

# Warranties

# **Langlas & Associates Warranty**

2270 Grant Rd  
Billings, MT 59102  
P: 406.656.0629  
F: 406.656.1088



1019 E Main St. # 101  
Bozeman, MT 59715  
P: 406.585.3420  
F: 406.585.4110

**GENERAL WARRANTY / GUARANTEE**

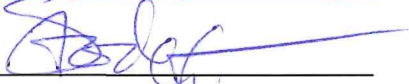
for:

**Big Horn Condos  
12 Running Bear Road  
Big Sky, MT 59716**

Langlas & Associates shall and hereby does warrant and guarantee to **Big Horn Condos HOA** [Owner] that all material, equipment and workmanship which has become part of the complete project is free of defects and shall remain in working order for a period of not less than one (1) year from the date of Substantial Completion (**December 8, 2022**).

Langlas & Associates hereby assumes during the guarantee period the responsibility of repairing all defective material, equipment and workmanship without charge to the Owner. Nothing in the above intends or implies that this guarantee shall apply to any defects in material, equipment or workmanship which has resulted from misuse, abuse or neglect by the Owner or Owner's agent.

Representative: Bud Diagle, Project Manager Telephone: (406) 209-4390

Approved By:  Title: President  
Steve T. Langlas

The foregoing was subscribed and sworn to before me

This 8 day of FEB, 2023. By Steve T. Langlas

My Commission Expires:

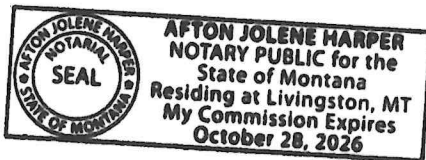
October, 28, 2024

Notary Public Afton Jolene Harper

STATE OF Montana

COUNTY OF Gallatin

SEAL



# **Railing Warranty**



# JOHNSON METAL WORKS

## One-Year Limited Warranty Agreement

Johnson Metal Works [JMW], located at 112 Commercial Drive, Bozeman MT 59715, extends the following one-year limited warranty upon products services provided pursuant to a contract, quote, purchase order, or purchase order acceptance referencing JMW's "One-Year Limited Warranty". The commencement date of the warranty coverage is the date of delivery of products or completion of work or date of certificated occupancy if applicable; and the warranty period extends for a period of ONE (1) YEAR (the "Limited Warranty Period").

JMW expressly warrants to its original customer that its products and services shall be free from defects in materials and workmanship during the Limited Warranty Period. JMW assigns to its customer any rights extended to JMW under a manufacturers' warranties which covers products it supplies to its customer. Defects in items covered by manufacturers' warranties are excluded from coverage of this Limited Warranty, and customer should follow the procedures if defects appear in these items.

If a covered defect occurs during the One-Year Limited Warranty Period, JMW agrees to repair, replace, or pay the customer the reasonable cost of repairing or replacing the defective item, at JMW's sole discretion. JMW's total liability under this warranty is limited to the purchase price of the products and/or work warranted. Any actions taken by JMW to correct defects shall not act to extend the term of this warranty. All repairs made by JMW shall be at no charge to the customer and shall be performed within a reasonable length of time subject to delays outside of JMW's control.

Customer must provide normal maintenance and proper care of the product and work, the warranties of manufacturers, and generally accepted standards where the product and/or work is located. JMW must be notified in writing, by its original customer of the existence of any alleged defect before JMW is responsible for the correction of such defect. Written notice of an alleged defect must be received by JMW prior to the expiration of the expressed Limited Warranty Period on that defect and no action at law or in equity may be brought by the customer against JMW for failure to remedy or repair any defect about which JMW has not received timely notice in writing. Customer must provide access to JMW during its normal business hours, Monday - Friday, 8am to 5pm, to inspect the defect reported and, if necessary, to take corrective action.

In the event that JMW repairs or replaces or pays the cost of repairing or replacing any defect covered by this warranty for which the customer is covered by insurance or a warranty provided by another party, customer must, upon request of JMW, assign the proceeds of such insurance or other warranty to JMW to the extent of the cost to JMW of such repair or replacement.

### CONSEQUENTIAL OR INCIDENTAL DAMAGES ARE NOT COVERED BY THIS WARRANTY AND ARE SPECIFICALLY EXCLUDED

- a. Defects in any item that was not part of the original products and/or work provided by JMW.
- b. Any defect caused by or worsened by negligence, improper maintenance, lack of maintenance, improper action or inaction, or willful or malicious acts by any party other than JMW, its employees, agents, or subcontractors.
- c. Normal wear and tear.
- d. Loss or damage caused by acts of God, including but not limited to fire, explosion, smoke, environmental surface contamination, water penetration, flooding, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, earthquakes.
- e. Any damage to the extent it is caused or made worse by the failure of anyone other than JMW or its employees, agents, or subcontractors to comply with the requirements of this warranty or the requirements of warranties of others.
- f. Any defect or damage that is covered by a manufacturer's warranty that has been assigned to customer under this Limited Warranty.
- h. Failure of customer to take timely action to minimize loss or damage or failure of customer to give JMW timely notice of the defect.

**GOVERNING LAW:** The construction, interpretation and performance of this Limited Warranty and all transactions between the parties shall be governed by the law of the State of Montana, including Montana's version of the Uniform Commercial Code. Jurisdiction and Venue for any cause of action between the parties shall lie exclusively in the Circuit Court of Gallatin County, Montana, and neither party shall have a right to bring or remove any action in or to any Federal Court. In the event any action between the parties is brought or removed to Federal Court, this exclusive venue clause shall be contractually controlling, and upon motion to transfer or remand by JMW, the Federal Court shall transfer or remand the action to the Circuit Court of Gallatin County, Montana despite any objection or opposition to such transfer or remand. Reference to specific remedies of JMW herein does not exclude other available remedies of JMW.

# **TimberTech Warranty**

## AZEK® DECK WARRANTY

### Lifetime Limited Warranty

**Statement of Warranty:** This warranty is given to either (1) the original purchaser or (2) the owner(s) of the property at the time of installation, if different from the original purchaser (collectively hereinafter "Purchaser"), of AZEK® alternative decking materials including the Harvest, Landmark, and Vintage Collections® (hereinafter "Products") manufactured by The AZEK Company LLC (hereinafter "Manufacturer"). For purposes of this warranty, a "Residential Purchaser" shall refer to a single-family residential homeowner and a "Commercial Purchaser" shall refer to any Purchaser other than a single-family residential homeowner.

Except as set forth in the exclusions, limitations and restrictions set forth below, Manufacturer warrants to a Residential Purchaser that for the lifetime of the product (20 years for a Commercial Purchaser), the Products will, from the date of the original purchase, be free from material defects in workmanship and materials that (1) occur as a direct result of the manufacturing process, (2) occur under normal use and service, (3) occur during the warranty period and (4) result in splitting, cupping, splintering, blistering, peeling, flaking, cracking, rotting or structural damage from termites or fungal decay.

