



**NORTHEAST BUILDING PRODUCTS CORPORATION
LIMITED PRODUCT WARRANTY
LIFETIME WARRANTY FOR ORIGINAL CONSUMER PURCHASER
VINYL WINDOWS & DOORS**

Thank you for choosing Northeast Building Products Corporation (“NBP”). This Limited Warranty applies to windows and sliding glass doors products manufactured by NBP (“Product”) after January 1, 2018, and extends to the Original Owner, First Subsequent Owner, and Owner of a Commercial Property in which Products are installed. Please read carefully the Dispute Resolution Process that appears in this document after the Limited Warranty.

What is Covered.

Subject to the terms, conditions, limitations, and exclusions described in further detail below, NBP warrants its Products to be free from the following defects in manufacturing, materials, and workmanship under normal use: (1) chipping, cracking, peeling or blistering of the vinyl frame; (2) material obstruction of vision through the Insulated Glass Unit (“IGU”) due to dust, moisture or film within the IGU in compliance with ASTM C1036 and (3) other non-specified Product components and screen defects resulting in a significant impairment of operation or usage.

What We Will Do.

Upon proper Notice of a claim made within the Coverage Period, NBP will provide Product replacement parts necessary for repair of a covered warranty issue that results in a significant impairment of operation or usage. NBP will provide replacement parts only. If original parts are not available, NBP, at its sole discretion, will provide the closest equivalent part available. If the provision of parts is not commercially practical or cannot be timely made, NBP, in its sole discretion, may refund the price (prorated if applicable) of the affected part in full satisfaction of its obligation under this Warranty. NBP is not responsible for labor or delivery costs incurred in repairing or replacing Products, or any incidental or consequential damages that may arise out of a claim for breach of this warranty.

Coverage Periods.

Different Warranty periods apply to this warranty. Please read this document closely including the **Coverage Limitations**, which alter the coverage periods.

The Warranty coverage periods listed below begin on the date of delivery by NBP. “Delivery by NBP” means the moment at which the Product leaves NBP’s sole custody and control and is delivered to the Original Owner or Commercial Owner, or their agent, representative, builder, installer, or subcontractor, and includes delivery to a customer location or jobsite by NBP truck or by NBP-designated carrier as well as pick-up of the Product at a NBP facility or shared NBP/customer distribution center.

Original Owner: LIFETIME during full-time residency of the original consumer purchaser of Product installed into a single-family residence. The Original Owner is the first residential end-user consumer of the Product installed into an owner-occupied single-family residence.

First Subsequent Owner: 10 YEARS from the date of original Product delivery by NBP, provided that a validated Warranty has been transferred to the First Subsequent Owner. The First Subsequent Owner is the first subsequent homeowner of a single-family owner-occupied residence. After 10 years from the date of original Product delivery, this Warranty is PRORATED to the First Subsequent Owner. The cost of replacement parts is the responsibility of the First Subsequent Owner and is calculated on a prorated basis by multiplying NBP’s then-current selling price for the part by the percentage of such costs that the first subsequent homeowner is responsible for paying as follows:

Warranty Year	Percentage of Cost First Subsequent Homeowner is Responsible For Paying
Years 11-15	50% of the cost
Years 16-24	75% of the cost
Years 25+	90% of the cost

Commercial Owner: 10 YEARS from the date of Product delivery by NBP. A Commercial Owner is the owner of any structure in which a Product is installed other than an owner-occupied single-family residence (e.g. commercial usage, multi-family construction, rental property, HOA-maintained property, or any structure owned by a business entity, agency, organization, trust or any legal entity capable of infinite life). This commercial Warranty is not transferable.

How to Qualify for Coverage.

The Original Owner or Commercial Owner of any structure must complete the Certificate of Registration provided with the Product order and mail it to NBP at 4280 Aramingo Avenue, Philadelphia, PA 19124 within 30 days of the date of Product delivery in order to validate this Warranty and qualify for its benefits. The First Subsequent Owner of a residential structure must transfer a validated Warranty to qualify for its benefits. To transfer a validated Warranty, the First Subsequent Owner must complete the Certificate of Transfer and mail it to NBP, along with a \$50 transfer fee, within 30 days of transfer of title of the single-family residence. The Certificate of Registration and Certificate of Transfer are available at <http://www.nbpwindows.com/support/warranties>. The transfer of a validated Warranty is expressly conditioned upon the First Subsequent Owner’s timely submission of the Certificate of Transfer and transfer fee. PLEASE KEEP A COPY OF YOUR CERTIFICATE OF REGISTRATION OR, IF YOU ARE THE FIRST SUBSEQUENT OWNER, A COPY OF THE ORIGINAL OWNER’S CERTIFICATE OF REGISTRATION AND YOUR CERTIFICATE OF TRANSFER FOR YOUR RECORDS. This is your proof of entitlement to warranty coverage.

BY REGISTERING OR TRANSFERRING THIS WARRANTY, YOU AGREE TO THE DISPUTE RESOLUTION PROCESS BELOW. THE DISPUTE RESOLUTION PROCESS INCLUDES CLASS ACTION AND JURY TRIAL WAIVERS THAT AFFECT YOUR LEGAL RIGHTS. ▼

How to Make a Claim; Notice Required.

Contact the contractor/dealer who installed the Product and request an inspection. If the contractor identifies a covered issue, confirm that the contractor will contact NBP for service. If your contractor is not available, contact NBP directly at Northeast Building Products, 4280 Aramingo Ave, Philadelphia, PA 19124 or services@nbpmail.com. NBP’s obligations under this Warranty do not arise until NBP receives proper notice. Warranty claims must be received by NBP in writing during the period of ownership and within the coverage period and must include the owner’s proof of purchase, date of homeowner purchase, contractor’s name and address, and date the condition was discovered.

