



IMPACT

LIFETIME LIMITED WARRANTY

(VINYL, TRANSFERABLE)

TEN (10) YEAR LIMITED WARRANTY

(ALUMINUM FRAME & SASH, NON-TRANSFERABLE)

Issued To:

Original Purchaser - Present Property Owner

Property Address

City

State

Zip

Phone

Email

Date of Window Installation

LIFETIME
LIMITED WARRANTY*

LIFETIME LIMITED WARRANTY (VINYL, TRANSFERABLE) **TEN (10) YEAR LIMITED WARRANTY** (ALUMINUM FRAME & SASH, NON-TRANSFERABLE)

As a purchaser of coastal high performance, including high performance impact windows, you have Window World's assurance that the manufacturer stands behind its product as described in this lifetime limited warranty ("Warranty"). This Warranty applies to vinyl windows and patio doors: (i) manufactured after July 15, 2024, (ii) sold and installed by a Window World franchise, and (iii) replacement product(s) are installed.

Our windows with aluminum frames or sashes are covered under the manufacturer's ten (10) year, non-transferable, limited warranty ("Aluminum Warranty"). This Aluminum Warranty applies to replacement windows with aluminum frames or sashes and patio doors: (i) manufactured after July 15, 2024, and (ii) sold and installed by a Window World franchise.

Products

Window World branded Products (each a "Product" and, collectively, the "Products") include the vinyl, aluminum components, hardware components, glass, and screens. The Warranty and Aluminum Warranty apply only when all of these parts are genuine components.

COVERAGE

Residential Vinyl Windows - Lifetime Limited Warranty

Residential Aluminum Frame or Sash - Ten (10) Year Limited Warranty

Commercial/Multi-Resident - Ten (10) Year Limited Warranty (VINYL & ALUMINUM FRAME or SASH)

Subject to the limitations and exclusions herein, and for the duration of the applicable Warranty Period of the Residential Warranty Holder or Commercial/Multi-Resident Warranty Holder (as defined below), Window World's window manufacturer ("Manufacturer"), warrants that the Product will be free from non-conformities in material and workmanship. Manufacturer will repair or replace any Product that fails to meet this Limited Warranty of a Residential Warranty Holder that is installed up to an elevation of not more than three (3) stories (for Product installations over three stories contact Manufacturer for warranty consideration); provided in either case,

Manufacturer may refund the purchase price (the lesser of the original Product/component purchase price or the original catalog list price) if in Manufacturer's opinion such repair or replacement is not commercially practical or reasonable or cannot timely be made. This Warranty is applicable to Products purchased and installed in the United States or Canada only.

Certain Products are manufactured to meet or exceed codes mandated by legislation for areas where high winds may occur. These Products have been tested and certified to meet the following recognized standards for areas where high winds and wind-borne debris become a factor when properly installed according to the published instructions:

- Florida Building Commission
- AAMA 506 - Voluntary Specifications for Impact and Cycle Testing of Fenestration Products
- American Society for Testing and Materials (ASTM) - E1886 & E1996 (Standard Impact)
- HVHZ (High Velocity Hurricane Zone) Test Standards
- TAS 201 - Large and Small Missile Test Standard
- TAS 202 - Uniform Structural Load Standards
- TAS 203 - Uniform Cyclic Pressure Test Standard
- Texas Department of Insurance (TDI) - TDI 1-20, 2018 IBC (International Building Code) and IRC (International Residential Code) with Texas

This Warranty does not cover damage caused by natural forces that exceed the established parameters set forth in the above-mentioned codes.

Warranty Period

READ the Entire Limited Warranty for the conditions and limitations that apply to this information

PRODUCT FEATURE	WARRANTY HOLDER -CLASSIFICATION AND DURATION*	
	RESIDENTIAL	COMMERCIAL/ MULTI-RESIDENT
WARRANTY	WARRANTY PERIOD	WARRANTY PERIOD
VINYL INTERIOR LAMINATE	LIFETIME LIMITED	10 YEARS
HARDWARE**	LIFETIME LIMITED	10 YEARS
SCREENS	10-YEARS	N/A
GLASS	20-YEARS TO LIFETIME (PRORATED)	10 YEARS
LAMINATED GLASS	20 YEARS	10 YEARS
FACTORY-APPLIED EXTERIOR COATING AND EXTERIOR LAMINATE	10 YEARS	3 YEARS (NON-TRANSFERRABLE)
ALUMINUM FRAME	10 YEARS (NON-TRANSFERRABLE)	10 YEARS (NON-TRANSFERRABLE)

* Measured from the date of installation of the Product.
** Ten (10) years on Door Handle Finishes and one (1) year on non-stainless-steel.
Hinge-style windows are installed within two (2) miles of any body of saltwater.

