



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. **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 the date of manufacture. 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

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 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 warranty claims should be made to the distributor where the windows were purchased from. 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 you fill out the form on Page 4 and saving it for future reference.



LIFETIME LIMITED WINDOW AND PATIO DOOR WARRANTY

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.

ISSUED TO:

Property Owner _____ Property Address _____

City _____ State _____ ZIP _____

Product Line _____ Product Style _____

Viwinco Order Number(s) _____ Order placed on _____

Purchased windows from DISTRIBUTOR/DEALER _____

Address _____ City _____

State _____ ZIP _____

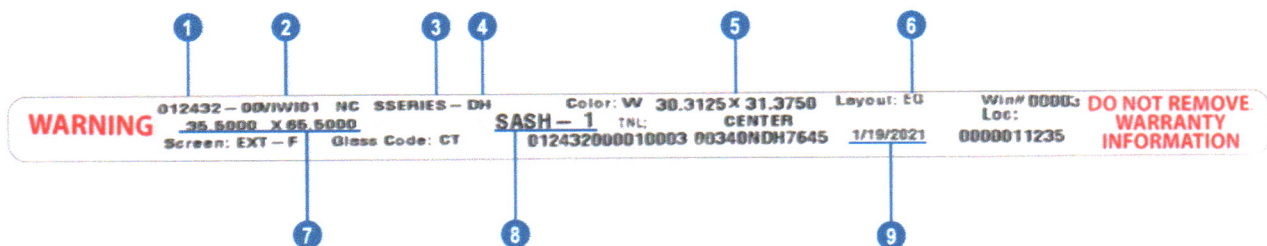
Installed by _____ Date of Installation _____

Address _____ City _____

State _____ ZIP _____

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. Size of sash - width x height

6. Layout - EQ (Equal) RO (Reverse Oriel) O (Oriel)

Patio Doors: XO (Left-Hand Operation) OX (Right-Hand Operation)

*From the outside looking in

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

Warranty Claim Submission Process

To submit a warranty claim, you must go through the distributor location where you purchased your windows and doors. If you are unsure of where the windows were purchased from, this can cause some confusion in the process and get your warranty claim processed.

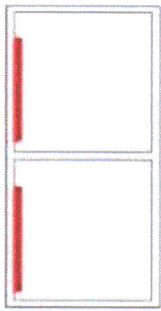
Step 1: Locate your Warranty Label

Use the diagram below to help find the exact location of the warranty label. Depending on the style of the window, the label may be located on the sash or the frame. The label should be visible when the window is closed.

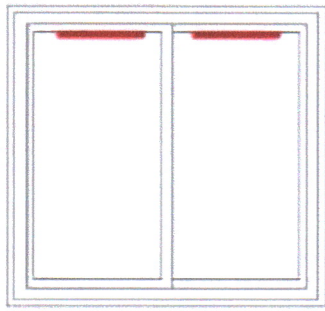
The warranty label is one of the most important labels on our windows and doors. It is the product order number, manufacturing date, product line, product style, measurements, and the distributor location.

Missing Warranty Label

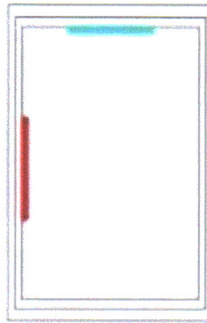
If you cannot locate a warranty label or cannot get to one of the windows, any of the windows from the order would need each order number if you had multiple orders.



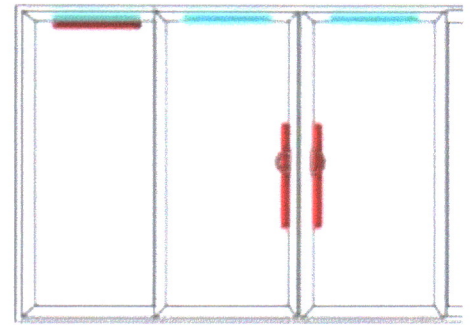
**Double/
Single-Hung**
Interior left
side of both
sashes



Slider
Top of sash



Casement
Hinged side
of sash
Hopper:
Top of sash
Awning:
Top of sash

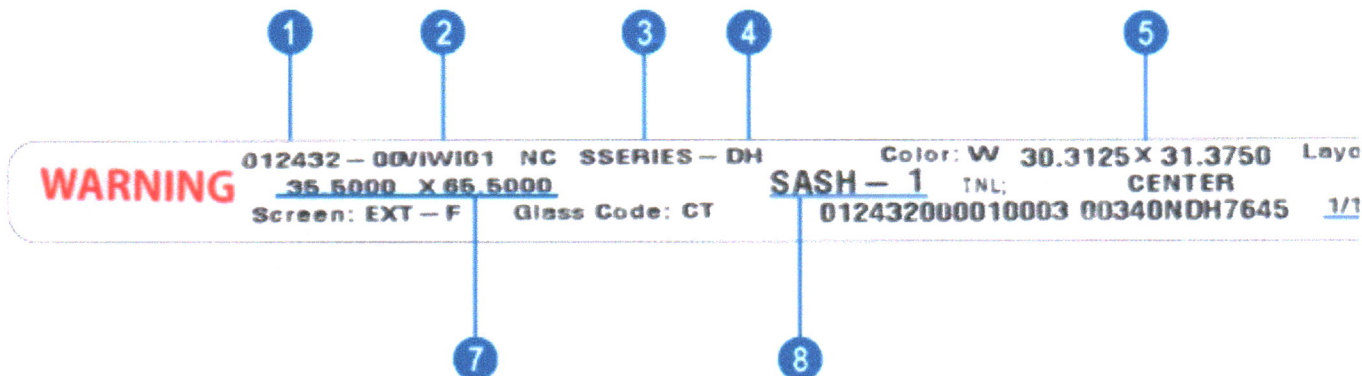


Patio Door
Side of locking stile
Top of non-operating sash
650 Patio Door
Top of operating and
non-operating sash

Step 2: Note the Order Number (1), the Distributor Code (2), the Product (9)

The six-digit Order Number (1) and Distributor Code (2) are necessary to identify the distributor's r

The Product Line & Style (3 & 4) and Delivery Date (9) information will be utilized in Step 4.



Step 3: Search our Distributor List for Contact Information

Using the Order Number (1) and Distributor Code (2) found in Step 2, visit our [Distributor List](#). Scroll to the distributor code listed to the right of the code is where the windows were purchased from.

CLOSED DISTRIBUTORS

If your Distributor is listed as CLOSED, there should be an alternate location to contact that will have the windows. If you do not have an alternative, please get in touch with our customer service department via phone at [610-286-888](tel:610-286-888).

MULTIPLE ORDERS

If you cannot locate a warranty label or cannot get to one of the windows, any of the windows from the order would need each order number if you had multiple orders.

Please [contact our customer service department](#) if your warranty label is missing or your Distributor is closed.

Step 4: Contact the Distributor

Once the contact information is found, you can visit or call the distributor and they will submit the need the following information from Step 2.

- › Order Number – Number 1 on the diagram
- › Product Line & Style – Numbers 3 and 4 on the diagram
- › Delivery Date – Number 9 on the diagram

Once this information is delivered to the distributor, they will process the warranty claim. If a service Viwinco Service Manager.

Helpful Links

[Distributor List](#)

[Document Gallery](#)

[Installation Guide](#)

[Label Diagrams](#)

WHERE
TO BUY
WARRANTY
CONTACT
US



Lates
t
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