



DIRECTVUE
— WINDOWS+DOORS —

LIFETIME LIMITED WINDOW & PATIO DOOR WARRANTY

BLUE LABEL PLUS
EXTENDED WARRANTY





VIWINCO LIFETIME LIMITED WINDOW & PATIO DOOR WARRANTY

OceanView® · S-Series™ · Cambridge® · Edgemont® · Multitrack 650 Patio Doors
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. **In order to complete a transfer, you will need to visit www.viwinco.com/warranty-transfer/ to fill out the form. Make sure to save the confirmation email. This will serve as your "Certificate of Transfer of Warranty to 2nd Property Owner." This form must be filled out and submitted for the warranty to be transferred.**

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.

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 be made in a timely manner.

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 warranty claims should be made to the distributor from where the windows were purchased. 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.

WARRANTY POLICY

Warranty Holder	Original Owner-Occupied Single-Family (Residential)	2nd Property Owner Under Warranty Transfer	Commercial
Vinyl	Lifetime	Up until the 20th Anniversary of the Manufacture Date	20 Years
IGU Seal Failure (Photographic evidence is required)	Lifetime	Up until the 20th Anniversary of the Manufacture Date	20 Years
IGU Stress Crack (Photographic evidence is required)	1 Year	N/A	1 Year
Blinds Between the Glass IGU Patio Door	10 Years	Up until the 10th Anniversary of the Manufacture Date	10 Years
Screens	1 Year	N/A	1 Year
Hardware	Lifetime	Up until the 20th Anniversary of the Manufacture Date	20 Years
Labor	1 Year	N/A	1 Year
Glass Breakage (Cambridge Only)	Lifetime	N/A	N/A
Viwinco Colors (Exteriors)	20 Years	Up until the 20th Anniversary of the Manufacture Date	20 Years

SASH VS. IGU WARRANTY POLICY (GLASS FAILURES ONLY)

Product	Full Sash Part Replacement	IGU Only Part Replacement
Hung Windows	20 Years	After 20 Years
Slider Windows	20 Years	After 20 Years
Casements/Awnings	20 Years	After 20 Years
Patio Door - Active Panel Sash	1 Year	After 1 Year
Patio Door - Stationary Panel	N/A	Always
Geometrics/Pictures	N/A	Always
Pending on products availability.		

REGISTERING A WARRANTY IS NO LONGER NECESSARY, WE WILL HONOR YOUR WARRANTY AS LONG AS YOU HAVE YOUR VIWINCO ORDER NUMBER. FOR MORE INFORMATION PLEASE VISIT WWW.VIWINCO.COM/WARRANTY/

DO NOT REMOVE YOUR WARRANTY LABEL FROM YOUR WINDOWS!
THIS WILL BE THE ONLY WAY TO ACCESS YOUR ORDER INFORMATION. IF YOU NEED TO SUBMIT A WARRANTY CLAIM, PLEASE GO TO THE DISTRIBUTOR WHERE YOU PURCHASED YOUR WINDOWS.

We recommend filling out the form on Page 4 and saving it for future reference.



BLUE LABEL PLUS EXTENDED WARRANTY

OceanView® · S-Series™ · Cambridge® · Edgemont® · Multitrack 650 Patio Doors

Congratulations on the purchase of your (“you”, “your”) Viwinco Windows and/or Doors. As a result of the partnership with **DirectVue Signature Master Installer**, you are eligible for the additional warranties on the Products set forth below (“Extended Warranty”), in addition to the Lifetime Limited Window and Patio Door Warranty (“Standard Warranty”) made available to you at www.viwinco.com/warranty/. The terms and conditions of the Standard Warranty are hereby incorporated by reference and shall apply to this Extended Warranty as if fully set forth herein.

The Extended Warranty includes: (i) the Accidental Glass Breakage Warranty (“Glass Warranty”) and (ii) Blue Label Plus intrusion warranty (“Blue Label Plus Warranty”), each as further described below. The Extended Warranty is not transferable and only eligible if you (a) were the original purchaser of the Products, and (b) reside in the single-family residence (“Home”) in which the purchased Products were originally installed (“Homeowner”).

Glass Warranty

The Glass Warranty provides all Products accidental glass breakage coverage for twenty (20) years from the original date of manufacture. This Glass Warranty covers accidental glass breakage by the Homeowner, occupants, visitors of the Home or other non-business pedestrians in contact/proximity of the Home conducting day-to-day activities where accidents can reasonably occur (i.e. outdoor and indoor activities, including personal lawn care, that normally occur and are conducted by reasonable people during the course of a day in and around the Home).

Exclusions to the Glass Warranty include: (i) damage caused by deliberate alteration or modification of the Product; (ii) damage from windborne debris associated with severe acts of God, such as hurricanes, earthquakes, tornadoes, fire, flooding, explosions, casualty and other unforeseeable events (“Force Majeure Events”); and (iii) crime, including without limitation, domestic violence, domestic terror, vandalism, forced entry, firearms and break-ins (“Criminal Events”). The Glass Warranty shall not apply to any and all damage to Products caused by any third-party actor, including without limitation, any business, company, government entity, sole proprietor and/or any and all other persons (“Third Party”) who come into proximity of the Products, that cause glass breakage, while performing any activities involving the Products, including without limitation, lawncare and landscaping, construction of any kind, and government work. Company shall have no liability under the Glass Warranty for any damage caused to the Product by any Third Party. These exclusions are specific to the Glass Warranty extension itself.

