



# LIFETIME LIMITED WINDOW AND PATIO DOOR WARRANTY

Including OceanView · S-Series · Builders Choice · Cambridge · Edgemont  
Plus Cambridge Glass Breakage Coverage and Viwinco Colors Warranty

## Viwinco Limited Lifetime Warranty

Viwinco, Inc. (“The Company”) warrants its vinyl window and patio door products to be free from manufacturing defects for the lifetime of the original purchaser, as long as he/she resides in the single-family residence in which the products were installed. In the event that the home where the windows were installed is sold, that lifetime warranty becomes a 20-year warranty and is transferable to one subsequent owner with the remainder of the 20 years from the manufacture date being covered. A transfer fee of \$50.00, accompanied by the document entitled “Certificate of Transfer of Warranty to 2<sup>nd</sup> Property Owner,” must be received by us in order for the warranty to be transferable.

If the purchaser resides in a non-residential or commercial property, the windows will be covered under warranty for 20 years.

### VINYL: Lifetime Coverage

Lifetime coverage against manufacturing defects such as peeling, flaking or blistering is included.

### INSULATED GLASS UNIT: Lifetime Coverage

For as long as the purchaser owns and resides in the residence in which the windows were installed, the sealed insulated glass unit is warranted against defects resulting in material obstruction of vision from film formation (caused by dust or moisture in the dead airspace of the sealed unit). Should the glass fail, Viwinco, Inc. will provide the purchaser with a replacement sealed glass unit at no charge.

In the event that this lifetime warranty is transferred, it will become a 20-year warranty, covering the remainder of the 20 years from the date of manufacture.

If the purchaser resides in a non-residential or commercial property, the insulated glass unit will be covered under warranty for 20 years.

NOTE: Slight imperfections or wavy distortions in the glass that do not impair structural integrity (e.g. related to laminate interlayer or heat-strengthening of glass) are not considered defects. ALL GLASS WARRANTIES ARE VOID IF ANY FILM IS APPLIED TO GLASS.

### SCREENS: One-Year Coverage

One-year coverage against manufacturing defects to screens and screen material is provided. Please see “Limitations and Conditions” for restrictions.

### ONE-YEAR FULL-COVERAGE LABOR WARRANTY FOR VINYL WINDOWS

Viwinco, Inc. will repair or replace (including the cost of removal of the defective product and/or installation of replacement product) at The Company’s sole option but at no cost to the original purchaser, any Viwinco, Inc. vinyl window proven to be defective during a 1-year period from date of installation. Viwinco’s maximum liability under the full-coverage labor warranty will be equal to the reasonable cost to repair or replace the defective product at the then-current cost, including labor, in connection with the repair or removal of the original product and/or installation of the replacement product.

### HARDWARE: Lifetime Coverage

Lifetime coverage against manufacturing defects to the hardware is provided. What is not covered by this hardware warranty is normal wear due to weathering (sunlight, atmospheric conditions, severe weather incidents). Normal wear and tear that results in discoloration, pitting, or similar outcomes due to exposure in highly corrosive environments is also not covered.

Casement and awning hardware should be maintained by cleaning with a mild detergent on a regular basis, drying fully, and lubricating to ensure smooth operation.

In the event that this lifetime warranty is transferred, it will become a 20-year warranty, covering the remainder of the 20 years from the date of manufacture.

If the purchaser resides in a non-residential or commercial property, the hardware will be covered under warranty for 20 years.

## Tilt-n-Lock

Standard on Cambridge, S-Series and OceanView single- and double-hung windows.

### Exclusive Technology:

- One-handed operation
- Clean sightlines
- Easier cleaning

### Here’s how it works:



#### Locked Position

Sash is securely locked. Hidden tilt latches are housed in the sash channel for added strength.



#### Unlocked Position

At the 150 degree position, the hidden tilt latches are engaged with the jamb, and the sash can be lifted.



#### Tilt-In Position

When the lever is moved to 180 degrees, the hidden tilt latches clear the jamb channel, allowing the user to easily tilt the sash inward.

## LIMITATIONS AND CONDITIONS

Viwinco, Inc. shall have no liability whatsoever under this warranty for:

- A. Any damage or failure caused by improper handling or storage, or by installation not in strict adherence with Viwinco's written instructions.
- B. Any damage to the product caused by the following: impact of foreign objects (except as provided under our Cambridge Lifetime Glass Breakage Warranty); extremes of weather or other acts of God; fire, explosion or other casualty; insects or other vermin.
- C. Windows that have been painted, varnished or similarly coated over the original vinyl surface.
- D. Damage caused by failure to protect wood surfaces against moisture.
- E. Defects or damage caused by normal weathering, including but not limited to the effects of air pollution, exposure to harmful chemicals, and exposure to the elements.
- F. Defects in insect screens that occur more than twelve months from the date of window manufacture.
- G. Corrosion of any metal parts, including screws (otherwise known as hardware), when installed within two miles of the coast.

