



**NORANDEX**<sup>®</sup>  
EXTERIOR PRODUCTS FOR YOUR HOME

For further information or to make a claim, please contact the Norandex retailer/dealer who supplied you with the Norandex product. If unavailable or unknown to you, you may contact us at:

Warranty Department  
Norandex  
300 Welcome Center Blvd.  
Welcome, NC 27374

**All claims must include the following information:**

- Description of the Norandex product, such as the exterior color, unit size or inside visible glass measurements
- A detailed description of the suspected defect and where in the home the Norandex product is installed
- Product identification number (PIN), which is a unique eight-digit "warranty I.D." number located in the top portion of each product
- Proof of purchase and date of purchase
- Your name, address, telephone number

Replacement products may be provided to the homeowner at no cost, but there could be labor charges for the removal of defective products and for installation of replacement products, if not removed and installed by the homeowner. The manufacturer has no responsibility, liability or obligation for, nor will it pay, any removal or installation costs for the replacement products.

Replacement components or parts will be delivered to the nearest Norandex location. Delivery to the actual installed location is the responsibility of the homeowner.

When warranty coverage is unclear, Norandex may charge an inspection fee of \$100.00 for any on-site inspections. If the inspector determines the Norandex product has a defect covered by this warranty, the inspection fee will be waived.

## TRANSFERABLE LIMITED LIFETIME WARRANTY FOR REPLACEMENT WINDOWS

eXtreme 600 HOPPER  
eXtreme 700 CASEMENT  
eXtreme 705 AWNING  
eXtreme 900 SINGLE HUNG  
eXtreme 998 GARDEN  
eXtreme 1000 SINGLE HUNG  
eXtreme 3000 DOUBLE HUNG  
eXtreme 6000 DOUBLE HUNG  
eXtreme 8000 DOUBLE HUNG  
SILENT GUARD<sup>®</sup>



**NORANDEX**<sup>®</sup>  
EXTERIOR PRODUCTS FOR YOUR HOME

Norandex is proud of the quality and workmanship of our products and your complete satisfaction is important to us. We are pleased to offer you the following Limited Lifetime Warranty on our products for materials and workmanship from the date of installation at no additional cost to you! Of course, as you would expect, our warranty does not cover normal wear and tear, or damages resulting from misuse, abuse, neglect or improper maintenance, and alterations or damages caused by others.

## Unit Components

Norandex warrants to the original single-family homeowner that products manufactured by Norandex will be free of defects in parts (including screens) and workmanship under normal use and service for as long as you own and reside in the home in which the Norandex products were installed.

## Insulated Glass

The insulated glass portion of the window is warranted not to “fail” under normal use and service for the lifetime of the product (excluding: fire, flood, earthquake, lightning, ice, windstorms, hail or other Acts of God). A “failed” unit is one that develops a significant obstruction of vision resulting from a moisture film formation or dust collection between the interior glass surfaces of the unit caused by a failure of the hermetic seal. Small marks, scratches and spots which do not exceed company standards or federal government specifications DD-G-451D or ASTM C1036 Standard Specification for Flat Glass, do not make insulated glass units defective.

## Insulated Glass Warranty Coverage

The insulated glass portion of the window is warranted not to “fail” under normal use and service for the lifetime of the product (excluding: fire, flood, earthquake, lightning, ice, windstorms, hail or other acts of God). A “failed” unit is one that develops a significant obstruction of vision resulting from a moisture film formation or dust collection between the interior glass surfaces of the unit caused by a failure of the hermetic seal. Small marks, scratches and spots which do not exceed company standards or federal government specifications DD-G-451D or ASTM C1036 Standard Specification for Flat Glass, do not make insulated glass units defective.

## Glass Breakage

Your Norandex windows are warranted against accidental glass breakage for as long as you own and reside in the home in which the Norandex products were installed. NOTE: This warranty against accidental breakage does not apply to tempered or specialty glass.

