RENEWAL by ANDERSEN
FULL-SERVICE WINDOW & DOOR REPLACEMENT

LIFETIME Transferable Craftsmanship & Glass Breakage Warranty



Renewal by Andersen of Portland'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'll 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!

See reverse side for complete terms and conditions.

Transferable Craftsmanship & Glass Breakage Warranty

CRAFTSMANSHIP & GLASS BREAKAGE WARRANTY: GLV Enterprises Inc., dba Renewal by Andersen® of Portland (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 Portland. The following is summary of the warranty, for complete warranty details please refer to www.renewalbyandersen.com.

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.

RENEWAL by ANDERSEN
FULL-SERVICE WINDOW & DOOR REPLACEMENT

Ensemble™ Entry Door Products and Installation Transferable Limited Warranty

Units installed after Jan 1, 2023

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



IMPORTANT: Please carefully read the Dispute Resolution Process that appears in this document after the Limited Warranty. The Dispute Resolution Process includes class-action and jury trial waivers that affect your legal rights. To opt out of these waivers, you must visit our website at www.renewalbyandersen.com/optout and complete the opt-out form within one year from the original installation date of your Renewal by Andersen® products. The opt-out only applies to the terms of the Dispute Resolution Process.

Transferable Limited Warranty on Glass

The glass in Renewal by Andersen® factory glazed entry doors including High-Performance Low-E4® glass, High-Performance Low-E4® Sun glass, High-Performance Low-E4® SmartSun™ glass, high-performance HeatLock® glass, High-Performance Low-E4 PassiveSun® glass patterned glass (including obscure, satin etch, 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 a period of twenty (20) years from the original installation date. It is also warranted not to develop, under normal conditions, any material obstruction of vision or broken glass resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for a period of twenty (20) years from the original installation date. This limited warranty on glass does not apply to special order glazings, cross reed patterned glass, discontinued glass, art glass, insulated art glass, impact-resistant glass, or glass that is not factory installed.

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 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 Decorative Art Glass

The decorative insulating art glass and cross reed patterned glass in factory-glazed Renewal by Andersen entry doors is warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the original installation date. It is 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 ten (10) years from the date of purchase from the original installation date.

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 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 entry doors (including frame, exterior trim, and 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 components 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 Coatings

The coatings on exterior components (frame, panel, light surround, Fibrex material door sill, grilles and Fibrex exterior trim) on entry doors, entry door transoms and sidelights are warranted not to develop corrosion caused by an electrolytic chemical reaction involving atmospheric salts, such as what may occur in coastal applications, for as long as the product is installed in its original structure. What is not covered by this exterior coatings warranty: Renewal by Andersen stained panels and sidelights, accessories, and hardware such as insect screens, coil stock, hinges, handle trim sets and lock components.

In the event the coating on an exterior 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 components 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 solid color finish on exterior components (frame, panel, light surround, grilles and exterior trim) on entry doors, entry door transom and sidelight windows is warranted not to flake, blister, crack, peel, pit, corrode, or lose adhesion for a period of twenty (20) years from the original installation date. The color finish on exterior components (frame, panel, light surround, grilles and exterior trim) entry doors, entry door transom and sidelights is warranted to be free from manufacturing defects resulting in color fade greater than 5 delta E^ (Hunter) (when measured in accordance with ASTM D2244-16el) for a period of ten (10) years from the original installation date.

The stained finish on exterior components (panel, light surround, and grilles) on entry doors and sidelights is warranted not to flake, blister, crack, peel, pit, corrode, or lose adhesion for a period of three (3) years from the original installation date. What is not covered by this exterior color finish warranty: accessories and hardware, sills, hinges, handles, trim sets and lock components, 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] 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 entry doors (including door accessories, locks, hinges, handles, weatherstripping, panel and frame members and light surrounds) 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.

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Transferable Limited Warranty on Corrosion-Resistant Hardware

Corrosion-resistant hardware (double door passive panel throw bolts) is warranted to be free from mechanical failure due to corrosion caused by an electrolytic chemical reaction involving atmospheric salts, such as what may occur in coastal applications for a period of ten (10) years from the original installation date. What is not covered by this corrosion-resistant hardware warranty: any and all aesthetic discoloration or pitting that may occur due to environmental conditions. Minimum maintenance such as cleaning with a mild detergent on a regular basis may be necessary to maintain the original hardware appearance.

