

The Windowmaster Products Warranties

Legendary Lifetime Warranty™ A Limited Lifetime Warranty

Windowmaster Products warrants that its Windowmaster windows and doors will be free of defects in material or workmanship that significantly impairs their operation and proper usage. This warranty applies for as long as you own them, provided they are installed and maintained in accordance with the manufacturer's instructions and good construction practice. Effective with products purchased after September 1, 1997, this warranty applies to the original owner of windows installed in an owner-occupied single-family home and is not transferable. Products not covered under this warranty are covered by Windowmaster's standard limited warranty for Windowmaster windows and sliding doors.

Windowmaster Products warrants that the original sealed insulating glass units of your Windowmaster window or door will be free of defects in material or workmanship resulting in material obstruction of vision from film formation caused by dust or moisture in the dead air space of the sealed unit. Windowmaster Products further warrants that window and patio door hardware will be free from defects in material or workmanship. Should dual unit or hardware failure occur within ten (10) years from the date of purchase, Windowmaster Products will furnish a replacement sealed insulating glass unit or hardware to the nearest authorized dealer free of charge. Commencing with the eleventh (11th) year, a charge equal to 50% of the prevailing list price of such units and hardware will be charged.

Windowmaster Products reserves the right to discontinue or make changes to any of its products without notice. If the products or components covered by the warranty are not available, Windowmaster will have the right to furnish a substitute, replacement component or product that, in Windowmaster's opinion, is of equal quality or value.

This warranty is limited and does not cover labor or costs to remove or install replacement components, except within one year from the date of purchase. The warranty does not cover any of the following; normal adjustments or maintenance, screens, grids rattling between glass panes, products not paid for, glass breakage, slight glass curvature, minor imperfections in the glass that do not impair structural integrity or significantly obscure normal vision, products used in non-vertical glazing, altered or reinstalled products, products used in a non-architectural application such as refrigeration cabinets, swimming pool enclosures, greenhouse structures, hot saunas, aboard ships or boats, in vehicles, campers, trailers or other such applications, nor does it cover problems relating to frame finishes including corrosion caused by salt air or caustic materials. The warranty also does not cover applied sealants or caulking, failures caused by structural settlement, vibration, excessive localized heat, or high moisture environments; failures caused by application of films, damage due to abuse, harmful fumes, vapors or chemicals: improper installation; incorrect use or application; natural weathering or acts of God. In no event shall Windowmaster Products pay for the cost of scaffolding, wood stops or any other incidental costs related thereto.

This shall be Windowmaster's maximum liability under the warranty. Windowmaster Products makes no other warranty guarantee, either expressed or implied, including implied warranties of merchantability and fitness, except as expressly contained herein. Any further claims due to special, indirect, consequential or incidental damage are excluded from this warranty. In the event that state law precludes exclusion or limitation of implied warranties, the duration of any such implied warranty and the time and manner of presenting any claim thereon shall be the same as that provided in the express warranty stated herein.

This warranty does not apply to products installed outside of California, Nevada and Arizona. Selection of Windowmaster Products windows and doors to conform to all applicable laws and ordinances, building codes and safety requirements is the sole responsibility of the architect, homeowner, and/or contractor. Windowmaster Products has no responsibility in this regard.

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, or the exclusions or limitations of incidental or consequential damages. Therefore, the above limitations may not apply.

Any claim made under the provisions of this warranty should be made in writing and addressed to:

Windowmaster Products
Warranty Service Department
P.O. Box 609
El Cajon, CA 92022

Proof of original homeownership or proof of your original purchase of the Windowmaster window or door is required. With any claim under this warranty, Windowmaster reserves the right to inspect the product in place and as originally installed. This is the entire warranty, no employee or representative of Windowmaster Products has authority to change or modify it.

***Limited Warranty for Windowmaster Windows and Sliding Doors
NOT covered by
Windowmaster's Limited Lifetime Warranty***

WHAT IS COVERED

All Windowmaster factory-assembled and glazed windows ("Windows") and sliding doors ("Doors") are warranted by Windowmaster Products ("Windowmaster") to be free from defects in material or workmanship at the time of sale. Tempered or insulating glass supplied factory-glazed by Windowmaster is covered by a separate limited warranty.

FOR HOW LONG

This limited warranty begins on the date of delivery when Windowmaster Products relinquishes possession or control of the Window or Door (the invoice date). It lasts for one (1) year from that date.

