

Norandex manufactures Steel Gutter System Products including gutter coil in accordance with high standards and tight quality controls. The products will not burn, support combustion, or split, or crack due to cold weather because they are made of steel.



BUY NORANDEX STEEL GUTTER SYSTEM PRODUCTS WITH CONFIDENCE KNOWING THAT:

- Norandex Steel Gutter System products carry a Limited Lifetime Warranty.
- Material and Labor is covered.
- Doesn't require registration.

WHAT DOES THIS WARRANTY COVER?

Norandex warrants to the owner of the property at the time the products were installed, that the products are free from defects in material and workmanship in the course of manufacture, and that the finish on the products will not chip, peel, flake, or blister under conditions of ordinary wear if installed according to local building codes and industry specifications. This warranty excludes any areas of the material that are within 3/4" of any edge that has been cut subsequent to the application of the paint to the substrate. This warranty is limited to the terms and conditions, exclusions and limitations, requirements, and legal rights stated in this warranty.

HOW LONG DOES THE COVERAGE LAST?

If the property is individually owned, this Limited Lifetime Warranty lasts for the life of the property on which the products were originally applied for as long as the individual owns the property. If not individually owned (e.g., corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.), the warranty period will be 50-years from the date of original installation of the products on the property, prorated as outlined in the Warranty Coverage Schedule contained within. This Limited Lifetime Warranty is limited to the original owner. Coverage will be 100% for 10-years after the installation and prorated after that period. See Warranty Coverage Schedule section for details of prorated coverage.

WHAT WILL NORANDEX DO?

Property owner must notify Norandex in accordance with the notice requirements outlined below to validate the complaint. In the event the manufacturer is denied access for an inspection, this warranty is null and void. Upon the notification and validation, Norandex will undertake the following: Norandex will repair, replace, or refund the purchase price of the defective portion of the product that blisters, cracks, crazes, flakes, peels, or weathers unevenly due to a defect in the manufacturing process. Norandex obligations under this warranty will in no event exceed the purchase price of the originally installed products found to be warrantable and the cost of the labor involved in the original installation of such defective products. Any additional costs and expenses beyond these amounts are the property owner's responsibility. Norandex will not pay or be responsible for any costs associated with anything else affixed to the Norandex product.

In the event of repair, replacement, or refinishing, the warranty will extend only for the time remaining under the original warranty. Norandex will determine the reasonable labor costs to repair, repaint, or replace product under this warranty.

WHAT IS NOT COVERED UNDER THE WARRANTY?

This warranty does not cover damage of any kind resulting from:

- Product that is stored in situations where standing water is covering the surface for prolonged period of time.
- Faulty or improper installation, including "oil canning", waving, buckling, or other distortions.
- Installation of Norandex product in direct contact with dissimilar materials, salt spray, and cedar shake roofing.
- Cracking or crazing of the Product's paint surface due to field forming of products in cold temperatures; or material that has bends less than 2T for a sheet thickness of 0.0299" and thinner and bends less than 4T for a sheet thickness of 0.0300" and thicker.
- Changes in surface color resulting from chalking, fading, soiling, tree sap, or staining. Exposure to the elements may cause these changes over time; the degree to which weathering occurs will vary depending on air quality, the building's location, and other local conditions over which Norandex has no control.
- Accidental damage.
- Settlement.
- Structural shrinkage or distortion of the property structure.
- Fire.
- Lightning, hurricane, tornado, windstorm, earthquake, hail, ice damage or other acts of God.
- Harmful chemicals including harmful cleaning compounds, herbicides, fertilizers, and pesticides.
- Fumes, volcanic smog, or vapors within 30-miles of volcano.
- Surface deterioration due to air pollution, use for animal confinement structures, or within 1-mile of seacoast and other bodies of saltwater.
- Misuse or abuse. Use of high pressure sprayers will void warranty.
- Vandalism.
- Airborne stains, mold and mildew accumulation.
- Tiger striping or atmospheric soil accumulation is a naturally occurring phenomenon that is not covered under the finish warranty.
- Failure of original property owner to provide reasonable and necessary maintenance of the products (see "Care & Maintenance Instructions").
- Impact of foreign objects.
- Warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., window reflection).
- Products that have been painted, reinstalled, or whose surface has been altered in any way will void the paint finish warranty.
- Any other causes beyond Norandex reasonable control.

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ACM Customer Service

MW / NE - 877-279-5096

SE - 800-749-4067

SW - 800-357-7523

W - 877-213-5962

GUTTER SYSTEM PRODUCTS

OTHER LIMITATIONS

1. This warranty covers only genuine Norandex Steel Gutter System accessories and gutter coil. It is responsibility of the property owner to verify that the Gutter System accessories installed are Norandex products. Norandex products are warranted in the continental United States, Hawaii, and Alaska.
2. Products that are designed and intended for Gutter System applications should not be used as roofing material or metal dome gutter protection due to esthetic reasons.
3. Due to normal weathering, replacement products may differ in gloss and color from products originally installed on the property.
4. Norandex reserves the right to discontinue, change any design, or color of any products, at any time, and without notice or liability. If, products of the type originally installed are no longer available, Norandex may substitute another product determined to be of comparable quality and price.
5. There are no warranties on these products other than as set forth in this warranty. Norandex is not liable to the property owner for a breach of any other written or oral express warranties, such as those, if any, given by dealers, contractors, applicators, or distributors of the products.
6. NORANDEX EXCLUDES AND IS NOT RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF ANY BREACH OF THIS EXPRESSED WARRANTY, OR ANY OTHER ORAL, WRITTEN OR IMPLIED WARRANTY THAT MAY APPLY TO THE PURCHASE OF NORANDEX PRODUCTS. THIS IS THE NORANDEX EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
7. This warranty gives the property owner specific legal rights. Property owner may also have other rights which vary from state to state. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PROPERTY OWNER.