In the event there is a mechanical failure of the corrosion-resistant hardware, within the limited warranty period, Renewal by Andersen, at its option, will: (1) provide and install the appropriate replacement components 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 Anodized Aluminum Surfaces

The anodized finish on Renewal by Andersen aluminum sills is warranted not to crack, craze, flake or blister for two (2) years from the date of purchase from the retailer/dealer when exposed to normal atmospheric conditions. The anodized finish is also warranted against chalking in excess of a number eight (8) rating as determined by the procedure outlined in ASTM D4214-07 and against color change of more than 5 delta E (Hunter)^ units as determined by ASTM method D2244-16e1 for a period of five (5) years from the original installation date.

In the event there is a defect covered by this limited warranty for exterior anodized aluminum surfaces 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 Installation

Installation of your Renewal by Andersen windows, entry doors 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 entry door 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 contractor authorized by Renewal by Andersen, 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.

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.)
- Damage caused by application of storm door closure hardware
- Failure due to the application of hardware not provided by Renewal by Andersen (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
- Water infiltration through and around mail slots
- 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 maintain product in accordance to Renewal by Andersen 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
- Products not purchased through Renewal by Andersen and installed by an authorized Renewal by Andersen installer
- Installation services other than authorized Renewal by Andersen installers
- Improper installation or use, including use of a Renewal by Andersen entry door as a main entrance or exit door for a building other than a single-family residential unit or re-installing Renewal by Andersen entry door after it has been removed from a building and re-sold and/or re-installed in a different building.
- Removal of Renewal by Andersen entry doors 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
- Tarnish or corrosion to hardware finishes
- The appearance of anodized finishes is the result of a naturally forming process which makes each unit one-of-a-kind. The process may result in an inconsistent color and/or finish, which is a feature of the finish and not considered a defect in manufacturing.
- Other product series, some products, and accessories have their own limited warranties and are not covered by this limited warranty. Visit www.andersenwindows.com/warranty for more information
- Any damage caused by failing to properly coat any unfinished parts of the entry door in accordance to Renewal by Andersen Care & Maintenance Guide.
- Distorted or cracked light surround not causing structural or other performance related issues
- Any damage caused by heat as a result of the application of a storm door
- Damage caused by application of storm doors other than approved Andersen® Series 10 Fullview Interchangable Storm doors, Series 10 Fullview Rectractable Insect Screen storm doors and Series 10 Fullview Laminated storm doors

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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 entry door 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.

General Dispute Resolution Process

If you are dissatisfied with the remedy provided to you under the Limited Warranty set forth above or have any other claim against Renewal by Andersen related to your Renewal by Andersen® products, you and Renewal by Andersen agree to resolve the claim using the following process ("Dispute Resolution Process"). This Dispute Resolution Process will apply to claims of any nature relating to your Renewal by Andersen product ("Dispute(s)"). Disputes include, but are not limited to: claims for breach of contract or breach of warranty; claims for violation of state or federal laws or regulations; claims based in tort, negligence, or product liability; claims based in fraud or fraud in the inducement, marketing, or advertising claims; and claims related to the enforceability or effect of any term of the Limited Warranty or the Dispute Resolution Process, including, but not limited to, the waivers of class action and jury trials.

Notice Required

To assert a Dispute, you must first provide Renewal by Andersen with written notice. A Notice of Dispute form is available for your use on Renewal by Andersen's website at www.renewalbyandersen.com/noticeofdispute.

Renewal by Andersen Response

Renewal by Andersen will have 60 days from receipt of your Notice of Dispute to respond to you in writing. In that response or at any later time, Andersen may make one or more written offers to you to resolve your Dispute.