## CONDENSATION

Condensation or mildew on windows 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. It is even possible for frost to appear on a window as a result of excessive condensation in cold weather. Window condensation cannot be prevented if the humidity level in your home is too high. CONDENSATION IS NOT THE RESULT OF A DEFECTIVE OR FAULTY INSTALLATION; IT IS THE RESULT OF EXCESS HUMIDITY. Thus, the damage caused by condensation is not covered by this warranty.

## CAMBRIDGE LIFETIME GLASS BREAKAGE COVERAGE

If glass is broken for any reason after the window has been installed, Viwinco will provide a replacement sealed glass unit at no charge for the lifetime of the original purchaser.

This glass breakage warranty applies only to Viwinco Cambridge double-hung and single-hung windows. If Cambridge windows are used in a new construction application, the warranty will take effect with the occupancy of the home. This warranty does not apply to commercial applications.

The sole remedy under this glass breakage warranty is limited to replacement of broken glass, or refund of the broken glass purchase price, at Viwinco's sole option (See REPAIR PROCEDURE).

## VIWINCO COLORS WARRANTY

Twenty-year coverage against manufacturing defects such as cracking, flaking, blistering, or peeling of the factory-applied exterior laminate film. The factory-applied laminates are also warranted against any significant color change for 20 years from the date of manufacture.

Fading, discoloration or color change of the laminate will not be considered a defect unless it exceeds 3.4 E units (+/-) within the first 10 years of manufacture, or 6.8 E units (+/-) within the first 20 years, as calculated in accordance with ASTM D2244, paragraph 6.2.

In the event that this 20-year warranty is transferred, it will remain in effect for the remainder of the 20 years from the date of manufacture.

If the purchaser resides in a non-residential or commercial property, the product will be covered under warranty for 20 years.

If the product is found defective, the Repair Procedure outlined in this warranty will be followed.

**Note:** Viwinco, Inc. will not be held liable for any charges associated with labor or installation beyond one year from the date of manufacture. This Limited Warranty does NOT cover damage incurred by or attributable the following:

- Caustic or industrial chemicals or solvents, such as but not limited to acetone and ethyl acetate, fuming sulphuric acid, amines, and abrasive products
- Normal effects of weathering, such as non-uniform fading or color change caused by unequal exposure of surfaces to the sun and elements
- Damage resulting from incorrect product installation or flaws in building design or construction
- Damage caused by deliberate alteration or modification of the laminate (such as customer-applied tints or films)
- Minor scratches
- Excessive artificial temperature build-up or exposure, including, for example, that caused by using windows or shutters
- Damage from windborne debris associated with severe acts of nature, such as earthquakes or tornadoes, fire, and flooding
- Accidental or intentional damage over which Viwinco has no control (such as crime)

## REPAIR PROCEDURE

This warranty is limited to The Company, at its option, repairing or replacing defective parts (color matching not guaranteed) in lieu of repairing or replacing the entire window product. Viwinco, Inc. at its sole discretion, reserves the right to refund the amount paid by the original purchaser for the window product (excluding installation cost), if in The Company's opinion repair or replacement is not commercially practical or reasonable or cannot timely be made.

Viwinco, Inc. also reserves the right to change, discontinue or alter any of its products at its sole discretion without notice. If any product, part or component originally installed in your home is not available at the time you make a claim under this Lifetime Limited Window Warranty, The Company may rightfully refund the purchase price of the defective window or window part only, or submit another model, part, or component that in its sole discretion is of equal quality or value.

Viwinco, Inc., has no responsibility, liability or obligation for, nor will it pay for, any labor costs or costs incurred in the removal, installation, or reinstallation of the window or any of its parts after the one-year labor coverage has expired. A service charge, at prevailing rates, will be made for any requested inspection of the windows.

Any claims for defects under this Warranty are to be made promptly after discovery and should describe in full the defect claimed. Identifying information for replacement or repair can be found on permanent labels in the head channel, on individual sash jambs and inside the screen frame.

All claims should be made to the installing contractor. Viwinco, Inc., or our authorized representative, reserves the right to inspect any window for which a warranty claim is made, and then, if the claim is approved, forward the warranted parts at no charge to the original distributor.

Viwinco, Inc. will not pay for any of the following issues caused by failure of the component or product: loss of time/use, inconvenience, personal injury, property damage, or incidental/consequential damages.