Warranty Holder Classifications

Residential Warranty Holders: If the Product is installed in an owner-occupied residential dwelling, and at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a “dwelling”) in a multi-resident building. If the occupant of the condominium unit is the owner of that unit and the original purchaser of the Product, then that owner and the subsequent owner-occupant (provided the transfer requirements have been complied with) is a Residential Warranty Holder. If, however, the occupant is not the original purchaser or if someone else other than the owner or occupant (for example, the condominium association) is responsible for Product replacement, then the owner/occupant is not a Residential Warranty Holder

Commercial/Multi-Resident Warranty Holders: If the Product is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above, then the warranty holder is the owner of the dwelling or building in which the Product has been installed at the time

of installation (and its builder and contractor). That owner is classified as a Commercial/Multi-Resident Warranty Holder. For example, this includes owners of commercial or investment buildings, or multi-resident premises in which the occupant is not responsible for Product replacement whether or not the occupant owns the residential dwelling unit in the premises (including by example, certain condominiums, town homes, duplexes, apartments, cooperatives).

This Limited Warranty is further subject to the limitations and exclusions below:

VINYL (GENERAL) AND FACTORY APPLIED INTERIOR LAMINATE OPTION (EXCLUDING ANY FACTORY APPLIED EXTERIOR COATING AND EXTERIOR LAMINATES):

Residential - Lifetime Limited

Commercial/Multi-Resident - Ten (10) years

Vinyl components of Products (excluding any Factory-Applied Exterior Coating) are warranted against peeling, flaking, chipping, blistering and corrosion for the applicable Warranty Period. If such defects occur, Manufacturer will provide replacement parts at no charge to the Warranty Holder. Shipping and handling fees may be charged. Manufacturer reserves the right to provide replacement products with comparable functionality but replacement products are NOT guaranteed to match the color of the original Product or component or of other windows or doors in the premises. This Limited Warranty becomes void if the vinyl or any interior surface or laminate is painted, stained, or if the surface is altered in any way, or as provided below at “WHAT THIS WARRANTY DOES NOT PROVIDE.”

FACTORY-APPLIED EXTERIOR COATING AND EXTERIOR LAMINATES

Residential - Ten (10) Years; transferable and continuing until 10th anniversary of Product installation

Commercial/Multi-Resident - Three (3) years; not transferable

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For Products purchased with a Factory-Applied Exterior Coating or Exterior Laminates on the vinyl components, the factory-applied exterior coating is warranted to the Residential Warranty Holder against peeling, flaking, chipping, blistering and corrosion, and for significant ultraviolet fading or discoloration caused by natural environmental conditions (subject to the limitations below), during the applicable Warranty Period. If such defects occur, Manufacturer may, at its option and in its sole discretion, provide the Warranty Holder factory-authorized repair at no charge, or provide replacement parts only at no charge to the Warranty Holder (the cost of assembly and labor would be the responsibility of the Warranty Holder), or refund the lesser of the purchase price of the original Product, the purchase price of the component, or the catalog list price at the time of the original purchase). Shipping and handling fees may be charged. Repaired or replaced Products or components are NOT guaranteed to match the color of the original Product, component, or of other windows or doors in the premises, due, in part, to the normal effects of weathering over time on exterior coating or finishes.

This Limited Warranty does NOT include non-conformities or damage attributable to or arising from:

- Any painting, staining, or other alteration of the factory-applied exterior coating surface of the Products
- Minor scratches or minor visual imperfections within the Product's standard manufacturing and quality specification parameters.
- Damage to the factory-applied exterior coating occurring after the Product leaves Manufacturer's facility, whether arising during pre-installation handling or storage (including inadequate shelter or inadequate venting of shipping wrap in hot and humid locations), installation, maintenance, or otherwise
- Minor scoring or scratching of the factory-applied exterior coating surface due to normal operation of the Products is not considered a manufacturing defect
- Chemicals or solvents, including by example, acidic brick washes, or stucco leach
- Maintenance inconsistent with the Care and

Maintenance recommendations set forth in the Limited Warranty

- Harsh natural environmental conditions, including by example, from substantial exposure to sun, salt spray or airborne pollutants
- Excessive artificial temperature buildup or exposure, including by example, from the use of storm doors or windows or shutters under certain circumstances
- Installation in locations or a manner that exceeds or deviates from product design standards and/or testing and certified performance specifications, and/or not in compliance with building codes
- Labor for removing, installing, or replacing Product or components or labor for other materials that are removed, reinstalled or refinished in conjunction with repairing or replacing the Product or component
- Fading, discoloration, or color change of the factory-applied color coating that equals or is less than five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2, effective on the date the Product is manufactured, and which covers less than a material portion or the exterior vinyl components of the Product. Color change will be measured on an exposed colored surface of the Product that has been properly cleaned of soils, and the corresponding values measured on the original or unexposed colored surface. Non-uniform fading or color change is a natural occurrence if the exterior surfaces of the Product are not equally exposed to the sun and other environmental conditions
- Any matter stated in "WHAT THIS WARRANTY DOES NOT PROVIDE"

