

ASSURANCE *plus*<sup>®</sup>



*Lifetime Limited Warranty*

[www.alliancewindows.com](http://www.alliancewindows.com)

# Lifetime Limited AWA Manufacturer's Warranty

## Congratulations!

... and thank you for your recent purchase of Alliance Window Systems' products. You have made a wise investment in your home. We are confident you will enjoy many years of trouble free performance from these products, and you can rest assured your purchase will enhance your home's value.

## The American Window Alliance, Inc.

The American Window Alliance, Inc. (AWA) is a member-owned national network of independent regional manufacturers dedicated to providing our respective customers, homeowners like you, with the best window and door products available today. As an AWA member, each manufacturer is committed to produce its Alliance windows following stringent quality standards. By producing to such high quality standards, each AWA manufacturer is able to offer one of the strongest warranties available in the industry today. Over 300 years of accumulated manufacturing experience and this warranty are your assurance that your Alliance windows have been made by one of the best manufacturers across the nation.

## The AWA Promise

Very simply stated:

*Each AWA manufacturer warrants that every window it makes, including Sealed Insulating Glass Units, will be free from covered manufacturing defects during the lifetime of the original consumer purchaser so long as the purchaser retains ownership of the residence in which the windows were installed. Period.*

This Limited Lifetime AWA Manufacturer's Warranty is applicable to Alliance Window Systems' products sold by an AWA member after January 1, 2011.

The AWA Manufacturer's Warranty is further explained by and subject to each of the terms and limitations set forth below:

## Scope of Warranty

- A)** Your AWA manufacturer warrants that the entire window and all its parts including Sealed Insulating Glass Units will be free from manufacturing defects which are the cause of a significant impairment of operation or performance ("covered manufacturing defect") so long as the original purchaser retains ownership of the residence in which the windows were originally installed.
- B)** Upon proper notice, the AWA manufacturer, at its election and free of charge to the original purchaser, will either repair or provide a replacement for any component or product proven to be suffering from a covered manufacturing defect during the applicable warranty period. The

maximum liability shall be equal to the manufacturer's selling price of the affected product. The AWA manufacturer shall in no event be liable for labor charges or other expenses whatsoever in connection with removal or installation of either the original or replacement product, except as outlined under the "Assurance Plus® Labor" warranty below. In lieu of any replacement or repair, the AWA manufacturer reserves the right, at its sole discretion, to refund the amount of the manufacturer's selling price for the affected component or product, not including installation cost, in full satisfaction of any claim.

- C) In the event the original purchaser sells the property in which the windows are installed, the coverage provided by this warranty will be transferred to the first subsequent owner and will be limited in duration to twenty (20) years for the window and its non-glass components and ten (10) years for insulating glass units from date of original product sale. Assignments or transfers, other than as provided for in this warranty, are prohibited without the express written consent of the AWA manufacturer.
- D) The lifetime duration offered by this warranty covers only residential homes, townhomes and condominium units, and does not apply to products installed in any other structure including without limitation commercial construction, apartments or dormitories. For such other purchasers, entities or buildings to which the lifetime coverage does not apply, the warranty period will be limited in duration to twenty (20) years for windows and ten (10) years for insulating glass units following the date of original product sale.
- E) Additionally, the repair or replacement of any product under this warranty shall not extend the balance of the warranty period in effect at the time proper notice of claim is given or create a new warranty.
- F) If the product utilizes a wooden seatboard or sideboard, the warranty for that window will be for a maximum of ten (10) years from the date of original product sale.

## Assurance Plus® Labor Protection

Experience shows that the vast majority of window warranty claims are made within the first three (3) years of installation. The windows produced by your AWA manufacturer are covered by an exclusive "Assurance Plus® Labor" warranty feature assuring you the maximum protection for a period of five (5) years following the date of original product sale. Upon proper notice of a covered manufacturing defect within five (5) years from the date of original product sale, the AWA manufacturer will provide, at its sole discretion, either a repair or replacement, including required accompanying labor, for any window component proven to be defective. Any labor charge to be incurred must be pre-approved by the AWA member.

*Simply put, if proper notice of a covered manufacturing defect is given during the five (5) year Assurance Plus® period, the AWA manufacturer will cover up to 100% of the direct cost of the components and labor required to repair or replace the defective component or product.*

The maximum liability with Assurance Plus® Labor Protection will be equal to the reasonable cost to repair or replace the defective product at current value, including labor directly required for the repair or removal of the original product and installation of any replacement product.

## Limitations

The AWA manufacturer or AWA shall have no responsibility or liability for:

- Defects or failure caused in whole or part by improper handling or storage, or by installation not in accordance with good building practice or the AWA's written instructions.
- Defects, damage, distortion or misalignment of frames or sash caused in whole or part by installation methods, surrounding construction or use of expandable insulating or installation foam.
- Condensation on any window surface.