Coverage Limitations.

Improper Product Installation. Product installation instructions are available for download at <http://www.wixsys.com/NortheastBP.html>. This Warranty does not cover damages due to improper installation not in accordance with these instructions, ASTM E 2112, AAMA 2400, and local code requirements. This includes removal, painting, repair, adjustment, tampering or reinstallation of Product or components; or undue stress or pressure applied to the Product by adjacent construction or inadequate provision for expansion or contraction of the Product or framing, building settlement, excessive building movement or structural failures of walls or foundations.

Bay/Bow Windows. Structural knee braces and/or NBP cable support systems are required for installation of windows projecting six (6) or more inches beyond the outside wall consistent with installation instructions. Failure to utilize structural knee braces and/or NBP cable support systems where required will void this Warranty. A pent roof/single slope surface is required above all bay/bow installations.

Laminated and Exposed Wood. Products that contain laminated wood components or exposed wood surfaces must be sealed within 10 days of installation in accordance with NBP’s installation instructions. If properly sealed, laminated wood surfaces are covered for 3 years from the date of delivery against significant delamination or warping. Wood components and vinyl board perimeter components may require painting to cover natural blemishes, which are not covered under this warranty.

Stress cracks in any glass are covered for 90 days from the date of delivery. Glass breakage is not covered under this warranty.

Glass has inherent characteristics such as distortions, bubbles, discolorations, debris, and scratches. These types of characteristics are expected and excluded from this Warranty if they meet the standard specifications for flat glass ASTM C1036, heat treated flat glass ASTM C 1048, and/or laminated flat glass ASTM C 1172.

WinForce® WinForce Products are available in non-laminated IGU and impact-resistant laminated IGU. WinForce Products are warranted against significant delamination and material obstruction of vision for 10 years from the date of delivery.

Laminated, Coated and Painted Frames. The surface of factory-coated or painted frames are covered for 10 years from the date of delivery against significant cracking, peeling, delaminating, blistering or flaking. This warranty shall be void if the warranted surfaces are improperly cleaned, such as with a power washer or with harmful solvents, if any portion of the Product is repainted or coated in any way, or if any other “aftermarket” products such as window films are applied to NBP Products.

Caulking is sometimes used to seal the frames or trim packages from water and/or air penetration. Caulking is not considered part of the Product and is not covered under this Warranty. Caulking is considered a maintenance responsibility of the homeowner or property owner. Caulking should be inspected seasonally and reapplied, if necessary, for proper maintenance.

OEM (Original Equipment Manufacturer) Blinds and Shades are covered for 10 years from the date of delivery by NBP for the insulated glass component of the Product including material obstruction of vision through the glass and failure of operation of the shade or blind including the external control mechanisms attached to the glass.

Insect screens, whether locking or not, are designed to impede intrusion by insects and are not intended to keep persons or animals in or out. NBP makes no warranty that insect screens will keep persons or animals in or out and shall have no responsibility for any damages or injuries arising or resulting from a failure of insect screens to keep persons or animals in or out.

Product performance. Product performance specifications and testing results are derived from industry standard tests and related mandatory requirements. To maintain consistency, NBP manufactures its Products for sale utilizing the same processes and materials that are used in fabrication of its products for testing. A range of tolerance is inherent in manufacturing processes and some variance may exist among individual product performance values.

Structural Ratings. NBP Products have structural ratings which, if exceeded, can cause Product damage. Inspect your Product after a significant weather event for damage and repair as needed. Damage to Product as the result of exposure to a force exceeding the Product rating is not covered under this Warranty.

IGU Fill. NBP does not warrant specific argon or krypton gas fill or retention levels beyond sample compliance with referenced certification criteria.

Foam enhancement. NBP does not warrant that all frame cavities are filled, and voids may exist in filled cavities. ▼

WARRANTY

Repairs. NBP is not responsible for any costs incurred in performing repairs with parts provided under this Warranty including but not limited to costs relating to inspection, shipping, removal, installation or reinstallation of any Product or part, or repair of any damage or incidental damage because of any repair such as labor or materials to paint or stain any repaired or replaced Product, component, trim or other carpentry work that may be required. Inspection, repair or adjustments by NBP, if any, will result in a service charge to be paid in advance. NBP is not responsible for local building code or building requirements, or obtaining permits. Replacement parts may not be an aesthetic match to the original. Where parts are no longer available, NBP, in its sole discretion, will substitute a part of like kind and design. If the provision of parts is not commercially practical or cannot be timely made, NBP, in its sole discretion, may refund the price (prorated if applicable) of the affected part in full satisfaction of its obligation under this Warranty.

