



## GreenView Warranty

Valid on Windows purchased on or after March 3<sup>rd</sup>, 2014

### WARRANTY

GreenView Windows warrants that each window or patio door that they manufacture is free of manufacturing and/or material defects for the lifetime of the product under normal use and service, subject to the limitations and conditions herein. This Warranty is fully transferable at no additional charge. The Warranty covers only manufacturing and material defects and does not cover defects or damages attributable to faulty installation or other non-manufacturing or material defects described herein.

### VINYL - LIFETIME

Vinyl frame and vinyl sash members are warranted to be free of defects that might result in blistering, peeling, flaking, and corroding of the window frame or sash members for the lifetime of the product from the date of installation. At its discretion, GreenView Windows will repair or replace any defective vinyl frame or vinyl sash member free of charge with the same or equivalent product during the warranty period. This warranty is for material only and does not include installation costs. The warranty on vinyl frame and vinyl sash members shall remain in effect only if normal cleaning practices are followed periodically (see section of this Warranty entitled "Maintenance and Cleaning"). Furthermore, this warranty shall be null and void if harmful solvents are used to clean the vinyl frame or the vinyl sash members are painted or coated in any way. Painted product supplied by GreenView is warranted for 15 years. This warranty shall not apply to PVC extrusions which have been painted, varnished, or similarly coated by anyone other than GreenView Windows or its authorized agent.

### GLASS - LIFETIME

GreenView Windows warrants that for the lifetime of the window or patio door from the date of installation, under normal conditions, the glass will not develop any material obstruction of vision which is the result of film formation or dust collection between the interior glass surfaces. In the event a glass failure occurs as a result of a defect in manufacturing, materials or workmanship, GreenView Windows will provide a replacement glass product (installation costs are not included) for the life of the product.

### GLASS BREAKAGE - LIFETIME

GreenView Windows warrants that for the life of the product it shall provide new glass units should the glass be damaged or broken for any reason except acts of God and war. The warranty is for material only and does not include installation costs. Please note that this Lifetime Glass Breakage clause does not apply to patio doors.

### HARDWARE - LIFETIME

GreenView Windows warrants that the hardware shall remain in good operational condition and that it will supply replacement hardware, assuming availability from the original hardware manufacturer for the lifetime of the product. Where the hardware is no longer available, GreenView will make commercially reasonable efforts to obtain a substitute.

## SCREEN - LIFETIME

The aluminum GreenView Windows screen frame is warranted against defects such as peeling, flaking, blistering and corrosion for the life of the product. Due to the fragile nature of screen mesh, the screen mesh is warranted against punctures and tears for 30 days from the date of purchase. If such defect occurs, GreenView Windows will provide replacement parts at no charge.

## PROCEDURE AND CONDITIONS OF WARRANTY REMEDY

All warranty claims must include proof of purchase. Any claims made should be submitted in writing to the distributor or dealer who installed or sold the product. The claim should make reference to the Work Order Number (inside the head of the product or on the screen frame label) and the specific claim. The notification must provide a brief description of the defect and identify (i) the name and address of the owner, (ii) the date of installation, and (iii) the GreenView Windows product involved. Please allow reasonable time for inspection.

## WARRANTY CONDITIONS

### LIMITATIONS

These warranties apply only in respect of products used strictly for the purpose for which they were intended. GreenView Windows's liability is limited solely and exclusively to repair or replacement, at the option of GreenView Windows, and under no circumstances will GreenView Windows be liable for labor costs for any purpose. GreenView Windows reserves the right to discontinue or change any GreenView Windows product currently manufactured. If GreenView Windows determines to make a replacement under the terms of these warranties and an exact replacement part is not available, GreenView Windows reserves the right to substitute a part or parts of equal quality at its sole option.

### EXCLUSIONS

The following are excluded from coverage under these warranties:

- Air or water leakage or any other damage or malfunction due to improper or faulty installation.
- Labor costs relating to investigation of an improper claim.
- Improper installation of Bay/Bow windows. All heads and seats must be treated as an outside wall and therefore require proper moisture barrier and insulation.
- Exposure to sunlight, air pollutants and normal atmosphere conditions may cause all vinyl surfaces to gradually fade, chalk or suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under these warranties.
- Any defect, malfunction or failure to perform which has occurred because of unreasonable use, improper application or failure to perform reasonable or necessary maintenance.
- Any damage to the windows or components of the windows caused by settlement or structural defects of the building in which they are installed.
- Any damage caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.
- Damage or malfunction caused by improper handling or installing.
- Any product which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of GreenView Windows.

- Condensation on inside of windows or patio doors, which may occur as the natural result of humidity within the house or building area, and changes in outside/inside temperature.

The warranties set out above are the only express warranties (whether oral or written) applicable to GreenView Windows products. No one is authorized to make any different or additional warranties.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE SHALL EXPIRE WITHIN THE PERIODS COVERED BY THIS WRITTEN WARRANTY. GREENVIEW WINDOWS IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND ITS LIABILITY SHALL, IN ALL CIRCUMSTANCES, BE LIMITED TO REPAIR OR REPLACEMENT.

Some jurisdictions may not allow the exclusion or limitation of incidental or consequential damages or of how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.

#### MAINTENANCE AND CLEANING

The surfaces of the GreenView Windows products will over time collect a layer of surface dust. Normal dusting with a damp cloth will remove this accumulation of surface dust. If you wish to do more thorough cleaning of the products, the following procedures should be followed.

**Vinyl:** A mild solution of liquid cleaners such as dishwashing detergent may be used. For stubborn stains, a cleaner such as Fantastic may be used. Do not use harsh abrasives on vinyl.

**Weather Stripping:** Weather-stripping may become worn over the life of the window, and should, if necessary, be replaced. Loose or worn weather-stripping is one of the prime reasons for the heat loss and air filtration in windows. Weather-stripping may be purchased at any window company selling replacement parts.