WHAT WINDOWMASTER WILL DO

Within thirty (30) days after written notice of the defect is received by Windowmaster, Windowmaster will arrange to provide you with either free repair of the defective product, or will provide you with a free replacement Window or Door, or Window or Door component at the location of original installation. Windowmaster reserves the right to choose whether to repair or replace a defective Window or Door or component. Delays beyond the control of Windowmaster may extend the thirty (30) day period.

WHAT WINDOWMASTER WILL NOT DO

- Windowmaster will not pay for glass broken or damaged by any person other than the employees or agents of Windowmaster Products in handling, installing, operating or using the Window or Door.
- Windowmaster will not repair or replace any Window or Door, which has become defective as a result of unreasonable or abusive use, or the neglect of specified minimum maintenance, or which has been altered by a non-Windowmaster employee or agent.
- Windowmaster will not repair or replace any Window or Door, which is inoperative as a result of, but not limited to, improper installation or care during building construction, forced entry attack, or building movement.
- Windowmaster will not repair, modify or replace a Window or Door which has been deemed to be installed in noncompliance with any existing building ordinance, safety glazing code, or has not been installed in accordance with good building practices, or which is deemed to be in noncompliance after the date of purchase, due to any changes in or the adoption of any ordinance, regulation, rule or law.
- Windowmaster will not pay the costs of removing a Window or Door and/or installing a replacement Window or Door.
- Windowmaster will not pay or be responsible for any consequential damages, such as injuries caused to persons or property as a result of a defective Window or Door (or the work necessary to replace it), or any other cost or incidental damages which are incidental to or result from a defective Window or Door.

WHAT YOU MUST DO

Contact the authorized dealer where you purchased your Window or Door for warranty service. If the dealer is unable or unwilling to provide warranty service, please present your claim in writing, addressed to:

Windowmaster Products

OTHER CONDITIONS AND LIMITATIONS

- This warranty is not effective unless our installation instructions are strictly adhered to. No service or replacement will be provided for any problem caused by improper installation or improper care of product during construction.
- This warranty does not apply to Windows or Doors larger than the largest Windowmaster standard catalog size. The standard catalog sizes are identified in the Windowmaster Products Price Book and the product brochures. These standard sizes have been tested to the appropriate AAMA I ANSI performance standards and certified by an independent Certification Program Administrator.
- This warranty is not effective unless the following minimum maintenance has been adhered to:
 1. Keep Window and Door roller tracks and weep drainage openings clean and free of dirt, plaster, or accumulation of other debris.
 2. Keep Window and Door rollers and/or balancers in proper adjustment to maintain proper vent, sliding panel and lock operation.
 3. Exterior Window and Door finish surfaces shall be immediately cleaned of construction materials such as dirt, plaster, paint, or other materials after installation. Use of a chemical release agent or petroleum-based product for cleaning voids this warranty.
 4. Proper care of Window and Door surfaces requires initial cleaning of these surfaces with a clean, mild soapy solution and then rinsing. Window and Door surfaces must be rinsed again at least once every six months. Certain environments, such as marine or industrial areas can require much more frequent maintenance.
- Any implied warranty including but not limited to a warranty of merchantability (which means the product will work normally), or warranty of fitness for a particular purpose (if Windowmaster is told your specific purpose) are expressly limited to the period of this warranty.
- Windowmaster will not be responsible for any promise, representation or warranty not expressly included in this warranty.
- Windowmaster reserves the right to make changes in price, construction, material specifications, or availability of these Window and Door products at any time without prior notice.

This warranty does not apply to products installed outside of California. Selection of Windowmaster Windows and Doors to conform to all applicable laws and ordinances, building codes and safety requirements is the sole responsibility of the architect, building owner, and/or contractor. Windowmaster Products has no responsibility in this regard.

Proof of your original purchase of the Window or Door is required. With any claim under this warranty, Windowmaster reserves the right to inspect the Window or Door in place as originally installed. This is the entire warranty, no employee or representative of Windowmaster Products has authority to change or modify it.

LEGAL RIGHTS

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, or the exclusions or limitations of incidental or consequential damages. Therefore, the above limitations may not apply.

***Limited Warranty for Windowmaster Tempered and Insulating Glass
NOT covered by
Windowmaster's Limited Lifetime Warranty***

WHAT IS COVERED

Windowmaster Products ("Windowmaster") warrants its Tempered or Insulating Glass products ("Glass"), at the time of sale to be free from defects in material and workmanship. Windowmaster warrants its Insulating Glass against material obstruction to vision due to defects in material or workmanship which may result in film formation, or dirt collection on the interior glass surfaces of Insulating Glass caused exclusively from failure of the hermetic seal.

