

## Warranty

This document sets out the various warranties which Norwood gives to the original purchaser of products manufactured by Norwood. This warranty is non transferable and is valid to the original owner of the building where the product is installed.

### Natural Wood/Norcoat Flexacron

#### A. Insulated Glass

- **Norwood**, as manufacturer, warrants all insulated glass, except when installed as TDL (True Divided Lights), from seal failure for a fifteen (15) year period from the date of manufacture.
- TDL (True Divided Light) sealed units are warranted for one (1) year from the date of manufacture.

**Norwood** warrants that all glass units be free from stress cracks for a period of two (2) years from the date of manufacture.

Should there be a failure of the air seal within the limited warranty period, **Norwood** shall, at their discretion:

- Either replace the defective insulated glass, or a sash glazed with insulated glass, at no charge within a period of two (2) years from date of purchase.
- Years three (3) to fifteen (15) from date of purchase, **Norwood** shall, at its own discretion, provide a replacement piece of insulated glass, or a sash glazed with insulated glass, delivered to the original point of purchase. The customer will be responsible for installation and replacement of the glass.

**Norwood will not be responsible for repainting, refinishing, or similar activities involved in the installation and replacement of glass at any time.**

#### This warranty does not cover:

- Cracked or broken glass or damage to product resulting from accident, abusive handling or misuse, shattering due to heat build-up or any cause beyond the control of **Norwood** such as fire, flood and any act of nature.
- Any units where there is film applied to the surface of the glass.
- Minor glass imperfections that do not affect normal vision or product performance. Normal manufacturing defects considered as acceptable by the Canadian industry standard are imperfections such as scratches that are invisible

to the naked eye more than one meter from the glass.

#### B. Wood Items

**Norwood** warrants the quality of workmanship and materials of wood items to be free from defects which might render the product unserviceable for two (2) years from the date of manufacture.

**Norwood** suggests inspection of all products upon arrival and before installation and finishing. To comply with this limited warranty, it is the consumer's responsibility to properly care for and protect all wood items against moisture, excessive dryness, etc. and see that all surfaces, interior and exterior, top and bottom of wood items, are thoroughly painted, varnished, or sealed by accepted field finishing standards.

**Norwood** will replace or repair any products which may be defective and will do so in the same state as originally supplied.

**Norwood will not, however, be responsible for the installation or any refinishing work associated with replacement of these parts**

#### This warranty does not cover:

- **Any natural unfinished or primed product after it leaves the factory.**
- Variations in color, grain, texture or normal wear of the wood does not constitute defects in wood items.

#### C. Hardware, Weatherstripping, Screens Etc.

**Norwood** provides a limited warranty against defects or error in workmanship for a five (5) year period from the date of manufacture.

These products are generally manufactured by others and provided to us as finished items to incorporate into our products. Within that time period **Norwood** will provide replacement materials at no charge. The customer will be responsible for installation of these materials.

**Norwood will not, however, be responsible for the installation or any refinishing work associated with replacement of these parts.**

**This warranty does not cover:**

- Any hardware or weatherstripping that has been painted or coated with any substance that could interfere with the operation of the part.
- Normal wear or tear and natural weathering on surfaces.
- Damage to surfaces caused by chemicals used for such activities as brick washing.
- Abuse by on site construction.

**D. Norwood Flexcron Finishes**

Norcoat coatings, as supplied by **Norwood** are guaranteed not to crack, peel or blister for a period of fifteen (15) years from date of application when used under normal atmospheric conditions.

**Norwood's** liability under this warranty will be limited to all cost related to refinishing or replacing the defective part. **Norwood** will, in all instances, have the option of determining which of the above shall be utilized to fulfill this obligation as well as what materials will be used in the event of refinishing. Claims under this warranty must be made to **Norwood**, in writing, within thirty (30) days of discovering a defective unit.

This warranty is exclusive to Norcoat finish on **Norwood** products.

**This warranty does not cover:**

- Product which has been physically damaged during installation or delivery.
- Damage to the finish system induced by excessive movement of the substrate.
- Normal color changes (Fading) due to environmental exposure.
- Unacceptable color changes or staining due to migration of naturally occurring resins or pitch from the substrate through to the surface of the finish.
- Damaged areas that have been improperly touched-up or touched-up by materials that were not approved by **Norwood**.
- Product that has been exposed to chemicals or other corrosive substance or corrosive environments.

**E. Norwood Stained and Clear Coat Finishes**

Norcoat stained product, as supplied by **Norwood**, are guaranteed not to crack, peel or blister for a period of one (1) year from date of application when used under normal atmospheric conditions.

**Norwood's** liability under this warranty will be limited to all cost related to refinishing or replacing the defective part. **Norwood** will, in all instances, have the option of determining which of the above shall be utilized to fulfill this obligation as well as what materials will be used in the event of refinishing. Claims under this warranty must be made to **Norwood**, in writing, within thirty (30) days of discovering a defective unit.

**This warranty does not cover:**

- Windows and doors without the correct overhang as described on page four (4) of this warranty.
- Product which has been physically damaged during installation or delivery.
- Damage to the finish system induced by excessive movement of the substrate.
- Unacceptable color changes or staining due to migration of naturally occurring resins or pitch from the substrate through to the surface of the finish.
- Damaged areas that have been improperly touched-up or touched-up by materials that were not approved by **Norwood**.
- Product that has been exposed to chemicals or other corrosive substance or corrosive environments.

**F. Steel Door**

**Norwood** will provide, to the original owner, a limited warranty on steel door slabs against defects, warpage, or error in workmanship for five (5) years from date of purchase.

Within that time period, the manufacturer will replace defective material at no charge.

