

LIMITED LIFETIME WARRANTY NON-PRORATED TRANSFERABLE

United Window & Door Manufacturing, Inc. warrants as follows

Its windows and doors are free from material defects in manufacture, and will not peel, corrode, rot, warp, blister or flake.

The limited warranty period for windows and doors shall be for the lifetime of the original purchaser. This limited warranty is transferable. In the event of transfer, the warranty period for the windows and doors shall be for ten (10) years after the original date of manufacture and the period for insulating glass units shall be five (5) years after the date of manufacture.

United Window will repair or replace, at its option, of any part that is proven defective due to manufacturing excluding normal wear and tear after inspection by United Window. In order to obtain performance of this limited warranty, contact the dealer where you purchased the product or ship the product prepaid, along with proof of purchase to United Window and Door Manufacturing. 24-36 Fadem Road, Springfield, NJ 07081.

The repair or replaced product will be returned to you at your expense. United Window will bear no other expense such as labor costs of any kind, freight, removal or installation. This is the exclusive remedy available for any and all warranty and other claims.

Windows and Doors in Residential Applications

The limited warranty period for Insulated glass units in single family residential dwelling, shall be for 25 years for the original purchaser, Ten (10) years for all architectural shapes. This limited warranty is transferrable. In the event of transfer, the warranty period for windows and doors, excluding architectural shapes and laminated glass, shall be ten (10) years after the original date of manufacture and the period for insulating glass units and hardware shall be five (5) years after the date of manufacture.

Windows and Doors in Commercial Applications

The limited warranty period for insulated glass units in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, houses of worship, apartment complexes, government-owned structures, office buildings, etc., shall be ten (10) years to the Original Purchaser Five (5) years for all architectural shapes and Laminated glass from the date of manufacture.

Blinds Between the Insulated Glass - Residential

The limited warranty period for insulated glass units with blinds between the IGU in a single family residential dwelling shall be for Ten(10) years to the Original Purchaser from the date of manufacture.

Blinds Between the Insulated Glass - Commercial

The limited warranty period for insulated glass units with blinds between the IGU in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, houses of worship, apartment complexes, government-owned structures, office buildings, etc., shall be five(5) years to the Original Purchaser from the date of manufacture.

Limited Warranty for Exterior\Interior Finish - Coextrusion/Acrylic, Coatings, Laminates & Paint

The color finish on the exterior components (frame, sash, panels, sills and grilles) on United Window vinyl residential window and/or patio door products is warranted to the Original Purchaser to be free from manufacturing defects resulting in color fade greater than 6 delta E* (when measured in accordance with ASTM 2244) loss of adhesion for a period of ten (10) years for residential and Five (5) for commercial from the date of manufacture.

*Technical measurement of color fade

This limited warranty for exterior\interior finish does not cover

Any alteration or painting to the finish

Minor scratches or minor visual imperfections that fall within the manufacturing tolerances.

Damage that occurs to the finish after delivery, arising during handling, storage or during installation.

Minor damage or scratching to the finish due to normal operation of the product.

Natural environmental conditions from substantial exposure to sun, salt spray or airborne pollutants or chemicals or acidic brick wash

*If needed a touch up kit is available for purchase

Recommendations for cleaning Exterior\Interior Finishes:

Wash using warm soapy water for interior or a mild detergent (if necessary) for exterior and a soft cloth. Always test a small area to ensure compatibility of cleaning product with the finished surface.

Do not use liquid grease remover, strong soaps or cleaners containing bleach or alcohol based products.

*Never use sharp instruments or abrasive pads to clean the glass. Do not clean with a high-pressure washer. The extreme spray pressure could compromise the glazing of the Insulated Glass Unit.

What is NOT Covered by This Limited Warranty

- Normal wear and tear
- The improper installation of the product.
- The improper application or use of the product.
- The occurrence of accidents, vandalism, fire, floods, acts of God including, but not limited to, earthquakes and hurricanes.
- Any modification or alteration to the product.
- The failure to perform reasonable and necessary maintenance on the product.
- The neglect, abuse, improper handling and/or improper storage of the product.
- Exposure of the product to excessive heat and/or cold beyond naturally occurring conditions.
- Stresses caused by building defects or settlement or movement of the structure in which the product is installed.
- The application of harmful cleaning solutions or products including, but not limited to, acetone, petroleum products or abrasive compounds.
- Misalignment of external and internal grids of 1/8" or less from appropriate position.
- Slight fading and/or color variations caused by normal aging or weathering.
- Torn or ripped screens for any cause whatsoever.
- The rusting or corrosion of non-vinyl products or components
- Installation of the product or products outside of the 48 contiguous United States.
- Glass breakage, blemishes, scratches, or other imperfections allowable for Quality 3 glass per ASTM C 1036; or reflection of solar energy off the product
- Glass or frame damage caused by others (e.g., brick wash, sanding or improper washing, chemicals, or airborne pollutants such as salt or acid rain)
- United Window is not responsible for any color variation in the glass.
- United Window reserves the right to make changes or discontinue the product.

Windows do not cause condensation: condensation on the glass surface is a natural result of excess moisture in the house and does not indicate a defective product. To reduce and control excess humidity , follow these simple suggestions:

- Ventilate the interior of your home by opening windows and doors periodically to allow interior moisture to escape.
- Open window coverings to allow the moisture trapped to escape
- Use ceiling fans to circulate the air
- Install a dehumidifier
- Be sure that attic or basement crawl space louvers are open
- Be sure that clothes dryer and all gas burners are vented to the outside

Water in track is normal:

Our windows and door products are designed with a built-in drainage system. It drains away rainwater that may accumulate in the sill.

- It is normal for rain to accumulate in the sill or track area of windows & doors
- It is important to keep the sill or track area clean of debris and that the weep holes are kept open for proper drainage.

Convection vs Drafts

Convection is a process often misunderstood and thought to be the same thing as a drafty window. Window convection is when warm air flows up against the cooler surface of a window and forces colder air away from the surface. The colder air sinks towards the ground, and the warmer air moves towards the window surface. This air movement cycle can feel a lot like a draft.

FOR YOUR RECORDS:-

In order to file a warranty claim you will need the order number. This is located on a sticker on your window

*See sample label below with order number circled



After locating label, please record order number below:

Some states do not allow limitations on how long an implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. These warranties give you specific legal rights and you may also have other rights which vary from state to state.

THIS WARRANTY IS IN LIEU OF ALL OTHER GUARANTEES AND WARRANTIES, EXPRESS OR IMPLIED. UNITED WINDOW MAKES NO OTHER EXPRESS OR IMPLIED REPRESENTATION OR WARRANTY OF ANY KIND, WHETHER AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, OR ANY OTHER MATTER. UNITED WINDOW SHALL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

United Window & Door MFG *1-888-630-4100

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