**Exclusions from Warranty Coverage:** Manufacturer does not warrant against, is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, or damages attributable to: (1) improper installation of the Products and/or failure to abide by the Manufacturer's installation guidelines, including but not limited to improper gapping; (2) use of the Products beyond normal use, or in an application not recommended by the Manufacturer's installation guidelines and/or local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which the Products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.); (5) variations or changes in color of Products; (6) normal weathering of surfaces; (7) improper handling, storage, abuse or neglect of the Products by Purchaser or third parties; (8) exposure to, or direct or indirect contact with extreme heat sources including reflected sunlight from low-emissivity (Low-E) glass which may damage the surface of the product and/or cause the Product to fade; (9) fabrication or remanufacturing by third parties; (10) any fasteners not supplied by Manufacturer; or (11) improper application of paint or other surface chemicals not recommended by the Manufacturer in writing.

Purchaser is solely responsible for determining the effectiveness, fitness, suitability and safety of the Products in connection with their use in any particular application.

**Obtaining Warranty Performance:** If Purchaser discovers a defect in any of the Products covered under this Limited Warranty during the applicable warranty period, Purchaser must, within thirty (30) days from the discovery of the alleged defect, but no later than the end of the applicable warranty period, notify Manufacturer using AZEK's online warranty claim form process available at <http://www.TimberTech.com/warranty/warranty-claims-center>. Alternatively, Purchaser may submit a claim by contacting the Manufacturer in writing, at the following address:

TimberTech  
894 Prairie Avenue  
Wilmington, Ohio 45177  
Attn: Claims Department

Purchaser must include in this notification proof of purchase and a statement explaining the defect. Manufacturer may request additional information. It is a further condition of this Warranty that the Manufacturer will, within a reasonable period of its receipt of such notice, be permitted to inspect the claimed defect. After reviewing all information, Manufacturer will make a determination regarding the validity of such claim. If Manufacturer determines Purchaser's claim is valid, Manufacturer will, at its option, either replace the defective Products or refund the portion of the purchase price paid by Purchaser for such defective Products (not including the cost of its initial installation).

The Manufacturer will not be liable for labor and/or removal costs connected with the claim. Replacement material will be provided that is as close as possible in color, design and quality as the replaced material, but Manufacturer does not guarantee an exact match as colors and design may change. In the event of repair or replacement, the original warranty shall apply to the repaired or replaced portion of the AZEK Products and will extend for the balance of the warranty period in effect at the time the material proved defective.

**Transfer of Warranty:** This warranty may be transferred one (1) time, within the five (5) year period beginning from the date of original purchase by Purchaser, to a subsequent buyer of the property upon which the Products were originally installed.

## AZEK® DECK WARRANTY

**OTHER CONDITIONS:** The Manufacturer does not recommend the AZEK Products for all end use applications. The AZEK Products are intended for decks, boardwalks and piers. Local Code Authority should be consulted before installation of structures with specific load-bearing capacities and for other zoning code requirements. This Lifetime Limited Warranty is valid for single-family, residential applications only. For all other applications, including commercial use, this warranty shall be limited to a period of twenty (20) years.

THE WARRANTY STATEMENTS CONTAINED IN THIS LIFETIME LIMITED WARRANTY SET FORTH THE ONLY WARRANTIES EXTENDED BY AZEK AND ARE IN LIEU OF ALL OTHER CONDITIONS AND WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF AZEK AND THE PURCHASER/PROPERTY OWNERS EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. IN PARTICULAR, IN NO EVENT SHALL AZEK BE LIABLE TO THE PURCHASER/PROPERTY OWNER FOR SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM THE USE OF THE AZEK PRODUCTS OR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY.

The laws of some states and provinces do not allow the exclusion, limitation or variation of certain conditions or warranties implied by legislation so the above limitations or exclusions may not apply to you. This Lifetime Limited Warranty gives you specific legal rights and you may also have other rights that vary from state to state and province to province.

REGISTER BY MAIL: Please complete and mail to:

TimberTech  
894 Prairie Avenue  
Wilmington, Ohio 45177  
Attn: Claims Department

REGISTER ONLINE: Visit [TimberTech.com](http://TimberTech.com).

This warranty is effective for purchases made on or after January 1, 2019.

Copyright © 2019 The AZEK Company LLC



# **Bridger Steel Warranty**

## BRIDGER STEEL SAMPLE PVDF FINISH WARRANTY

Contact your Product Specialist for details regarding the warranty on the paint finish and integrity for the actual material used on your project.

The following table is an example of our 30 Year PVDF paint finish warranty. Bridger Steel Warranties are non-transferrable.

Type of Environment of Installation	Film Integrity (Years)	Color Fade (Years) <5, Years 1 through 20 <7, Years 21 through 30 (In Hunter Delta E Units)	Chalk Rating >8, Years 1 through 20 >6, Years 21 through 30 (Using ASTM D-4214 Stds)
<b>Residential, Commercial and School</b> – Buildings used for habit- station, Distribution Centers, Hotels, Shopping Malls, Office Buildings, Assembly Factories and Schools located in rural or residential areas.	30	30	30
<b>Industrial</b> – Steel Mills, Power Generating Stations, Oil Fields, Oil Refineries, Ore Mines, Chemical Plants, Paper Mills or other unusual environmental exposure.	No Warranty	Site Review Required	No Warranty
<b>Severe Marine</b> – Less than 1 mile from coastline.	No Warranty	No Warranty	No Warranty

**Notification Prior to Installation:** Purchaser must notify Bridger Steel of installations that are deemed potential Industrial and/or Severe Marine environment prior to design implementation. Bridger Steel can then evaluate the installation site and provide specific warranty coverage before installation.

## PRODUCT WARRANTY REQUEST

If you want to request a warranty for eligible panels, please fill out our on-line form by accessing the link below. One of our staff members will contact you to start the process. We have some of the best warranties in the business to make sure your home, ranch, or business is protected for years to come.

Scan the QR Code to go to our Product Warranty Request Page or visit: <https://info.bridgersteel.com/resources/metal-warranty>



For immediate assistance, please contact a Product Specialist at one of our convenient locations by calling 1.833.STEEL.US

## DISCLAIMER

The information in this document was in effect at the time of its creation. Bridger Steel continually strives to update and improve products while reserving the right to change specifications or discontinue products at any time without obligation to our customers. Please visit our website at [www.bridgersteel.com](http://www.bridgersteel.com) for the latest information regarding all of our products. Installation details are for illustration purposes only and may not be appropriate for all environmental conditions, building designs or panel profiles.

It is the installers responsibility to be sure the project is designed to conform to applicable building codes, regulations and accepted industry practices. Plans and plan drawings will take precedence over any conflicts with this manual.

# **Garage Door & Opener Warranty**

The Genuine. The Original.