Windowmaster further warrants the Glass quality to be in compliance with the referenced Federal and Uniform Building Code Specifications:

- All primary Glass shall meet Federal Specification ASTM 1036-91, Glazing Quality Q4.
- Tempered Glass shall meet Federal Specification CPSC 16CFR 1201-1986, Category I and II and ANSI-Z-97.1-1984.
- Samples of Insulating Glass are tested annually to the SIGMA/ASTM E774-88 test procedure and certified to have passed.

FOR HOW LONG

This limited warranty begins on the date of delivery when Windowmaster Products relinquishes possession or control of the Glass (the invoice date). It lasts for ten (10) years from that date and is subject to the conditions and limitations listed below.

WHAT WINDOWMASTER WILL DO

Within thirty (30) days after written notice of the defect is received by Windowmaster, Windowmaster will arrange to provide you with either free repair of the defective product, or will provide you with free replacement Glass at the location of original installation. Under this warranty, Windowmaster will provide replacement Glass and labor for the first year only, and replacement Glass only for the remaining warranty period. Replacement labor during the first year of this warranty is not to exceed \$75.00. Windowmaster reserves the right to choose whether to repair or replace a defective piece of Glass. Delays beyond the control of Windowmaster may extend the thirty (30) day period.

WHAT WINDOWMASTER WILL NOT DO

- Windowmaster will not pay for Glass broken or damaged by any person other than the employees or agents of Windowmaster Products in handling, installing, operating, or using the Glass.
- Windowmaster will not replace Glass which has become defective as a result of unreasonable or abusive handling or use, or which has failed due to unauthorized alteration, or, in the case of Insulated Glass units, the addition of tinting materials or films.
- Windowmaster will not replace Glass, which has become defective as a result of improper installation or glazing techniques, forced entry attack, or building movement.
- Windowmaster will not replace Glass which has been deemed to be installed in noncompliance with any existing building ordinance or safety glazing code, or which is deemed to be in noncompliance after the date of purchase, due to any changes in or the adoption of any ordinance, regulation, rule or law.
- Windowmaster will not pay the costs of removing Glass and/or installing replacement Glass except as noted above.
- Windowmaster will not pay or be responsible for any consequential damages, such as injuries caused to persons or property as a result of defective Glass (or the work necessary to replace it), or any other cost or incidental damages which are incidental to or result from the defective Glass.

WHAT YOU MUST DO

Contact the authorized Windowmaster Products dealer where you purchased your product for warranty service. If the dealer is unable or unwilling to provide warranty service, please present your claim in writing, addressed to:

Windowmaster Products
Warranty Service Department
P.O. Box 609
El Cajon, CA 92022

OTHER CONDITIONS AND LIMITATIONS

- The warranty is not effective unless our glazing Instructions are strictly adhered to. No service or replacement will be provided for any problem caused by improper installation.
- Specifically, for Insulating Glass, the Glass must be:
 1. Adequately supported mechanically across the bottom edge of both lites with setting blocks of proper size and location in accordance with accepted industry glazing guidelines.
 2. The unit edges must be fully protected and secured by a minimum one-half inch face covering or "bite".
 3. Glazing sealants and materials used must be compatible with Windowmaster Products Hot Melt Butyl I Single Part Silicone Glass Edge Sealant.
- This warranty does not cover Insulating Glass, which is used at an elevation higher than 6,000 feet above sea level.

- This warranty does not cover Insulating Glass which is installed in any position other than a 90° vertical position.
- This warranty shall be void if Insulating Glass is used in a non-architectural application including refrigeration cabinets, swimming pool enclosures, greenhouse structures or hot saunas, aboard ships or boats, or in vehicles, campers, trailers or other similar applications.
- This warranty does not cover Glass cosmetic or appearance defects caused by accumulated dirt, construction materials, rain, sprinkler water or salt spray deposits, or cleaning techniques and materials.
- Use of a chemical release agent, petroleum-based product, or any caustic-cleaning agents on the Glass voids this warranty.
- Windowmaster makes no warranty as to the shading or thermal performance properties of any Glass it offers for sale other than those products meet or exceed the standards of normal performance, design, and workmanship of Windowmaster Products. Please refer to glass manufacturer's specifications for these shading or thermal performance properties. All such values contained in Windowmaster Products literature are subject to industry manufacturing tolerances and are prepared in good faith and believed accurate and reliable.
- Any implied warranty, including but not limited to a warranty of merchantability (which means the product will work normally), or warranty of fitness for a particular purpose (if Windowmaster is told your specific purpose) are expressly limited to the period of this warranty.
- Windowmaster will not be responsible for any promise, representation or warranty not expressly included in this limited warranty.
- Windowmaster reserves the right to make changes in price, construction, material specifications, or availability of these products at any time without prior notice.

