

NORCO 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.