HARDWARE

Residential - Lifetime Limited
(10 years door hardware finish)

Commercial/Multi-Resident - Ten (10) years

The Product Hardware (mechanical and locking mechanisms, stainless steel hinge system, hardware finishes (standard and custom) and other operating hardware components are warranted against peeling, flaking, rusting, blistering, corrosion, and breaking during the applicable Warranty Period. If such defects in the Product Hardware and other operating hardware occur, Manufacturer will provide replacement parts at no cost to the Warranty Holder. Shipping and handling fees may be charged. Repaired or replaced hardware or Products with hardware are NOT guaranteed to match the color of the original Product or component of other windows or doors in the premises. Notwithstanding the foregoing, Product Hardware on Casement/ Awning style-windows that are installed within two (2) miles of any body of salt water with stainless steel and/or coastal product hardware (i.e., no finish) is only covered for a TWO (2) YEAR WARRANTY PERIOD that begins to run on the date of the original purchase of the Product. The provisions of "WHAT THIS WARRANTY DOES NOT PROVIDE" apply:

PRODUCT HARDWARE	WARRANTY HOLDER-CLASSIFICATION AND DURATION	
	RESIDENTIAL	COMMERCIAL/ MULTI-RESIDENT
Mechanical and Locking Mechanisms and Finish: Windows Parts: Fasteners, rollers, balances, cam locks, lift handles, crank handle, and any applied lift/pull handles not extruded as part of the vinyl sash. Finishes: Standard Finishes (white, tan, driftwood) and Custom Finishes (dark bronze, oil-rubbed bronze, brushed nickel, polished brass, and color-matched)	LIFETIME LIMITED	10 YEARS
Mechanical and Locking Mechanisms and Finish: Doors Parts: Hinges, patio door handles and locksets or multi-point locking system. Finishes: Standard Finishes (white, tan, driftwood) and Custom Finishes (dark bronze, oil-rubbed bronze, brushed nickel, brushed chrome, mineral bronze, polished brass, antique brass, and color-matched)	10 YEARS	10 YEARS

SCREENS

Ten (10) years — Residential

The Product's screen frame is warranted to the Residential Warranty Holder against peeling, flaking, blistering and corrosion during the Warranty Period. The fiberglass screen mesh is warranted to the Residential Warranty Holder against insect damage, accidental punctures and tears during the Warranty Period. If such defects occur, Manufacturer will provide replacement screens at no cost to the Warranty Holder. Shipping and handling fees may be charged.

This Limited Warranty does not include:

- Screen material damage caused by domestic or wild animals
- Bent screen frames due to improper installation or removal
- Installation and the cost of labor for screen replacement
- Any matter stated in "WHAT THIS WARRANTY DOES NOT PROVIDE"

GLASS

INSULATING GLASS UNIT

Residential - Twenty (20) years to Lifetime
(Prorated)

Commercial/Multi-Resident - Ten (10) years

The installed and sealed insulating glass unit is warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space between the glass for the warranty period. The internal grid is warranted against insert slippage, flipping or sagging for the warranty period. If such defects occur during the first 20 years of the Residential Warranty Holder's warranty period or fails during the first 10 years of the Commercial/Multi-Resident Warranty Holder's warranty period, Manufacturer will provide a replacement insulating glass unit at no charge to the Warranty Holder.

Insulating glass units containing capillary tubes (recommended for use in insulating glass units traveling through or being installed in areas with elevations 7,000 feet or more above sea level) are warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space for the

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warranty period. If such defects occur during the warranty period, Manufacturer will provide a replacement insulating glass unit at no charge. If the glass should fail after the designated time period, Manufacturer will charge the full selling price for the insulating glass unit. If the defects occur after the initial no charge replacement period, Manufacturer will cover for a Residential Warranty Holder a fixed percentage of Manufacturer's list price of the insulating glass unit on the Warranty Holder's date of installation, according to the following prorated schedule.

