty by a distributor, dealer, or representative of NORCO WINDOW COMPANY will be without legal effect.

This warranty allocates the risk of product failure between NORCO WINDOW COMPANY, purchasers and ultimate users of this product. This allocation is recognized by and reflected in the price of the goods. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms.

#### **CLAIM PROCEDURE**

To initiate a claim under this warranty, contact the distributor or contractor from whom you purchased the NORCO WINDOW COMPANY product. If no corrective action has been taken within a reasonable time, write to: NORCO WINDOW COMPANY, Attention: Warranty Claims, 811 Factory Street, P.O. Box 140, Hawkins, WI 54530. Please (a) identify the product 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 can be inspected; and (e) give a phone number where you can be reached.

NORCO WINDOW COMPANY will investigate your claim and within sixty (60) days after notification take appropriate action. NORCO WINDOW COMPANY may charge an inspection fee for any onsite inspection that is required or that is requested by you. If it is determined that the product has a defect covered by this warranty, the inspection fee will not be charged.

This warranty extends to the original purchaser. The term "original purchaser" as used in this warranty means the contractor/distributor/purchaser and the initial owner of the structure into which the product is installed. This warranty is not assignable or transferable. The original purchaser is responsible to assure that the initial owner of the structure into which the product is installed receives a copy of this warranty. The failure to provide the owner with this warranty will not subject NORCO WINDOW COMPANY to any express or implied warranties, liabilities or remedies in excess of those provided herein. This warranty is not applicable outside the U.S. and Canada.

This limited warranty is effective for all products manufactured by NORCO WINDOW COMPANY on or after May 1, 1999, and all previous warranties shall be considered null and void as to such products. Any previous warranties will continue to apply to products manufactured by NORCO WINDOW COMPANY prior to May 1, 1999.

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

**All of us at Norco know windows are an important investment in your home's future. Just like a family member you can count on, know we're available to offer some sound advice. Norco is part of the JELD-WEN family, one of the world's largest manufacturers of doors, windows and specialty millwork. Visit our website at [www.doors-windows.com](http://www.doors-windows.com). Thanks again for buying Norco and welcome to our family!**