READ the entire LIMITED WARRANTY for the conditions and limitation that apply to this information. LT=Lifetime						
The Warranty Periods listed below apply to the Original Owner or Commercial Owner, as specified. YR=Years						
	CRUSADER® ELITE/ CRUSADER/INSPIRA	TRUSTGUARD™	CAMELOT™	WINFORCE®	PRO SERIES	SL-2700†
Product Component	Warranty Period: Original Owner/Commercial Owner					
Vinyl	LT/10 YR	LT/10 YR	LT/10 YR	LT/10 YR	LT/10 YR	LT/10 YR
Hardware	LT/10 YR	LT/10 YR	LT/10 YR	LT/10 YR	LT/10 YR	LT/10 YR
Screens	LT/10 YR	LT/10 YR	LT/10 YR	LT/10 YR	LT/10 YR	LT/10 YR
Glass	LT/10 YR	LT/10 YR	LT/10 YR	See Below	LT/10 YR	LT/10 YR
Stress Cracks in Glass	90 Days	90 Days	90 Days	90 Days	90 Days	90 Days
Blinds and Shades Between the Glass	N/A	N/A	10 YR	N/A	N/A	10 YR
Laminated Glass	N/A	N/A	N/A	10 YR	N/A	N/A
Non-Laminated Glass	N/A	N/A	N/A	LT/10 YR	N/A	N/A
Laminated, Coated and Painted Frames	10 YR	10 YR	10 YR	10 YR	10 YR	10 YR
Laminated Wood	3 YR	3 YR	3 YR	3 YR	3 YR	3 YR

*Excludes Garden Bay and all architectural shaped windows manufactured by Ventana USA.
See Ventana USA warranty for details at <http://www.ventana-usa.com/support>.
†Refers to Inspira and SL2700 windows manufactured by NBP and sold exclusively by Power Home Remodeling Group.

DISCLAIMERS & LIMITATIONS OF REMEDIES. The remedy provided for in this Warranty is the sole and exclusive remedy with respect to NBP Product, whether arising out of contract, tort or otherwise, and in no event shall NBP’s liability exceed the original purchase price of the affected Product. **THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND NBP MAKES NO WARRANTIES OR REPRESENTATIONS OTHER THAN THOSE CONTAINED IN THIS WARRANTY. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY WITH RESPECT TO MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. NBP SHALL NOT BE RESPONSIBLE FOR DAMAGES OF ANY KIND, WHETHER CONSEQUENTIAL, INCIDENTAL, DIRECT OR INDIRECT, EXEMPLARY OR PUNITIVE.** Some state and federal laws do not allow the disclaimer of implied warranties or exclusion of incidental and consequential damages, so these disclaimers or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may have other rights which vary from state to state. If any specific term of this Warranty is prohibited by an applicable law, it shall be null and void, but the remainder of this Warranty shall remain in full force and effect.

Specific Additional Exclusions.

This warranty excludes Garden Bay and all architectural shaped windows manufactured by Ventana USA. In addition to any other limitations or exclusion in this Warranty, NBP shall have no obligation for product failure, damage or costs caused in whole or part by:

- Condensation, mold or fungus on Products. This condition may occur as the natural result of humidity within the house or building caused by interior/exterior temperature differentials and does not indicate a manufacturing defect.
- Water infiltration other than as a result of a defect in manufacturing.
- Improper handling or storage, misuse, abuse, vandalism, neglect, lack of or improper maintenance, or natural aging of parts due to friction or the elements.
- Accident, acts of God, fire, flood or atmospheric contaminants; application of heat causing excessive temperature differentials; or anything outside of NBP’s control.
- Failure to follow NBP Care and Cleaning Instructions & General Information for upkeep of NBP product or maintenance inadequate for the existing application. This includes improper maintenance, such as use of brick wash, razor blades, sealants, sanding, power washer or other improper washing methods.
- Damage caused by failure to properly seal and protect exposed wood surfaces of the Product against moisture.
- Insects passing through or around the insect screen.
- Exposure to conditions beyond published performance specifications.
- Damage caused by handling or delivery by anyone other than NBP.
- Glass breakage.
- Normal wear and tear. ▼

Additional Notes.

This warranty applies only to Product installed in the United States and for which NBP has been paid in full. This Warranty is not assignable or transferable other than stated herein and may not be altered or modified. No representative, dealer, distributor, agent or employee of NBP has authority to bind NBP to any affirmation, representation or warranty concerning NBP Product, other than stated herein. Performance under this Warranty does not create a new warranty or extend any term of this Warranty. NBP, in its sole discretion, may offer options for warranty satisfaction beyond those provided for in this Warranty, and a failure to enforce a limitation in this Warranty shall not constitute a waiver of enforceability in any other situation. NBP makes no representation and does not intend to convey any representation regarding the useful life or life expectancy of any product.

Dispute Resolution.

If you are dissatisfied with the remedy provided to you under the Warranty or have any other claim against NBP related to your Product, you agree to resolve your claim using the following dispute resolution process, which must be satisfied before you may commence any legal action against NBP. This dispute resolution process will apply to claims of any nature relating to your Product. Disputes include, but are not limited to, claims for breach of contract or breach of warranty, claims for violation of state or local laws or regulations, claims based in tort, negligence, or product liability, claims sounding in fraud, marketing or advertising claims, and claims related to the enforceability or effect of any term of the Warranty or this dispute resolution process, including, but not limited to, waivers of class action and jury trials.

Notice of Dispute. To assert a Dispute, you must first provide written notice to Northeast Building Products Corporation, 4280 Aramingo Ave, Philadelphia, PA 19124 containing a description of your Dispute including the Product it relates to and all communications between you and NBP related to the Dispute with the subject line “Warranty Dispute.”

NBP’s Response. NBP shall have 60 days from receipt of your Notice of Dispute to respond to you in an attempt to resolve your warranty dispute.

No Class Action or Jury Trial. YOU AGREE THAT YOU MAY ASSERT CLAIMS AGAINST NBP ONLY ON AN INDIVIDUAL BASIS AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE ACTION OR PROCEEDING. YOU AND NBP ALSO AGREE TO WAIVE ANY RIGHT TO A JURY AND AGREE TO HAVE ALL DISPUTES HEARD AND DECIDED SOLELY BY THE FEDERAL OR STATE COURT JUDGE. Unless both you and NBP agree, no judge may consolidate more than one person’s claims or otherwise preside over any form of a representative or class proceeding.

