



At Norandex, we take immense pride in our Shake and Shingle Siding being produced right here in the USA. Committed to maintaining the highest industry standards and stringent quality controls, we ensure that every inch of our siding is crafted to perfection.

Our siding is constructed from durable rigid polypropylene, assuring you that it will never rust or corrode, providing lasting beauty and protection for your home or building.

Our dedication to your satisfaction is unwavering. If you ever have any concerns or questions about our product, we encourage you to reach out. Norandex is fully committed to addressing any inquiries or issues raised by our valued consumers and specifiers.

We back our product with a comprehensive warranty, and the terms are outlined below for your peace of mind.

What the Warranty Covers:

Limited Lifetime Warranty on Manufacturing Defects

Norandex, a division of American Builders and Contractors Supply Co., Inc. (Norandex) warrants to the property owner that Rustic Hill Shake and Shingle Siding will be free from manufacturing defects in material and workmanship when properly installed and subjected to normal use. A manufacturing defect does not include normal weathering that may cause any colored surface to fade, chalk or become soiled or stained.

Who is Covered / Duration of Warranty

Resident Homeowner of a Single Family Home

If you are an individual homeowner of a single-family home at the time when this product was initially installed, this lifetime limited warranty on manufacturing defects lasts for as long as you own and reside in this property.

Other types of ownership

If you are not an individual (e.g., a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government, or public entity, etc.) or if you own a multi-family, non-owner-occupied building, the warranty coverage will be for 50 years from the date of the original installation of the products and prorated as per the 50-Year Warranty Protection schedule.

Transfer of Coverage:

This lifetime limited warranty may be transferred with the property. However, upon the transfer, the warranty period will be no more than 50 years from the date of original installation, prorated in accordance with the 50-Year Protection schedule. The limited fade warranty is non-transferrable.

Duration limitations:

In the event of replacement under this warranty, the replacement material will only be warranted for the time remaining under the original warranty.

Lifetime Warranty Protection Schedule	
Years Since Installation	Warranty Obligation
Original Purchaser's ownership of the property	100%

Lifetime Warranty Protection Schedule	
Subsequent homeowners, non-owner occupied and commercial ownership	
Years Since Installation	Warranty Obligation
0-5 Years	100%
+5 to 7 Years	90%
+7 to 8 Years	80%
+8 to 9 Years	70%
+9 to 10 Years	60%
+10 to 11 Years	50%
+11 to 12 Years	40%
+12 to 13 Years	30%
+13 to 14 Years	20%
+14 to 50 Years	10%

What We Will Do

Should any such defect, as described above, be confirmed and occur during the lifetime of the original purchaser, as long as he or she is living and retains ownership of the property, Norandex, at its discretion, will:

1. pay to replace any defective siding with the same product or
2. provide replacement siding and a labor allowance for property owner to have replaced or
3. refund the amount paid by the original owner for the siding plus the initial cost of installation of the siding.

Any costs or expenses beyond the cost of replacement shake siding and installation are the responsibility of the property owner. This includes any accessories such as trim, j-channel, starter strips, etc.

In the case of a refund, original invoices must be provided showing price the property owner paid. If Norandex cannot determine these amounts from original documents, we, at our discretion, may compute the purchase price and installation pricing using prevailing rates for product and labor at the time of installation.

Norandex and its distributors reserve the right to discontinue or modify our siding products, including the color and shall not be liable as a result of such discontinuance or modification, nor shall Norandex be liable in the event the replacement material varies in color or gloss in comparison to the original product as a result of normal weathering. Should a color be discontinued, the property owner may select a substitute color of the same siding profile. In this situation, the property owner would be responsible for costs or expenses of any new matching accessory products.

Limitations:

Limited Fade Warranty

Norandex warrants its siding against excess fade beyond normal weathering for solid colors for a ten (10) year period following the date of initial installation. Weathered colors are not covered by the limited fade warranty. In the event of replacement, under this warranty, the replacement material will only be warranted for the time under the original warranty. Excessive fading means a change in color of the siding defined as a Delta E that exceeds four (4) CIELAB units, as calculated according to ASTM D2244. Normal weathering is defined as exposure to sunlight and extremes of weather and atmosphere which will cause any colored surface to gradually fade, chalk or accumulate dirt or stains. The severity of any condition depends on the geographic location of the building, the cleanliness of the air in the area and many other influences over which Norandex has no control. Norandex shall have sole discretion to determine if Norandex Shakes & Shingles have faded. Norandex may request a sample piece of siding for testing to verify the level of fading. This limited fade warranty is non-transferrable.