- Damage to the product caused by impact of foreign objects, acts of God, fire, explosion or other casualties.
- Windows that have been painted, varnished, or otherwise coated over the original solid vinyl surface, except when such paint, varnish, or other coating is performed by the AWA manufacturer.
- The effects of aging or weathering including exposure to the elements; defects or damage caused by the effects of air pollution or exposure to chemicals.
- Damage to seatboards or sideboards caused by failure to protect wood surface against moisture.
- The result of finishing (painting, staining, varnishing or coating) the interior surface of the Alliance vinyl windows, except when such applications are part of the original AWA manufacturing process.
- Incidental or consequential damage caused by defect or failure of any warranted product, including labor to affect repair of such damage or defect.
- Windows that were modified after leaving the control of the AWA manufacturer.
- Glass breakage of any kind.
- The level of initial fill or retention of gas within insulating glass units.
- Painted or other factory coated products; the coated surfaces shall be covered solely by the paint or coating manufacturer's warranty.
- Compliance with building codes; permit, site or building specific requirements.
- Misuse, abuse, or failure to maintain AWA products.
- AWA impact resistant windows are covered only by the Alliance StormGate™ warranty and sliding glass doors are covered by a separate warranty

The AWA reserves the right to discontinue or modify any of its products, including the color thereof, without giving proper notice. If the AWA member replaces any products under this warranty, it may substitute products which are designated by the AWA to be of comparable quality or price range in the event the products initially installed have been discontinued or modified.

## Other Conditions/Limitation of Remedy

THE AWA MANUFACTURER'S WARRANTY AS STATED ABOVE IS THE SOLE WARRANTY APPLICABLE TO AMERICAN WINDOW ALLIANCE WINDOWS AND, REGARDLESS OF LEGAL THEORY, INCLUDING NEGLIGENCE OF THE AWA OR ANY MEMBER, CONSTITUTES THE EXCLUSIVE REMEDY FOR ANY CLAIM RELATING TO PRODUCT CONDITION OR PERFORMANCE. NEITHER THE AWA NOR ITS MEMBERS MAKE ANY OTHER WARRANTY, EXCEPT AS EXPRESSLY SET FORTH HEREIN. THE AWA AND ITS MEMBERS SHALL NOT BE LIABLE FOR A BREACH OF ANY OTHER WARRANTY INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH ARE EXPRESSLY DISCLAIMED.

REGARDLESS OF LEGAL THEORY PURCHASER AGREES THAT ANY OBLIGATION OR LIABILITY OF THE AWA MANUFACTURER OR THE AWA IS CONTINGENT UPON RECEIVING BOTH PROPER NOTICE OF A CLAIM DIRECTLY FROM PURCHASER AND AN OPPORTUNITY TO RESPOND PER THE TERMS OF THIS WARRANTY.

IN NO EVENT SHALL THE AWA OR ITS MEMBERS BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES OR INCIDENTAL DAMAGES REGARDLESS OF LEGAL THEORY. PURCHASER ACKNOWLEDGES THAT THE EXCLUSIVE REMEDY SHALL BE REPAIR, REPLACEMENT, OR REFUND ONLY ON THE TERMS STATED IN THIS WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL DAMAGES OR DISCLAIMER OF IMPLIED WARRANTIES. SO THE ABOVE LIMITATION OF EXCLUSION MAY NOT APPLY TO YOU.

**Important Note:**

- AWA products are often designed and tested in accordance with requirements established by the American Architectural Manufacturer's Association ("AAMA") and National Fenestration Rating Council ("NFRC") which measure performance criteria in a laboratory setting or by simulation. AWA members manufacture their products for original product sale using the same methods and materials as in the tested sample product. Given the tolerances inherent in materials and manufacturing, as well as the potential effect of handling and usage, a variance in individual performance values from those obtained in AAMA and NFRC testing may exist. Such variations do not constitute an impairment of operation or usage and do not constitute a covered defect.
- Non-standard sizes and mulled product may not be rated or supported by AAMA certification testing.

This limited warranty gives you specific legal rights and you may also have other rights that vary from state to state.

## How to Provide Proper Notice of a Claim

Alliance windows are covered by one of the most comprehensive warranties available today. Products are warranted by the original AWA manufacturer, and supported by the American Window Alliance, assuring you of AWA security. Should any Alliance product require service, we require that you follow this procedure.

1. Within sixty (60) days of manifestation, notify the contractor or installer who installed the window in order to provide an opportunity to investigate the claim and examine the product claimed to be defective. Proof of date of purchase and installation must accompany the claim.
2. The AWA member who manufactured the window must be notified of the claim in writing. The AWA member will then investigate the claim and if a defect covered by this warranty is confirmed, the member, within a reasonable amount of time after inspection, will either repair or replace the defective window or, at its discretion refund the amount paid by the original purchaser for the affected component or product per terms of this warranty.
3. In the event that the AWA manufacturer member is unable to provide warranty service, the AWA, or its designated agent, shall be responsible to provide a repair to or replacement for affected parts under terms and conditions of this warranty.

## Important Information Regarding Window Safety

Every family member should know how to operate the windows used for fire emergencies. Delays in escaping from a fire cost lives and increase injuries. Make sure your windows open easily from the inside and are not blocked by furniture or other objects. Remember that security bars, grills, and grates not only keep intruders out, they can also lock you in. The same holds true for window guards. In an emergency everyone should always be able to get out through an operable window without using tools, keys, special knowledge or effort.