Applicable Law and Severability. The terms of this Warranty and Dispute Resolution policy, including, but not limited to, issues related to their enforceability and effect, will be governed by the laws of the State of Pennsylvania without regard to conflict of law principles. If any term of this dispute resolution process is found to be invalid or unenforceable in any particular jurisdiction, that term will not apply to the issue in that jurisdiction. Instead, that term will be severed with the remaining terms continuing in full force and effect.

Forum Selection. After conclusion of the Dispute Resolution process, any remaining dispute between you and NBP arising under or related to this Warranty, including all claims of any nature relating to your Product as identified above, or the Dispute Resolution policy, shall be submitted to the exclusive jurisdiction of the federal and state courts in the State of Pennsylvania.

Opt-Out. This Dispute Resolution policy applies to all Disputes whether or not you register your Warranty with NBP. If you would like to Opt Out of this Dispute Resolution policy, you may do so by completing and submitting a written Opt-Out Notice within 30 days of the date of Product delivery, and mail such notice to NBP at 4280 Aramingo Avenue, Philadelphia, PA 19124. The Opt-Out Notice is located on NBP’s website at <http://www.nbpwindows.com/opt-out>. Whether or not you opt out of the Dispute Resolution policy, all terms, conditions, limitations, and exclusions of the Warranty set forth above remain in full force and effect.

Visit <http://www.nbpwindows.com> for more information about NBP Products. ▼

CARE GUIDE ►



WARRANTY & CARE GUIDE

NORTHEAST BUILDING PRODUCTS CORPORATION

LIMITED PRODUCT WARRANTY

LIFETIME WARRANTY FOR ORIGINAL CONSUMER PURCHASER
VINYL WINDOWS & DOORS

PRODUCT CARE GUIDE

CARE AND CLEANING INSTRUCTIONS
WINDOWS | SLIDING GLASS DOORS | ENTRY DOORS

NORTHEAST BUILDING PRODUCTS CORPORATION PRODUCT CARE GUIDE

CARE AND CLEANING INSTRUCTIONS
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CARE AND CLEANING YOUR VINYL WINDOWS AND SLIDING GLASS DOORS

Cleaning windows means more than just cleaning glass. With only simple care and cleaning, your windows and sliding glass doors can keep their beautiful appearance for years. Like any surface exposed to outside elements, your windows and doors will get dirty over time, but cleaning them is rather simple. Here are some helpful tips for cleaning your vinyl windows and sliding glass doors effectively without damaging them.

Vinyl

Make sure to vacuum any dirt or sand from sill track areas before washing.

Test any cleaner on an inconspicuous area first.

Use a mixture of mild dish soap (such as Palmolive®) mixed with water for cleaning of vinyl frames. Do NOT clean the windows or doors with a high-pressure washer. The extreme spray pressure could crack or destroy the caulking around the windows or doors.

Rinse completely with clear water and wipe dry.

Make certain that drainage or “weep” holes are clear of dirt or obstructions both inside and outside of the window frame.

Use of a Magic Eraser® is recommended for scuff marks and crayon on the vinyl.

DO NOT USE liquid grease remover, strong soaps or detergents containing organic solvents, nail polish remover, furniture polish or cleaners containing chlorine bleach. These items could affect the surface appearance of the vinyl.

Glass

Glass care is VERY IMPORTANT and requires proper maintenance. Avoid cleaning glass in direct sunlight.

Rinse completely with clear water and wipe dry with a soft cloth.

Ammonia-free cleaners such as Windex® also produce good results.

DO NOT USE any petroleum-based cleaners or caustic chemicals to clean the glass

DO NOT USE a razor blade, putty knife or any abrasive pad to clean glass.

DO NOT CLEAN GLASS WITH A HIGH-PRESSURE SPRAY WASHER. THE EXTREME SPRAY PRESSURE COULD DAMAGE THE GLAZING AND DESTROY THE SEAL OF THE INSULATING GLASS UNIT.

DO NOT add attachments to window or glass.

Screens

For routine cleaning carefully vacuum your screens.

To thoroughly clean your screens, remove the screen from the window frame. Place on a flat surface and wash with mild soap and water. Use a soft brush (if needed) to remove dirt and grime. Clean both sides of the screen around the interior and exterior of the frame. Rinse off with clean water, wipe dry or allow to dry completely before reinstalling in the window.

DO NOT USE a high-pressure spray. It will cause damage, rip screens and jeopardize window seals. ▼

R5 WINDOWS WITH AGC COMFORT SELECT™ 73 LOW E GLASS

AGC Comfort Select™ 73 is a pyrolytically coated (hard coat) low emissivity glass. The coated surface is very durable and has a slight texture inherent on this type of coated glass. Hand cleaning of Comfort Select™ 73 is different than cleaning of non-coated glass. Following the recommendations below will result in successfully cleaning Comfort Select™ 73. It is very important to read all care instructions before cleaning your high energy efficient R5 windows with Comfort Select™ 73 Low E Glass. Special care is needed to maintain the beauty and performance of your new windows.

Hand Cleaning Recommendations

NEVER use any type of razor blade, scraper, plastic or metal, on the coated surface. Remove rings and **any other items** that may come in contact with the coated glass **while handling**.

Thoroughly clean the surface of the glass with a clean sponge or soft cloth and plain water to remove surface contaminates.

