

Anderson Windows
Sundridge

Metal Door Warranty

Your product will remain free of any manufacturing defects for a period of 5 years for the date of purchase. We will, at our option, repair, replace or refund the purchase price of product or component part. Labour (when deemed necessary by our company) to repair or replace components is provided for two(2) years from the date of manufacture. We warrant Novatech glass inserts for a period of ten (10) years from the date of purchase. Factory authorized labour to replace a defective unit will be provided for one (1) year from the date of purchase. After this period of time the glass will be delivered to the dealer that you purchased your door from. The new unit must be replaced by an Anderson technician for you warranty on the glass to remain in place. We do this for a standard installation charge. Spontaneous glass breakage is warranted for a period of one (1) year. Any inspection that are deemed improper installation or something not considered a manufacturers defect will result in a charge back for a service call and mileage to the original dealer or customer.

What Warranty covers

- 25 years on the metal door
- 10 years on the Novatech glass inserts
- 5 years on the blind systems

Exclusions form warranty

- Normal wear and tear, including wear and tear of weatherstrip and natural weathering of surfaces, normal wear and tear to hardware and naturally occurring changes to hardware finishes
- exposure to chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above
- misuse, abuse, or failure to properly finishes and provide maintenance
- condensation or damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure.
- hardware or inserts that are not provided by us, such as door handles, locksets etc
- any cause beyond reasonable control e.g. flood, earthquake, fire, any act of nature or third parties outside of our control, high winds
- extreme artificial temperature exposure e.g. where storm doors/windows are present
- wood decay in wood components other than of pine species and any components(including pine) that come in contact directly with spoil.
- Improper installation not in comformance with Anderson Windows instructions, operational problems such as water leaking/filtration are a result of improper installation or flaws in building design
- labour and materials for repainting or removal or disposal of defective products; labour exceeding the time periods specified

- minor scratched or minor visual imperfections outside the products standard manufacturing and quality specification parameters.
- product that have been reinstalled after removal from its original installation

Conditions

This warranty applies to the original owner only. It is not transferable. This warranty is null and void if products have been damaged or abused after delivery and/or installed improperly. No warranty work will be done for any account that is not paid in full

Important Legal Information

This warranty sets for our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. We shall not be liable for the recovery of any other direct or indirect costs (shipping, handling, installation, removal, reinstallation, finish, painting etc). We are not liable for any labour or materials to paint or stain any repaired or replaced product, component or trim or other carpentry work that may be required. All warranty claims must be made in writing within applicable warranty period. No distributor dealer or representative of Anderson Windows has the authority to change, modify or expand this warranty. The original owner of this product acknowledges that they have read this warranty and understands it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed

Anderson Windows
P.O. Box 510
Sundridge ON
P0A 1Z0
sheri@andersonwindowsltd.com