### Courtyard Collection® Garage Door Limited Warranty

The Distributor of Overhead Door Corporation products whose name appears below ("Seller") warrants to the original purchaser of the Courtyard Collection® garage door model below (the "Product"), subject to all of the terms and conditions hereof that the Product and all components thereof will be free from defects in materials and workmanship for the following periods of time, measured from the date of installation:

- Seller warrants the Product door sections against splitting, cracking, or deterioration due to rusting through for the period of time listed below:
  - Model 7560 (160 Series) - Limited lifetime\*
  - Model 7520 (370 Series) - Twenty (20) years
- Seller warrants the Product door sections against delamination of the polyurethane foam and facial molding from the steel skins of the panel for the period of time listed below:
  - Model 7560 (160 Series) - Ten (10) years
  - Model 7520 (370 Series) - Five (5) years
- Seller warrants all other components of the Product for a period of one (1) year.

*\*Limited lifetime shall mean as long as the original purchaser owns, and the Product remains installed in, the home in which the Product is originally installed.*

Seller's obligation under this warranty is specifically limited to repairing or replacing, at its option, any part which is determined by Seller to be defective during the applicable warranty period. Seller's repair or replacement labor is included for a period of one (1) year from the date of purchase. After that, any labor charges are excluded and will be the responsibility of the purchaser.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. This warranty is made to the original purchaser of the Product only and is not transferable or assignable. This warranty applies only to Product installed in a residential or other non-commercial application. It does not cover any Product installed in commercial or industrial building applications. This warranty does not apply to any unauthorized alteration or repair of the Product, or to any Product or component which has been damaged or deteriorated due to misuse, neglect, accident, failure to provide necessary maintenance, normal wear and tear, failure to comply with Product painting instructions, or acts of God or any other cause beyond the reasonable control of Seller. This warranty does not cover any damage or deterioration caused by exposure to salt water, chemical fumes or other corrosive or aggressive environments, whether naturally occurring or man-made, including, but not limited to, environments with a high degree of humidity, sand, dirt or grease. Product repaired or replaced under this warranty shall receive a factory original finish. This warranty does not cover the costs to repaint Product.

Products with Black, Dark Brown or Wood Grain finishes are susceptible to thermal bowing as described in DASMA (Door & Access Systems Manufacturers Association) Technical Data Sheet 185; Seller does not warrant Products with these finishes against warping, rubbing or other issues associated with thermal bowing and strongly recommends against selecting such finishes for Products which are to be installed in areas that experience high heat and/or high UV conditions, such as the Southwest United States, Central America, and the Middle East.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE APPLICABLE WARRANTY PERIOD REFLECTED ABOVE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

IN NO EVENT SHALL OVERHEAD DOOR CORPORATION BE RESPONSIBLE FOR, OR LIABLE TO ANYONE FOR, SPECIAL, INDIRECT, COLLATERAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES, even if Overhead Door Corporation has been advised of the possibility of such damages. Such excluded damages include, but are not limited to, loss of use, cost of any substitute product, or other similar indirect financial loss. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Claims under this warranty must be made promptly after discovery, within the applicable warranty period, and in writing to the Seller whose name and address appear below. The purchaser must allow Seller a reasonable opportunity to inspect any Product claimed to be defective prior to removal or any alteration of its condition. Proof of the purchase and /or installation date and identification as the original purchaser, may be required. There are no established informal dispute resolution procedures of the type described in the Magnuson-Moss Warranty Act

ORIGINAL PURCHASER: \_\_\_\_\_

INSTALLATION ADDRESS: \_\_\_\_\_

SELLER: \_\_\_\_\_

SELLER'S ADDRESS:

FACTORY ORDER #:

DATE OF INSTALLATION:

SIGNATURE OF SELLER:

R900-435

## The Genuine. The Original.



### Legacy® 650 and Legacy® 850 Limited Warranty

The Distributor of Overhead Door Corporation products, whose name appears below ("Seller") warrants to the original purchaser of the Legacy® 650 (Model 1029 and 1029H) & Legacy® 850 (Model 2029 and 2029H) garage door openers ("Product"), subject to all of the terms and conditions hereof, that the Product and all components thereof will be free from defects in materials and workmanship for the following period(s) of time, measured from the date of installation:

- MOTOR/GEARBOX - Seller warrants the motor for the FIVE (5) YEARS for Legacy® 650
- MOTOR/GEARBOX - Seller warrants the motor for the TEN (10) YEARS for Legacy® 850
- BELT - Seller warrants the belt for a period of FIFTEEN (15) YEARS.
- CHAIN- Seller warrants the chain for a period of FIVE (5) YEARS.
- PARTS - Seller warrants all other parts and components for a period of ONE (1) YEAR.
- ACCESSORIES - Seller warrants all accessories for a period of ONE (1) YEAR

Seller's obligation under this warranty is specifically limited to repairing or replacing, at its option, the Product or any part thereof which is determined by Seller to be defective during the applicable warranty period. Any labor charges are excluded and will be the responsibility of the purchaser.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This warranty is made to the original purchaser of the Product only, and is not transferable or assignable. This warranty applies only to Product installed in a residential or other non-commercial application. It does not cover any Product installed in commercial or industrial building applications. This warranty does not apply to any unauthorized alteration or repair of the Product, or to any Product or component which has been damaged or deteriorated due to misuse, abuse, neglect, accident, failure to provide necessary maintenance, normal wear and tear, or acts of God or any other cause beyond the reasonable control of Seller, and does not cover batteries, or repairs or maintenance to door components.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE APPLICABLE WARRANTY PERIOD REFLECTED ABOVE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. IN NO EVENT SHALL OVERHEAD DOOR CORPORATION BE RESPONSIBLE FOR, OR LIABLE TO ANYONE FOR, SPECIAL, INDIRECT, COLLATERAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES, even if Overhead Door Corporation has been advised of the possibility of such damages. Such excluded damages include, but are not limited to, loss of use, cost of any substitute product, or other similar indirect financial loss. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Claims under this warranty must be made promptly after discovery, within the applicable warranty period and in writing to the Seller whose name and address appear below. The Purchaser must allow Seller a reasonable opportunity to inspect any product claimed to be defective prior to removal or any alteration of its condition. Proof of purchase and/or the installation date, and identification as the original purchaser may be required. Upon determination by Seller that the Product or any part thereof is defective during the applicable warranty period, Seller will supply the purchaser with replacement parts or, at its option, a replacement Product (shipping and handling of any replacement part(s) or replacement Product also at purchaser's expense). Seller may use new or reconditioned parts, or a new or reconditioned Product of the same or similar design.

There are no established informal dispute resolution procedures of the type described in the Magnuson-Moss Warranty Act.

PURCHASER: \_\_\_\_\_

INSTALLATION ADDRESS: \_\_\_\_\_

DATE PURCHASED: \_\_\_\_\_

OPENER MODEL: \_\_\_\_\_

DATE OF INSTALLATION: \_\_\_\_\_

NAME OF DISTRIBUTOR/INSTALLER: \_\_\_\_\_

ADDRESS OF DISTRIBUTOR/INSTALLER: \_\_\_\_\_

R999-769 11/2018

# **Andersen Warranty**

# Limited Warranty

**400 SERIES  
 200 SERIES**

**OWNER2OWNER  
 LIMITED WARRANTY**

Para ver la versión, en español, de esta Garantía limitada y Proceso de resolución de controversias, visite [andersenwindows.com](http://andersenwindows.com)

## LIMITED WARRANTY AND DISPUTE RESOLUTION PROCESS

**IMPORTANT:** Please carefully read the Dispute Resolution Process that appears in this document after the Limited Warranty. The Dispute Resolution Process includes class action and jury trial waivers that affect your legal rights. To opt out of these waivers, you must visit our website at [www.andersenwindows.com/optout](http://www.andersenwindows.com/optout) and complete the opt-out form within one year from the date of purchase of your Andersen® products from a dealer or retailer. The opt-out only applies to the terms of the Dispute Resolution Process.