Dry with a clean soft cloth. Use a clean sponge or soft cloth to wash the surface with a solution of 10% to 20% white vinegar with clean water. Always use a new soft cloth or squeegee to dry the glass. Cleaning may cause streaks when dried if the glass is exceptionally dirty. In this case, repeat cleaning. Care should be taken with rubber squeegees as they can leave streaks that are extremely hard to remove if they are used incorrectly or in poor condition.

Commercial glass cleaners (Windex®, Glass Plus®, etc.) may be used, but some may leave a film residue and may cause smearing. If these situations occur repeat the cleaning process using vinegar based cleaner. Vinegar based cleaners tend to cause less streaking than other types of cleaning solutions. The most important consideration is to remove as much contamination from the coating as possible with the plain water wash before attempting final cleaning.

Special Cleaning

For unusually hard to remove contaminates such as crayons, wax, grease, markers and adhesives, special cleaners may be used to spot clean the glass. Denatured alcohol and isopropyl alcohol work on a variety of contaminates. For harder to remove contaminates such as crayons and markers, commercially available cleaners such as Goo Gone® and Goo Off® work well. After spot cleaning, the full glass surface should be cleaned as discussed above.

Continued Smooth Operation

To ensure that your vinyl windows and sliding glass doors continue to open, close, lock and unlock easily, follow these helpful tips.

Moving parts in hardware components and tracks should be lubricated periodically using a non-detergent lubricant such as 3-IN-ONE® multipurpose oil or lithium grease. If you are in a salt air environment, this can mean cleaning as well as lubricating monthly.

Check weather-stripping around all operable panels to make sure it seals evenly.

Check and clean weather-stripping by lightly brushing the pile.

Make sure tracks are kept clean by vacuuming to clear any dirt, sand or debris.

Check windows and doors annually and re-caulk as needed. ▼

CARE GUIDE

CARE AND CLEANING YOUR ENTRY DOOR

Doors

Keep doors clean. Dust, soil and pollutants such as pollen on the paint or stain surface will hold moisture and accelerate finish failure.

To clean doors, use a clean rag or paper towel and mild dish soap and water. Then rinse gently (NO POWER WASHING) with clean water and wipe dry.

Keep threshold clean of dirt and grit with mild dish soap and water, wipe clean with clear water, and wipe dry.

Keep weather-stripping clean of dirt, debris, grit, and pollen for proper seal. Wash with mild dish soap and water, rinse with clear water, wipe dry with clean cloth or paper towel.

If finish is accidentally scratched or chipped, clean as recommended above and use touch-up paint or stain supplied with door. Be sure to shake touch up bottle for a minute to blend the paint. Try the touch up in an inconspicuous place to verify color match.

Glass

Wash and clean your glass with a streak free, ammonia free glass cleaner. Do not spray directly on the glass. Spray or pour cleaner onto a clean towel or rag, rather than directly onto the glass, to prevent cleaner from dripping and/or running down into channels and causing premature aging and seal failure of the insulated glass.

Hardware

After installation of the hardware, gently rub off any excess oil that remains on the exterior components using a clean dry terry towel or cheesecloth. Periodically cleaning the hardware with water and mild dish soap will help provide for a long-lasting finish. You can polish your hardware using a non-abrasive automotive or furniture wax which can be used on the hardware only. Spraying onto a clean rag, rather than directly on the hardware will prevent overspray on the door finish. Liquid graphite or sewing machine oil can be sprayed into the cylinder (keyway) and the latch. Do NOT Use commercial lubricants such as WD-40. These lubricants contain surfactants that you would not want to be in constant contact with your skin. Basic soaps and oils are better for skin contact with most people.

Tighten screws on locksets and hinges when necessary.

Caution:

DO NOT USE paint thinners, lacquer thinner, acid wash, gasoline, kerosene or any other harsh chemicals to clean surfaces of the door, frame, threshold or hardware.

DO NOT EVER power wash your door.

DO NOT apply tape, suction cups, or stickers on the door surface. These can cause finish failure that is not covered by our warranty.

Drilling into steel doors to hang curtain rods, house numbers, name plaques, etc. is not recommended and will void our warranty. ▼

CONDENSATION AND MOLD

Condensation can be a natural occurrence and may be a warning that too much moisture is present and could cause structural deterioration and the potential of mold growth. It is not considered a defect of the window or door.

Water or frost on windows is condensation.

Condensation on the inside of a window or door is a result of a higher air moisture content contacting the lower temperatures on the glass or vinyl. Higher interior humidity and a lower outside window temperature can cause condensation. An example of this is when a bathroom mirror “steams up” after a hot shower. Just like that mirror, the inside or outside of your window can sweat or fog because of temperature differentials.

Excessive interior humidity can cause structural damage and health concerns if high moisture levels are sustained inside wall cavities. Wood rot, mold and mildew may result.

Use exhaust fans, especially when showering.

Install and use a dehumidifier and ceiling fans to circulate air.

Open drapes and blinds, allowing air to circulate against windows.

Periodically open windows and doors whenever practical to allow interior moisture to escape.

If you didn't have as much condensation before replacing your old windows, it's probably because they were drafty. Good windows and insulation all create barriers to the air exchange of a home.

If you find condensation between the two layers of glass in an insulated window, the airtight seal has probably been broken and the glass will need to be replaced.

Outdoor Condensation

Under some climate conditions condensation may occur on the exterior surface of a window or door. This is more likely to occur on higher-performance windows with Low E coatings and low-conductance gas fills that create very low factors. For exterior condensation to occur, the glass temperature must be below the outdoor dew point temperature. This is most likely to happen when there is a clear night sky, still air and high relative humidity, in addition to the right temperature conditions. Like other dew formed at night, exterior window condensation will disappear as surfaces are warmed by the sun. It is the excellent thermal performance of the well-insulated glazing that creates the condition where the outer glass surface can be cold enough to cause condensation to form. ❄️

WARRANTY ►



PELLA® VINYL WINDOW & PATIO DOOR LIMITED WARRANTY

IMPORTANT NOTICE: Read this entire Pella Limited Warranty and Limitation of Liability ("Limited Warranty") before purchasing or installing this product. By installing or using this product, you are acknowledging that this Limited Warranty is part of the terms of sale.

