

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

- Description of the product.
- Description of product concerns.
- Date stamped on hardware, if available.
- Documentation of the purchase date, if available.
- Your name, address (with zip code) where the product is installed and telephone numbers.

If the limited warranty period has expired or for repairs not covered by warranty, many replacement parts are available for purchase. When warranty coverage is unclear, Andersen may charge an inspection fee for any on-site product inspection. If the inspector determines the Andersen® product has a defect covered by this limited warranty, the inspection fee will be waived.

For specific warranty information outside the United States, please contact your local distributor or write to:

Andersen Corporation
International Division
100 Fourth Avenue North
Bayport, MN 55003-1096
USA

When warranty coverage is unclear, Andersen may charge an inspection fee for any on-site product inspections. If the inspector determines the Andersen® product has a defect covered by this limited warranty, the inspection fee will be waived.

If the limited warranty period has expired or for issues not covered by warranty, most replacement hardware is available for purchase.

Bright Brass and Satin Nickel Patio Door Hardware Limited Warranty

About our Bright Brass and Satin Nickel hardware.

Every piece of patio door hardware is crafted from solid brass and finished with a Bright Brass or Satin Nickel finish to provide you with years of enjoyment.

About our limited warranty.

Our limited warranty is not prorated. It gives you the same coverage day after day, year after year for as long as the warranty is in force. And it's fully transferable, so it can add value when you decide to sell your home or building.

WINDOWS • DOORS
Andersen®



Andersen Windows, Inc.

**Bright Brass
and Satin Nickel
Patio Door Hardware**

Limited Warranty

The finish on Bright Brass and Satin Nickel hardware for Andersen patio doors is warranted in the following way.

Ten (10) Year Transferable Limited Warranty

The finish on Bright Brass and Satin Nickel hardware for Andersen patio doors is warranted to be free from defects in manufacturing, materials and workmanship and will not tarnish, peel, pit, flake, discolor or corrode for a period of ten (10) years from the date of purchase from the retailer/dealer.

In the event the finish on Bright Brass or Satin Nickel hardware for Andersen patio doors fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option, will: (1) provide replacement parts to the Andersen retailer/dealer you specify - installation labor is not included; or (2) refund the original purchase price or retailer's/dealer's price at the time of the original purchase, whichever is less. Replacement parts are warranted for the remainder of the original warranty period.

General Conditions and Exclusions

The limited warranty set forth in this document is the only express warranty (whether written or oral) applicable to the finish on hardware for Andersen® patio doors, and no one is authorized to modify or expand this limited warranty. All warranty claims must be made during the applicable warranty period.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM OF THIS 10 YEAR LIMITED WARRANTY. ANDERSEN EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPLACEMENT OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

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.

This limited warranty is only applicable in the U.S.A. This limited warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

What is NOT covered by this limited warranty

Product failure or damage due to improper installation or modification.

Damage caused by the following:

- Damage caused by excessive heat or contact with flame.
- Damage caused by abrasive materials or cleaners.
- Damage to the finish caused by direct contact with corrosive chemicals.
- Damage caused by accidents or acts of God.
- Damage as a result of normal wear and tear.
- Damage as a result of improper maintenance.
- Damage resulting from installation.

Additional items excluded from this limited warranty:

- Labor to replace hardware.
- Products not manufactured by Andersen.
- Service trips to provide instruction on product use.
- Applicable taxes and freight.
- Hardware components without Bright Brass or Satin Nickel finish.

How to register your limited warranty

Andersen offers quick, easy warranty registration on our website. Just go to **www.andersenwindows.com/warranty** and submit your warranty information online. By registering, you will expedite any warranty service you may have in the future. In addition, you can receive product information updates, safety notices and special offers regarding enhancements for the hardware you've registered.

All warranty information is treated as highly confidential and will never be sold or traded to any person or organization outside Andersen Corporation and the Andersen Dealer Network.



How to get help

For further information or to make a claim within this limited warranty period, please contact the Andersen retailer/dealer who supplied you with your Andersen® product. If unavailable or unknown to you, you may contact us at:

Andersen Windows, Inc.
Andersen WindowCare®
100 Fourth Avenue North
Bayport, MN 55003-1096

You may also contact us using the Customer Care section of our web site at www.andersenwindows.com or reach us by phone at 1-888-888-7020.