



*American*  
WINDOW

American Window and Glass, Inc. manufacturer of a high quality, energy efficient vinyl window system, warrants to you, the original purchaser of our American Vinyl Replacement Window, that this product, under normal use and service, will be free of manufacturing and/or material defects as long as you own and reside in the home in which the windows were installed.

#### **WINDOW AND SASH FRAMES: LIFETIME COVERAGE**

The vinyl components in the window are warranted against blistering, peeling, pitting, flaking, or corroding during your lifetime for as long as you own and reside in the home in which the windows were installed.

#### **HARDWARE: LIFETIME COVERAGE**

The mechanical parts such as locks, tilt latches, vent locks and balances are warranted against defects in material and workmanship during your lifetime as long as you own and reside in your present home.

#### **SCREEN: LIFETIME COVERAGE**

The screen materials are warranted during your lifetime for as long as you own and reside in your present home. Only fiberglass screening is warranted against rust, rot or staining. The warranty shall be limited to providing new screening and/or frame materials for any manufacturing defects in the screen. Screens and windows are designed to be reasonable deterrents to insect infiltration. Under extreme conditions, neither can completely prevent penetration by insects. Consequently, we do not guarantee against this occurrence.

#### **INSULATED GLASS: LIFETIME COVERAGE**

The sealed insulated glass unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the dead air space of the sealed unit during your lifetime for as long as you own and reside in your present home.

Should the insulated glass fail during this period, as a result of the above-mentioned defects, American Window and Glass, Inc. will provide you a replacement insulated glass.

Small scratches, marks, or spots that are not reasonably controllable in the manufacturing of insulated glass and/or internal grids are not considered defects and thus are not covered under this warranty. Our obligations under this warranty will extend only to the guidelines imposed by Federal Glazing Specifications C.1036

#### **GLASS BREAKAGE: 5 YEARS**

Glass will not break or crack for a period of five (5) years. This warranty is limited to incidental breakage and does not cover Acts of God or vandalism and is limited to five (5) insulated glass units in a calendar year. The glass breakage warranty applies to our Replacement Windows only, not to new construction window products. (Refer to our Super Glass Warranty for details)

#### **TRANSFER OF WARRANTY**

A limited warranty coverage may be transferred from the original purchaser to the first subsequent owner of the home in which the manufacturer's products were installed.

In the event of the transfer, the terms of coverage of this Warranty, for the vinyl components, hardware, screens and insulated glass, will convert to a remainder of Twenty (20) years from the original date of installation at a proration of 50% of the prevailing retail selling price of materials and shipping. The glass breakage warranty is not transferable.

#### **CONDENSATION**

Condensation on windows is a natural result of humidity within the house and does not indicate a defect in the window. Consequently, condensation is not covered in the warranty. Additional information on condensation is available upon request.

#### **COLOR**

Uniform fading and color change in the vinyl materials are the result of the normal weathering and aging process and are therefore not covered by this warranty. Inconsistent fading or color change is caused by unequal exposure of the vinyl surfaces to the sun and elements and are not covered by this warranty. Coated exterior colors and laminated products will carry a 10 year warranty against cracking, peeling, delaminating, blistering and flaking.

#### **WOOD COMPONENTS**

Wood Components carry a 5 year warranty against rotting, blistering, or discoloring as long as the cause derives from the manufacturing process, not improper installation.

## **LIFETIME LIMITED TRANSFERABLE WARRANTY FOR ALL YOUR LIFE IN YOUR HOME**

#### **CAULKING**

On some installations caulking is used to seal the window frames or trim against water or air penetration. Caulking is not considered part of the window, and therefore, is not covered under this warranty.

Additionally, some joints on the window sashes and mainframe may need to be recaulked periodically as a part of normal maintenance of the window and is not covered under the warranty.

Caulking is considered a maintenance responsibility of the homeowner.

