



## Fiberglass Window 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.

**Norwood** will provide to the original owner a limited lifetime warranty that Fiberglass components will not degrade, bow or twist. This warranty is limited to the replacement of the defective component only.

**This warranty does not cover:**

- Product which has been physically damaged during installation or delivery.

**Insulated Glass**

**Norwood**, as manufacturer, warrants all insulated glass from seal failure for a fifteen (15) year period 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.
- 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.

**Hardware, Weatherstripping, 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.



**Norwood factory applied paints:**

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 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.
- 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.

**This warranty 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 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. Labor to install any replacement warranted parts is covered for 2 years at Norwood's discretion.
7. Any sized units having dimensions greater than those listed in Norwood's catalog.
8. Discoloration or weathering of hardware finishes.
9. Air or water infiltration or damage on site mulled product.

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.**