No Class-Action or Jury Trials

YOU AGREE THAT YOU MAY ASSERT DISPUTES AGAINST RENEWAL BY ANDERSEN ONLY ON AN INDIVIDUAL BASIS AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE ACTION OR PROCEEDING. AS PART OF THIS DISPUTE RESOLUTION PROCESS, YOU AND ANDERSEN ALSO AGREE TO WAIVE ANY RIGHT TO A JURY AND AGREE TO HAVE ALL DISPUTES HEARD AND DECIDED SOLELY BY THE FEDERAL OR STATE COURT JUDGE.

Opt-Out Procedure

You may opt out of this Dispute Resolution Process by completing and submitting a written Opt-Out Notice. The Opt-Out Notice is located on Renewal by Andersen's website at www.renewalbyandersen.com/optout. Whether or not you opt out of the Dispute Resolution Process, all terms of the Limited Warranty set forth above remain in force and effect.

Applicable Law and Severability

This Dispute Resolution Process, including, but not limited to, issues related to its enforceability and effect, will be governed by the laws of the State of Minnesota without regard to conflict of law principles. If any term of this Dispute Resolution Process is found to be invalid or unenforceable in any particular jurisdiction, that term will not apply to that issue in that jurisdiction. Instead, that term will be severed with the remaining terms continuing in full force and effect.

Questions

If you have questions about the Dispute Resolution Process or Opt-Out Procedure, contact us at 1-800-441-1109.

RENEWAL by ANDERSEN
FULL-SERVICE WINDOW & DOOR REPLACEMENT

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RENEWAL by ANDERSEN
FULL-SERVICE WINDOW & DOOR REPLACEMENT

Acclaim™ Replacement Windows Products and Installation Transferable Limited Warranty

Units Installed After June 1, 2024

Renewal by Andersen® Limited Warranty and Dispute Resolution Process

ACCLAIM™
REPLACEMENT WINDOWS
EXCLUSIVELY FROM RENEWAL by ANDERSEN

IMPORTANT: Please carefully read the Dispute Resolution Process that appears in this document after the Limited Warranty. The Dispute Resolution Process includes class-action and jury trial waivers that affect your legal rights. To opt out of these waivers, you must visit our website at www.renewalbyandersen.com/optout and complete the opt-out form within one year from the original installation date of your Renewal by Andersen® products. The opt-out only applies to the terms of the Dispute Resolution Process.

Transferable Limited Warranty on Glass

The glass in Renewal by Andersen® Acclaim™ factory glazed replacement windows including High-Performance Low-E4® glass, High-Performance Low-E4® Sun glass, High-Performance Low-E4® SmartSun™ glass, High-Performance HeatLock® glass, High-Performance Low-E4 PassiveSun® glass 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 a period of twenty (20) years from the original installation date. It is also warranted not to develop, under normal conditions, any material obstruction of vision or broken glass resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for a period of twenty (20) years from the original installation date. This limited warranty on glass does not apply to special order glazings, discontinued glass, 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 Acclaim replacement windows (including frame, sash, and exterior grilles) are warranted not to flake, rust, blister, peel, crack, pit, or corrode and to 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 components 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 and Fibrex® Material

The non-glass components of your Renewal by Andersen Acclaim replacement 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 or Fibrex material 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 Fibrex® material exterior components (frame, sash, window sills, and grilles) on Renewal by Andersen Acclaim replacement windows is warranted to be free from manufacturing defects resulting in color fade greater than 5 delta-E^ (Hunter) when measured in accordance with ASTM D2244-16el, for a period of ten (10) years from the original installation date.

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

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 affected product or component. Such replacement parts, refinishing, or repairs are warranted for the remainder of the original limited warranty period.

Transferable Limited Warranty on Installation



Installation of your Renewal by Andersen® Acclaim replacement windows or other Andersen® window and/or door products by Renewal by Andersen 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. See the Andersen product warranties for additional warranty details.

This limited warranty on installation does not extend to labor/services performed by anyone other than the original Renewal by Andersen installer or other contractor authorized by Renewal by Andersen 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.

Non Renewal by Andersen Products

For products that are not specifically branded Renewal by Andersen, see the specific product warranties for those Andersen products available at andersenwindows.com.

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 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.