This warranty does not apply to products installed outside of California. Selection of Windowmaster Products Tempered and Insulating Glass to conform to all applicable laws and ordinances, building codes and safety requirements is the sole responsibility of the architect, building owner, and/or contractor. Windowmaster Products has no responsibility in this regard.

Proof of your original purchase of the Glass is required. With any claim under this warranty, Windowmaster reserves the right to inspect the Glass in place and as originally installed. This is the entire warranty. No employee or representative of Windowmaster Products has authority to change or modify it.

LEGAL RIGHTS

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, or the exclusions or limitations of incidental or consequential damages. Therefore, the above limitations may not apply.

***Legendary Lifetime Warranty™
A Limited Lifetime Warranty for
schools, government buildings,
and other commercial applications***

Windowmaster Products warrants that its Windowmaster windows and doors will be free of defects in material or workmanship that significantly impairs their operation and proper usage. This warranty applies for as long as you own them, provided they are installed and maintained in accordance with the manufacturer's instructions and good construction practice. Effective with products purchased after January 1, 1999, this warranty applies to products installed in schools, hospitals, government buildings and other commercial applications. Products not covered under this warranty are covered by Windowmaster's standard limited warranty for Windowmaster windows and sliding doors.

Windowmaster Products warrants that the original sealed insulating glass units of your Windowmaster window or door will be free of defects in material or workmanship resulting in material obstruction of vision from film formation caused by dust or moisture in the dead air space of the sealed unit. Windowmaster Products further warrants that window and patio door hardware will be free from defects in material or workmanship. Should dual unit or hardware failure occur within ten (10) years from the date of purchase, Windowmaster Products will furnish a replacement sealed insulating glass unit or hardware to the nearest authorized dealer free of charge. Commencing with the eleventh (11th) year, a charge equal to 50% of the prevailing list price of such units and hardware will be charged.

Windowmaster Products reserves the right to discontinue or make changes to any of its products without notice. If the products or components covered by the warranty are not available, Windowmaster will have the right to furnish a substitute, replacement component or product that, in Windowmaster's opinion, is of equal quality or value.

This warranty is limited and does not cover labor or costs to remove or install replacement components, except within one year from the date of purchase. The warranty does not cover any of the following: normal adjustments or maintenance, screens, grids rattling between glass panes, products not paid for, glass breakage, slight glass curvature, minor imperfections in the glass that do not impair structural integrity or significantly obscure normal vision, products used in non-vertical glazing, altered or reinstalled products, products used in a non-architectural application such as refrigeration cabinets, swimming pool enclosures, greenhouse structures, hot saunas, aboard ships or boats, in vehicles, campers, trailers or other such applications, nor does it cover problems relating to frame finishes including corrosion caused by salt air or caustic materials. The warranty also does not cover applied sealants or caulking, failures caused by structural settlement, vibration, excessive localized heat, or high moisture environments; failures caused by application of films, damage due to abuse, harmful fumes, vapors or chemicals; improper installation; incorrect use or application; natural weathering or acts of God. In no event shall Windowmaster Products pay for the cost of scaffolding, wood stops or any other incidental costs related thereto.

This shall be Windowmaster's maximum liability under the warranty. Windowmaster Products makes no other warranty guarantee, either expressed or implied, including implied warranties of merchantability and fitness, except as expressly contained herein. Any further claims due to special, indirect, consequential or incidental damage are excluded from this warranty. In the event that state law precludes exclusion or limitation of implied warranties, the duration of any such implied warranty and the time and manner of presenting any claim thereon shall be the same as that provided in the express warranty stated herein.

This warranty does not apply to products installed outside of Arizona, California and Nevada. Selection of Windowmaster Products windows and doors to conform to all applicable laws and ordinances, building codes and safety requirements is the sole responsibility of the architect, homeowner, and/or contractor. Windowmaster Products has no responsibility in this regard.

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