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# Windows & Doors Limited Warranty



## About our products

Every Andersen® window and door is manufactured to exacting specifications, while striving for the highest quality.

## About our limited warranty

Most other window and door warranties end when a home is sold. But our coverage—20 years on glass, 10 on non-glass parts—is completely transferable from each owner to the next. Because it is not prorated, the coverage offers full benefits, year after year, owner after owner, so it can add real value when you decide to sell your home.

## What this means to you

If, due to conditions outlined within the following limited warranty, your Andersen window or door does not meet its specifications during the warranty period, we will bring it up to our quality standards.

## Your responsibility

Even though Andersen products are of superior quality, this limited warranty applies only if the Andersen product has been properly installed, used and maintained.

WINDOWS • DOORS  
**Andersen**®



## Andersen Windows, Inc.

# Limited Warranty



### Andersen® Windows and Doors are Warranted in Two Ways

#### Glass – twenty (20) year transferable limited warranty

The glass in Andersen® factory-glazed window and door units (including dual-pane glass, High-Performance™ Low-E4™ glass, High-Performance™ Low-E4™ Sun glass, Low-E glass, 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. This limited warranty on glass does not apply to special glazings, Andersen art glass panels, decorative insulated art glass for Andersen architectural windows and doors, 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 – installation labor is not included; or (2) provide a factory-authorized repair to the existing glass at no cost to you; or (3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement or repair is warranted for the remainder of the original limited warranty period.

#### Components other than glass – ten (10) year transferable limited warranty

Non-glass portions of Andersen windows and doors (including non-electric operators, locks, lifts, balance systems, hinges, handles, insect screens, weatherstripping, 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 the Andersen architectural 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—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 or retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

#### General conditions and exclusions

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

**ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM OF THE 20, 10 AND 5 YEAR LIMITED WARRANTY. ANDERSEN 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 THE 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, so the above limitations or exclusions may not apply to you.

This limited warranty is only applicable in the USA (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.

#### What is not covered by this limited warranty

Product failure or damage due to improper installation or modification including

- Adjustments or corrections due to improper installation
- Failures due to 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

Damage caused by the following

- Improper installation, maintenance 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
- Exposure to conditions beyond published performance specifications
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship
- Condensation
- Others such as brickwash, use of razor blades, use of sealants, sanding or improper washing
- Failing 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 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

*Continued on the back panel*

Andersen Windows, Inc.

# Limited Warranty

**owner2owner**<sup>®</sup>  
LIMITED WARRANTY

...continued

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
- Andersen does not warrant the performance of the low-maintenance exterior glass coating on products with High-Performance™ Low-E4™ glass. Performance will vary depending on environmental conditions
- 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
- Tarnish or corrosion to hardware finishes
- Service trips to provide instruction on product use
- Applicable taxes and freight
- Special glazings. Contact us concerning the limited warranty on special glazings
- Andersen® art glass panels 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
- Andersen storm doors and Renewal by Andersen® windows have their own limited warranties and are not covered by this limited warranty
- Removal and re-installation of a previously installed Andersen product into a different structure
- Replacement parts for products outside the applicable warranty period
- Flexiframe® lineals sold for assembly by others



## How to register your Owner-To-Owner® limited warranty

Andersen offers quick, easy warranty registration on our web site. Just go to [andersenwindows.com/warranty](http://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 as highly confidential and will never be sold or traded to any person or organization outside of Andersen Corporation and the Andersen Dealer Network.

## How to get help

For further information or to make a claim within this limited warranty period, please contact the Andersen retailer/dealer who supplied you with your Andersen product. If unavailable or unknown to you, 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 service section of our web site at [andersenwindows.com](http://andersenwindows.com) or reach us by phone at 1-888-888-7020.

## You can help us serve you faster by collecting and including the following important information

- Description of the product such as the exterior color, unit size or 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

If the limited warranty period has expired or for repairs not covered by warranty, many replacement parts are available for purchase. 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, contact your local distributor or write to

Andersen Corporation  
International Division  
100 Fourth Avenue North  
Bayport, MN 55003-1096  
USA

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