In the event that any of the exclusions or limitations in this warranty is prohibited by any applicable state law, the prohibited provisions shall be deemed void as if never included herein and the balance of this warranty shall remain in full force and effect. This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

**THIS WARRANTY IS GRANTED IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.** UNDER NO CIRCUMSTANCES SHALL VIWINCO, INC. BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY NATURE, WHETHER THE ACTION BE BASED ON WARRANTY, CONTRACT, NEGLIGENCE STRICT/ PRODUCTS LIABILITY OR ANY LEGAL THEORY, INCLUDING, WITHOUT LIMITATION, DAMAGE TO PROPERTY OTHER THAN THE PRODUCTS, LOSS OF USE OF THE PRODUCTS, OR OTHER ECONOMIC LOSSES.

THE COMPANY SHALL NOT BE LIABLE FOR CONTRIBUTION OR INDEMNIFICATION FOR ANY REASON OR CAUSE. INCLUDING ANY DAMAGE TO THE BUILDING OR ITS CONTENTS, RESULTING FROM THE BREACH OF ANY CLAUSE SET FORTH HEREIN.

NO FIELD REPRESENTATIVE OR DISTRIBUTOR OR DEALER OF VIWINCO, INC. IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

Item	Original Owner-Occupied Single-Family (Residential)	Commercial	2nd Property Owner Under Warranty Transfer
Vinyl	Lifetime	20 Years	Up until the 20th Anniversary of the Manufacture Date
IGU	Lifetime	20 Years	Up until the 20th Anniversary of the Manufacture Date
Blinds Between the Glass IGU - Patio Door	10 Years	10 Years	Up until the 10th Anniversary of the Manufacture Date
Screens	1 Year	1 year	Up until the 1st Anniversary of the Manufacture Date
Hardware	Lifetime	20 Years	Up until the 20th Anniversary of the Manufacture Date
Labor	1 Year	1 Year	NA
Glass Breakage (Cambridge Only)	Lifetime	NA	NA
Viwinco Colors (Exteriors)	20 Years	20 Years	Up until the 20th Anniversary of the Manufacture Date

**TO REGISTER A LIFETIME LIMITED WARRANTY OR LIFETIME LIMITED AND GLASS BREAKAGE WARRANTY, OR TO TRANSFER A LIFETIME LIMITED WARRANTY:**

See instructions for electronic submission and/or download @ <http://www.viwinco.com/servicewarranty/warranty-information>, or complete and mail the appropriate form below to: Viwinco, Inc., P.O. Box 499, Morgantown, PA 19543-0499

**LIFETIME LIMITED WINDOW WARRANTY REGISTRATION CERTIFICATE**

This card is to be completed and signed by both Property Owner and Dealer at time of installation.

Product Style \_\_\_\_\_

Date of Installation \_\_\_\_\_ Viwinco Job# \_\_\_\_\_

Property Owner's Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

Property Owner named above has purchased Viwinco Cambridge windows and is entitled to protection under the Lifetime Limited Warranty and the Lifetime Glass Breakage Warranty.

**The windows were purchased from:**

Distributor/Dealer \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

**CERTIFICATE OF TRANSFER OF WARRANTY TO 2ND PROPERTY OWNER**

**Property transferred from:**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

**Property transferred to:**

Name \_\_\_\_\_

Address \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

Viwinco Job# \_\_\_\_\_ Product Style \_\_\_\_\_

\*In order to transfer the Lifetime Limited Warranty to 2nd Property Owner, this form must be completed and mailed with a money order or certified check made payable to Viwinco, Inc. for \$50.00 to cover warranty transfer handling costs. Note: Lifetime Glass Breakage Warranty is not transferable.



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Including OceanView · S-Series · Builders Choice · Cambridge · Edgemont  
Plus Cambridge Glass Breakage Coverage and Viwinco Colors Warranty

Congratulations!

Thank you for your purchase of Viwinco window and patio door products. We are proud to present you with an exceptionally durable and reliable product. Manufacturing the highest quality windows and patio doors is essential to us. Providing you with the best customer service is, too. We offer a wide array of resources, from our many dependable distributors to our supportive Customer Service and Service departments.

**INSTALLED BY:**

\_\_\_\_\_  
Dealer's Name  
City \_\_\_\_\_  
State \_\_\_\_\_ ZIP \_\_\_\_\_

**ISSUED TO:**

\_\_\_\_\_  
Property Owner  
\_\_\_\_\_  
Property Address  
City \_\_\_\_\_  
State \_\_\_\_\_ ZIP \_\_\_\_\_

1/2018

To Register: Please complete form on reverse,  
enclose in an envelope, and mail to:

**Viwinco, Inc.,**  
P.O. Box 499  
Morgantown, PA 19543-0499

1/2018

To Transfer Warranty: Please complete form on reverse,  
enclose in an envelope, and mail to:

**Viwinco, Inc.,**  
P.O. Box 499  
Morgantown, PA 19543-0499

1/2018