#### **SPECIAL LIMITATIONS**

This warranty covers only those manufacturing and material defects as specified herein and only if they arise during normal use and service. It does not cover defects attributable to causes or occurrences beyond the control of American Window and Glass, Inc. and which are unrelated to the manufacturing process, including, but not limited to, faulty or improper installation, normal weathering, oxidation, exposure to chemical pollutants in the atmosphere, mildew, physical abuse, misuse, unreasonable use, use of unauthorized accessories, accidental damage, vandalism, fire, flood, earthquake, ice and wind damage, lightning, hail and other acts of God, structural failure of walls or foundations or if subjected to stresses resulting from localized heat which causes excessive temperature differential over the glass surfaces or edges, or use of harmful cleaning products. It does not cover water and air leakage due to rain and wind conditions beyond the tested standards. Normal weathering is the exposure to sunlight and extreme weather and temperatures. This warranty will not cover any window that is painted, varnished or coated with any substance and will not apply to any window installed in any boat, ship, vehicle, swimming pool or greenhouse structure. Furthermore, this warranty covers only windows that are installed within the 48 contiguous state of the USA.

Some states do not allow limitations or exclusions of incidental or consequential damages; therefore, the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state.

THE WARRANTIES SET FORTH IN THIS DOCUMENT ARE THE ONLY EXPRESSED WARRANTIES EXTENDED BY AMERICAN WINDOW AND GLASS, INC. IN CONNECTION WITH YOUR VINYL WINDOWS. THE REMEDIES SET FORTH IN THIS CERTIFICATE SHALL CONSTITUTE YOUR EXCLUSIVE REMEDIES, AND THE SOLE LIABILITY OF AMERICAN WINDOW AND GLASS, INC. FOR BREACH OF THE WARRANTIES SET FORTH IN THIS DOCUMENT. AMERICAN WINDOW AND GLASS, INC. SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR ANY WRITTEN OR IMPLIED WARRANTY ON THE WINDOWS.

#### **WARRANTY PROCEDURE**

All warranty claims should be submitted in writing to American Window and Glass, Inc. The homeowner should provide name, address, date of installation, a copy of this warranty and proof of purchase. American Window and Glass, Inc. will reply within a reasonable period of time after receiving your claim. We reserve the right to require you to furnish additional information or evidence. Furthermore, American Window and Glass, Inc. reserves the right to inspect the windows under the warranty claim and agrees to exercise that right within a reasonable time period. **TO BE ELIGIBLE FOR WARRANTY COVERAGE, YOU MUST REGISTER A CLAIM WITHIN 60 DAYS OF THE DATE THE DEFECT IS FIRST DISCOVERED BY YOU.**

If American Window and Glass, Inc. determines that the claim is valid under this warranty, then American Window and Glass, Inc. agrees, at its sole option to repair or replace any defective part or component without charge. American Window and Glass, Inc. however, reserves the right to request that any defective part be shipped back to us. Let it be known that this warranty does not cover any freight cost arising from the shipment of defective materials.

THE WARRANTY IS LIMITED TO PROVIDING REPAIRED OR REPLACEMENT PARTS AND DOES NOT COVER OR INCLUDE ANY LABOR COST. NEITHER AMERICAN WINDOW AND GLASS, INC. NOR ITS DISTRIBUTORS WILL BE RESPONSIBLE FOR ANY COST INCURRED IN THE REMOVAL OR REINSTALLATION OF THE WINDOW OR ANY PART OR COMPONENT OF THE WINDOW. THIS WARRANTY DOES NOT COVER IN ANY MANNER TORN SCREENS.

The original warranty period shall not be extended by any such repair or replacement, but shall continue through the unexpired portion of the original warranty period for the part or component.

Where replacement of a defective component is determined necessary, American Window and Glass, Inc. reserves the right to discontinue or modify any product or color. We therefore, shall have the right to substitute for such discontinued products/part designated by American Window and Glass, Inc. to be of equal quality and price.

Commercial or public buildings and properties will carry a warranty of only 10 years, non-prorated, nontransferable, on all parts and components of the window.