## 400 Series/200 Series Windows & Doors Limited Warranty

### Transferable Limited Warranty on Glass

The glass in Andersen® factory glazed windows and doors (including dual-pane glass, High-Performance Low-E4® glass, High-Performance Low-E4® Sun glass, High-Performance Low-E4® SmartSun™ glass, High-Performance Low-E4® PassiveSun® glass, HeatLock® glass, Low-E glass, patterned glass (including obscure, pebble, fern, reed and cascade designs)), Finelight™ grilles, divided light grilles and tempered versions of these glass options is warranted to be free from defects in manufacturing, materials and workmanship for twenty (20) years from the date of purchase from the retailer/dealer. It is also warranted not to develop, under normal conditions, any material obstruction of vision resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for twenty (20) years from the date of purchase from the retailer/dealer. Patterned glass (including obscure, pebble, fern, reed and cascade designs) is warranted not to develop, under normal conditions, any material change in appearance resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for twenty (20) years from the date of purchase from the retailer/dealer. This limited warranty on glass does not apply to special order glazings, Andersen® art glass, insulated art glass, impact-resistant glass, insulated glass with shades or blinds between the glass or glass that is not factory installed by Andersen.

In the event a glass failure occurs as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option, will: (1) provide the appropriate replacement glass product to the Andersen retailer/dealer you specify — labor is not included; or (2) provide a factory-authorized repair to the existing glass at no cost to you; or (3) refund the original purchase price. Such replacement parts or repair are warranted for the remainder of the original limited warranty period.

### Transferable Limited Warranty on Components Other Than Glass

Non-glass portions of Andersen® windows and doors (including non-electric operators, locks, lifts, balance systems, hinges, handles, insect screens, weatherstripping, exterior trim, sash and frame members) are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the date of purchase from the retailer/dealer. This limited warranty does not apply to Andersen electric window operators, retractable insect screens or finishes on bright brass and satin nickel door hardware. The non-glass portions of Andersen® windows and doors with wood exteriors and commercial doors are subject to a limited warranty with a five (5) year period, but otherwise identical to the ten (10) year limited warranty described above.

In the event a component other than glass fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option, will: (1) provide replacement parts to the Andersen retailer/dealer you specify — labor is

not included; or (2) provide a factory-authorized repair to the existing component at no cost to you; or (3) refund the original purchase price. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

### Transferable Limited Warranty on Patio Doors with Shades/Blinds in Insulated Glass

Andersen® patio doors with shades/blinds in insulated glass (including insulated glass, shade/blind, insulated glass seal and external control mechanisms attached to the glass, hinges, handles, insect screens, weatherstripping, and frame members) are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the date of purchase from the retailer/dealer.

In the event of a glass failure or failure in the shades or blinds between the glass as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option, will: (1) provide the appropriate glass replacement product to the Andersen retailer/dealer you specify — labor is not included; or (2) provide a factory-authorized repair to the existing glass component at no cost to you; or (3) refund the original purchase price. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

### No Other Warranties or Representations

**THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES ARE LIMITED TO THE APPLICABLE STATUTE OF LIMITATIONS, BUT IN NO CASE WILL EXTEND BEYOND THE LIMITED WARRANTY PERIODS SPECIFIED ABOVE. ANDERSEN EXCLUDES AND WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF CONTRACT, TORT OR OTHERWISE. THE REMEDY OF REPAIR, REPLACEMENT OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE PRODUCT PROVIDED BY THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSS OR DAMAGE.**

### Applicable Law

This Limited Warranty is only applicable in the U.S.A. (i.e., the fifty states and the District of Columbia). This Limited Warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, so the above limitations or exclusions may not apply to you. If any specific term of this Limited Warranty is prohibited by any applicable law, it shall be null and void, but the remainder of this Limited Warranty shall remain in full force and effect.

### What Is NOT Covered by this Limited Warranty: Specific Additional Exclusions

In addition to any other limitations or exclusions in this Limited Warranty, Andersen shall have no obligation for product failure, damage or costs due to or related to the following:

- Product modifications or glass shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated coverings, etc.).
- Units improperly assembled or improperly mullied by others.
- Failure due to the application of non-Andersen hardware (e.g., locksets, trim sets, hinges, panic hardware, closers, etc.).
- Failure to properly install Andersen hardware and/or exterior trim.
- Adjustments or corrections due to improper installation.
- Improper installation or use, including use of a non-commercial door as a main entrance or exit door for a building other than a single-family residential unit or re-installing an Andersen window or door after it has been removed from a building and re-sold and/or re-installed in a different building.
- Exposure to conditions beyond published performance specifications.
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship.
- Condensation.
- Improper maintenance, such as use of brick wash, razor blades, sealants, sanding or improper washing.
- Failing to properly seal and maintain the exposed wood portions of a product. This includes, but is not limited to, the exposed wood on all sides of a door panel (e.g., exterior, interior, top, bottom, and both sides), a door frame and wood grilles.
- Chemicals or airborne pollutants, such as salt or acid rain.
- Delivery by others.

- Accidents.
- Acts of God.
- Normal wear and tear.

#### Additional items excluded from this limited warranty:

- Labor to replace sash or door panels, glass or other components.
- Labor and other costs related to the removal and disposal of defective product.
- Labor and materials to paint or stain any repaired or replaced product, component, trim or other carpentry work that may be required.
- Products not manufactured by Andersen.
- The performance of the low-maintenance exterior glass coating on products with High-Performance Low-E4® glass. Performance will vary depending on environmental conditions.
- Minor warping of wood and clad-wood doors. Andersen may defer actions on any claim for warping 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.
- Slight glass curvature, minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision.
- Rattling of grille bars within an air space.
- Insects passing through or around the insect screen.
- Tarnish or corrosion to hardware finishes.
- Stress cracks and broken glass.
- Special glazings. Contact us concerning the limited warranty on special glazings.
- Andersen® art glass and decorative insulated art glass, impact-resistant glass, electric window operators, retractable insect screens and bright brass and satin nickel finishes on door hardware. Contact us or refer to the specific limited warranties for these products.
- Other product series, some products, and accessories have their own limited warranties and are not covered by this limited warranty. Visit [www.andersenwindows.com/warranty](http://www.andersenwindows.com/warranty) for more information.
- Service trips to provide instruction on product use.