WINDOW WORLD®	100%	75%	50%
WINDOWS <ul style="list-style-type: none">• 8000• 8500 HPI• 8500 HP• 8400i• 8400• 8500 AL	0-20 YEARS	21-50 YEARS	51 YEARS - LIFETIME
DOORS <ul style="list-style-type: none">• 8000 Sliding Patio Door• 8500 HPI (Sliding Patio Door, Multi-Slide Patio Door)• 8500 HP Sliding Patio Door• 8500 AL (Sliding Patio Door, French Door, Multi-Slide Patio Door)• Multi-Slide Patio Door (when configured as coastal product)	0-20 YEARS	21-50 YEARS	51 YEARS - LIFETIME

INSULATING GLASS UNITS
CONTAINING SPECIAL OPTIONS

LAMINATED GLASS

Residential – Twenty (20) years to Lifetime (Prorated)

Commercial/Multi-Resident – Ten (10) years

The laminated glass feature, also referred to as a PVB interlayer, is warranted for a period of twenty (20) years against defects resulting in material obstruction of vision or delamination under normal usage. If such defects occur during the first 20 years of the Residential Warranty Holder's warranty period, or occur during the first 10 years of the Commercial/ Multi-Resident Warranty Holder's warranty period, Manufacturer will provide a replacement insulating glass unit with the laminated glass feature at no charge to the Warranty Holder. For clarification, all other provisions of this Limited Warranty applicable to the Insulating

Glass Unit continue to apply to Product purchased with the laminated glass feature.

This Limited Warranty does NOT include:

- Minor variations in glass color or imperfections that do not affect the structural integrity of the glass or do not permanently and materially obstruct vision, including but not limited to minor distortion or waviness inherent to heat-strengthened, tempered, and laminated glass.
- Damage to adjacent buildings or building components as a result of sunlight reflecting off a window or door. This includes but is not limited to any objects or property that may be permanently or intermittently in the path of reflected light. This reflected light is not a defect or deficiency in the glass or the window/door.
- Any sound that occurs from the grilles/ grids tapping or otherwise striking the glass due to vibrations from use of the window or exterior vibrations to the windows (such as caused by opening or closing the window or a nearby door, animals, person, or objects striking the glass; wind; or outside traffic, trains, or airplanes, etc) is not considered an imperfection or defect, nor is the grille/grid touching the glass (even in triple-strength units) considered an imperfection or defect.
- Glass covered with after-market window films, coatings or other products not originally supplied by Manufacturer
- Stresses from localized heat which causes excessive temperature differentials over the glass
- Post-manufacture dissipation of inert gases (as Argon), or the amount of gas in Products with inert gas-filled insulating glass
- Scratches or other imperfections not readily observable beyond four feet away for standard glass and 11 feet for tempered glass
- Mineral deposits
- Internal and external condensation*, frost, dew or mold resulting from humidity within the building or from outside conditions along with interior/exterior temperature differentials.

** There is no such thing as a condensation-free window in high-humidity conditions. Controlling the amount of moisture in your home is the most effective action you*

can take to avoid internal condensation. External condensation can also occur under certain atmospheric conditions. When the external glass temperature drops below the outdoor dew point temperature, exterior condensation can occur.

STRESS CRACKS

Residential – One (1) year

The Products are warranted to the Residential Warranty Holder against stress cracks in the glass panel/sash for a period of 12 months, measured from the date of installation during the warranty period. If such defects occur, the Manufacturer will provide replacement parts only at no charge to the Residential Warranty Holder (the cost of assembly and labor would be the responsibility of the Residential Warranty Holder.)

- Stress cracks in glass panels/sash can result from natural settlement or extreme thermal changes between outside and inside temperatures.
- Stress cracks are not a result of defects in materials/workmanship.

ALUMINUM FRAME

Residential – Ten (10) years

Commercial/Multi-Resident – Ten (10) years

The aluminum components of the windows/doors are warranted to be free of defects in materials and workmanship for a period of ten years from the date of installation. If the product is installed within three miles of “salt water”, maintenance must be performed every four months, if beyond 3 miles maintenance must be performed twice a year. Salt must not be allowed to accumulate on windows/doors or warranty is void. Regular maintenance must be documented to maintain warranty. This limited warranty is null and void if damage is caused by harmful cleaners or other chemical or environmental factors, or by any of the other warranty exclusions set forth herein, including exclusions described above. Custom colors and finishes are not covered under this warranty. Additional warranties may be provided on a case-by-case basis.

TRANSFER

Residential Warranty Holder:

The Limited Warranty for Vinyl components, Hardware (excluding patio door handle finishes and screens), is transferable by the original Residential Warranty Holder once either (a) to a subsequent Residential owner or (b) to a subsequent Commercial/Multi-Resident owner. When transferred to a subsequent Residential owner, the Warranty Period applicable to the new Residential owner will continue only until the 30th anniversary from the date of installation from the original Warranty Holder (any warranty that has expired prior to the transfer will not transfer). When transferred to a subsequent Commercial/Multi-Resident owner, the Warranty Period applicable to the new Commercial/Multi-Resident Warranty Holder will apply only until the 10th anniversary of the date of install (not transferrable for Factory-Applied Exterior Coating and Exterior Laminate). Further, in either case, the transfer of the Warranty will be valid only if the Warranty Holder has properly followed the procedure set forth below.

