

ASSURANCE *plus*[®]



More Than A Window.™

Lifetime Limited Warranty

www.alliancewindows.com

Life Time Limited Warranty

Congratulations!

... and thank you for your recent purchase of Alliance Windows. 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

The American Window Alliance is a national network of regional manufacturers dedicated to providing homeowners like you with the best window products available today. As an AWA member, each manufacturer is required to produce Alliance windows to stringent quality standards. By producing to such high quality standards, AWA members are 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 the best manufacturers across the nation.

Our Promise

Very simply stated:

We warrant that all of our high performance vinyl windows, including Sealed Insulating Glass Units, will be free from manufacturing defects during the lifetime of the original purchaser so long as the original purchaser retains ownership of the property in which the windows were installed. Period.

Scope of Warranty

This warranty is subject to the conditions and limitations set forth below:

- A)** The AWA member warrants that the entire window and all its parts including Sealed Insulating Glass Units will be free from manufacturing defects during the lifetime of the original purchaser, so long as the original purchaser retains ownership of the property in which the windows are installed.
- B)** The AWA member will repair or replace, at its election, any product or component, free of charge to the original purchaser, for any window proven to be suffering from a manufacturing defect during the applicable warranty period. The maximum liability shall be equal to the manufacturer's selling price of the original window. The AWA member 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" warranty below. In lieu of replacement or repair, the AWA member, at its sole discretion, reserves the right to refund the amount paid to the manufacturer by the original purchaser of the window, not including installation cost.
- 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 subsequent owner and will be limited to 20 (twenty) years for the window and for its components, and 10 (ten) years for insulating glass units from original date of installation.
- D)** Furthermore, the lifetime coverage offered by this warranty is intended to cover individual residential homes, and does not apply to products installed in commercial construction or any other type of building not used by individual homeowners as their residence. For such purchasers or entities to which the lifetime coverage does not apply, the warranty period will be limited to 20 (twenty) years for windows following the date of installation, and 10 (ten) years for insulating glass units.
- E)** Additionally, the warranty on any repaired or replacement product shall extend to the balance of the warranty period in effect at the time the product proves defective.
- F)** In the event the product utilizes a wooden seatboard or sideboard, the warranty for the window will be for a maximum of 10 (ten) years from the date of initial product installation.

Assurance Plus® Protection

It has been shown that the vast majority of all window warranty claims are made within the first three years of installation. Therefore, all Alliance windows and doors are covered by our exclusive "Assurance Plus" protection, assuring you of the maximum protection for a period of five years following the date installation has been completed. This valuable feature provides additional security to you, and warrants that the AWA member, at no charge, will repair or replace, at its option, any window proven to be defective during the initial five-year period following initial installation.

Simply put, if a manufacturing defect is discovered during the Assurance Plus period, the AWA member will provide reimbursement up to 100% of the manufacturers selling price of the products and reasonable labor required to repair or replace the defective parts, reasonable labor to be determined solely by the AWA member. Assurance Plus protection is not prorated or otherwise reduced over time.

The maximum liability under Assurance Plus protection will be equal to the reasonable cost to repair or replace the defective product at current value, including labor in connection with the repair or removal of the original product or installation of the replacement product.

Limitations

The AWA or its members shall have no liability under this warranty for:

- A)** Defects or failure caused by improper handling and/or storage, or by installation not in accordance with the AWA's written instructions.
- B)** Defects, damage, distortion or misalignment of frames or sashes caused by use of expandable insulating or installation foam.
- C)** Any damage to the product caused by impact of foreign objects, acts of God, fire, explosion or other casualties (except as covered in Assurance Plus Coverage described above).
- D)** Windows that have been painted, varnished or otherwise coated over the original solid vinyl surface, except when such paint, varnish or other coating is by the manufacturer.
- E)** Defects or damage caused by the effects of air pollution, exposure to harmful chemicals or normal weathering caused by exposure to the elements.
- F)** Damage to seatboards or sideboards caused by failure to protect wood surface against moisture.
- G)** The result of finishing (painting, staining, varnishing or coating) the interior surface of the Alliance vinyl windows, except when such application is part of the original manufacturing process.
- H)** Any incidental damage caused by defect or failure of any warranted product, including labor to affect repair of such damage or defect.
- I)** Any modifications made to the windows by unauthorized persons.
- J)** Glass breakage of any kind.
- K)** The length of time argon or other gases are retained within the insulated glass units.
- L)** Painted or otherwise factory coated products. See the paint or coated manufacturer's warranty.
- M)** Hurricane impact resistant windows. See the Alliance StormGate™ warranty.

The AWA reserves the right to discontinue or modify any of its products, including the color thereof, without giving 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 has been discontinued or modified.