This Limited Warranty applies only to Vinyl Windows and Patio Doors manufactured by Pella. Pella makes the following exclusive express Limited Warranties for Pella products installed within the United States and Canada, subject to the stated conditions and limitations.

Arbitration and Class Action Waiver ("Arbitration Agreement")

YOU and Pella and its subsidiaries **AGREE TO ARBITRATE DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS (INCLUDES PELLA GOODS AND PELLA SERVICES) AND WAIVE THE RIGHT TO HAVE A COURT OR JURY DECIDE DISPUTES.** In addition, if Your Pella Products were purchased directly or indirectly from a Pella Branded Distributor, You and the Pella Branded Distributor agree to Arbitrate Disputes arising out of or relating to Your Pella Products and waive the right to have a court or jury decide Disputes. **YOU WAIVE ALL RIGHTS TO PROCEED AS A MEMBER OR REPRESENTATIVE OF A CLASS ACTION, INCLUDING CLASS ARBITRATION, REGARDING DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS.** You may opt out of this Arbitration Agreement by providing notice to Pella no later than ninety (90) calendar days from the date You purchased or otherwise took ownership of Your Pella Goods. To opt out, You must send notice by email to pellawebsupport@pella.com, with the subject line "Arbitration Opt Out" or by calling 877-473-5527. Opting out of the Arbitration Agreement will not affect the coverage provided by any applicable limited warranty pertaining to Your Pella Products. For complete information, including the full terms and conditions of this Arbitration Agreement, which are incorporated herein by reference, please visit pella.com/arbitration or email to pellawebsupport@pella.com with the subject line: "Arbitration Details" or call 877-473-5527. DE ARBITRAJE Y RENUNCIA COLECTIVA ("acuerdo de arbitraje") EN ESPAÑOL VER PELLA.COM/ARBITRATION. D'ARBITRAGE ET RENONCIATION AU RECOURS COLLECTIF ("convention d'arbitrage") EN FRANÇAIS SEE PELLA.COM/ARBITRATION.

LIMITED LIFETIME WARRANTIES FOR PRODUCTS INSTALLED IN OWNER-OCCUPIED SINGLE-FAMILY HOMES

This Limited Warranty applies only to Vinyl Windows and Patio Doors manufactured by Pella. Pella makes the following exclusive express Limited Warranties for Pella vinyl windows and patio doors installed in owner-occupied single-family homes within the United States and Canada, subject to the stated conditions and limitations.

Nonglass Materials and Workmanship. Nontransferable Limited Lifetime Warranty.

Pella warrants that all nonglass components of its vinyl windows and doors will be free of defects in material or workmanship that significantly impair their proper operation and function for as long as Buyer owns and occupies the home into which the vinyl windows and doors manufactured by Pella are installed. If Pella is given notice of a defect in materials or workmanship of a vinyl window or door manufactured by Pella, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. This Limited Lifetime Warranty is provided to the original Buyer and may not be assigned or transferred. Vinyl windows and doors manufactured by Pella installed in other than owner-occupied single-family homes and glass are excluded from this Limited Lifetime Warranty.

TRANSFERABLE LIMITED 20/10 WARRANTIES FOR PRODUCTS INSTALLED IN OTHER THAN OWNER-OCCUPIED SINGLE-FAMILY HOMES AND LIMITED 20/10 WARRANTY FOR PRODUCTS INSTALLED IN OWNER-OCCUPIED SINGLE-FAMILY HOMES

Nonglass Materials and Workmanship. Transferable Ten-Year (10-Year) Limited Warranty.

This transferable Ten-Year (10-Year) Limited Warranty applies to other than owner-occupied single-family homes and automatically replaces the Limited Lifetime Warranty for products installed in owner-occupied single-family homes, upon Buyer's transfer of ownership of the single-family home or at such time that the Buyer ceases to occupy the home, within ten (10) years of the date of sale by Pella or its authorized dealer. Pella warrants that all nonglass components of its vinyl windows and doors shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for ten (10) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in materials or workmanship of a vinyl window or door occurring within ten (10) years from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. This Ten-Year (10-Year) Limited Warranty may be transferred.

Nonlaminated Glass. Transferable Twenty-Year (20-Year) Limited Warranty.

Pella warrants that nonlaminated glass in Covered Pella® Products shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal for twenty (20) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a glass defect occurring within twenty (20) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective glass (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. The Limited Warranty may be transferred.

Laminated Glass. Transferable Ten-Year (10-Year) Limited Warranty.

The laminated glass in Covered Pella Products, including HurricaneShield® impact-resistant glass, is guaranteed against delamination, premature failure of the glass or a significant permanent obstruction of vision due to failure of the glass seal for a period of ten (10) years following the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in materials or workmanship occurring within ten (10) years or from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within two [2] years of date of sale by Pella or its authorized dealer) or 2) refund the original purchase price.

Blinds or Shades Sealed Between Insulating Glass. Transferable Five-Year (5-Year) Limited Warranty.

Pella warrants that the insulating glass (with blinds or shades sealed inside) shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal and that the between-the-glass blind or shade shall be free from manufacturing defects in material or workmanship that significantly impair their proper operation and function for five (5) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect occurring within five (5) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective glass unit (with the cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price.