#### How to register your Owner-To-Owner® Limited Warranty

Andersen offers quick, easy warranty registration on our website. Just go to [www.andersenwindows.com/warranty](http://www.andersenwindows.com/warranty) and submit your warranty information online. By registering, you will expedite any warranty service you may have in the future. In addition, you can receive product information updates, safety notices and special offers regarding new products, as well as information regarding enhancements for the windows and doors you've registered. All warranty information is treated confidentially and will not be sold or traded to any person or organization outside of Andersen and the Andersen Dealer Network.



#### Warranty Claim Procedure

To make a claim under this Limited Warranty, contact the Andersen retailer/dealer who sold you your Andersen® product. Or, you may contact us at:

Andersen Windows, Inc./Andersen Service Center  
 100 Fourth Avenue North  
 Bayport, MN 55003-1096

You may also contact us using the Parts & Service section of our website at [www.andersenwindows.com](http://www.andersenwindows.com) or reach us by phone at 1-888-888-7020.

#### You can help us serve you faster by providing the following important information:

- Description of the product such as the exterior color, unit type and size and inside visible glass measurements.
- Glass logo information etched in the inside corner of the glass.
- Description of product concerns.
- Documentation of the purchase date, if available.
- Your name, address (with zip code) where the product is installed and telephone numbers.

#### Non-Warranty Repair

You will be responsible for all costs related to any repair that is not covered by this Limited Warranty or which is outside of the limited warranty period. When warranty coverage is unclear, Andersen may charge an inspection fee for any on-site product inspection. If the inspector determines the Andersen® product has a defect covered by this Limited Warranty, the inspection fee will be waived. For specific warranty information outside the United States, please contact your local distributor or write to:

Andersen Windows, Inc. / International Division  
 100 Fourth Avenue North  
 Bayport, MN 55003-1096

#### DISPUTE RESOLUTION PROCESS

##### General

If you are dissatisfied with the remedy provided to you under the Limited Warranty set forth above or have any other claim against Andersen related to your Andersen® products, you and Andersen agree to resolve the claim using the following process ("Dispute Resolution Process"). This Dispute Resolution Process will apply to claims of any nature relating to your Andersen product ("Dispute(s)"). Disputes include, but are not limited to, claims for breach of contract or breach of warranty, claims for violation of state or federal laws or regulations, claims based in tort, negligence or product liability, claims based in fraud or fraud in the inducement, marketing or advertising claims and claims related to the enforceability or effect of any term of the Limited Warranty or the Dispute Resolution Process, including, but not limited to, the waivers of class action and jury trials.

##### Notice Required

To assert a Dispute, you must first provide Andersen with written notice. A Notice of Dispute form is available for your use on Andersen's website at [www.andersenwindows.com/noticeofdispute](http://www.andersenwindows.com/noticeofdispute).

##### Andersen Response

Andersen will have 60 days from receipt of your Notice of Dispute to respond to you in writing. In that response or at any later time, Andersen may make one or more written offers to you to resolve your Dispute.

##### No Class Action or Jury Trials

**YOU AGREE THAT YOU MAY ASSERT DISPUTES AGAINST ANDERSEN ONLY ON AN INDIVIDUAL BASIS AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE ACTION OR PROCEEDING. AS PART OF THIS DISPUTE RESOLUTION PROCESS, YOU AND ANDERSEN ALSO AGREE TO WAIVE ANY RIGHT TO A JURY AND AGREE TO HAVE ALL DISPUTES HEARD AND DECIDED SOLELY BY THE FEDERAL OR STATE COURT JUDGE.**

##### Opt-Out Procedure

You may opt out of this Dispute Resolution Process by completing and submitting a written Opt-Out Notice. The Opt-Out Notice is located on Andersen's website at [www.andersenwindows.com/optout](http://www.andersenwindows.com/optout). Whether or not you opt out of the Dispute Resolution Process, all terms of the Limited Warranty set forth above remain in force and effect.

##### Applicable Law and Severability

This Dispute Resolution Process, including, but not limited to, issues related to its enforceability and effect, will be governed by the laws of the State of Minnesota without regard to conflict of law principles. If any term of this Dispute Resolution Process is found to be invalid or unenforceable in any particular jurisdiction, that term will not apply to that issue in that jurisdiction. Instead, that term will be severed with the remaining terms continuing in full force and effect.

##### Questions

If you have questions about the Dispute Resolution Process or Opt-Out Procedure, contact us at 844-332-7972.





# Limited Warranty

A-SERIES

OWNER2OWNER  
LIMITED WARRANTY

Para ver la versión, en español, de esta Garantía limitada y Proceso de resolución de controversias, visite [andersenwindows.com](http://andersenwindows.com)

## LIMITED WARRANTY AND DISPUTE RESOLUTION PROCESS

**IMPORTANT:** Please carefully read the Dispute Resolution Process that appears in this document after the Limited Warranty. The Dispute Resolution Process includes class action and jury trial waivers that affect your legal rights. To opt out of these waivers, you must visit our website at [www.andersenwindows.com/optout](http://www.andersenwindows.com/optout) and complete the opt-out form within one year from the date of purchase of your Andersen® products from a dealer or retailer. The opt-out only applies to the terms of the Dispute Resolution Process.

## A-Series Windows & Doors Limited Warranty

### Transferable Limited Warranty on Glass

The glass in Andersen® factory glazed A-Series window and door units (including dual-pane glass, High-Performance Low-E4® glass, High-Performance Low-E4® Sun glass, High-Performance Low-E4® SmartSun glass, High-Performance Low-E4® PassiveSun glass, HeatLock® glass, Low-E glass, patterned glass (including obscure, pebble, fern, reed and cascade designs), Finelight™ grilles, divided light grilles and tempered versions of these glass options) is warranted to be free from defects in manufacturing, materials and workmanship for a period of twenty (20) years from the date of purchase from the retailer/dealer. It is also warranted not to develop, under normal conditions, any material obstruction of vision or stress cracks resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for a period of twenty (20) years from the date of purchase from the retailer/dealer. Patterned glass (including obscure, pebble, fern, reed and cascade designs) is warranted not to develop, under normal conditions, any material change in appearance or stress cracks resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for a period of twenty (20) years from the date of purchase from the retailer/dealer. This limited warranty on glass does not apply to special order glazings, discontinued glass, Andersen® art glass, insulated art glass, impact-resistant glass or glass that is not factory installed by Andersen.

In the event a glass failure occurs as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option, will: (1) provide the appropriate replacement glass product to the Andersen retailer/dealer you specify — labor is not included; or (2) provide a factory-authorized repair to the existing glass at no cost to you; or (3) refund the original purchase price. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

### Transferable Limited Warranty on Components Other Than Glass

Non-glass portions of Andersen® A-Series windows and doors (including non-electric operators, locks, lifts, balance systems, hinges, handles, insect screens, weatherstripping, exterior trim, sash and frame members) are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the date of purchase from the retailer/dealer. This limited warranty does not apply to Andersen electric window operators, retractable insect screens or finishes on bright brass and satin nickel door hardware.

