

# Norseman Structures LIMITED WARRANTY

# LIMITED WARRANTY

## NORSEMAN STRUCTURES\* LIMITED WARRANTY

### What is Covered

Components of Structures manufactured by Norseman are warranted to be free of defects in materials and workmanship under normal use and proper maintenance on the terms and conditions as stated in this document.

### Who is Covered

This warranty is offered only to holders of a Warranty Certificate issued by Norseman. Products are shipped with a warranty registration package for completion by the purchaser. Norseman will issue a Warranty Certificate if registration is completed to its satisfaction. If a Warranty Certificate is not issued by Norseman, the components of the Structure are warranted for 120 days only, following the original purchase date.

If the Structure changes ownership, the new purchaser may apply for a Warranty Certificate by contacting Norseman to obtain a Transfer of Warranty package. A Transfer of Warranty administration fee may apply. This warranty is subject to transfer on one occasion only, from the original purchaser to one new owner.

If the Structure is relocated, the Warranty will not apply until Warranty Registration has been newly completed and approved in writing by Norseman following relocation of the Structure at its new location.

### What You Must Do To Make a Warranty Claim

Within 7 days of the discovery of any alleged defect, you must contact Norseman at 1.888.457.2004 or [warranty@norsemanstructures.com](mailto:warranty@norsemanstructures.com) and provide them with comprehensive documentation of the damages including photos and a written description of the damage and circumstances that caused the damage. You must also provide further information in relation to your claim as may be reasonably requested by Norseman.

### What We Will Do

Norseman has the sole right, within its absolute discretion, to determine whether any defect exists, or is covered by this Limited Warranty. We will, at our sole option, repair or replace defective components within a reasonable period of time. The warranty holder shall be responsible for the cost of the repair or replacement parts pro-rated per year following the original purchase date based on the date the warranty claim is received by Norseman as per Chart 2, plus the cost of delivery as well as the removal and installation of replacement parts, if required. The length of coverage for the different components of the Structure is listed in Chart 1. Any parts repaired or replaced under this warranty are subsequently warranted only for the remaining unexpired portion of the warranty period, applicable to the original product. Norseman reserves the right to substitute replacement parts that are comparable in function and quality to the original, and shall not be liable if the replacement component varies in appearance from the original. The laws of the Province of Alberta, Canada shall apply and the Courts of the Province of Alberta shall have exclusive jurisdiction to determine any claim made in relation to this limited warranty, the Sales Agreement, or otherwise.

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\* Norseman Structures is a division of Norseman Inc. Norseman and its local representatives are independent businesses. Norseman shall have no liability for any acts, errors, omissions, workmanship, supplies, advice, representations or misrepresentations of any local representative. No one has any right or authority to assume or create any legal obligation or responsibility on behalf of Norseman.

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## What is Not Covered

This warranty does not provide coverage when any of the following has occurred:

- Failure to strictly follow all parts of the Owner's Manual
- Failure to strictly follow the applicable Installation Manual (this restriction may not apply when installation has been performed by Norseman or others authorized by Norseman)
- Impact to the Structure from any source including natural hazards
- Environmental loads, such as wind, hail, snow, ice, or rain. Snow or ice accumulating on any part of the Structure must be removed immediately (this restriction may not apply to Structures for which a rated capacity for relevant environmental loads are included as part of the Sales Agreement)
- Failure to provide a proper foundation for the Structure (this restriction may not apply when the foundation has been supplied by Norseman or others authorized by Norseman)
- Products or accessories other than those manufactured by Norseman. (Norseman shall assign to the Owner the benefit of any manufacturer's warranties in respect to products or accessories manufactured by others which were procured and supplied by Norseman with the Structure.)
- Modification or alteration of any component of the Structure
- Any repair or relocation of the Structure not authorized in writing by Norseman
- Cosmetic defects or deterioration, including fading or discoloration
- Corrosion
- Use of abrasive cleaning methods, chemicals or solvents
- Premature wear or failure of fabric due to design of steel building frame (applicable to replacement fabric installed on structures not manufactured by Norseman)
- Neglect, misuse, or abuse
- Normal wear and tear
- Acts of God

This limited warranty is the exclusive remedy provided in relation to any component of the structure. The maximum liability of Norseman shall be limited to repair or replacement of components as more particularly described herein.

This limited warranty is in lieu of any other express or implied warranty or condition, statutory or otherwise, including any warranty or condition of merchantability or fitness for any purpose. Norseman shall have no liability for direct, indirect, special, incidental or consequential damages (including loss of profits, loss of time, inconvenience, or the loss of use or inability to use the Structure, or any component thereof for any purpose whatever), which may result from failure of the Structure, any accessory, or any component thereof, whether such liability is claimed to be based on contract, tort, or any other legal basis.

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The terms of the Limited Warranty apply in accordance with Chart 1. Extended warranty is available upon request for additional cost.