Exterior Surround Made with AZEK® Trim. Transferable Twenty-Five-Year (25-Year) Limited Warranty.

Pella warrants that the exterior surround, made with AZEK Trim, shall be free of rot, corrosion, delaminating or excessive swelling from moisture for twenty-five (25) years from the date of sale by Pella or its authorized dealer. Product must be installed and painted (finished) in accordance with Pella's installation instructions. If Pella is given notice of a defect occurring within twenty-five (25) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective component(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price of the defective parts. This warranty does not cover the painted finishes or coating applied to the product by the original purchaser or any third party.

DuraColor™ Exterior Paint. Transferable Ten-Year (10-Year) Limited Warranty.

Pella warrants that exterior paint finish on Covered Pella Products shall not check, crack or peel and shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for a period of ten [10] years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect covered by this warranty occurring within ten [10] years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) refinish the product (the finish will be done with standard commercial refinishing techniques and will not necessarily be the same finish as originally applied to the product), 2) repair the product or provide replacement part(s) or product(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 3) refund the original purchase price.

CONDITIONS APPLICABLE TO ALL SALES OF COVERED PELLA PRODUCTS AND LIMITED WARRANTIES**Limitation of Warranty.**

FAILURE TO COMPLY WITH PELLA INSTALLATION AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS CLEARLY ESTABLISHED BY THE BUYER OR USER OF THE PRODUCT THAT THE DEFECT OR FAILURE IS UNRELATED TO SUCH NONCOMPLIANCE. This Limited Warranty does not extend to the use of Covered Pella Products under abnormal conditions, conditions that exceed the stated performance parameters of the product as provided on the product labeling and in the *Pella Architectural Design Manual* or under conditions not reasonably foreseeable to, or beyond the control of, Pella. Buyer and User assume all risk of any such use. This Limited Warranty is the exclusive warranty for the Covered Pella Products. **NEITHER PELLA NOR SELLER MAKES ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE.** This disclaimer of implied warranties may be limited or ineffective if you are a consumer, as that term is defined by the Magnuson Moss Act, 15 U.S.C. § 2301, in which case the duration of any implied warranties shall be two (2) years from the date of sale by Pella or its authorized dealer. Some states do not allow limitations on how long an implied warranty lasts for consumers, so the above limitation may not apply to you, in which event the manner of presenting any claim thereon shall be the same as provided in the express warranties stated herein. This Limited Warranty gives you specific legal rights, and you may have additional rights, which vary from state to state.

Allocation of Risks of Pella Product Performance.

Because all construction must anticipate some water infiltration, it is important that the wall system be designed and constructed to properly manage moisture. Pella Corporation is not responsible for claims or damages caused by anticipated or unanticipated water infiltration; deficiencies in building design, construction or maintenance; failure to install Pella products in accordance with Pella Installation Instructions; or the use of Pella products in barrier wall systems, which do not allow for proper management of moisture within the wall system (see the following). The determination of the suitability of all building components, including the use of Pella products, as well as the design and installation of flashing and sealing systems, is the responsibility of Buyer or User, the architect, contractor, installer or other construction professional, and is not the responsibility of Pella. All risks related to building design and construction, or the maintenance, installation and use of Pella® products shall be assumed by Buyer and/or User.

IMPORTANT NOTICE: Pella® products **should not** be used in barrier wall systems, which do not allow for proper management of moisture within the wall systems, such as Exterior Insulation Finish Systems (EIFS) (also known as synthetic stucco) or similar systems. Except in the states of California, New Mexico, Arizona, Nevada, Utah and Colorado, Pella makes **no warranty of any kind on, and assumes no responsibility for, Pella windows and doors installed in barrier wall systems. In the states listed above, the installation of Pella products in EIFS or similar barrier systems must be in accordance with Pella's instructions for that type of construction.**

Limitation of Liability.

This Limited Warranty sets forth the maximum liability for our products. **IN NO EVENT (INCLUDING WHERE THIS LIMITED WARRANTY IS DEEMED NOT TO APPLY TO THE SALE OR PRODUCT IN QUESTION) SHALL PELLA OR SELLER BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES RESULTING FROM THE SALE, INSTALLATION OR USE OF ANY PELLA PRODUCTS.** Some states do not allow the exclusion or limitation of incidental or consequential damages for consumers, so the above limitation or exclusion may not apply to you.

Limitation of Remedy.

THE EXCLUSIVE REMEDY OF THE BUYER OR USER, AND THE SOLE LIABILITY OF PELLA AND SELLER FOR ANY AND ALL CLAIMS, LOSSES, INJURIES OR DAMAGES (INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE) RESULTING FROM THE SALE, INSTALLATION OR USE OF THESE PRODUCTS, SHALL BE, AT THE OPTION OF PELLA, THE REPAIR OR REPLACEMENT OF THE PRODUCT OR THE RETURN OF THE ORIGINAL PURCHASE PRICE OF THE PRODUCT, AS PROVIDED HEREIN. IN NO EVENT SHALL THE LIABILITY OF PELLA OR SELLER EXCEED THE PRICE PAID FOR THE PRODUCT. Replacement products shall be a reasonably similar current product and may not exactly match the original. Even where Pella chooses to repair or replace product within two (2) years of the date of sale, the costs covered by this warranty do not include any labor or material costs associated with finishing space surrounding or adjacent to the repaired or replaced product, including furnishing any trim or other carpentry work. Replacement product provided pursuant to this Limited Warranty shall be subject to the applicable Pella product Limited Warranty only for the remainder of the original warranty period on the product being replaced. If Pella or Seller provides any of the remedies identified in the Limited Warranties above (i.e., repair, replacement of product or refund of the purchase price), then Buyer and/or User agrees that this limitation of remedy shall not have failed of its essential purpose.