In the event a component other than glass fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period,

Andersen, at its option, will: (1) provide replacement parts to the Andersen retailer/dealer you specify — labor is not included; or (2) provide a factory-authorized repair to the existing component at no cost to you; or (3) refund the original purchase price. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

### Transferable Limited Warranty on Corrosion-Resistant Hardware and Outswing Patio Door Hinges

Corrosion-resistant hardware (includes casement and awning operator and sash attachment bracket, hinges, lock mechanism for inswing and outswing patio doors and outswing patio door corrosion-resistant hinges) is warranted to be free from mechanical failure due to corrosion caused by an electrolytic chemical reaction involving atmospheric salts, such as what may occur in coastal applications for a period of ten (10) years from the date of purchase from the retailer/dealer. What is not covered by this corrosion-resistant hardware warranty: any and all aesthetic discoloration or pitting that may occur due to environmental conditions. Minimum maintenance such as cleaning with a mild detergent on a regular basis may be necessary to maintain the original hardware appearance.

The finish on corrosion-resistant outswing patio door hinges is warranted to be free from defects in manufacturing, materials and workmanship and warranted not to tarnish, peel, pit, flake, discolor or corrode for a period of ten (10) years from the date of purchase from the retailer/dealer.

In the event there is a mechanical failure of the corrosion-resistant hardware, lock mechanism for inswing or outswing patio doors or the exterior hinges of an outswing hinged patio door or there is a defect in the finish on corrosion-resistant outswing patio door hinges within the limited warranty period, Andersen, at its option, will: (1) provide replacement parts to the Andersen retailer/dealer you specify - installation labor is not included; or (2) refund the original purchase price. Such replacement parts are warranted for the remainder of the original limited warranty period.

### Transferable Limited Warranty on Exterior Coatings

The coatings on exterior components (frame, sash, panel, window sills, patio door sills, grilles and exterior trim) on casement, awning, double-hung, picture, and transom windows, patio doors (inswing outswing, gliding) and sidelights are warranted not to develop corrosion caused by an electrolytic chemical reaction involving atmospheric salts, such as what may occur in coastal applications, for as long as the product is installed in its original structure.

What is not covered by this exterior coatings warranty: A-Series specialty windows and complementary patio doors, accessories and hardware such as insect screens, coil stock, hinges, handle trim sets and lock components.

In the event there is a defect covered by this limited warranty for exterior coatings within the limited warranty period, Andersen, at its option will: 1) refinish the product — labor is included (the finish will be applied with standard commercial refinishing techniques and may not be the same finish as originally applied to the product), 2) repair the product, 3) provide replacement part(s) or product(s) to the Andersen retailer/dealer you specify — labor is not included or 4) refund the original purchase price. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

### Transferable Limited Warranty on Exterior Color Finish

The color finish on exterior components (frame, sash, panel, window sills and grilles) on Andersen® A-Series casement, awning, double-hung, picture, transom windows, specialty windows, complementary windows, patio doors (inswing, outswing, gliding and sidelights) and complementary patio doors is warranted not to flake, blister, crack, peel, pit, corrode, or lose adhesion for a period of twenty (20) years from the date of purchase from the retailer/dealer.

The color finish on exterior components (frame, sash, panel, window sills and grilles) on Andersen® A-Series casement, awning, double-hung, picture, transom windows, specialty windows, complementary windows, patio doors (inswing, outswing, gliding and sidelights) and complementary patio doors is warranted to be free from manufacturing defects resulting in color fade greater than 5 delta E<sup>^</sup> (Hunter) (when measured in accordance with ASTM D2244-16el) for a period of ten (10) years from the date of purchase from the retailer/dealer.

What is not covered by this exterior color finish warranty: accessories and hardware, including insect screen frames, patio door sills, hinges, handles, trim sets and lock components, exterior trim profiles, exterior aluminum coil stock and complementary patio door insert panels.

In the event there is a defect covered by this limited warranty for exterior color finish within the limited warranty period, Andersen, at its option, will: 1) refinish the product - labor is included (the finish will be applied with standard commercial refinishing techniques and may not be the same finish as originally applied to the product), 2) repair the product, 3) provide replacement part(s) or product(s) to the Andersen retailer/dealer you specify - labor is not included or 4) refund the original purchase price. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

^Technical measurement of color fade.

### **Transferable Limited Warranty on Patio Doors with Shades/Blinds in Insulated Glass**

Andersen® patio doors with shades/blinds in insulated glass (including insulated glass, shade/blind, insulated glass seal and external control mechanisms attached to the glass, hinges, handles, insect screens, weatherstripping, and frame members) are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the date of purchase from the retailer/dealer.

In the event of a glass failure or failure in the shades or blinds between the glass as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option, will: (1) provide the appropriate glass replacement product to the Andersen retailer/dealer you specify — labor is not included; or (2) provide a factory-authorized repair to the existing glass component at no cost to you; or (3) refund the original purchase price. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

### **Transferable Limited Warranty for A-Series Products with Stormwatch® Protection (Glazed with Impact-Resistant Glass)**

Andersen® A-Series window and door units glazed with impact-resistant glass are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the date of purchase from the retailer/dealer. The glass in A-Series windows and doors with impact-resistant glass is also warranted not to develop, under normal conditions, any material obstruction of vision or broken glass resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for a period of ten (10) years from the date of purchase from the retailer/dealer. This limited warranty does not apply to special glazings, Andersen art glass, insulated art glass, glass that is not factory installed by Andersen, Andersen electric window operators, retractable insect screens and the finish on bright brass or satin nickel door hardware.

In the event a component fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option, will: (1) provide replacement parts to the Andersen retailer/dealer you specify — installation labor is not included; or (2) provide a factory authorized repair to the existing component at no cost to you; or (3) refund the original purchase price. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

### **No Other Warranties or Representations**

**THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES ARE LIMITED TO THE APPLICABLE STATUTE OF LIMITATIONS BUT IN NO CASE WILL EXTEND BEYOND THE LIMITED WARRANTY PERIODS SPECIFIED ABOVE. ANDERSEN EXCLUDES AND WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF CONTRACT, TORT OR OTHERWISE. THE REMEDY OF REPAIR, REPLACEMENT OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE PRODUCT PROVIDED BY THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSS OR DAMAGE.**

### **Applicable Law**

This Limited Warranty is only applicable in the U.S.A. (i.e. the fifty states and the District of Columbia). This Limited Warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, so the above limitations or exclusions may not apply to you. If any specific term of this Limited Warranty is prohibited by any applicable law, it shall be null and void, but the remainder of this Limited Warranty shall remain in full force and effect.

