REPLACEMENT PRODUCTS
Perfexion® by Norandex™ Products ("Product") includes the vinyl and hardware components, glass, and screens. This Limited Warranty applies only when all of these parts are genuine Norandex components.

Double-Lifetime Limited Warranty – Residential
10-Year Limited Warranty – Commercial/Multi-Resident
Subject to the limitations and exclusions herein, and for the duration of the applicable Warranty Period of the Residential Warranty Holder or Commercial/Multi-Resident Warranty Holder (as defined below), Norandex, a Division of American Builders & Contractors Supply Co., Inc. (hereinafter, "Norandex"), warrants that the Product will be free from non-conformities in material and workmanship. Repair or replacement of any Product that fails to meet this limited Warranty of a Residential Warranty Holder that is installed up to an elevation of no more than three (3) stories for Product installations over three stories contact Norandex for warranty consideration), provided in either case, Norandex may refund the purchase price (the lesser of the original Product/component purchase price or the original catalog list price) if in Norandex’s opinion such Product will be free from non-conformities in material and workmanship. Norandex will repair or replace any Residential Warranty Holder or Commercial/Multi-Resident Warranty Holder (as defined below) in accordance with the provisions in this Limited Warranty, for the duration of the applicable Warranty Period of the Residential Warranty Holder or Commercial/Multi-Resident Warranty Holder, provided such warranty is not voided, for the duration of the applicable Warranty Period of the applicable Warranty Period of the Product. Coverage

Perfexion by Norandex Warranty Holder – Classification and Duration*

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For questions or to purchase a touch-up kit, contact 1-800-746-6686.

This Limited Warranty is further subject to the limitations and exclusions below:

• Labor costs are not included in this Limited Warranty and neither Norandex nor its distributors will be responsible for any costs incurred in the removal, replacement, installation, reinstallation or repair of the Norandex Product.

Warranty Period
READ the Entire Limited Warranty for the conditions and limitations that apply to this information


Double-Lifetime – Residential: 10-years – Commercial/Multi-Resident

Vinyl components of Products and their standard or factory-applied laminated interior surfaces (excluding any Factory Applied Exterior Coating and cap stock) are warranted against peeling, flaking, chipping.

For Residential Warranty Holder: Double-Lifetime Components Limited Warranty

This Limited Warranty for Vinyl components, Hardware (excluding door handle finishes), and Screens is transferable by the original Residential Warranty Holder one time to a subsequent Residential owner and the Residential Warranty Period will continue (“Double-Lifetime”). If the transfer is to a Commercial/Multi-Resident owner, the warranty will continue only until (and will expire on) the 10th anniversary of the original purchase date of the Product (not transferable for screens). That is, the warranty is only transferable by the original Residential owner to a subsequent Commercial/Multi-Resident owner if the transfer occurs during the first 10 years following purchase of the Product. For Commercial/Multi-Resident Warranty Holders: 10 years for Vinyl components, Hardware, Glass, and Laminated Glass (1 year for Factory-Applied Exterior Coating, cap stock and blinds between glass) from the date of installation. Warranty Period.

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Warranty Transfer
Any Warranty Transfer described above will be deemed effective only if the following procedure is completed: (1) notice to Norandex within 30 days after the transfer of ownership of the premises where the Products are installed, (2) warranty transfer form completed online at www.norandex.com. Please note you will be required to provide the Product's color code (bar code located in the sash head, sill or jamb of each Product).

Warranty Holder Classifications
Residential Warranty Holders: If the Product is installed in (1) a new residential dwelling and the first occupant owns the dwelling or (2) an existing owner-occupied residential dwelling, and in each case, at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a ‘dwellling’) in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit (or the first Residential successor of the first owner) and is also responsible for Product replacement, then that owner is a Residential Warranty Holder. However, if the owner is not the first occupant (or the first Residential successor of the first owner) or if someone else other than such owner (for example, the condominium association) is responsible for Product replacement, then the warranty is not a Residential Warranty Holder.

Commercial/Multi-Resident Warranty Holders: If the Product is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above, then the warranty holder is the owner of the dwelling or building in which the Product has been installed at the time of installation (and its builders and subcontractors) for the first 10 years following the date the Product is manufactured and certificated performance speciﬁcations, and/or not in compliance with building codes

Minor defects or imperfections in material and workmanship. Minor scoring or scratching of the factory-applied exterior coating or cap stock surface due to normal wear and tear of the Product is not considered a manufacturing defect

Maintenance inconsistent with the Care and Maintenance recommendations set forth in the Limited Warranty.

Package Finish Color Change
Color change will be measured on an exposed colored surface of the Product that has been properly cleansed with the given cleaning solution, then measured at the certified performance speciﬁcations.

For Bays, Bow and Garden Window Products
All Products making up a bay, bow, or garden window are covered under this Limited Warranty ONLY if the unit, installed & maintained, are consistent with Norandex instructions and written instructions that are generally available in Norandex’s Installation Instructions as updated by bulletins or other written communications or on Norandex’s website, www.norandex.com. However, without limiting the foregoing the following installation procedures are emphasized and failure to do so will void the Limited Warranty:

• A roof must be built over all Bay or Bow windows (not required for Garden windows) after installation as the top of the Bay or Bow window is not designed to prevent water penetration as manufactured, without the help of a roof.