DISCLAIMER – WHAT THIS LIMITED WARRANTY DOES NOT COVER

Pella is not responsible for or makes no warranty as to:

1) Product failure, loss or damage due to:

- Normal wear and tear.
- Improper storage, handling, installation, finishing, use, modification or maintenance.
- Mechanical abrasion to finishes.
- Non-factory-applied finishes, applied sealants or caulking. Finishes applied by your local dealer/contractor are not covered by this warranty.
- Finishes of non-Pella products.
- Structural settlement, movement or vibration.
- Products exposed to excessive localized heat, high-moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Normal wear, fading or discoloration of finish from product usage, age or exposure to direct sunlight.
- Acts of God.
- Acid rain or other corrosive elements.
- Accidents, including accidental glass breakage.
- Application of after-market window films to glass surfaces.
- Damage caused by inappropriate finishes, solvents, brickwash or cleaning chemicals.
- Glass breakage, not the fault of Pella, that results in seal failure.
- Damage to glass as a result of improper use or application.
- Damage caused by high in-home humidity (condensation, frost or mold).
- Accident; misuse; abuse; alterations; improper handling, operation or cleaning.
- Products subjected to conditions outside product design limitations.
- Improperly installed security systems.
- Products with modifications that are not approved by Pella Corporation.
- Hardware finishes.
- Damage and/or discoloration not the fault of Pella to blinds or shades sealed between glass associated with wear and tear through product use, sun exposure, abuse or age.
- Ripping, tearing or other damage not the fault of Pella to window screens associated with wear and tear through product use.
- Insects, including grasshoppers.
- Finishing or modifying the structure containing the repaired or replaced product.
- The purchase, damage, repair or replacement of non-Pella products.
- Products that have not been paid for in full.

2) Minor imperfections in the product:

- Minor imperfections in glass that do not affect the product's structural integrity or significantly obscure vision.
- Minor variations in glass color.

3) Installation inconsistent with Pella® Installation Instructions:

- Damage resulting in whole or part from installation inconsistent with Pella Installation Instructions.
- Altered or reinstalled products.
- Products used in nonvertical glazing applications.
- Combinations not built by Pella or not built in accordance with Pella's recommendations for mulling and combining windows.

WDMA Hallmark Certification.

Pella products labeled with the Window & Door Manufacturers Association (WDMA) Hallmark Certification are tested in accordance with applicable WDMA performance standards, which require products be tested for air infiltration, water infiltration and structural performance. The WDMA certification standards measure the performance of a single sample of the product at the time of manufacture. Performance of Pella products, as measured by the WDMA standards, will change over time depending upon the conditions of use. For details on Hallmark Certification, go to WDMA.com. All Hallmark Certification performance ratings apply to individual products only. Pella makes no claims as to the overall performance of mulled and/or product combinations.

NFRC Standards.

Pella products labeled with the National Fenestration Rating Council (NFRC) Energy Performance label are tested in accordance with NFRC standards. NFRC ratings are based on a combination of computer simulations and physical testing of product samples. For details on NFRC energy performance ratings, go to NFRC.org.

Argon.

For Pella products labeled as having Low-E insulating glass with argon, Pella injects argon at the time of manufacture. No warranty is made as to the amount or percentage of argon present in the insulating glass. It is known that argon within insulating glass dissipates over time. The manner of use and conditions of installation of the product will affect the rate of dissipation of argon out of the insulating glass. Pella makes no warranty regarding the rate of dissipation of argon or the amount of argon remaining in the window at any time after manufacture.

Prompt Notice of Claim.

Within the warranty period, Buyer or User shall notify Pella immediately, and in no case more than one (1) year, after any defect or other basis of a claim covered by this Limited Warranty is discovered or should have been discovered. Any claims otherwise covered by the foregoing warranties, but for which Pella did not receive notice within one (1) year from the time the problem first became known, shall be barred.

Limited Warranty Claim Procedure.

Claims under these Limited Warranties may be made in writing to **Pella Corporation, Customer Service Department, 102 Main Street, Pella, IA 50219**, by calling for service at 800-374-4758 or by going to pella.com/warranty. Claims to Pella should include the following information:

1. Claimant's name, address and phone number and the installation address (if different);
2. A description of the product, purchase price, and date and location of purchase, and copies of invoices;
3. The Pella serial number located on the insulating glass spacer or the unit identification number located on the lower left-hand corner of the glass (as seen from the inside);
4. A description of the product concerns (photos may be included); and
5. A brief summary of attempts made to address the concerns.

Pella may charge a fee for on-site product inspections.

No Statement of Useful Life.

This Limited Warranty is not a statement of the useful life of any Pella products.

Entire Agreement.

With the exception of a written statement signed by an authorized Pella representative, this Limited Warranty and all the terms contained herein constitute the entire agreement between Pella/Seller and Buyer/User. This Limited Warranty, including all Limitations of Liability contained herein, is made a part of any such written agreement, unless expressly excluded therein. By purchasing or using the product covered by this Limited Warranty, Buyer and User agree that they are not relying on any oral statements made by anyone that are in any way contrary to this Limited Warranty.

No Amendment Except in Writing.

Pella and Seller offer this product, and Buyer and User accept it, subject to the foregoing Limited Warranty, which may be modified only by written agreement signed by a duly authorized representative of Pella.