Other Conditions

THE AMERICAN WINDOW ALLIANCE OR ITS MEMBERS MAKE NO EXPRESS WARRANTIES, EXCEPT AS ARE SET FORTH HEREIN AND SHALL NOT BE LIABLE FOR A BREACH OF ANY OTHER WRITTEN OR ORAL EXPRESS WARRANTIES. ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE DURATION OF THIS EXPRESS WARRANTY. THE AMERICAN WINDOW ALLIANCE, AND ITS MEMBERS SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES OR INCIDENTAL DAMAGES FOR BREACH OF ANY EXPRESS, IMPLIED, WRITTEN OR ORAL WARRANTY. YOUR EXCLUSIVE REMEDY SHALL BE REPAIR, REPLACEMENT OR REFUND ONLY ON THE TERMS STATED IN THIS WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OF LIMITATION OF CONSEQUENTIAL DAMAGES OR LIMITATION OF THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION OF EXCLUSION MAY NOT APPLY TO YOU.

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

How to Make a Claim

All Alliance windows are covered by the most comprehensive warranty available today. All products are warranted by the original manufacturer, and backed by the entire American Window Alliance, assuring you of unconditional security. Should any Alliance product require service, we require that you follow this procedure:

1. Promptly 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 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 their discretion refund the amount paid by the original purchaser for the window, per the terms of this warranty.
3. In the event that the AWA member is unable to provide warranty service, the AWA financial liability is limited to the cost of providing parts for the defective component.

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.

NEVER DEPEND ON INSECT SCREENS TO PREVENT FALLS. INSECT SCREENS ARE DESIGNED TO PROVIDE VENTILATION. THEY WILL NOT HOLD 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. 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"-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.

For cleaning the operable sash of a single 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 the 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 garden windows, the inside and outside of the glass is best cleaned individually. Periodically check exterior caulking. 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 happening.

The glass shelf can be cleaned in place or out of the window. *Caution:* Be aware that shelf is heavy and can be difficult for one person to handle. When removing the shelf, exercise extreme care! Do not slide the glass shelf off of the support clips. With the aid of a another person, lift the shelf vertically then carefully toward you. Reverse the process when re-installing, making certain the shelf is properly placed before resting it onto the four support clips. Do not attempt to slide the shelf forward. When positioned properly, the shelf will rest at a distance 1/4" from the window glass.

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?

There 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, this 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.
- Insure humidifiers or dehumidifiers are correctly set according to the outside temperature.

Window and Door 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. For best results, consult the stain cleaning chart on the back.

Caution: Never use abrasive cleaning agents, paint removers or solvents for general cleaning of vinyl components.

Stain Cleaning Guide

| | Fantastic | Tilex | SOS | Ajax | Turpentine | Naphtha | Nail polish Remover | Bleach | Windex | Ammonia | Pledge | Endust | Paint Thinner | Aluminum | Soft Scrub | Murphy's Oil Soap | Alcohol | Grease Relief | Pine Sol | Shout | |
|--------------|-----------|-------|-----|------|------------|---------|---------------------|--------|--------|---------|--------|--------|---------------|----------|------------|-------------------|---------|---------------|----------|-------|---|
| Lipstick | ■ | | ■ | ■ | ■ | | | ■ | | | | | ■ | ■ | ■ | | | | | | ■ |
| Nailpolish | ■ | | ■ | | | | | | | | | | | | | | | | | | |
| Grape Juice | ■ | ■ | ■ | ■ | | | ■ | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Blood | | | | | | | ■ | | ■ | | | | | | | | | | | | |
| Ink | | ■ | ■ | ■ | ■ | | | | | | | | | | ■ | | | | | ■ | |
| Perm. Marker | ■ | ■ | ■ | | | | | | | | | | | | ■ | | | ■ | | | |
| Crayon | ■ | ■ | ■ | ■ | ■ | | | | | | ■ | | ■ | | | | | | | | ■ |
| Motor Oil | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Glue | ■ | | | | | | ■ | | | | | | | | ■ | | | | | | |
| Mustard | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Grease | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Rust | ■ | | ■ | ■ | ■ | | | ■ | | | ■ | ■ | ■ | ■ | ■ | ■ | | | ■ | ■ | ■ |
| Pencil | ■ | | ■ | ■ | ■ | | | | | | | | | | ■ | | | | | ■ | |
| Tea | ■ | | ■ | ■ | ■ | | | | | | | | | | | | | | | | |
| Cola | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Kerosene | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Coffee | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Blueberry | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Food Color | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |

Black box denotes what cleaner to use.

* Use of abrasives on the window or its components may cause scratching and/or damage appearance.

This Warranty Certificate is issued to:

Purchaser's Name

Address

City, State, Zip Code

Telephone

Signature of Purchaser

Issued by:

Contractor's Company Name

Address

City, State, Zip Code

Telephone

Signature of Contractor

The AWA Member that fabricated your product is:



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