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## **Wood Window & Door Warranty**

### **Anderson warranty covers the following**

Your product shall remain free of any manufacturing defects for ten(10) years from the date of purchase. We will, at our option, repair, replace or refund the purchase price of a 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 insulated glass units for a period of then (10) years. Factory authorized labour to replace glass units will be provided for one (1) year from the date of purchase. After this period of time the glass unit will be delivered to the dealer that you purchased your windows from. The new unit must be replaced by an Anderson Technician for your 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.

### **Exclusions From Your Warranty**

- Improper installation or re-installation
- Adjustments or corrections due to improper installation
- Water infiltration other than a result of a defect in manufacturing
- Improper maintenance
- Failure to properly seal the exposed wood portions of a product. This includes, but is not limited to, the exposed wood on all sides of a window (exterior, interior, top, bottom and both sides-includes both frame and sash). This must be done immediately upon installation of your windows. Your windows must be stained or painted with an oil base product. A thin bead of caulking must be run around the outside edge of the profile on the exterior of the sash.
- Normal wear and tear, including weather stripping
- Alterations or modifications made to a system by applying tints or films to glass, paint or stain finishes applied by the customer will not be covered

- Tarnish or corrosion to hardware finishes
- Glass breakage (except spontaneous breakage as per above warranty, slight wavy distortions in glass and slight colour variations are not considered a defect)
- Condensation or damage as a result of condensation (other than insul glass failure) most condensation problems are the result of excessive humidity levels and you must contact a heating/air-conditioning specialist,
- Minor warping or wood sash. Anderson's 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.
- Anderson's will not be liable for labour and materials to paint or stain any repaired or replaced product, component, trim or other carpentry work that may be required
- Service trips to provide instruction on product installation or use
- Transportation to any area that must be accessed by water

## **Finishing Instructions**

Your wood product must be finished both exterior and interior immediately upon installation. You must use a product that seals the wood. All surfaces must be finished to meet warranty requirements. (See warranty exclusions) should any alterations have to be made to the unit, such as planing or sanding, you must refinish the surface).

## **Important Legal Information**

This warranty sets for our maximum liability for our products. Anderson Windows reserves the right to substitute or modify any window or door system that is ordered to equal or greater value. This includes substitutions of glass, hardware, sills, weatherstripping, locking systems and all other parts. 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 the applicable warranty period

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