Commercial/Multi-Resident Warranty Holder:

The Limited Warranty for Vinyl components, Hardware (excluding patio door handle finishes and screens) is transferable by the original Commercial/Multi-Resident Warranty Holder to a subsequent Residential or Commercial/Multi-Resident within the first ten (10) years from the earlier of the date Product was installed (three (3) years for Factory-Applied Exterior Coating, capstock and blinds between glass) for any balance of the ten (10) year Warranty Period and only if the Warranty has been properly transferred following the procedure set forth below. There is no ongoing warranty for Screens or Glass Breakage, even if transferred to a residential owner.

WARRANTY TRANSFER PROCEDURE

Any Warranty Transfer described above will be deemed effective only if the following procedure is completed: (1) Notice to your local Window World franchise within thirty (30) days after the transfer of ownership of the premises where the Products are installed, (2) warranty transfer form completed and submitted to your local Window World franchise, and (3) payment of the current warranty transfer fee. Please note you will be

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required to provide the Product order number (bar code located in the sash head, sill or jamb of each Product).

THE ALUMINUM WARRANTY IS NOT TRANSFERABLE.

WHAT THIS LIMITED WARRANTY DOES NOT COVER

A. Generally

This Limited Warranty does not include non-conformities or damages attributable to or arising from:

- Minor scratches or minor visual imperfections
- Negligence; vandalism, riot or civil disorder, acts of terrorism, improper use, installation, finishing, maintenance or operation inconsistent recommendations and/ or installation instructions published by the Manufacturer.
- Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in hot humid locations
- Misapplication or faulty building design or construction, including inadequate flashings or caulking; building settlement or structural failures of walls or foundations
- Subjection to improper temperature, humidity, or other environmental conditions (e.g., harmful fumes, vapors, solvents, chemicals, or pollutants in the atmosphere)
- Normal wear and tear (e.g., wear and tear to weatherstripping or door bottom gaskets)
- The caulking used to seal the frames or trim packages
- Labor costs are not included under this Warranty and neither Manufacturer nor its distributors will be responsible for any costs incurred in the removal, replacement, installation or reinstallation of the Manufacturer product or any part thereof, furnished by Manufacturer under this Warranty
- Product installations over an elevation of three (3) stories, unless a written exception to this Limited Warranty exclusion has been obtained from Manufacturer
- Products installed other than in the United States or Canada

B. Certain Environmental Conditions

This Limited Warranty does not guarantee safety for persons or property, nor make a premises hurricane-proof or impact-proof. Follow weather and news reports in order to assess severe weather situations and obey local authorities' shelter and evacuation orders. This Limited Warranty does not cover damage attributable to or caused by acts of nature that include, but are not limited to stresses, high winds, floods, fire and other conditions that exceed Product designs that are test evaluated and certified as referenced in Manufacturer's published literature. CERTIFICATION APPROVAL, RATING, AND REFERENCES TO OTHER PERFORMANCE STANDARDS MEAN THAT THE PRODUCT MEETS THE ESTABLISHED SPECIFICATION PARAMETERS OF THE CERTIFICATION PROCESS OR STANDARD TESTING AT THE TIME THE PRODUCT IS MANUFACTURED.

However, with exposure over time to environmental conditions (e.g., high-wind events and other forces of nature)) the Product will be subjected to normal and abnormal wear and its performance capability may change. Consult local building codes and laws, and the certification and rating agencies' published materials and websites for guidelines on the standards necessary to meet all the applicable regulations and codes in the location of your residence or building. Product features designed to help address pressurization of a building during high-wind or other severe storm events are not a guarantee against water and air infiltration. Manufacturer is not responsible for claims or damages caused by water or air infiltration or improper installation. PRODUCT SELECTION IS THE SOLE RESPONSIBILITY OF THE WARRANTY HOLDER.

NOTE: Exterior accessories manufactured by Manufacturer for retrofit or new construction products are not designed and not intended by Manufacturer to be used by the Warranty Holder or its agents as a barrier against water infiltration and are NOT A SUBSTITUTE FOR ADEQUATE FLASHINGS or other appropriate building design, construction and installation considerations. Manufacturer is not responsible for building, structural, or other damage that has occurred as a result of water that may penetrate between the Product and any applied accessory.

