

to KEN
SAVE

CORPORATION
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August 31, 2012

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Dear Mr. ~~Romero~~:

I am writing to respond to your recent inquiry about what effect a fire could have on the limited warranty coverage for Andersen® products installed in a home damaged by fire.

~~The Andersen® Owner-2-Owner® Limited Warranty does not cover products that have been exposed to temperatures in excess of 160 degrees. The products may appear to be undamaged right now, but future issues could develop from exposure to high temperatures and excessive smoke, such as damage to the glass seals. Such future issues would not be covered under the limited warranty as they would be related to the fire incident.~~



~~In house fires there is also often water damage that occurs during the course of putting out the fire. Andersen products are not designed to be soaked with water on the interior and there is a possibility that such an incident may cause moisture to infiltrate some of the components of the products. If the Andersen products were soaked with water on the interior while the fire was being put out, the products may appear to be undamaged right now, but future issues of rot, mold or deformation could result from moisture trapped inside the components of the products. Such future issues would not be covered under the limited warranty as they would be related to the fire incident.~~

We hope this information is helpful to you. Please feel free to call the Andersen WindowCare Solution Center at 1-888-888-7020 with any additional questions.

Sincerely,

Craig Hanson
Andersen Windows
Customer Service Specialist