Limited Warranty Against Hail Damage

Norandex also provides limited hail damage warranty for its products provided that the owner has homeowner's insurance or a comparable type of coverage. In the event of damage caused by hail during the warranty period, it is the owner's responsibility to file a claim with their homeowner insurance provider or other applicable insurance coverage. Any costs incurred by the owner in excess of the insurance proceeds will be reimbursed by Norandex (not including any insurance deductible) except that Norandex shall not be liable for costs in excess of the value of replacement material required due to the hail damage. Norandex shall not be responsible for the cost of labor to replace any hail damaged material.

Other Limitations:

This warranty does not provide protection against any failure, defect or damage caused by situations and events beyond normal exposure conditions, including but not limited to:

- Damage of any kind resulting from faulty or improper installation;
- Misuse, abuse, neglect, or improper handling or storage;
- Normal weathering that may cause any colored surface to fade, chalk, or become soiled or stained;
- Accidental damage, settlement, structural shrinkage or distortion of property structure;
- Fire, lightning, hurricane, tornado, wind storm, earthquake or other acts of God;
- Harmful chemicals, including non-approved cleaning agents, fumes or vapors, or surface deterioration due to air pollution;
- Airborne stains, molds, mildew accumulation;
- Owner's failure to provide reasonable and necessary maintenance for the products;
- Impact of foreign objects, warping or distortion due to exposure to excessive heat sources or reflective heat sources such as skylight or window reflection, roofing materials, etc.;
- Products that have been painted or whose surface has been altered in any way;
- Products that have been power washed.
- Any other causes beyond Norandex's reasonable control.

We reserve the right to discontinue or change any design or color of any of our products at any time and without notice or liability. If, for any reason, products of the type originally installed are no longer available at the time of your warranty claim, we may substitute another product determined by us to be of comparable quality and price.

Conditions:

We exclude and are not responsible for any consequential or incidental damages arising out of any breach of this express warranty, or any other oral, written, or implied warranty that may apply to your purchase, as it relates to our products. This is your exclusive warranty and is in lieu of all other warranties express or implied including, but not limited to, implied warranties of merchantability and fitness for a particular purpose.

This warranty gives you specific legal rights. You 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 you.

How to make a Warranty Claim:

Should a defect be discovered, the property owner must promptly notify American Original Building Products LLC (AOBP), the manufacturer of Norandex Rustic Hill Products in writing of any defect.

The Property owner will be asked to provide proof of the date of purchase and installation, as well as proof of property ownership.

In order to properly evaluate and process a claim, AOBP will provide and require the homeowner to complete a Warranty Claim Report and also may require you to submit a product sample for analysis or permit an AOBP representative to inspect the installed product.

All notifications should be sent to AOBP, the manufacturer of Norandex Rustic Hill Products:

American Original Building Products LLC
1000 Arlington Circle
Akron, OH 44306-3973

info@americanoriginalsiding.com
330-786-3000

<https://americanoriginalsiding.com/>

Care and Maintenance:

This product may become dirty over time.

As a result, it is recommended that it be cleaned yearly to prevent buildup of dirt and mildew.

This siding should never be cleaned with a power washer.

The product can normally be cleaned satisfactorily with the use of an ordinary garden hose and water.

If the above process does not provide satisfactory results, a gentle washing with a soft bristle brush and water should be tried.

If there are areas of with stubborn dirt, a mild cleaning solution can be made by combining the following ingredients:

- 1/3 cup detergent (e.g. Tide)
- 2/3 cup trisodium phosphate (e.g. Soilax)
- 4 quarts of water

IMPORTANT Installation Information:

To protect your siding investment, it is recommended that you choose a licensed and insured contractor who will properly install the Norandex siding. VSI certified installers are preferred. You can find one near you here: <https://www.vinylsiding.org/vsi-resources/certified-professionals/>

FIRE SAFETY INFORMATION:

Rigid polypropylene siding is an organic material that can melt or burn when exposed to significant heat or flame. All building materials should be installed in accordance with all applicable building codes and fire regulations.

Norandex Rustic Hill Products are produced in the USA in a state-of-the-art facility under an ISO 9001:2015 quality management system.

This siding conforms to all the requirements established in ASTM Specification D7254, developed cooperatively with the industry and published by ASTM. American Original Building Products, LLC assumes full responsibility for the conformance of these products to the specification.