C. Damage From Failure to Inspect Product Following Each High-Wind or Impact Event

Product that is subject to any high-wind event or the possibility of having been impacted by wind-borne debris should be promptly inspected by the Warranty Holder or by a building professional if the Warranty Holder cannot perform this inspection themselves or if there is concern about Product damage. Proper care and maintenance of the Product is the responsibility of the Warranty Holder and failure to do so may void the Limited Warranty. Although a Product may appear to be in good working condition, the effects of such an event(s) may have adversely affected the ability of the Product to provide subsequent protection against another such event.

This Limited Warranty's Exclusive Remedy

If the Product or any of its components fail to meet this Limited Warranty, Manufacturer's sole obligation is, to either (at Manufacturer's option and in its sole discretion): a) repair the component (aesthetic matching not guaranteed); or b) provide replacement component(s) to the Warranty Holder or to Manufacturer's designated dealer (aesthetic matching not guaranteed); or c) refund the Warranty Holder's purchase price (the lesser of the original Product, component purchase price or the original catalog list price). The cost of labor associated with the foregoing repairs or replacement of components is Manufacturer's obligation only to the extent that it is expressly provided under "Coverage." Repaired or replaced components are warranted only on the same terms as in the Limited Warranty and for the remainder of the Warranty Period. Manufacturer reserves the right to discontinue or change any Product. If the Product or component is not available, Manufacturer may select and provide a replacement Product or component of equal quality and price. This is the Warranty Holder's sole and exclusive remedy for the Product under this Limited Warranty. By example, but not limitation, this Limited Warranty does not cover the following costs and expenses: (i) except as expressly set forth in this Limited Warranty, labor for removing, reinstalling, refinishing Product (or other materials that are removed, reinstalled or refinished to repair or replace the Product); (ii) shipping/freight

expenses to return the Product to Manufacturer; (iii) normal maintenance; or (iv) consequential, incidental, special, or indirect losses or damages of any kind

DISCLAIMER OF WARRANTIES

THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. MANUFACTURER DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH PRODUCTS.

LIMITATION OF LIABILITY

MANUFACTURER'S SOLE LIABILITY UNDER THIS LIMITED WARRANTY IS REPLACEMENT, REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE. IN NO EVENT WILL MANUFACTURER BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OF ANY KIND TO A PREMISES, LOSS OF PRODUCT USE, REINSTALLATION, LABOR, REMOVAL, REFINISHING (EXCEPT TO THE EXTENT EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY), TEMPORARY OR PERMANENT RELOCATION OF RESIDENTS OR PROPERTY, LOSS OF PROFITS/REVENUE, INTEREST, LOST GOODWILL, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS OR WORK, INCREASED OPERATING EXPENSES, EMOTIONAL DISTRESS CLAIMS, OR CLAIMS OF THIRD PARTIES FOR SUCH DAMAGES, WHETHER BASED ON CONTRACT, WARRANTY, TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE) OR OTHERWISE, EVEN

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IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS BUT WARRANTY HOLDER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL MANUFACTURER'S ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE NON-CONFORMING COMPONENT'S PURCHASE PRICE.

CLAIMS

Claims must be initiated during the Warranty Period. To initiate a claim, please contact your local Window World franchise who installed or sold the Product. If that party is unknown or unreachable, contact Window World, Inc. at 1-866-740-2100 or at www.windowworld.com. Claimant will be required to provide proof of premises ownership, the date of the original Product purchase, the order number (barcode located on the sash head, jamb or sill of each Product), and specify the alleged defect. Manufacturer reserves the right to inspect the Product, and Claimant may be required to return the Product or component to Manufacturer (at Claimant's expense).

DAMAGE FROM FAILURE TO INSPECT PRODUCT FOLLOWING EACH HIGH-WIND OR IMPACT EVENT

Homeowners who have the Products installed in their homes and have experienced windborne debris, should contact a building professional if they have concerns about storm damage to their windows, screens or doors. It is the responsibility of the homeowner to notify and inform the company providing the insurance coverage as to any potential problems that may exist. Although each window and door may appear to be in good working condition, the effects of the previous event(s) may affect the ability of the Product to provide subsequent protection against another high-wind event. Please see the Homeowner Checklist below. This list should be used to inspect each window and door following a high-wind event.

HOMEOWNER CHECKLIST FOR IMPACT WINDOWS AFFECTED BY A HIGH-WIND EVENT, WINDBORNE DEBRIS OR HURRICANE

1. Check for visual damage on each window. Is the glass broken or cracked as a result of the event? Are vinyl or aluminum members of the frame or sash cracked or damaged as a result of the event?