Chart 1 - Pro-rated Warranty Coverage Period (Years)					
Component Type	QC-Series	QL-Series	QG/QP-Series	QG/QP-Series Extended	A/H/T/F/J-Series
Main Steel Framework <sup>1</sup>	5	25	5	5	25
End Steel Framework <sup>2</sup> - ESS or HSS	5	25	5	5	25
Main Structure Cover <sup>3</sup> - Standard High Performance Fabric	20	20	3	20	20
Main Structure Cover <sup>3</sup> - FR High Performance Fabric	15	15	3	20	15
Main Structure Cover <sup>3</sup> - PVC 25 oz or heavier	15	15	15	15	15
Main Structure Cover <sup>3</sup> - PVC under 25 oz	3	5	5	5	5
Fabric End Enclosure <sup>4</sup> - with NS End Wall Support System	3	5	3	3	5
Fabric End Enclosure <sup>5</sup> - without NS End Wall Support System	1	1	1	1	1
Steel Cladding End Walls <sup>6</sup>	15	n/a	n/a	n/a	15
Door Fabric / Steel <sup>7</sup>	1	1	1	1	1
Small Components <sup>8</sup>	1	1	1	1	1

Notes on the Limited Warranty coverage periods pertaining to Chart 1:

1. Consists of main structure trusses, purlins, and manufactured brackets. Main steel framework warranty is not pro-rated.
2. Consists of manufactured steel vertical columns, horizontal members, and brackets. Does not include cables or fasteners. End steel framework warranty is not pro-rated.
3. Consists of main cover panels only (Standard High Performance fabric, High Performance Fire Retardant (FR) fabric, or PVC). Does not include any cover fastening system components. If the standard high performance fabric is used in conjunction with FR fabric, the entire cover will be limited to the FR High Performance Fabric warranty.
4. Consists of end panel fabric (High Performance fabric, High Performance FR fabric or PVC) using Norseman End Wall Support System. Does not include fastening system components. End panel must be properly supported by Norseman End Wall Support System or rigid frame designed to match end panel fastening system or alternative system designed to match end panel fastening system and engineered to meet site wind load and safety requirements.
5. Consists of end panel fabric (High Performance fabric, High Performance FR fabric or PVC) attached to an end wall that is not a Norseman End Wall Support System. Does not include fastening system components. End panel must be properly supported by rigid frame designed to match end panel fastening system of the end enclosure panel.
6. Consists of steel cladding end wall panels supported by Norseman manufactured end support systems.
7. Consists of door membrane (High Performance fabric, High Performance FR fabric or PVC) and all steel door parts.
8. Consists of cables, winches, ratchets, fasteners, belting, fastening straps, PVC pipe, and other parts not listed above.

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<b>Chart 2 – Schedule of Pro-rating</b> Percentage of Cost of Replacement Parts Paid by the Customer (Remainder of Cost Paid by Norseman)						
<b>Pro-rated Warranty Coverage Period</b>						
Repair / Replacement Occurring in:	20 Years	15 Years	10 Years	5 Years	3 Years	1 Year
1 <sup>st</sup> year	0%	0%	0%	0%	0%	0%
2 <sup>nd</sup> year	5%	7%	10%	20%	33%	100%
3 <sup>rd</sup> year	10%	13%	20%	40%	67%	100%
4 <sup>th</sup> year	15%	20%	30%	60%	100%	100%
5 <sup>th</sup> year	20%	27%	40%	80%	100%	100%
6 <sup>th</sup> year	25%	33%	50%	100%	100%	100%
7 <sup>th</sup> year	30%	40%	60%	100%	100%	100%
8 <sup>th</sup> year	35%	47%	70%	100%	100%	100%
9 <sup>th</sup> year	40%	53%	80%	100%	100%	100%
10 <sup>th</sup> year	45%	60%	90%	100%	100%	100%
11 <sup>th</sup> year	50%	67%	100%	100%	100%	100%
12 <sup>th</sup> year	55%	73%	100%	100%	100%	100%
13 <sup>th</sup> year	60%	80%	100%	100%	100%	100%
14 <sup>th</sup> year	65%	87%	100%	100%	100%	100%
15 <sup>th</sup> year	70%	93%	100%	100%	100%	100%
16 <sup>th</sup> year	75%	100%	100%	100%	100%	100%
17 <sup>th</sup> year	80%	100%	100%	100%	100%	100%
18 <sup>th</sup> year	85%	100%	100%	100%	100%	100%
19 <sup>th</sup> year	90%	100%	100%	100%	100%	100%
20 <sup>th</sup> year	95%	100%	100%	100%	100%	100%
**Freight and installation of replacement parts are not covered under warranty**						

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For assistance, please call:

In North America, toll free **1.888.457.2004**

Outside of North America, **1.306.385.2888** (Canada)

**[www.norsemanstructures.com](http://www.norsemanstructures.com)**

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Norseman Structures

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