• A cable system must be used to help support from above all Bay or Bow windows (not required for Garden windows).

• Knee braces must be utilized and must be secured to studs to help support from below all Garden Windows that exceed 72" wide or 60” high (not required for Bay or Bow windows).

• Glass Breakage Warranty:

For Residential Warranty Holders:

For Commercial/Multi-Resident Warranty Holders: 10 years – transferable and continuing until 10th anniversary of Product purchase

Breakage: 25-year Glass

Double-Lifetime – Residential; 10-years – Commercial/Multi-Resident

For Residential Warranty Holders: Double-Lifetime Components Limited Warranty

For Commercial/Multi-Resident Warranty Holders: 10 years for Vinyl components, Factory-Applied Exterior Coating and cap stock are warranted against peeling, flaking, chipping, blistering and corrosion for the applicable WARRANTY Period. If such defects occur, Norandex will provide replacement parts at no charge to the Warranty Holder. Norandex reserves the right to provide replacement products not meeting specific performance requirements. Replacement products are NOT guaranteed to match the color of the original Product or component or of other windows or doors in the premises. This Limited Warranty becomes void if the vinyl or any interior surface or laminate is painted, stained, or if the surface is altered in any way, or as provided below at “WHAT THIS WARRANTY DOES NOT PROVIDE”.

WHAT THIS WARRANTY DOES NOT PROVIDE

• DO NOT USE water-based stains or water-based sealers on the Oak or Birch veneer in the Bay/Bow window unit. Use of water-based stains or water-based sealers can cause delamination or other damage to the wood veneer and is not covered by the limited warranty.

• Minor scratches or minor visual imperfections within the Product’s standard manufacturing and quality speciﬁcations, and/or not in compliance with building codes

• Harsh natural environmental conditions, including by example, from substantial exposure to the sun, salt spray, spray or airborne pollutants

• Excessive artificial temperature buildup or exposure, including by example, from the use of storm doors or windows that are not adjacent to certain windows.

• Installation in locations or a manner that exceeds or deviates from product design standards and/or testing parameters.

• A cable system must be used to help support from above all Bay or Bow windows (not required for Garden windows).
Hardware
Double-Lifetime (10 years door hardware finish) – Residential; 10-years – Commercial/Multi-Resident

The Product Hardware (mechanical and locking mechanisms, hardware finishes (standard and custom) and other operating hardware components) is warranted against peeling, flaking, rusting, blistering, corrosion, and breaking down or failing to operate properly. The Product Hardware following installation of Product will be installed in a building with Weatherproof Windows and Patio Doors installed within two (2) miles of any body of salt water with stainless steel and/or coastal product hardware (i.e., no finish) is only covered by a TWO (2) YEAR WARRANTY PERIOD. If a defect covered under the terms of this warranty is not, at the option of the Company, to be repaired or replaced without charge to the Warranty Holder. Repaired or replaced hardware or Products are not guaranteed to match the color of the original Product or component of other windows or doors in the premises. The provisions of “WHAT THIS WARRANTY DOES NOT PROVIDE” apply.

Mechanical Locking and Mechanisms Finish: Windows (for windows: cam locks, lift handles, crank handles, and any other lift (pull) handle not extruded as part of the vinyl sash)

• With Standard Finishes (white, tan, driftwood) and Custom Finishes (dark bronze, oil-rubbed bronze, brushed nickel, polished brass)

Double-Lifetime 10 years

Mechanical Locking and Mechanisms Finish: Door (for patio doors: patio door handles and locksets or multi-point locking system)

• With Standard Finishes (white, tan, driftwood) and Custom Finishes (dark bronze, oil-rubbed bronze, brushed chrome, dark bronze, oil-rubbed bronze, brushed antique brass)

Double-Lifetime 10 years

Other Operating Hardware Components (for windows: fasteners, rollers, balances; for patio doors: hinges)

Double-Lifetime 10 years

Glass Breakage Coverage: 25-years – Residential

If the glass component of the Product (including Products made with tempered glass) breaks during the Warranty Period, and such glass breakage is the result of an imperfection or defect in the Product as a result of an event(s) that may have adversely affected the ability of the Product to provide subsequent protection against weather conditions and obey local authorities’ shelter and evacuation orders. This Limited Warranty does not cover damage attributable to or caused by acts of nature that include, but are not limited to, storms, floods, fires, and other natural disasters or other acts of God.

