

VINYL WINDOW & PATIO DOOR  
LIFETIME LIMITED WARRANTY

effective July 1, 2024



COVERED COMPONENT	Residential Single Family Owner Occupied			Commercial (other than Single Family Owner Occupied) Applies to Single Family Owner Occupied if HOA owns/maintains windows
	DURATION OF COVERAGE (coverage begins at date of manufacture)	TRANSFER?	COVERAGE AFTER TRANSFER (from date of manufacture)	DURATION OF COVERAGE
<b>VINYL FRAMES</b>				
will not chip, crack, peel, blister, pit, or materially warp.	Lifetime *	Yes	Lifetime to the next homeowner.	10 years
<b>INSULATED GLASS</b>				
will not have seal failure, material obstruction, film formation, moisture or dust between the panes of glass.	Lifetime *	Yes	20 years	10 years
Spontaneous Glass Breakage (Stress Crack)	1 year	No	N/A	None
Special Glass Options - includes tempered, laminated, leaded, decorative, blinds between the glass, or other options not found in catalog.	10 years	No	N/A	10 years
Accidental Glass Breakage excludes patio doors, specialty glass, garden windows, special shapes, SDL grids, new construction products, acts of God, riots, civil unrest, war, and uninstallation.	Lifetime *	No	N/A	None
<b>SCREENS</b>				
FlexScreen Frame and Aluminum Screen Frame material will not crack or break	Lifetime *	Yes	20 years	5 years
<b>PARTS &amp; HARDWARE</b>				
will not break, crack, or otherwise fail	Lifetime *	Yes	5 years	5 years
Decorator hardware finishes	10 years	Yes	10 years	5 years
<b>LAMINATED OR PAINTED VINYL EXTERIOR</b>				
will not peel, blister, unevenly or significantly discolor under normal weather conditions.	10 years	No	N/A	10 years
<b>WOOD COMPONENTS OF BAY/BOW WINDOWS</b>				
damage to wood caused by a manufacturing defect in the windows. No warranty on unfinished wood.	must be reported within 60 days of manufacture.	No	N/A	must be reported within 60 days of manufacture.
<b>LABOR COSTS</b>				
for removing, replacing or installing any part furnished by Vinylmax under this warranty. Must be approved in advance by Vinylmax. At the sole discretion of the manufacturer, a vinyl sash for glass replacement will be provided in lieu of labor	1 year	Yes	1 year	None
Accidental Glass Breakage	None	N/A	N/A	N/A

\* Lifetime is defined as long as original purchaser owns and occupies the residence where the windows/doors are installed.

**WHAT ISN'T COVERED**

- This warranty only covers windows/doors purchased. Vinylmax is not responsible for any costs associated with repair/replacement of any other materials.
- This limited warranty does not extend to improper repairs or modifications by parties other than Vinylmax and its agents, or to any items which are installed or constructed pursuant to a separate contract or agreement between the purchaser and any party other than Vinylmax.
- Sound that occurs from the product, including friction, clicking, tapping or vibration of grids or glass upon operation or outside force such as wind or traffic.
- Condensation or damage caused by condensation, including mold, frost, or dew. Condensation issues are caused by excessive moisture in a dwelling.
- Damage caused by exposure to abnormal force, environments, excessive temperature, humidity, fumes, vapors, chemicals or pollutants.
- Installation materials, including caulking, and damage due to improper installation or methods other than recommended practices and compliance with building codes.
- Minor scratches or visual imperfections or variations in product that fall within normal range per ASTM or other industry standards.
- Where labor is provided, you must provide interior and exterior access to the product. Vinylmax is not responsible for the cost of scaffolding or lift equipment needed to reach product that cannot be reached with a 12' extension ladder. Vinylmax is not responsible for labor where safe and practical access is not available.
- Contact your window supplier to obtain a replacement for any windows damaged upon delivery. Vinylmax will not be responsible for the cost to repair or replace any installed window shown to have an observable defect or damage or defective prior to installation.
- Product changes may occur in any window/door model or parts used. Vinylmax shall have the right to replace the defective part with any part of equal function and value if the original style is no longer available. Replacement parts may not be an aesthetic match to the original windows.

**DISCLAIMERS, EXCLUSIONS & SEVERABILITY**

The remedies provided in this warranty are your exclusive remedy regardless of basis or legal theory involved. Vinylmax makes no warranty for its products beyond that contained in this writing, and this warranty represents the entire obligation of Vinylmax with respect to windows sold. **ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY WITH RESPECT TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING FROM THE COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE, ARE DISCLAIMED. VINYLMAX SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, PERSONAL INJURY, LOST PROFITS, LOSS OF USE, DIMINUTION IN VALUE, OR PUNITIVE DAMAGES.** If disclaimer of any implied warranty is prohibited, its duration is limited to the applicable duration in this warranty. Some states do not allow limitations on how long an implied warranty lasts, or exclusions of incidental and consequential damages, so the related limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No steps taken by Vinylmax to correct defects shall act to extend the scope or duration of this warranty or to make verbal agreements with respect thereto. All items for correction must be in written form. The invalidity of any agreement, restriction, condition, reservation or any other provision of this limited warranty shall not impair or affect in any manner the validity or effect of the remaining provisions of this limited warranty. The purchaser approves and accepts the above warranty, including the terms and conditions and exclusions hereto.



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Vinylmax Windows are designed and manufactured to add beauty to your home and increase the comfort level of your living environment. Vinylmax adheres to industry manufacturing standards that guarantee you will receive that beauty, comfort and performance. Every window is custom made for your specific order by people who really care about your satisfaction. By our Limited Warranty, we stand behind this commitment to your satisfaction as long as you reside in your home.