Non-Warranty Repair or Replacement

You will be responsible for all costs related to any repair or replacement 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 inspection. If the service provider determines the Renewal by Andersen product has a defect covered by this Limited Warranty, the inspection fee will be waived.

^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, 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
- Improper maintenance, such as use of brick wash, razor blades, sealants, sanding, or improper washing
- Failure to properly seal and maintain the exposed wood portions and veneer of a product in accordance with Renewal by Andersen painting or staining guidelines
- Obtaining safe and reasonable access to the product for service
- 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
- Products not purchased through Renewal by Andersen and installed by an authorized Renewal by Andersen installer
- Installation services other than by authorized Renewal by Andersen installers
- Removal of Renewal by Andersen Acclaim replacement windows from the structure in which it was originally installed by anyone other than an authorized Renewal by Andersen installer
- Labor, service, and materials to paint or stain any repaired or replaced product, component, trim, finish, or other materials applied to or adjacent to products or other carpentry work that may be required
- 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
- Broken glass
- Art glass and decorative insulated art glass, impact-resistant glass
- Fading of furniture, flooring, window coverings, or other surrounding materials
- Other product series: Some products, product options, and accessories have their own limited warranties and are not covered by this Limited Warranty. For information on warranty coverage, please refer to the specific limited warranties for these products available at andersenwindows.com

Warranty Claim Procedure

To make a claim under this Limited Warranty, contact the nearest Renewal by Andersen location, 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 (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

Dispute Resolution Process

General

If you are dissatisfied with the remedy provided to you under the Limited Warranty set forth above or have any other claim against Renewal by Andersen related to your Renewal by Andersen® products, you and Renewal by Andersen agree to resolve the claim using the following process ("Dispute Resolution Process"). This Dispute Resolution Process will apply to claims of any nature relating to your Renewal by Andersen product ("Dispute(s)"). Disputes include, but are not limited to: claims for breach of contract or breach of warranty; claims for violation of state or federal laws or regulations; claims based in tort, negligence, or product liability; claims based in fraud or fraud in the inducement, marketing, or advertising claims; and claims related to the enforceability or effect of any term of the Limited Warranty or the Dispute Resolution Process, including, but not limited to, the waivers of class action and jury trials.

Notice Required

To assert a Dispute, you must first provide Renewal by Andersen with written notice. A Notice of Dispute form is available for your use on Renewal by Andersen's website at www.renewalbyandersen.com/noticeofdispute.

Renewal by Andersen Response

Renewal by Andersen will have 60 days from receipt of your Notice of Dispute to respond to you in writing. In that response or at any later time, Andersen may make one or more written offers to you to resolve your Dispute.

No Class-Action or Jury Trials

YOU AGREE THAT YOU MAY ASSERT DISPUTES AGAINST RENEWAL BY ANDERSEN ONLY ON AN INDIVIDUAL BASIS AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE ACTION OR PROCEEDING. AS PART OF THIS DISPUTE RESOLUTION PROCESS, YOU AND ANDERSEN ALSO AGREE TO WAIVE ANY RIGHT TO A JURY AND AGREE TO HAVE ALL DISPUTES HEARD AND DECIDED SOLELY BY THE FEDERAL OR STATE COURT JUDGE.

Opt-Out Procedure

You may opt out of this Dispute Resolution Process by completing and submitting a written Opt-Out Notice. The Opt-Out Notice is located on Renewal by Andersen's website at www.renewalbyandersen.com/optout. Whether or not you opt out of the Dispute Resolution Process, all terms of the Limited Warranty set forth above remain in force and effect.

Applicable Law and Severability

This Dispute Resolution Process, including, but not limited to, issues related to its enforceability and effect, will be governed by the laws of the State of Minnesota without regard to conflict of law principles. If any term of this Dispute Resolution Process is found to be invalid or unenforceable in any particular jurisdiction, that term will not apply to that issue in that jurisdiction. Instead, that term will be severed with the remaining terms continuing in full force and effect.

Questions

If you have questions about the Dispute Resolution Process or Opt-Out Procedure, contact us at 1-800-441-1109.

RENEWAL by ANDERSEN
FULL-SERVICE WINDOW & DOOR REPLACEMENT

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