



Renewal by Andersen® Products and Installation Transferable Limited Warranty

UNITS INSTALLED AFTER MAY 1, 2016

Your Renewal by Andersen® products are warranted under a fully transferable limited warranty covering parts, labor and original installation services.

Transferable Limited Warranty on Glass

The glass in Renewal by Andersen® factory glazed windows (including high-performance Low-E4® glass, high-performance Low-E4® Sun glass, high-performance Low-E4® SmartSun™ glass, high-performance SmartSun glass with HeatLock® technology, patterned glass [including obscure, 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 original installation date. It is also 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 original installation date. This limited warranty on glass does not apply to special order glazings, art glass, insulated art glass, impact-resistant glass or glass that is not factory installed by Renewal 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, Renewal by Andersen, at its option, will: [1] provide and install the appropriate replacement glass product or [2] provide a factory-authorized repair to the existing glass. Such replacement or repair is warranted for the remainder of the original limited warranty period.

Transferable Limited Warranty on Fibrex® Material Components

The Fibrex® material components of your Renewal by Andersen windows (including frame, sash, and exterior grilles) are warranted not to flake, rust, blister, peel, crack, pit or corrode and be free from defects in manufacturing, materials and workmanship for a period of twenty (20) years from the original installation date.

In the event a Fibrex material component fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Renewal by Andersen, at its option, will: [1] provide and install the appropriate replacement parts or [2] provide a factory-authorized repair to the existing product. Such replacement or repair is warranted for the remainder of the original limited warranty period.

Transferable Limited Warranty on Components Other Than Glass

The non-glass portions of your Renewal by Andersen windows (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 original installation date.

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, Renewal by Andersen, at its option, will: [1] provide and install the appropriate replacement parts or [2] provide a factory-authorized repair to the existing product. Such replacement or repair is warranted for the remainder of the original limited warranty period.

Transferable Limited Warranty on Exterior Color Finish

The color finish on the Fibrex® material exterior components (frame, sash, window sills and grilles) on Renewal by Andersen windows is warranted to be free from manufacturing defects resulting in color fade greater than 5 delta-E* measured in accordance with ASTM D2244 for a period of ten (10) years from the original installation date.

What is not covered by this exterior color finish warranty: weatherstripping, accessories and hardware, including insect screen frames, handles, trim sets and lock components, exterior trim profiles and exterior aluminum coil stock.

In the event there is a defect covered by this limited warranty for exterior color finish within the limited warranty period, Renewal by 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) or [2] repair or replace the product. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

Transferable Limited Warranty on Installation

Installation of your Renewal by Andersen windows or other Andersen window and/or door products by an authorized Renewal by Andersen contractor is warranted for a period of two (2) years from the date of original installation. During this period, should your Renewal by Andersen window or door fail to perform according to our specifications due to improper original installation, we will bring the workmanship up to our professional standards, at no cost to you.

This limited warranty on installation does not extend to labor/services performed by anyone other than the original authorized installer or other authorized Renewal by Andersen contractor, nor to the installation or repair of any finishing or other materials that have been applied to or adjacent to the product after the initial installation.

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. RENEWAL BY 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 OR REPLACEMENT 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) and Canada. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state or province. 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.

*Technical measurement of color fade.

What is Not covered by this Limited Warranty

Specific Additional Exclusions

In addition to any other limitations or exclusions in this Limited Warranty, Renewal by 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.)
- Failure due to the application of non Renewal by Andersen hardware (e.g. locksets, trim sets, hinges, panic hardware, closers, etc.)
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship
- Failure as a result of settling or structural failure of the structure in which the products are installed
- Condensation, other than as a result of a defect in manufacturing, materials or workmanship
- 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 and veneer of a product in accordance to Renewal by Andersen painting or staining guidelines
- Fading of furniture, flooring, window coverings or other surrounding materials
- Chemicals or airborne pollutants, such as salt or acid rain
- Accidents
- Acts of God
- Normal wear and tear

Additional items excluded from this limited warranty:

- Products not manufactured by Renewal by Andersen
- Installation services by other than authorized Renewal by Andersen installers
- Removal of Renewal by Andersen windows from the structure in which it was originally installed by anyone other than an authorized Renewal by Andersen installer
- The performance of the low-maintenance exterior glass coating on products with high-performance Low-E4® glass – performance will vary depending on environmental 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
- Special glazings – contact us concerning the limited warranty on special glazings
- Art glass and decorative insulated art glass, impact-resistant glass
- Renewal by Andersen Series 2 windows and patio doors, Andersen® A-Series windows and doors, 400 Series and 200 Series windows and doors, 400 Series windows with Stormwatch® protection and impact-resistant glass, 100 Series windows and doors, storm doors, E-Series windows and doors, Silver Line® windows and doors, American Craftsman® windows and doors and Weiland® windows and doors have their own limited warranties and are not covered by this Limited Warranty – for information on warranty coverage for these products, please refer to the specific limited warranties for these products – they are available at andersenwindows.com

Warranty Claim Procedure

To make a claim under this Limited Warranty, contact the nearest Renewal by Andersen® showroom, our Warranty Service Line at 800-441-1109 or visit our website at renewalbyandersen.com. We will contact you to investigate your claim within approximately two weeks after notification and arrange for appropriate action. Warranty services may be provided by Renewal by Andersen and/or an authorized Renewal by Andersen service provider.

