

To Register:  
Please enclose completed form  
in an envelope and mail to:

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

Attn: Service Department

W200 11/2009

To Transfer Warranty  
Please enclose completed form  
and check in an envelope and mail to:

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

Attn: Service Department

W200 11/2009

*Cambridge*<sup>™</sup>  
Replacement Windows

# Lifetime Limited

## Window Warranty

including  
Glass Breakage Warranty



PO Box 499  
Morgantown, PA 19543  
610-286-8884

W200  
Printed in USA  
© 11/2009 Viwinco, Inc.

## CONGRATULATIONS!

Thank you for your purchase of our vinyl window and patio door products. We are proud to have been able to provide you with what we know is an overwhelmingly durable and reliable product. You can be confident in your decision to do business with us and we promise to uphold the quality of your purchase not only through the product, but at the corporate level as well. We provide an excellent number of informational resources, from our many dependable distributors to our supportive Customer Service and Service departments. Viwinco, Inc. has been producing vinyl windows since 1982 and we pledge to continue providing you with the best quality that you deserve.

# Tilt-n-Lock

*For Viwinco Brand Windows*

### Here's how it works:

The cam-lock has three positions — locked, unlocked and tilt-release. Each step functions smoothly with a positive stop.



#### Locked Position

The sash is securely locked and hidden tilt latches are secure in the sash channel.



#### Unlocked Position

When you move the cam lock lever to unlock position at 150 degrees, the hidden tilt latches are securely engaged with the jamb, and you can lift the sash.



#### Tilt-Release Position

When you move the lever to the second position at 180 degrees, the hidden tilt latches are retracted to clear the jamb channel; the sash tilts towards you easily.

### INSTALLED BY:

Dealer's Name

City

State

Zip

### ISSUED TO:

Property Owner

Property Address

City

State

Zip

## LIFETIME LIMITED CAMBRIDGE WINDOW WARRANTY REGISTRATION CERTIFICATE

This card is to be completed, signed by both Property Owner and Dealer at time of installation and returned to: VIWINCO, INC. PO. Box 499, Morgantown, Pa 19543-0499.

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 Name

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

City

State

Zip

Viwinco Job #

Product Style

Date of Transfer

Date of Original Purchase

### TRANSFER OF LIFETIME LIMITED WARRANTY

\* 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.

## LIFETIME GLASS BREAKAGE WARRANTY

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

This glass breakage warranty only applies 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 the above is limited to replacement of broken glass, or refund of the broken glass, or refund of the broken glass purchase price. The limitations of the LIMITED REMEDY, stated below, apply to the glass breakage warranty stated above.

### Limited Remedy

Owner's sole remedy under the above glass breakage warranty, or under any implied warranty, is limited to the repair or replacement of defective products, or refund of the purchase price of defective products at Viwinco ("Company") sole option, including transportation charges from Company. Any claims for defects under this Warranty are to be made promptly after discovery describing the defect claimed. Company shall not be liable for labor costs or costs incurred in the removal, replacement, installation or reinstallation of the window. A service charge, at prevailing rates, will be made for any requested inspection of the windows. If the part or component of the originally manufactured window is not available, Viwinco Products will, at its option, substitute a part or component of equal quality or refund the purchase price of the defective windows only.

IN NO EVENT SHALL, VIWINCO, INC. BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER THE ACTION BE BASED ON WARRANTY, CONTRACT, NEGLIGENCE STRICT/ PRODUCTS LIABILITY OR ANY LEGAL THEORY, INCLUDING, WITHOUT LIMITATIONS, DAMAGE TO PROPERTY OTHER THAN THE PRODUCTS, LOSS OF USE OF THE PRODUCTS, OR OTHER ECONOMIC LOSSES. COMPANY SHALL NOT BE LIABLE FOR CONTRIBUTION OR INDEMNIFICATION FOR ANY REASON OR CAUSE.

### To register Lifetime Limited and Glass Breakage Warranty or to transfer Lifetime Limited Warranty:

Fill out the form, enclose in an envelope and mail to:

Viwinco, Inc.

P.O. Box 499

Morgantown, PA 19543-0499



Or register online at [www.viwinco/registration.com](http://www.viwinco/registration.com)

## Lifetime Limited Warranty

Viwinco, Inc. warrants its Cambridge™ vinyl double-hung and single-hung windows 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 (1) subsequent owner with the remainder of those 20 years from the original installation date being covered. A transfer fee of \$50.00 accompanied with the document entitled, "Certificate of Transfer of Warranty to 2nd Property Owner" must be received 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 twenty (20) years.

### VINYL : Lifetime Coverage

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

### INSULATED GLASS UNIT : Lifetime Coverage

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 air space of the sealed unit, as long as you own and reside in the residence in which the windows were installed. Should the glass fail, Viwinco, Inc. will provide you with a replacement sealed glass unit at no charge. This lifetime warranty will become a 20-year warranty, in the event that it is transferred, with the remainder of those 20 years from the date of installation being covered.

### Leaded Glass : 10 Years

10-year coverage against defects in material and workmanship which will make the product unfit for its normal and recommended use.

**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 a defect. ALL GLASS WARRANTIES ARE VOID IF ANY FILM IS APPLIED TO GLASS.

### HARDWARE : Lifetime Coverage

Lifetime coverage against manufacturing defects to the hardware, including corrosion, is provided with certain exceptions. This lifetime warranty will become a 20-year warranty, in the event of the warranty being transferred, with the remainder of those 20 years from the date of installation being covered.

### 1-year Full-Coverage Labor Warranty for Vinyl Windows:

For original purchasers who complete and return the warranty registration card, Viwinco, Inc. will repair or replace (including the cost of removal of the defective product and/or installation of replacement product), at Viwinco'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.

#### **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 impact of foreign objects (except to window panes as provided above), extremes of weather or other acts of God, or by fire, explosion or other casualty, by 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 the effects of air pollution, exposure to harmful chemicals or normal weathering caused by exposure to the elements.
- F. Defects in insect screens that occur more than 12 months from date of window installation.

#### **CONDENSATION:**

Condensation or mildew on windows may occur as the natural result of humidity within the house or building and 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. No window can prevent condensation 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.

#### **REPAIR PROCEDURE:**

This warranty is limited to Viwinco, Inc., at its option, repairing and/or replacing defective parts (color matching not guaranteed) in lieu of repair or replacement. Viwinco, Inc., in its sole discretion, reserves the right to refund the amount paid by the original single family homeowner for the window product (excluding installation cost). 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.

Viwinco, Inc. reserves the right to change, discontinue or alter any of its products or parts incorporated into 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 of any claim by you under this Lifetime Limited Window Warranty, we reserve the right to submit another model, part or component that in its sole discretion is of equal quality or value. There could be labor charges for the removal of defective products and for installation of replacement products, if not removed and installed by the homeowner. Viwinco, Inc. has no responsibility, liability or obligation for, nor will it pay for any removal or installation costs for the replacement products.

Viwinco, Inc. or our authorized representative reserve the right to inspect any window for which a warranty claim is made, and then forward the contractor who installed the window the warranted parts at no charge, or to the authorized contractor nearest your home. All claims should be made to the installing contractor. All parts will be shipped to the original distributor.

Viwinco, Inc. will not pay for loss of time, inconvenience, loss of use or any component or product, or any personal injury or property damage caused by the component or product or its failure to work or any other incidental or consequential damages.

In the event any of the exclusions or limitations in this warranty are 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 and 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, INCLUDING ANY DAMAGE TO THE BUILDING OR ITS CONTENTS, RESULTING FROM THE BREACH OF ANY WARRANTY 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.**