**Norwood will not, however, be responsible for the installation or any refinishing work associated with replacement of these parts.**

**This warranty does not cover:**

- Doors with cut-outs over 21" x 65" on the 32" and 34" doors and 24" x 65" on 36" doors.
- Door warpage is not covered by warranty when cut-outs are greater than the above.
- Door warpage is considered a defect when the deflection exceeds 5mm or 1/4", providing the door is manufactured with standard locks and hinge preparation.
- Dents, scratches or damage after the door has been delivered.

**G. Wood Door**

**Norwood** warrants the quality of workmanship and materials of wood items to be free from defects which might render the product unserviceable for two (2) years from the date of manufacture.

All aspects of our written warranty on wood, glass and hardware are applicable with this product; however, millwork items such as this must receive special care and treatment if they are not completely pre-finished at the factory.

Within the time period, **Norwood** will, at its option, either repair or replace without charge; the defective item in whatever stage of finish it was original supplied. Written notice of any claim under this warranty must be given to **Norwood** within ten (10) days if we have made an error or if millwork proves unsatisfactory.

**This warranty does not cover:**

- **Norwood will not warranty any natural unfinished or primed product after it leaves the factory.**
- Warping shall not be considered a defect unless it exceeds ¼" in the plane of the door itself and does

not refer to the relationship of the door to the frame or jamb in which it is hung.

- Warping of doors with out a factory installed multipoint lock.
- Units which are improperly installed.
- Improper treatment or failure to follow finishing instructions.
- The appearance of the field finished door is not warranted under any circumstances.
- Air and water infiltration due to nature of product (french door only).
- Variations in color, grain, texture or normal wear of the wood does not constitute defects in wood items.
- Under these circumstances, it is the homeowner's responsibility to properly care for and protect new wood against moisture or excessive dryness and see that the top and bottom edges and all other surfaces of doors are thoroughly painted or varnished.

**This warranty as outlined in paragraphs A, B, C, D, E, F & G is limited to defects in workmanship and materials and does not cover damage or defects caused by or arising from:**

1. Damage occurring in transit (by a carrier other than Norwood) after the item leaves the **Norwood** plant, or on-site damage occurring during construction through vandalism, or from any other cause beyond **Norwood's** control.
2. Improper handling or installation by the builder or customer, or the failure of the builder or the customer to follow **Norwood's** instructions.
3. Installation of the window or door in its opening in a manner that is not exactly plumb, square and true and adequately shimmed as described in the installation instructions supplied with each product.
4. The unit is being subjected to stresses resulting from localized application of heat which causes excessive temperature differential over the glass surface or edges, or if strain is applied to the unit by movement of the building, or if provisions have not been made in accordance with sound practice for adequate expansion or contraction of framing members.
5. Claims involving the improper installation and/or finishing where such work was not originally performed by **Norwood**.
6. Exposure to weather in unfinished state.
7. French inswing casements installed in high exposed areas are not warranted against water or wind infiltration.
8. Labor to install any replacement warranted parts is covered for 2 years at Norwood's discretion.
9. Splits, dents, scratches and finish deterioration on wood and aluminum door sills and crown after the door is installed.
10. Any sized units having dimensions greater than those listed in Norwood's catalog.
11. Discoloration or weathering of hardware finishes.
12. Air or water infiltration or damage on site mulled product.
13. Norwood recommends that inspections be carried out yearly on factory applied finishes and any mildew cleaned, breaches in the finish and lifting of stain top coat be repaired. In high exposed areas stained product may have to be refinished annually.

Dealers should note that the Norwood will invoice replacement parts at regular price, and in turn issue full credit when defective parts has been returned for inspection for warranty approval.

**In consideration of the above express warranties extended by Norwood, all other warranties or conditions, either expressed or implied whether arising by statute or otherwise, including warranties of merchantability and fitness for a particular purpose are excluded.**

**In no event shall Norwood be liable for indirect or consequential damages such as the cost of repairing or replacing property damage as a result of product failure.**

## Norwood stained Product warranty Limitations

Norwood's one year warranty on its stained product is subjected to the following condition.

Placement and overhangs:

Placements of stain product in a home will determine its maintenance and longevity. To protect and extend the life of the stained product you need to consider the direction the product will be facing which will determine the amount of overhang that is required. Also there are some situations where the exposure can be too extreme for a wood door.

Below is a formula to help determine the correct overhang for Norwood's stained product.

Y = distance from bottom of window or door to base of overhang

X = overhang distance required

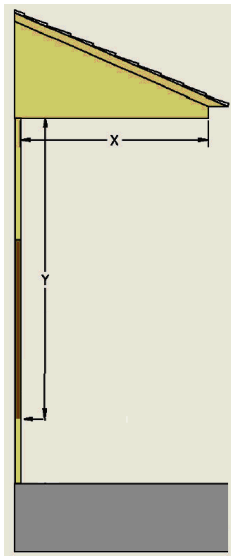
Direction

South  $X = Y$

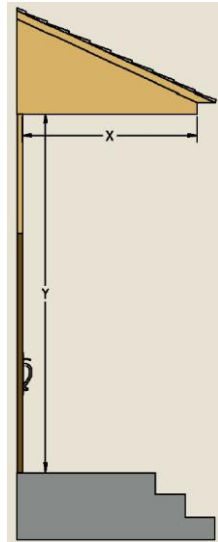
North  $X = 1/2Y$

East  $X = 1/2Y$

West  $X = Y$



**Window**



**Door**

Stained product without adequate overhangs may experience problems such as rapid finish deterioration, color fading, wood splitting, molding shrinkage, wood joint separation and penetration between molding, panels and glass.

**Without the minimum overhang over the stained products Norwood's warranty will be void.**