**WARNING! NEVER DEPEND ON INSECT SCREENS TO PREVENT FALLS. INSECT SCREENS ARE DESIGNED TO PROVIDE VENTILATION AND KEEP INSECTS OUT. INSECT SCREENS WILL NOT HOLD EVEN A PORTION OF A CHILD'S WEIGHT AGAINST THEM.**

## Care and Cleaning

To clean glass, use any ordinary glass cleaner with a lintless cloth, sponge, or chamois. Normal household dust may accumulate in jamb balance tracks, causing poor operation. These tracks should be cleaned periodically to alleviate this condition. After cleaning, a light spray of clear, dry Teflon lubricant may help improve operation.

The operable sashes of all hung windows tilt in for easy cleaning. To tilt in bottom sash, raise it 1" to 2" from the sill. Release tilt latches on the top of the sash corners and tilt in. Always support sash while cleaning. To tilt in top sash, lower it 1" to 3" from the head.

Next, release tilt latches at the upper sash corners and tilt in. Again, support sash while cleaning. When through, tilt sash back into place. Ensure tilt latch properly engages with the frame.

For cleaning the operable sash of a single horizontal glider (one sash operable) or double glider (both sashes operable) window, simply slide window open. Firmly grasp the operable sash on right and left sides. Then lift sash up as far as possible while swinging the bottom of sash inward out of its track. Replace sash in a reverse manner. For a double glider, both operable sashes can be removed in this manner for easy cleaning of both surfaces.

For your safety, the fixed lite of a single-hung or a single glider should be cleaned from the outside.

The picture window has a fixed glass and will require cleaning from inside and outside separately.

Casement window cleaning varies depending on which hardware package you have. Replacement casement windows may have hinges which allow cleaning of both surfaces from inside once the sash is opened 90 degrees. (Note: If egress hinges are specified, then the outside pane must be cleaned from outside.)

Awning windows are best cleaned from the inside and outside separately.

For bay and bow windows with wooden seatboards, to protect and seal the wooden seatboard and surrounding wooden frame parts, apply primer/paint or stain to wood parts per the manufacturer's instructions. Protect all vinyl surfaces during application. Make certain there is plenty of ventilation in your working area. A wood oil soap is recommended for cleaning the wooden components. When watering plants, immediately wipe up any water run-off onto seatboard to prevent watermarks and damage from occurring.

## Understanding Window Condensation

### Window Condensation

Condensation occurs on windows when warm moist air comes in contact with the colder surface of the window. Although it is natural to assume that the windows are to blame, the fact is that the windows are merely a visible sign that excessive humidity exists in your home. Windows do not cause condensation. On the contrary, Alliance windows can be a great help in controlling and reducing it.

### What Causes Condensation?

Indoor moisture is caused by a variety of factors. Common household activities such as cooking, showering, operating washing machines and dishwashers – in short, every activity that uses hot water – adds moisture to the air. Newer homes are more often subject to condensation because they are constructed with more weathertight materials and methods than homes built before energy costs were a concern. Weatherstripping, improved insulation, vapor barriers, and modern construction techniques are designed to reduce air leakage. At the same time, however, these can act to seal in moisture. Unless provisions are made to allow this moisture to escape, moisture buildup can result.

## Can Window Condensation Be Only Temporary?

These are several instances when temporary window condensation can occur, including:

- During showers and baths, cooking, dishwashing and other steam-producing occasions.
- During the start of each heating season. Houses absorb moisture during humid summers. This will generally dry out after a few weeks of heating.
- During sharp temperature changes. Sudden drops in temperature, especially during the heating season, can create temporary condensation problems.
- During new construction or remodeling. Building materials contain a great deal of moisture. When the heat is turned on, the moisture will flow into the air inside the home. It usually will disappear after the first heating season.

## What Can Be Done To Reduce Condensation?

There are many simple steps that can be taken to reduce the humidity level in your home:

- Vent clothes dryers, gas burners, etc., to the outdoors.
- Check that all ventilation equipment is adjusted properly.
- Use kitchen and bathroom exhaust fans.
- Air out kitchen, bathroom and laundry room during and after use, by opening a window for a few minutes.
- Make sure attic louvers remain open all year round and that crawl spaces are properly ventilated.
- Consult a local heating and ventilation contractor to help determine whether ventilation is adequate and whether it can be improved.
- Ensure humidifiers or dehumidifiers are correctly set according to the outside temperature.

## Window Maintenance

### Stain Removal

Exterior surfaces are naturally subject to airborne dirt and pollution. Although normal rainfall or washing with a garden hose will remove most surface dirt, to remove more stubborn deposits, use a solution of non-abrasive household detergent applied with a sponge to wipe down sash and frame components.

**Caution:** Do not combine cleaning agents. Never use abrasive cleaning agents, paint removers or solvents for general cleaning of vinyl components.



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2/2011