Blue Label Plus Home Intrusion Warranty

The Blue Label Plus Home Intrusion Warranty is limited to Products that are impact rated, have passed ASTM E-1886/E-1996 Protocols and are less than twenty (20) years from the original date of manufacture (“Viwinco Conditions”).

The Blue Label Plus Home Intrusion Warranty will provide the Homeowner with the following guarantee; if any intruder breaks-in and gains entry into the Home to damage and/or burglarize through a Product that meets the Blue Label Plus Conditions, the Company will provide the Homeowner one thousand USD (\$1,000.00) towards their Homeowners Insurance deductible. In order to receive coverage under the Blue Label

Plus Home Intrusion Warranty, the Homeowner must have a registered Blue Label Plus Warranty through www.viwinco.com/directvue-warranty/ and submit the following: (i) filing a police report and submitting such report to Company; (ii) notifying your DirectVue within forty-eight (48) hours of the incident; and (iii) submitting the Blue Label Plus Warranty claim within seven (7) business days of the incident. If Homeowner’s Blue Label Plus Warranty is approved, Homeowner can decide to receive funds in form of a check or direct discount payment at time of Product replacement.

Exclusions to the Blue Label Plus Home Intrusion Warranty include: (i) failure to have the Products locked securely; (ii) damage caused by deliberate alteration or modification of the Product; (iii) damage from windborne debris associated with Force Majeure Events; and (iv) Criminal Events.

Homeowner may submit any warranty claims by completing the form found at <https://parts.viwinco.com/>

THIS EXTENDED 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 COMPANY 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 COMPANY IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS EXTENDED 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.



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OceanView® · S-Series™ · Cambridge® · Edgemont® · Multitrack 650 Patio Doors

Congratulations!

Thank you for your purchase of Viwinco window and patio door products. We are proud to provide you with exceptionally durable and reliable products, expertly installed by DirectVue, our trusted Signature Master Installer partner.

Your purchase includes the Blue Label Plus Extended Warranty, giving you added peace of mind and extended coverage beyond our standard protection. Manufacturing top-quality windows and patio doors is our priority—and so is delivering outstanding customer service. We hope you enjoy your beautiful new windows and doors for many years to come.

Please complete the following form for your records, but to officially register your warranty, visit www.viwinco.com/directvue-warranty/ and fill out the online registration form.

ISSUED TO:

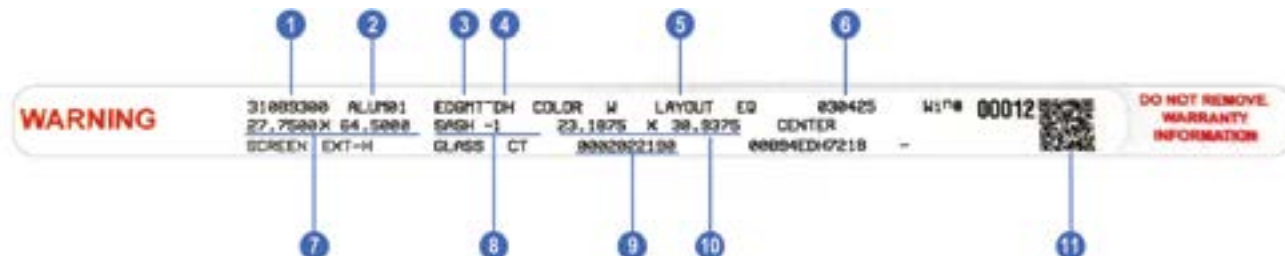
Property Owner _____ Property Address _____
City _____ State _____ ZIP _____
Product Line _____ Product Style _____
Viwinco Order Number(s) _____ Order placed on _____

Register Your Warranty
Scan the QR code to register
your Viwinco/DirectVue Blue
Label Plus Warranty.



Warranty Label Diagram

The warranty label is one of the most important labels on our windows and doors. It is basically the product's license plate and contains a variety of important information such as: order number, manufacturing date, product line, product style, measurements and the distributor it was purchased from. In the event that you have an issue with your Viwinco products, we will need the information on the warranty label to verify the status of the warranty and reference the order. With this information, we can then process a remake or ship replacement parts. **THIS IS WHY IT IS IMPORTANT TO NOT REMOVE THE WARRANTY LABEL!**



1. Viwinco job (order) number
2. Distributor where window was purchased
3. Product Line
4. Product Style
5. Layout - EQ (Equal) RO (Reverse Oriel) O (Oriel)
Patio Doors: XO (Left-Hand Operation) OX (Right-Hand Operation)
*From the outside looking in
6. Delivery Date
7. Make size of window (w x h)
8. Sash Location - Top or bottom sash: Sash 1 – Top Sash 2 – Bottom
Patio Doors/Sliding Windows - Panel Location 1, 2, or 3
*From the outside looking in
9. Delivery Date
10. Size of sash - width x height
11. QR Code - Scan the QR code to auto-fill your window's
details in our Warranty Claims Portal.