

## **NORCO – Sitaline Product Limited Warranty**

### **Insulated Glass**

NORCO WINDOWS, INC., as manufacturer, warrants all insulated glass delivered to the original consumer by NORCO WINDOWS, INC., or its authorized dealers, from failure of the air seal for a full (10) year period from the date of manufacture. This warranty does not include cracked or broken glass or damage to the product resulting from accident, abusive handling or misuse or shattering due to heat buildup. Should there be such a failure of the air seal within the limited warranty period, NORCO WINDOWS, INC. shall provide either a replacement piece of insulated glass or sash glazed with insulated glass, at their discretion, delivered to the original point of purchase. The consumer will be responsible for installation and replacement of the glass. NORCO WINDOW, INC. will not be responsible for repainting, refinishing, or similar activities involved in the installation and replacement of glass.

### **Wood Items**

NORCO WINDOWS, INC. warrants to the original consumer the quality of workmanship and materials of wood items to be free from defects which might render the product unserviceable. We suggest inspection of all products upon arrival and before installation and finishing. Texture and color variations do not constitute defects in wood items. To comply with this warranty, it is the consumer's responsibility to properly care for and protect all wood items against moisture, excessive dryness, etc. and to see that all surfaces, interior and exterior, top and bottom of wood items, are thoroughly painted, varnished, or sealed by accepted field finishing standards. NORCO WINDOW, INC. will, without charge, replace or repair any products which may be defective and will do so in the same state as originally furnished. The company will not accept responsibility for repainting, refinishing, or any other necessary work to complete the replacement or repair of the product. We do ask for prompt and immediate notification of any items deemed unsatisfactory. Under no circumstances will NORCO WINDOWS, INC. warrant the wood items of the product beyond a two (2) year period which commences from the date of manufacture.

### **Hardware, Weatherstripping, Screens, Etc.**

These products are generally manufactured by others and provided to us as raw product to incorporate into our product. We will, however, provide a limited warranty to the original consumer against defect or error in workmanship for a one (1) year period from the date of manufacture. Within that time period, we will replace defective material at no charge. NORCO WINDOWS, INC. will not, however, be responsible for installation or any refinishing work associated with replacement of these materials. It shall be a consumer's responsibility to complete the replacement of the items deemed defective. Dealers should note the company will invoice at regular price for replacement material, and in turn issue full credit when defective material has been returned for inspection and approval. NORCO window and door screens are designed to exclude insects only and not intended to restrain children or animals.

### **Limitation On Liability**

Any implied warranty of merchantability shall be limited in duration to the duration of the express warranty provided herein for the product warranted. The remedies set forth above are the sole and exclusive remedies provided hereunder and NORCO WINDOW, INC. shall not be liable for any further loss, damage or expenses, including incidental or consequential damages, directly or indirectly arising from the use of its products. All products must be installed according to industry standards. This written warranty shall not be effective if the defect, malfunction or failure of the warranted product to conform with this warranty is caused by damage (not resulting from defect or malfunction) while in the possession of the consumer, or unreasonable use (including failure to provide reasonable and necessary maintenance).

Some states do not allow the limitation on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights which vary from state to state.

### **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

We further request you provide information as follows:

- 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 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 any warranties expressed or implied.

## **NORCO – Teton Product A Full Warranty**

Norco guarantees all Teton windows and doors shipped after September 1, 1993 to be free of defects in workmanship and material which might unreasonably affect their normal functioning for as long as the windows and doors are owned by the original consumer.

Any Teton windows or doors which do not conform to this guarantee will be repaired without charge to the original consumer. If Norco cannot repair the defect, we will replace the product or part at no charge, or refund the price of the item, at the option of Norco.

Product problems caused by improper installation or failure to maintain Teton windows and doors in accordance with manufacturer's instructions are not covered by this warranty. This warranty does not cover normal wear and tear of the Teton product. 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 used within one mile of a body of salt water is not covered by this warranty.

Norco shall not be liable for incidental or consequential damages caused by product defects. Some states do not allow the exclusion or limitation or exclusion may not apply.

This warranty provides specific legal rights. The original consumer may also have other rights which vary from state to state.

To make a claim under this warranty, the original consumer must contact Norco Dealer, Builder or write to: Norco Windows Inc. P.O. Box 140 Hawkins, WI 54530. Proof of original purchase may be shown by completing a Teton registration card and sending it to the above address at the time of purchase. If the registration card is not returned, to make a claim under Norco's Teton warranty, you will be required to provide proof that you are the original consumer of the Norco products.

## **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 OF 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 <sup>TM</sup> windows purchased without glazing or temporary glazed, "Drywall windows" are purchased "AS IS" and without any express or implied warranties.