## Repair Procedure

This warranty is limited to Norandex, at its option, either (i) repairing and/or replacing any defective parts (color matching not guaranteed), or (ii) in lieu of repair or replacement, refunding the amount paid by the original single-family homeowner for the Norandex product (excluding installation costs).

## Product Changes

Norandex reserves the right to discontinue or change any product it manufactures. If the part or component of the product originally installed is not available and Norandex determines to make replacement, Norandex shall have the right to substitute such part or component designated by Norandex to be of equal quality and price.

## Commercial Applications

If Norandex products are installed in non-owner multifamily occupied dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc., then this warranty will be limited to 10 years, excluding labor.

## Limitations

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM OF THIS LIMITED WARRANTY. Norandex EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OR REFUND OF ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty. This limited warranty is only applicable in the USA. This limited warranty gives you specific legal rights, and you may also have other rights, which may vary, from state to state. This limited warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers.

## Condensation, Mold & Mildew

Condensation on the glass surface is a natural result of excess moisture in the house and does not indicate a defective product or faulty installation. Maintaining proper household humidity levels may prevent problems such as mold, mildew and related health risks. In no event shall Norandex be liable for any damages, including special, incidental or consequential damages, resulting from condensation, mold or mildew. IF YOU BECOME AWARE OF PERSISTENT CONDENSATION ON YOUR WINDOWS YOU SHOULD TAKE IMMEDIATE REMEDIAL ACTION TO PREVENT WATER, MOLD AND/OR MILDEW DAMAGE TO YOUR PROPERTY AND POTENTIAL HEALTH RISKS.

## Color

Color change due to normal weathering is excluded from this warranty. Normal weathering is defined as any exposure to ultraviolet (sun) light, weather and atmospheric conditions which will cause any colored or painted surface to fade, darken, chalk or acquire a surface accumulation of dirt or stains. The severity of these conditions depends on air quality, location of your home and other local conditions.

## Damage Related Exclusions

- Improper use or maintenance
- Product failure or damage due to improper installation or modifications including: adjustments or corrections due to improper installation
- Failures due to product modifications or window shading devices (e.g. glass tinting, security systems, improper painting or staining, insulated window coverings, etc.)
- Units improperly assembled and/or improperly mullied by others
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship
- Glass or metal damage caused by others (e.g., brick wash, sanding or improper washing, chemicals or airborne pollutants such as salt or acid rain)
- Delivery damage by companies other than Norandex
- Accidents or Acts of God
- Normal wear and tear

## General Exclusions

- Tarnish, corrosion or discoloration of hardware finishes
- Caulking is a maintenance responsibility of the homeowner after installation and is not covered under this warranty

## Labor Related Exclusions

- Replacement of sash panels, glass or other components
- Removal and disposal of defective product
- Painting or staining of repaired or replaced product, component, trim or other carpentry work that may be required.
- Service trips to provide instruction on product use.

TO APPLY FOR A TRANSFER OF WARRANTY, CUT OUT AT DOTTED LINE AND MAIL TO:  
Norandex Warranty Department, 300 Welcome Center Blvd., Welcome, NC 27374



## TRANSFER OF WARRANTY APPLICATION

This warranty is transferable one time only by the original single family homeowner to a successor owner of the property. If this warranty is transferred, it will remain in effect for 10 years after the date of the transfer or to the conclusion of the original warranty, whichever comes first. Norandex must receive written notice of the transfer of title to such property within thirty (30) days after the date of transfer of ownership. Failure to timely furnish such notice and payment to Norandex will result in immediate termination of the warranty coverage.

**NOTE: This is not a warranty registration. Please use for warranty transfer only.**

Name of NEW Owner \_\_\_\_\_

Name of ORIGINAL Owner \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Date of Installation \_\_\_\_\_ Date of Title Transfer \_\_\_\_\_

Installed by: \_\_\_\_\_