### **What is NOT covered by this Limited Warranty:**

In addition to any other limitations or exclusions in this Limited Warranty, Andersen shall have no obligation for product failure, damage or costs due to or related to the following:

- Adjustments or corrections due to improper installation.
- Product modifications or glass shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated coverings, etc.).
- Units improperly assembled or improperly mulled by others.
- Failure due to the application of non-Andersen hardware (e.g., locksets, trim sets, hinges, panic hardware, closers, etc.).
- Failure to properly install Andersen hardware and/or exterior trim.
- Failure to remove protective film within recommended time frames.
- Adjustments or corrections due to improper installation.
- Improper installation or use, including use of a non-commercial door as a main entrance or exit door for a building other than a single-family residential unit or re-installing an Andersen window or door after it has been removed from a building and re-sold and/or re-installed in a different building.
- Installing a storm door over or with a patio door.
- Exposure to conditions beyond published performance specifications.
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship.
- Condensation.
- Improper maintenance, such as use of brick wash, razor blades, sealants, sanding or improper washing.
- Failing to properly seal and maintain the exposed wood portions of a product. This includes, but is not limited to, the exposed wood on all sides of a door panel (e.g., exterior, interior, top, bottom, and both sides), a door frame and wood grilles.
- Obtaining safe and reasonable access to the product.
- Chemicals or airborne pollutants, such as salt or acid rain.
- Delivery by others.
- Accidents.
- Acts of God.
- Normal wear and tear.

### **Additional items excluded from this limited warranty:**

- Labor to replace sash or door panels, glass or other components.
- Labor and other costs related to the removal and disposal of defective product.
- Labor and materials to paint or stain any repaired or replaced product, component, trim or other carpentry work that may be required.
- Products not manufactured by Andersen.
- The performance of the low-maintenance exterior glass coating on products with High-Performance Low-E4® glass. Performance will vary depending on environmental conditions.
- Minor warping of wood and clad-wood doors. Andersen may defer actions on any claim for warping 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.
- Slight glass curvature, minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision.

- The appearance of anodized finishes
- Rattling of grille bars within an air space.
- Insects passing through or around the insect screen.
- Tarnish or corrosion to hardware finishes, except components warranted under the Transferable Limited Warranty on Corrosion-Resistant Hardware and Outswing Patio Door Hinges.
- Stress cracks as a result of improper installation.
- Broken glass.
- Special glazings. Contact us concerning the limited warranty on special glazings.
- Electric window operators, retractable insect screens and bright brass and satin nickel finishes on door hardware. Contact us or refer to the specific limited warranties for these products.
- Other product series, some products, and accessories have their own limited warranties and are not covered by this limited warranty. Visit [www.andersenwindows.com/warranty](http://www.andersenwindows.com/warranty) for more information.
- Service trips to provide instruction on product use.

### How to register your Owner-To-Owner® Limited Warranty

Andersen offers quick, easy warranty registration on our website.

Just go to [www.andersenwindows.com/warranty](http://www.andersenwindows.com/warranty) and submit your warranty information online. All warranty information is treated confidentially and will not be sold or traded to any person or organization outside of Andersen and the Andersen Dealer Network.



### Warranty Claim Procedure

To make a claim under this Limited Warranty, contact the Andersen retailer/dealer who sold you your Andersen® product. Or, you may contact us at:

Andersen Windows, Inc./Andersen Service Center  
100 Fourth Avenue North  
Bayport, MN 55003-1096

You may also contact us using the Parts & Service section of our website at [www.andersenwindows.com](http://www.andersenwindows.com) or reach us by phone at 1-888-888-7020.

### You can help us serve you faster by providing the following important information:

- Description of the product such as the exterior color, unit type and size and inside visible glass measurements.
- Glass logo information etched in the inside corner of the glass.
- Description of product concerns.
- Documentation of the purchase date, if available.
- Your name, address (with zip code) where the product is installed and telephone numbers.

Contact the Andersen retailer/dealer who sold you your Andersen product prior to installation if you observe an issue with your unit.

### Non-Warranty Repair

You will be responsible for all costs related to any repair that is not covered by this Limited Warranty or which is outside of the applicable limited warranty periods. When warranty coverage is unclear, Andersen may charge an inspection fee for any on-site product inspection. If the inspector determines the Andersen® product has a defect covered by this Limited Warranty, the inspection fee will be waived.

For specific warranty information outside the United States, please contact your local distributor or write to:

Andersen Windows, Inc./International Division  
100 Fourth Avenue North  
Bayport, MN 55003-1096 USA

## DISPUTE RESOLUTION PROCESS

### General

If you are dissatisfied with the remedy provided to you under the Limited Warranty set forth above or have any other claim against Andersen related to your Andersen® products, you and Andersen agree to resolve the claim using the following process ("Dispute Resolution Process"). This Dispute Resolution Process will apply to claims of any nature relating to your Andersen product ("Dispute(s)"). Disputes include, but are not limited to, claims for breach of contract or breach of warranty, claims for violation of state or federal laws or regulations, claims based in tort, negligence or product liability, claims based in fraud or fraud in the inducement, marketing or advertising claims and claims related to the enforceability or effect of any term of the Limited Warranty or the Dispute Resolution Process, including, but not limited to, the waivers of class action and jury trials.

### Notice Required

To assert a Dispute, you must first provide Andersen with written notice. A Notice of Dispute form is available for your use on Andersen's website at [www.andersenwindows.com/noticeofdispute](http://www.andersenwindows.com/noticeofdispute).

### Andersen Response

Andersen will have 60 days from receipt of your Notice of Dispute to respond to you in writing. In that response or at any later time, Andersen may make one or more written offers to you to resolve your Dispute.

### No Class Action or Jury Trials

**YOU AGREE THAT YOU MAY ASSERT DISPUTES AGAINST ANDERSEN ONLY ON AN INDIVIDUAL BASIS AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE ACTION OR PROCEEDING. AS PART OF THIS DISPUTE RESOLUTION PROCESS, YOU AND ANDERSEN ALSO AGREE TO WAIVE ANY RIGHT TO A JURY AND AGREE TO HAVE ALL DISPUTES HEARD AND DECIDED SOLELY BY THE FEDERAL OR STATE COURT JUDGE.**

### Opt-Out Procedure

You may opt out of this Dispute Resolution Process by completing and submitting a written Opt-Out Notice. The Opt-Out Notice is located on Andersen's website at [www.andersenwindows.com/optout](http://www.andersenwindows.com/optout). Whether or not you opt out of the Dispute Resolution Process, all terms of the Limited Warranty set forth above remain in force and effect.

### Applicable Law and Severability

This Dispute Resolution Process, including, but not limited to, issues related to its enforceability and effect, will be governed by the laws of the State of Minnesota without regard to conflict of law principles. If any term of this Dispute Resolution Process is found to be invalid or unenforceable in any particular jurisdiction, that term will not apply to that issue in that jurisdiction. Instead, that term will be severed with the remaining terms continuing in full force and effect.

### Questions

If you have questions about the Dispute Resolution Process or Opt-Out Procedure, contact us at 844-332-7972.

