Renewal by Andersen
WINDOW REPLACEMENT
an Andersen Company

Renewal by Andersen Corporation

Limited Warranty

for Renewal by Andersen Products and Installation

Your Renewal by Andersen® products are warranted under a fully transferable limited warranty covering parts, labor, and original installation services as follows:

Twenty (20) year limited warranty for glass

The insulating glass in Renewal by Andersen® window sash and door panels is warranted to be free from defects in manufacturing, materials and workmanship for twenty (20) years from the original installation date. Insulating glass is warranted not to develop, under normal use and conditions, any material obstruction of vision resulting from manufacturing defects or as a result of premature failure of the glass or organic seal. Slight glass curvature and minor scratches or other imperfections in the glass that do not impair structural rigidity or significantly obscure normal vision are not covered by this Limited Warranty.

If your Renewal by Andersen window sash or door panel glass is found to be defective, we may elect to either repair or replace the defective sash or door panel, at no cost to you. Such repairs and replacement parts are warranted for the remainder of the original warranty period.

Two (2) year limited warranty on installation

Installation of your Renewal by Andersen window or door products by an authorized installer is warranted for a period of two (2) years from the date of original installation. During this period, should your Renewal by Andersen window or door fail to perform according to our specifications due to improper original installation, we will bring the workmanship up to our professional standards, at no cost to you.

This Limited Warranty on installation does not extend to labor/services performed by anyone other than the original authorized installer, nor to the installation or repair of any finishing or other materials that have been applied to or adjacent to the product after the initial installation.

Ten (10) year limited warranty for components other than glass

The frame and sash members of your Renewal by Andersen window are constructed of Fibrex® material. All Fibrex material components of your Renewal by Andersen products are warranted not to flake, rust, blister, peel, crack, pit, corrode, or rot, under normal use, for ten (10) years from the original installation date.

The non-glass components of your Renewal by Andersen windows and doors are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the original installation date. This includes, but may not be limited to, components such as locks, lifts, balance systems, hinges, handles, insect screens and weatherstripping. During the warranty period, we may elect to either repair or replace any defective Renewal by Andersen products or components for you, at no cost. Such repairs and replacement parts are warranted for the remainder of the original warranty period.

The following sections provide an itemization of conditions and events not covered by this Limited Warranty, and an explanation of how to obtain help under this Limited Warranty.

General conditions and exclusions

The limited warranties set forth in this document are the only express warranties (whether written or oral) applicable to your Renewal by Andersen windows and doors, and no one is authorized to modify or expand these written warranties. All warranty claims must be made during the applicable warranty period.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE WILL EXPIRE WITH THE TIME LIMITS OF THE LIMITED WARRANTY TERMS SET FORTH ABOVE. RENEWAL BY ANDERSEN EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT(S), COMPONENT(S),OR INSTALLATION.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or of how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This Limited Warranty is only applicable in the U.S.A. and Canada. This Limited Warranty gives you specific legal rights, and you may have other rights which vary by state or province. See your Renewal by Andersen representative for warranty coverage of Renewal by Andersen® products purchased or installed outside of the U.S.A. or Canada.

What is not covered by this limited warranty

Some things are not covered by this Limited Warranty such as: damage caused by improper use or maintenance, normal wear and tear, accident, abuse or neglect, acts of God, any painting or staining not performed in accordance with Renewal by Andersen painting or staining guidelines, caulking, except within the installation warranty coverage period; tarnishing or corrosion to hardware finishes except as specifically noted above in this Limited Warranty; fading of colored products due to normal weathering exposure; damage caused by others (e.g., brickwash, use of razor blades, use of sealants, sanding or improper washing); damage due to exposure to conditions beyond published performance specifications; damage to the products caused by water infiltration other than as a result of a defective product or glass; damage due to condensation; damage caused by airborne pollutants such as salt or acid rain; damage caused to the products by use of corrosive cleaning agents or exposure to harsh chemicals; damage caused to the products as a result of settling or structural failure of the structure in which the products are installed; damage as a result of any unauthorized modifications to the products performed after initial installation (e.g., glass tinting, security systems, insulated window coverings, etc.); slight glass curvature and minor scratches or other imperfections in the glass that do not impair structural rigidity or significantly obscure normal vision; or minor warpage of wood and clad wood doors. Andersen may defer actions on any claim for warpage for a period of up to twelve (12) months from the date of the claim in order to permit conditioning and equalization to humidity and temperature conditions. Andersen does not warrant the performance of the low-maintenance exterior glass coating on products with High-Performance™ Low-E4® glass. Performance will vary depending on environmental conditions. Installation services by other than authorized Renewal by Andersen installers are not covered.

Special glazings, electric window operators, brass hardware finishes, and Andersen® art glass or decorative glass are not covered under this Limited Warranty. Renewal by Andersen painting and staining instructions are available from your Renewal by Andersen sales representative. All warranties are void if the Renewal by Andersen window or door unit is removed from the structure in which it was originally installed by anyone other than an authorized Renewal by Andersen installer. Also excluded from this Limited Warranty are labor/services and materials to paint or stain any repaired or replaced product, component, trim, finishing or other materials applied to or adjacent to the products, or other carpentry work that may be required. Applicable taxes are also excluded.

Andersen® and EMCO® storm and screen doors have their own limited warranties and are not covered by this limited warranty.

How to get help

To obtain help under this Limited Warranty, contact your sales representative, the nearest Renewal by Andersen® showroom, our Warranty Service Line at 1-800-441-1109 or by visiting our website at www.renewalbyandersen.com We will contact you to investigate your claim within approximately two weeks after notification, and arrange for appropriate action.

When you call please:

(a) identify the Renewal by Andersen product or glass that is involved;

(b) provide the serial number of the affected product (e.g., located on a label affixed to the top or side of the window frame);

(c) completely describe the problem you have experienced;

(d) completely describe any attempts that have been made to correct the problem; and

(e) provide the address where the defective product or glass can be inspected, and your phone number so that we can contact you.

If we are contacted by you within the applicable Limited Warranty period, we will provide the warranted remedies at no charge to you. If your products are beyond the coverage period of this Limited Warranty or if your repairs are not covered by this Limited Warranty, our Renewal by Andersen service representatives can provide repairs, replacement parts or routine maintenance services, should you desire, at a reasonable charge. When warranty coverage is unclear, Renewal by Andersen may charge an inspection fee for any on-site product inspections. If the inspector determines the Renewal by Andersen product has a defect covered by this Limited Warranty, the inspection fee will be waived.

Thank you for choosing Renewal by Andersen

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