WHAT THIS WARRANTY DOES NOT COVER

• Any matter stated in “Exclusions of Insurance and Personal Property”

• Breakage arising from “Certain Environmental Conditions” as set forth below

• Breakage arising from “Certain Environmental Conditions” as set forth below

• Specialty glass such as glass with grid patterns that have been cut into the glass surface

• Glass that is not permanently and materially obstruct vision, including but not limited to minor distortion or waviness or minor scratches or minor visual imperfections

• Labor costs are not included under this Warranty and neither Norandex nor its distributors will be responsible for any costs incurred in the removal, replacement, installation or reinstatement of the Norandex product or any part thereof, unless the possibility of having been impacted by wind-borne debris should be promptly inspected by the Warranty Holder or by a building professional if the Warranty Holder cannot perform this inspection themselves or if there is concern about Product damage. Proper care and maintenance of the Product is the responsibility of the Warranty Holder and failure to do so may void the Warranty. Although a Product may appear to be in good working condition, the effects of such an event(s) may have adversely affected the ability of the Product to provide subsequent protection against other such events.

This Limited Warranty’s Exclusive Remedy

If the Product or any component fails to meet this Limited Warranty, Norandex’s sole obligation is to either (as Norandex elects): a) repair the component (aesthetic matching not guaranteed); or b) provide a replacement component(s) to the Warranty Holder or to a Norandex designated dealer (esthetic matching not guaranteed); or c) refund the Warranty Holder’s purchase price (the lesser of the original Product/ component purchase price or the original catalog list price); the cost of labor and materials. Norandex’s sole liability will be limited to such costs and expenses. Norandex does not authorize anyone to create for it any obligation or liability in connection with the Product.

Disclaimer of Warranties

Exclusions of Insurance and Personal Property

This Limited Warranty is in lieu of and excludes all other WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, EXPRESS OR IMPLIED OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES ARE DISCLAIMED HEREIN, EXPRESS OR IMPLIED, Norandex DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability

Norandex’s sole liability under this LIMITED WARRANTY is replacement, repair, or refund of the purchase price as set forth above (and labor as expressly set forth above). In no event will Norandex be liable for incidental, consequential, indirect, special, or punitive damages, including, but not limited to, loss of any kind to a premises, loss of Product use, installation, reinstatement, labor, removal, refinishing (except to the extent expressly provided in this LIMITED WARRANTY), temporary or permanent relocation of residents or property, loss of profits, downtime, real or personal property damage, expense of substitute products, services or facilities or failure to obtain substitute products or services, loss of use, or loss of the right to use, increased operating expenses, emotional distress claims, or claims of third parties for such loss or costs.

This LIMITED WARRANTY does not purport to cover all possible damages, and in no event will Norandex’s liability exceed the lesser of the PRODUCT’S OR THE NON-CORPORATE COMPONENT’S PURCHASE PRICE.
Cleaners* to Help Remove Stains From Vinyl Windows and Doors

- DO NOT USE liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleansers containing chlorine bleach.
- Use warm soapy water for routine cleaning and dry thoroughly.
- Mild household cleaners can also be used to clean interior laminates. Always test the cleaner on an inconspicuous area to ensure compatibility with the laminate surface.
- DO NOT USE abrasive scrubbing devices, organic solvents or abrasive cleaners as they will cause surface damage.

Interior Laminates
- Use warm soapy water for routine cleaning and dry thoroughly.
- Mild household cleaners can also be used to clean interior laminates. Always test the cleaner on an inconspicuous area to ensure compatibility with the laminate surface.
- DO NOT USE abrasive scrubbing devices, organic solvents or abrasive cleaners as they will cause surface damage.

Exterior Coatings
- Wash using mild detergent (if necessary) and a soft cloth or ordinary soft-bristled brush. Do not clean the exterior coating with a high-pressure washer. The extreme spray pressure could damage the surface or crack the caulk around the window or door.
- For difficult to remove dirt and stains, see the ready-to-use available household cleaners listed on the chart. Follow the manufacturer's instructions on the use of cleaners.

Glass
- For routine cleaning, we recommend using a 30% vinegar and 70% water premixed cleaning solution.
- For routine cleaning carefully vacuum your window screens.
- To thoroughly clean window screens, remove the screens from the window frame. Place the screens on a flat surface (such as the driveway) and use mild soap and water with a soft bristle brush to remove dirt and grime. Clean both sides of the screen and around the interior and exterior of the frame. Rinse off the unit with lukewarm water. Allow the screen to dry completely before replacing in the window.
- DO NOT USE a high-pressure washer to clean screens; it could damage the units.
- Use extreme care when cleaning aluminum mesh, since it can be dented or creased if too much pressure is placed on it.

Operation of Your Vinyl Windows and Doors
Along with being virtually maintenance free, your windows and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. All operable sashes on Double Hung and Single Hung windows tilt in, Slider sashes lift out, Casements open by turning the handle and patio doors feature corrosion-resistant rollers.

To tilt in the operable sash on Double Hung and Single Hung windows, you must:
- Unlock the bottom sash and raise it approximately 4" above the frame.
- To thoroughly clean window screens, remove the screens from the window frame. Place the screens on a flat surface (such as the driveway) and use mild soap and water with a soft bristle brush to remove dirt and grime. Clean both sides of the screen and around the interior and exterior of the frame. Rinse off the unit with lukewarm water. Allow the screen to dry completely before replacing in the window.
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