If the answer is “YES” to either of these questions, call your insurance company to assess the damage. If the answer is “NO”, continue to the next section.

2. Ensure the window is still functional. USE EXTREME CAUTION WHEN OPERATING WINDOWS IN CASE THE SASH IS NOT SECURED IN THE FRAME
 - a. Will the Double Hung or Single Hung sash move freely up and down?
 - b. Will the Casement sash crank in and out?
 - c. Will a sliding door move freely back and forth?
 - d. Will a Slider (glider) sash move freely to the left and right?
 - e. Picture windows are non-operational and will not require this test.

- f. Test the locking system. Are you able to lock the window or door?

If the answer is “NO” to ANY of these questions, call your insurance company to assess the damage.

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CARE AND MAINTENANCE OF YOUR VINYL WINDOWS AND DOORS

Congratulations on choosing windows and doors with the virtually maintenance-free benefits of vinyl. As a result, with simple proper care and cleaning, your windows and doors can keep their beautiful appearance for years.

Like any surface exposed to outside elements, your windows and doors will get dirty from time to time, but cleaning them is rather simple. Often, heavy rains will wash the vinyl clean, but if the rain isn't enough, you can restore the splendor of your windows and doors by following these straightforward instructions.

Vinyl Windows and Doors

- Wash using mild detergent (if necessary) and a soft cloth or ordinary soft bristle brush. Do not clean the windows or doors with a high-pressure washer. The extreme spray pressure could crack or destroy the caulking around the window or door.
- For difficult to remove dirt and stains use the readily available household cleaners listed on the chart. Follow the manufacturer's instructions on use of the cleaners.
- In some cases, you may wish to use a mildly abrasive cleanser such as Soft Scrub® or a Mr. Clean® Magic Eraser® but the use of any abrasive material could scratch the surface of the glass and window or door frame
- DO NOT USE liquid grease remover, adhesive removers such as Goo Gone®, strong soaps or detergents containing organic solvents, nail polish remover, furniture polish, cleaners containing chlorine bleach, or rust removers containing hydrofluoric acid. These items could affect the surface appearance of the vinyl and glass.

List of Cleaners to Help Remove Stains From Vinyl Windows and Door Frames*

Bubble Gum	Fantastik® All Purpose Cleaner, Murphy Oil Soap®, solution of 30% vinegar and 70% water, Windex®
Crayon	Lestoil®, Mr. Clean® Magic Eraser®
DAP (oil based caulk)	Fantastik® All Purpose Cleaner
Dirt and Scuff Marks	Fantastik® All Purpose Cleaner, Lestoil®, Mr. Clean® Magic Eraser®, Murphy Oil Soap®
Felt-tip pen	Fantastik® All Purpose Cleaner, water based cleansers
Grass	Fantastik® All Purpose Cleaner, Lysol®, Murphy Oil Soap®, Windex®
Lipstick	Fantastik® All Purpose Cleaner, Lysol®, Murphy Oil Soap®
Lithium Grease	Fantastik® All Purpose Cleaner, Lestoil®, Murphy Oil Soap®, Windex®
Mold and Mildew	Fantastik® All Purpose Cleaner, solution of 30% vinegar and 70% water, Windex®
Motor Oil	Fantastik® All Purpose Cleaner, Lysol®, Murphy Oil Soap®, Windex®
Oil	Soft Scrub®, Mr. Clean® Magic Eraser®
Paint	Mr. Clean® Magic Eraser®
Pencil	Soft Scrub®, Mr. Clean® Magic Eraser®
Rust	Fantastik® All Purpose Cleaner, Murphy Oil Soap®, Windex®
Tar	Soft Scrub®

*Cleaning materials are listed in alphabetical order. Window World Windows and Doors does not endorse proprietary products or processes and makes no warranties for the products referenced herein. References to proprietary names is for illustrative purposes only, and is not intended to imply that there are not equally effective alternatives.

Glass

- For routine cleaning, we recommend using a 30% white vinegar and 70% water premixed cleaning solution. Use a soft, lint-free cloth or paper towels to wipe clean, rubbing in different directions. If there is any residual streaking, rinse with clear water and wipe again.
- Ammonia-free glass cleaners such as Windex® also produce good results.
- Rinse windows and doors first if there is excessive dirt and debris.
- Thoroughly dry water and/or cleaning solution from glass and all window surfaces.
- DO NOT clean glass with a high-pressure washer. The extreme spray pressure could damage the glazing and destroy the seal of the insulating glass unit.
- DO NOT USE razor blades, metal blades, abrasive cleaning solutions or materials to clean the glass due to the high probability that damage to the glass will occur.