INDUSTRY STANDARDS AND TOLERANCES FOR FIT, FINISH AND PERFORMANCE

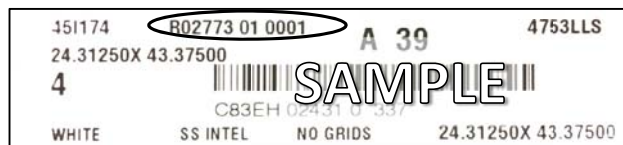
- Vinylmax's windows are tested in accordance with procedures established by AAMA and NFRC, which measure the performance of sample products in a laboratory setting. Vinylmax manufactures its windows using the methods and materials used in fabrication of the tested window. However, window components and manufacturing processes involve a range of tolerances which can cause variance among tested values, and in-field evaluation of a window can affect test results as well. For these reasons, Vinylmax does not warrant individual product test results.
- Small scratches and nicks in the vinyl, of a minor nature, may occur for any number of reasons, and can be buffed out with fine buffing compound suitable for vinyl surfaces. White and Tan vinyl is colored throughout and minor nicks and scratches do not affect the performance or overall appearance of your windows. Other colors may have either a coated or laminated finish, for which touch up kits are available.
- Vinyl rails may not be precisely straight at times. There are a variety of reasons for this, but the composition of vinyl that results in its warmth, its weatherability and its freedom from maintenance, also allows it to be somewhat flexible. Vinylmax allows 1/8" of deviation from a true straight line for every 24" of length.
- Vinyl sashes and frames must have room to expand and contract with variations in temperature from summer to winter. The frame must be installed in the opening with at least 1/8" on each side to expand (without expansion room, the sashes could bow while trying to expand). Sashes are designed to float within the frame with no less than 1/32" and no more than 3/32" gap per side and no more than 3/16" up and down play (or side to side in the case of a slider) of the two sashes in a locked position.
- The insulated glass is made with the highest quality float glass used in the window industry. There is no such thing as a "perfect" piece of glass. There are exacting federal specifications for "commercially acceptable" flaws, the standard accepted in the window industry is that if the flaw cannot be seen from a distance of four feet away, it isn't a flaw. Tempered glass may exhibit waves in the glass, which is a normal part of the process.
- Grids placed between the pieces of glass are sometimes not perfectly aligned, either vertically or horizontally. Industry standard calls for allowance of up to 1/8" out of perfect alignment which is usually not noticeable, depending on the viewing angle.
- Air can enter around and through the best window. Do not expect to have zero air infiltration on any operating window. Vinylmax windows are designed to allow the minimum amount of air infiltration consistent with the ease of operation of your window and consistent with industry standards for allowable air infiltration.
- Water can enter the sill track of several different window and door styles. These products are designed to capture this water before it enters your home and drain it outside. The presence of water in the sill of a window or door does not indicate a problem unless it actually flows over the sill.
- Condensation is a serious problem associated with high humidity levels in the home. New windows, with their warmer surfaces may help reduce condensation, but to eliminate the problem, the moisture level in the home must be reduced. Visit [www.vinylmax.com](http://www.vinylmax.com) for more information.

REQUIRED MAINTENANCE

- 1) Keep sill track clean of dirt and debris so water can flow freely to outside
- 2) Keep weep holes free from obstruction so water can flow freely outside
- 3) Inspect outside caulking around windows regularly and replace caulk when necessary
- 4) Clean and check operation of hardware and weatherstripping regularly and repair if necessary
- 5) Determine the source of any moisture that you see around your windows and stop its entry and accumulation
- 6) Dry out immediately any areas around your windows that you observe are wet. Immediate action is required to mitigate any damage to your home. Use of a dehumidifier, fan, or warm air source will help dry the affected area.
- 7) Maintain relative humidity at moderate levels

HOW TO GET HELP

Vinylmax has no obligation under this warranty until you provide notice and an opportunity to perform. Exercise of Warranty must be made within the warranty coverage period by notifying Vinylmax upon becoming aware of any claim for defect and allowing up to 14 days for Vinylmax to acknowledge. Vinylmax may, at its discretion, inspect the product to validate the claim. After determining the validity of the claim, Vinylmax will repair or provide a replacement for the defective part. Vinylmax will ship the replaced or repaired part to you or the nearest authorized dealer, at its discretion. You are responsible for packaging and shipping costs. Vinylmax may at its sole discretion refund the purchase price of the window in full satisfaction of its warranty obligations.



This label is found on the window sash and shows the serial #.

To file a claim, submit your contact information, description of issue, original proof of purchase, including date of purchase, and the serial number from the window. Providing photos of the defect (if applicable) and the sash label (shown above) can expedite the process.

Mail: Vinylmax Warranty Service  
2921 McBride Ct.  
Hamilton, OH 45011

Phone: 1-877-847-3752  
Email: [warranty@windowsolutionsgroup.com](mailto:warranty@windowsolutionsgroup.com)  
Web: <http://www.vinylmax.com/request-for-service-call>

WEB RESOURCES

Additional resources, including information on care and maintenance, condensation, tax credits, and warranty transfer can be found at

<http://www.vinylmax.com/resource-center/resources-for-homeowners>

FOR YOUR RECORDS

Windows Purchased From: \_\_\_\_\_

Installer's Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Installation Date: \_\_\_\_\_

Notes: \_\_\_\_\_