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

- The serial number of the affected product (e.g., located on a label affixed to the top or side of the window frame)
- Description of the product concerns
- Documentation of the purchase date, if available
- Your name, address (with zip code) where 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, Renewal by Andersen may charge an inspection fee for any on-site product inspections. If the inspector determines the Renewal by Andersen product has a defect covered by this Limited Warranty, the inspection fee will be waived.





LIFETIME Transferable Craftsmanship & Glass Breakage Warranty*

Renewal by Andersen of Washinton's LIFETIME Transferable Craftsmanship & Glass Breakage Warranty covers all residential Renewal by Andersen window and door installations.

- ✓ We warrant our installation for as long as you own your home!
- ✓ If you break it, we will fix it for **FREE!** Glass breakage warranty on all Renewal by Andersen windows & doors!
- ✓ No extended contracts to purchase!
- ✓ Dedicated service team to handle your needs!
- ✓ If you sell your home, our warranty will cover the next owner for ten years from the date of our installation!



Transferable Craftsmanship Warranty Terms and Conditions

CRAFTSMANSHIP & GLASS BREAKAGE WARRANTY:

Sound Window & Door Inc., dba Renewal by Andersen® of Washington (RBA) warrants that all labor supplied by RBA will be performed in a good and workmanlike manner according to industry standards.

LIFETIME Transferable Craftsmanship & Glass Breakage Warranty on all RBA Windows and Doors:

- RBA warrants installation labor and Glass Breakage for the original purchaser as long as the Owner purchasing from RBA owns the home.
- This warranty is transferable within the first ten (10) years from the date of substantial completion. If transferred to a new owner, this warranty will convert to a ten (10) year warranty from the date of substantial completion.

Caulking and painting (if part of the scope of work) labor is warranted for five (5) years from substantial completion. Caulking requires inspection at least once per year by Owner. Owner is required to re-caulk any failed or worn caulking or notify RBA of failed or worn caulking. Caulking maintenance is a very important factor in the prevention of water intrusion and leaks into your home. RBA shall not be liable for any damages caused as a result of Owner's failure to perform caulking inspection and/or maintenance on an annual basis. RBA can, for an additional charge, perform such annual caulking maintenance. Warranty expressly excludes any claims of damage caused by mold or mildew. Warranty does not include the repair or replacement of work not installed by RBA; including painting, staining, trim, interior repairs, alarm systems, or other similar work. This warranty does not include intentional misuse or abuse. Damage caused by Acts of God, vandalism, or other similar situations typically covered by insurance policies are not included. This warranty is only valid when the property or its improvements are subject to normal use and care by the Owner(s) and provided that the Owner has fully complied with all the terms, conditions and payment provisions of the Contract. Warranty will be issued and is valid only after Owner makes final and complete payment to RBA. Owner shall provide RBA with the opportunity to repair or replace any mutually acknowledged repairs or corrections during construction and throughout the warranty period. Any manufacturer's warranties shall pass to the benefit of the Owner and are assigned to the Owner by RBA. Should Owner observe any water leaks or water penetration in the vicinity of RBA's work during construction or the warranty period, Owner shall immediately notify RBA by telephone of any such water leak or water penetration and shall further notify RBA in writing of such water leak or water penetration within 48 hours of first observing such conditions. Owner agrees that RBA shall not be liable for any damages allegedly resulting from water leaks or water penetration if they fail to notify RBA of such water leaks or water penetration in a timely manner. Owner agrees that RBA shall not be liable for any water, wind, or air leaks or infiltration caused by weather or climate conditions that exceed the design standards of

products installed by RBA. Owner is responsible for any repairs, damage, or related work caused by such conditions.

RENEWAL BY ANDERSEN® CORPORATION LIMITED WARRANTY FOR RENEWAL BY ANDERSEN® PRODUCTS:

Your Renewal by Andersen products are warranted under a fully transferable limited warranty covering parts and labor from the Renewal by Andersen® Corporation located in Cottage Grove, MN. All warranty claims must be made during the applicable warranty period. This warranty is NOT provided by Renewal by Andersen of Washington. The following is summary of the warranty, for complete warranty details please refer to www.renewalbyandersen.com.

Twenty (20) year limited warranty for glass: The insulating glass in Renewal by Andersen window sash and door panels is warranted to be free from defects in manufacturing, materials and workmanship for twenty (20) years from the original installation date. Insulating glass is warranted not to develop, under normal use and conditions, any material obstruction of vision resulting from manufacturing defects or as a result of premature failure of the glass or organic seal. Slight glass curvature and minor scratches or other imperfections in the glass that do not impair structural rigidity or significantly obscure normal vision are not covered by this Limited Warranty. If your Renewal by Andersen window sash or door panel glass is found to be defective, Renewal by Andersen may elect to either repair or replace the defective sash or door panel, at no cost to you. Such repairs and replacement parts are warranted for the remainder of the original warranty period. The frame and sash members of your Renewal by Andersen window are constructed of Fibrex® material. All Fibrex material components of your Renewal by Andersen products are warranted not to flake, rust, blister, peel, crack, pit, corrode, or rot, under normal use, for twenty (20) years from the original installation date.

Ten (10) year limited warranty for components other than glass: The non-glass and non-Fibrex material components of your Renewal by Andersen windows and doors are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the original installation date. This includes, but may not be limited to, components such as locks, lifts, balance systems, hinges, handles, insect screens and weather-stripping. During the warranty period, Renewal by Andersen may elect to either repair or replace any defective Renewal by Andersen products or components for you, at no cost. Such repairs and replacement parts are warranted for the remainder of the original warranty period.

* See "Transferable Craftsmanship & Glass Breakage Warranty on all RBA Windows and Doors" for details.