Exterior Coatings

- Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush. Do not clean the exterior coating with a high-pressure washer. The extreme spray pressure could damage the surface or crack or destroy the caulking around the window or door.
- Mild window cleaners that are safe to clean the exterior coating on windows and doors include Windex® and Formula 409.®
- DO NOT USE liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleansers containing chlorine bleach. These items could affect the surface appearance of the vinyl.

Exterior Laminates

- Use warm soapy water for routine cleaning and dry thoroughly.
- Mild household cleaners can also be used to clean laminates. Always test the cleaner on an inconspicuous area to ensure compatibility with the laminate surface.
- DO NOT USE abrasive scrubbing devices, organic solvents or abrasive cleansers as they will cause surface damage.

Screens

- For routine cleaning carefully vacuum your window screens
- To thoroughly clean window screens, remove the screens from the window frame. Place the screens on a flat surface (such as the driveway) and use mild soap and water with a soft bristle brush to remove dirt and grime. Clean both sides of the screen and around the interior and exterior of the frame. Rinse off the unit with lukewarm water. Allow the screen to dry completely before replacing in the window
- DO NOT USE a high-pressure washer to clean screens; it could damage the units.
- Use extreme care when cleaning aluminum mesh, since it can be dented or creased if too much pressure is placed on the screen.

Aluminum Windows & Doors

- Lightly rinse your aluminum windows and then use mild soapy water and a non-abrasive cloth or sponge to clean the surfaces.
- Lightly rinse again, and dry with a soft cloth.
- Automotive wax can be used to enhance and maintain the exterior paint on the aluminum components. DO NOT apply wax without cleaning the windows first.

Maintaining Aluminum Windows & Doors in Coastal Areas

If the windows are new and have not yet been exposed to the corrosive environment:

- Lightly rinse your aluminum windows and then use mild soapy water and a non-abrasive cloth or sponge to clean the surfaces. Rinse again and dry.
- Apply automotive wax to the extrusion. DO NOT apply wax without cleaning the windows first. This is particularly crucial in coastal environments, where the wax may seal salt deposits to the extrusion, allowing the salt to continue corroding the aluminum.
- In corrosive coastal environments, it is recommended that windows be rinsed with warm water at least every three months to reduce salt deposit build-ups and ease the more thorough annual cleaning process. Aluminum care and maintenance guide is available upon request

LIFETIME LIMITED WARRANTY (VINYL, TRANSFERABLE)

TEN (10) YEAR LIMITED WARRANTY (ALUMINUM FRAME & SASH, NON-TRANSFERABLE)

OPERATION OF YOUR VINYL WINDOWS AND DOORS

Along with being virtually-maintenance free, your windows and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. All operable sash on Double Hung and Slider slide open, Casements open by turning the handle and patio doors glide on corrosion-resistant rollers.

To tilt in the operable sash on Double Hung and Single Hung windows, you must:

- Unlock the bottom sash and raise it approximately 4" above the frame.
- On the top of the sash you'll find the tilt latches. Slide the tilt latches toward the window lock and gently tilt and lower the sash towards you, letting it rest against the window sill.
- Products with laminated glass will make the Double Hung sash very heavy. If the sash can't hang down freely, you most likely will need assistance to support the tilted sash while cleaning. While cleaning the window, make sure you do not hold the tilted sash at a 90-degree angle and do not push up on the sash where it connects to the frame of the window. Doing these things may cause the sash to disengage from the frame. If this happens, see below instructions on how to re-insert the sash into the frame.
- To clean the top sash on Double Hung windows, the bottom sash needs to be tilted in and resting on the sill prior to tilting the top sash. The top sash can tilt in and rest on the open tilted bottom sash for easy cleaning.
- When finished cleaning, tilt the top and bottom sash up and snap the tilt latches into place. For safety, make sure the tilt latches are securely engaged.
- If it becomes necessary to remove and reinsert the sash, tilt the sash inward to a 90-degree angle and lift the bottom of the sash up and out of the frame. To reinsert the sash into the frame, make sure both pivot bars (located at the bottom of the sash) are fully inserted into the balance shoes.

To remove a Slider sash, simply:

- Unlock the sash and slide it past the sash retainer insert located in the head. Note: Some windows may have a sash retainer clip instead of an insert that must be removed before opening the sash.
- Lift the sash up into the head and pull the bottom of the sash towards you.

To operate Casements:

- Lift the handle on the side of the frame to unlock the sash. Turn the handle on the bottom of the frame to open the sash to the desired position.
- Turn the handle in the opposite direction to close the sash. To lock the window, make sure the sash is fully closed then lower the handle on the side of the frame.

To lock sliding Patio Doors:

- Close the operable panel and make sure it is fully against the frame.
- Lock the panel with the lever located on the handle.



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