# **Kwikset Warranty**



# Kwikset Limited Warranties

*Kwikset products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of Kwikset you have selected the best quality product, backed by the best customer service available.*

## Mechanical Limited Warranty

Except as otherwise provided below, Spectrum Brands, Inc., for its Kwikset® brand products (“Kwikset”), warrants to the original residential purchaser (the “Purchaser”) that each Kwikset product (the “Product(s)” or “Kwikset Product(s)”) will be free from mechanical defects under normal use from the date of purchase for as long as said Purchaser occupies the residential premises upon which the Product was originally installed (“Warranty Period”). This Mechanical Limited Warranty applies only to Products that were purchased from Kwikset or a Kwikset authorized seller, unless otherwise prohibited by law. Kwikset Products are legitimately sold only by authorized sellers who are required to follow Kwikset’s policies, procedures, and quality control standards. Kwikset reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

## Finish Limited Warranty

The finish on Kwikset Products is protected by a durable topcoat designed to maintain the beauty and quality of the Kwikset Product. Kwikset warrants to the Purchaser that the finish of the Product shall be free of defects in material and workmanship from tarnishing, flaking, and discoloring from the date of purchase for as long as said Purchaser occupies the residential premises upon which the Product was originally installed (“Warranty Period”). This Finish Limited Warranty applies only to Products that were purchased from Kwikset or a Kwikset authorized seller, unless otherwise prohibited by law. Kwikset Products are legitimately sold only by authorized sellers who are required to follow Kwikset’s policies, procedures, and quality control standards. Kwikset reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

## Electronic Limited Warranty

Kwikset warrants to the Purchaser that Kwikset Products will be free from electronic defects under normal use for one (1) year from the date of purchase, as long as said Purchaser occupies the residential premises upon which the Product was originally installed (“Warranty Period”). This Electronic Limited Warranty applies only to Products that were purchased from Kwikset or a Kwikset authorized seller, unless otherwise prohibited by law. Kwikset Products are legitimately sold only by authorized sellers who are required to follow Kwikset’s policies, procedures, and quality control standards. Kwikset reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

## Exclusions for Warranty

Conditions that are not covered by these warranties include:

1. Any Kwikset Product produced prior to January 1, 2006<sup>1</sup>. Kwikset Products produced prior to January 1, 2006, may be eligible for warranty in accordance with the terms and conditions of the applicable warranty program.
2. Any Kwikset Product which has been damaged as a result of installation contrary to any of Kwikset’s written installation instructions is not covered by these warranties.
3. Any Kwikset Product which has been modified by any non-Kwikset component is not covered by these warranties.
4. Any Kwikset Product having a defect caused by neglect, misuse, abuse or unreasonable or extraordinary use or maintenance, including use in a commercial application, is not covered by these warranties.
5. Any Kwikset Product having a defect due to use of paints, solvents, or other chemicals is not covered by these warranties.
6. Any Kwikset Product that is used in combination with knobs, levers, or trim of other than those manufactured by Kwikset and designated for use with the applicable locks or latches is not covered by these warranties.
7. Any Kwikset Product that was purchased from an unauthorized seller is not covered by these warranties.

These warranties are not transferable. Therefore, no transferee is covered by these warranties.

## Warranty Claims

If you wish to make a warranty claim based upon a Product defect, please call us at 1-800-327-LOCK (5625) or contact us at [kwikset.com/support](https://www.kwikset.com/support).

Please note that you will be required to provide a description of any claimed defect(s) and a dated receipt or other proof of purchase from Kwikset or the Kwikset authorized seller, to verify warranty eligibility.

Certain claimed defect(s) covered by these warranties may be resolved by Kwikset providing you with troubleshooting steps.

Other claimed defect(s) covered by these warranties may require Product replacement. Products may not be returned to Kwikset without prior authorization from Kwikset. If authorized by Kwikset, you will need to mail your Product to:

Spectrum Brands, Inc.  
ATTN: Kwikset Consumer Services  
19701 Da Vinci  
Lake Forest, CA 92610

A prepaid shipping label will be provided to you.

## Remedies

For certain claimed defect(s) covered by these warranties, as determined by Kwikset, Kwikset will provide you with troubleshooting steps.

For other claimed defect(s) covered by these warranties, as determined by Kwikset, Kwikset will replace the defective Product or part.

If a Kwikset Product, which is the same as the Kwikset Product or any part covered by these warranties, has been discontinued at the time of replacement or if Kwikset determines, in its sole discretion, that such replacement is inappropriate, Kwikset reserves the right to substitute an alternative product. Kwikset also reserves the right to accept or reject an alternative product proposed as a replacement, when the value is higher than that of the Product originally purchased by the Purchaser. Except as expressly provided in these warranties to the contrary, KWIKSET SHALL NOT BE OBLIGATED OR LIABLE FOR LABOR OR OTHER COSTS RELATED TO INSTALLATION, REPAIR OR REPLACEMENT OF A KWIKSET PRODUCT, OR FOR LOSS OF, OR DAMAGE TO ANY MATERIAL WHICH IS NOT SOLD BY KWIKSET.

## Kwikset Kevo Warranty Information

Your Kwikset Kevo products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of Kwikset you have selected the best quality product, backed by the best customer service available. Your Kwikset Kevo deadbolt product comes with a lifetime mechanical and finish warranty along with a 1 year electronic warranty to the original residential user of the product against defects in material and workmanship as long as the original user occupies the residential premises upon which the product was originally installed. This warranty does not cover scratches, abrasions, deterioration due to the use of paints, solvents or other chemicals, abuse, misuse, or product used in commercial applications. The Kwikset Kevo fob product includes a 1 year electronic warranty. Upon return of a defective product to Kwikset Corporation, Kwikset may repair or replace the product with a new or refurbished product of similar value at Kwikset's sole discretion. Kwikset reserves the right to accept or reject an alternative product proposed as a replacement, when the value is higher than that of the product originally purchased by the customer. Any product that has been repaired or replaced under this limited warranty will have a warranty coverage for the longer of ninety (90) days or the re-remaining original warranty period. Kwikset is not liable for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above 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. If any of your Kwikset Kevo products require warranty support, please call us at **1-800-327-LOCK (5625)** in the U.S. For customers outside of the U.S., claims under this warranty must be made only to either the place of purchase or to the listed importer.

## Return Policy

Kwikset is committed to providing the best product experience with your Kwikset Kevo purchase. In the event of a product defect, Kwikset provides two options for replacement, Advanced Exchange or Receive/Ship.

**Advanced Exchange:** For all qualified replacement requests, Kwikset will immediately send a replacement unit at no cost to you and will email you a prepaid label for return of the defective product. A pre-authorization hold will be placed on your credit card for the value of the lock(s) being replaced. Your credit card information will be collected and stored safely and securely. Upon receipt of your return, Kwikset will release the credit card information and no charges will be applied. Incomplete or no returns will be subject to credit card charges.



**Receive/Ship:** Upon qualification of your product return request, Kwikset will email you a prepaid label and shipping instructions to facilitate the return of the defective unit. After receipt of the defective unit at our returns facility, Kwikset will ship a replacement at no cost to you. Incomplete or no returns may void the warranty process.

## Limited of Liabilities

**THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE STATED HEREIN. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. UNDER NO CIRCUMSTANCES SHALL KWIKSET BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT, OR STRICT LIABILITY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, 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.**

**Effective Date: [July 6th 2020]**

<sup>1</sup> Kwikset Products produced prior to January 1, 2006, may be eligible for warranty in accordance with the terms and conditions of the applicable warranty program.