THESE DEFINITIONS APPLY TO THE TERMS USED:

Coverage means the extent of Norandex commitment to respond to any claim relating to the steel Gutter System products. **Purchase Price** means the sum of (a) the total original cost of the steel product that is defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of the steel product that is defective or otherwise being replaced. If Norandex cannot determine these amounts from original documents, Norandex will compute the purchase price using (i) retail price in effect at the time of the installation for the cost of material, (ii) labor rates prevailing in the area where the building is located at the time of installation and (iii) an estimated installation time for the cost of labor.

Residence means regular or full-time permanent lodging by a single family. **Weathering** means changes caused by exposure to sunlight, rain, air pollution, variations in temperature and other atmospheric conditions. **Weathers Unevenly or Uneven Weathering, such as checker boarding**, means uneven or non-uniform change in color of contiguous elements of steel under uniform, even and equal exposure to sunlight, natural radiation, rain, natural variations in temperature or other atmospheric conditions.

FACTS ABOUT THE INSTALLATION OF NORANDEX STEEL GUTTER SYSTEM PRODUCTS

Norandex Steel Gutter System products have been designed and manufactured to perform best when installed by qualified contractors. All product adjustments should be discussed and made with the dealer or contractor that did the original work. **NOTE: Direct contact of steel products with certain dissimilar materials, or contact with water run-off from dissimilar materials, is likely to result in corrosion. Accordingly, care should be taken during installation to avoid contact of steel with dissimilar materials including dissimilar metals (e.g. copper, zinc, aluminum, etc.), concrete, stucco, asbestos siding, pressure-treated/pre-treated lumber, direct salt spray, roofing materials or roofing.**

HOW TO SUBMIT A WARRANTY CLAIM?

To file a paint finish warranty claim, contact the ACM/Norandex warranty department at 608-365-0296. Required samples must be sent at the property owner's expense. In the event the claim is approved and the property owner wants the sample returned, there will be a \$25 handling fee. ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM NORANDEX WILL VOID THIS WARRANTY.

WARRANTY COVERAGE SCHEDULE

PERCENTAGE OF PURCHASE PRICE OF ORIGINALLY INSTALLED NUMBER OF YEARS FROM PRODUCTS FOUND TO BE DEFECTIVE DATE OF ORIGINAL INSTALLATION FOR WHICH AMERICAN CONSTRUCTION METALS TO DATE OF CLAIM WILL BE RESPONSIBLE DURING THE ORIGINAL PURCHASER'S OWNERSHIP OF THE PROPERTY:

Number of years from date of installation to date of claim	Percentage of purchase price of originally installed products found to be defective for which NORANDEX will be responsible
0-10 Yrs	100%
11-15 Yrs	50%
16-20 Yrs	25%
21+ Yrs	10%

**Total claim cost of refund not to exceed original purchase price.*

CARE & MAINTENANCE

Norandex Steel Gutter System products are some of the most durable building products materials available today for residential applications. In most cases, normal rainfall is sufficient to keep them clean. But if the Norandex Steel Gutter System products should need cleaning, the following procedures are recommended. Particular attention should be given to areas under eaves, porches, awnings, and other overhangs that have limited exposure to the natural washing effect of rainfall.

1. **Atmospheric Soil Accumulation** (i.e. tiger striping)—Wash with clear water using a garden hose and soft-bristled brush (A long-handled, car-washing brush is ideal for this purpose. High pressure spraying will void the warranty.)
2. **Heavy Industrial Atmospheric Dirt** — Wash in the manner indicated above, but use the following solution:
 - A. 1/3 cup detergent (Tide®, for example)
 - B. 2/3 cup trisodium phosphate (Soilax®, for example)
 - C. 1 gallon water
3. **Mildew Accumulation** — Mildew can collect on surfaces of all types of building products and is often evident on surfaces that have not been properly cared for and maintained. Normally, mildew will appear as black spots. Mildew is easy to remove by using the basic cleaning solution above with the addition of sodium hypochlorite as follows:
 - A. 1/3 cup detergent (Tide®, for example)
 - B. 2/3 cup trisodium phosphate (Soilax®, for example)
 - C. 1 quart sodium hypochlorite 5% solution (Clorox®, for example)
 - D. 3 quarts water
4. **Caulking Compounds, Tar and Similar Substances** — Use mineral spirits in reasonable amounts and apply directly to the foreign substance. Immediately after cleaning, rinse the area thoroughly with water. **CAUTION: Do not exceed the recommended concentrations of cleaners. To do so can cause damage to the products' surface. Avoid skin and eye contact with the solution, and in all cases follow manufacturer's instructions for the use of cleaning compounds and solutions. Avoid use of abrasive-type cleaners and strong solvents. Test any cleaner on an inconspicuous area before applying to major areas. To minimize streaking, always clean from the bottom to the top and follow with a rinsing of clear water. Excessive scrubbing is unnecessary and can be harmful to the Products, and may cause undesirable glossy areas over the finish.**

