

**VINYLMAX LLC**  
**LIFETIME LIMITED WARRANTY**  
**NON-PRORATED AND TRANSFERABLE**

**Replacement Windows**

Vinylmax LLC warrants to you, the original resident property owner purchaser, that any window manufactured by Vinylmax is free of manufacturing and/or material defects for as long as you own or live in the home in which the windows were installed. If Vinylmax windows are installed in commercial or rental properties, please refer to the "Commercial Use" section of this Warranty.

Products purchased by Vinylmax for resale, as received, are warranted only by the original manufacturer and therefore none of the terms of this warranty apply to those products.

**Vinyl Frames** will not chip, crack, peel, blister, pit, or materially warp for as long as you own or live in your home. This warranty is fully transferable to the next homeowner.

**Insulated Glass** will not have a seal failure for as long as you own or live in your home, and will be free from material obstruction of vision from film formation caused by dust or moisture in the dead air space of the insulated glass unit. Upon transfer of this warranty, the second homeowner will receive a replacement unit of glass necessary to comply with this warranty for only 20 years after the manufacture date; thereafter a 50% credit off the company's current price will be allowed for replacement glass. Glass will not break due to spontaneous cracking (stress crack) for one year after the date of manufacture.

**Screen frame** will not crack or break for as long as you own or live in your home. Screen cloth will not rot, or stain for as long as you live in your home. This warranty is fully transferable to the next homeowner.

**Parts and Hardware** will not break, crack, or otherwise fail during normal use for as long as you own or live in your home. Upon transfer of this warranty, the second homeowner will receive replacement necessary to comply with this warranty for only 5 years after the manufacture date; thereafter a 50% credit off the company's current price will be allowed for replacement parts.

**Labor Costs**, for removing, replacing, or installing any part furnished by Vinylmax under this warranty, for the first year only after date of manufacture of the window, will be paid by Vinylmax. All such labor charges must be approved before hand by Vinylmax. After one year from the date of manufacture, labor costs are not included under the Limited Warranty and neither Vinylmax nor it's distributors or dealers will be responsible for any labor costs for removing, replacing, installing or reinstalling any window or part furnished by Vinylmax under this warranty. Service call charges for problems reported after the first year or for inspections which determine that there is no warranty coverage for the problem are not included under this Limited Warranty.

**Wood** used on bay and bow windows may be damaged by excessive condensation, leaving windows partially open to rain, aging and failure of caulking, improper installation, and many other things. Vinylmax will replace the wood used on its bay and bow windows only if damage to the wood is caused by a manufacturing defect in its windows and only if notified of such damage within 90 days of the date of manufacture. It is the homeowner's responsibility to seal and finish surface of this wood. Any damage occurring because of failure to seal and finish this wood is not covered under the terms of this warranty.

**Alterations or Additions** to any window part are not covered in any manner under this Limited Warranty. In addition, some alterations or additions may affect the performance of the window or may nullify this Limited Warranty entirely.

**Caulking** is used on most window installations but is not part of the window and is not covered in any respect by this Limited Warranty.

**Condensation** or frost on the inside or outside surfaces of the insulated glass or window does not indicate a defect in the window or in the installation of the window and is not covered in any respect by this Limited Warranty.

**Commercial Use** of Vinylmax windows in office buildings, schools, churches or in rental properties will limit the coverage of this warranty to one year on parts and hardware and ten years on vinyl frames and insulated glass and the warranty will not be transferable.

**Exercise of Warranty** by original consumer or subsequent homeowner must be done by notifying Vinylmax immediately upon becoming aware of any claim for defect, providing proof of purchase of Vinylmax products and allowing reasonable time for Vinylmax to inspect the defect. Vinylmax LLC will repair or replace the defective part only after inspection, or if inspection is not practical, after you return the defective part to Vinylmax. Vinylmax will ship the repaired or replaced part to you or to the nearest authorized dealer, at the discretion of Vinylmax. You are responsible for shipping and packaging cost for this shipment. Proof of original purchase is shown either by filling out a Vinylmax Warranty registration card and sending it to Vinylmax at the time of purchase, or demonstrating original proof of purchase from your dealer.

**Transfer of Warranty** by you to one subsequent owner is done by sending a letter notification and a check for \$40.00 to Vinylmax LLC.

The original warranty will not be extended by the replacement or repair of any parts. The remaining warranty period will apply to the replacement or repaired parts.

Damage or improper fit attributed to improper installation, normal weathering, accident, fire, flood, acts of God, vandalism, misuse, environmental conditions, mildew, excessive moisture, building settlement, excessive localized heat differential, and anything else beyond Vinylmax's control are not covered in any respect by this Limited Warranty.

Product changes may occur in any window model or part used on any window. Vinylmax shall have the right to replace a defective part with any part of equal function and value if the original style is no longer available.

**THE LIMITED WARRANTY STATEMENTS CONTAINED HEREIN ARE THE ONLY EXPRESS WARRANTIES EXTENDED BY VINYLMAX LLC AND THE PROVISIONS HEREOF CONSTITUTE THE PURCHASER'S ONLY REMEDY FOR DEFECTS DESCRIBED HEREIN. VINYLMAX LLC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND NOR FOR ANY DELAYS IN THE PERFORMANCE OF ITS OBLIGATIONS UNDER THIS WARRANTY DUE TO CIRCUMSTANCES BEYOND ITS CONTROL.**

This Limited Warranty gives specific legal rights. There may be other rights which vary from state to state.

This warranty put into effect January 1, 2008

**MOST IMPORTANT**

Submission of fully completed Warranty Registration Certificate is a condition precedent to warranty coverage and performance of Vinylmax LLC obligation under the terms of this warranty. To register this warranty you must fill in this postcard and mail it to Vinylmax LLC within thirty (30) days after the completion date of the original installation. Make sure that all information is supplied and the card is signed by you and your DEALER. Tear out the postcard, and mail.



**LIFETIME LIMITED WARRANTY  
 CERTIFICATE OF REGISTRATION**

Print Name of Homeowner \_\_\_\_\_  
 Street \_\_\_\_\_  
 Number \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**PERSONALLY REGISTERED SERIAL NUMBERS**

Numbers From \_\_\_\_\_ To \_\_\_\_\_  
 (Located in top inside of master frame)  
 I certify that the above information is correct and understand the dealer is an independent contractor and not an agent of Vinylmax LLC.  
 I expressly assent to the terms of the Vinylmax LLC LIFETIME LIMITED WARRANTY.

Homeowner's Signature: \_\_\_\_\_  
 Dealer's Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

## WINDOW NOTES & EXPLANATIONS

**VINYLMAX WINDOWS** are designed and manufactured to add beauty to your home and increase the comfort level of your living environment. Vinylmax adheres to manufacturing standards that guarantee you will receive that beauty and comfort. 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 for as long as you reside in your home.

While we are committed to making the best window possible for your satisfaction, we cannot produce a flawless product. Certain tolerances are necessary and unavoidable in the manufacturing and installation process.

The following explanation of some common occurrences may help you to understand these tolerances and industry standards of fit and finish:

1. 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.
2. 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.
3. 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 1/4" 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 less than 1/16" and no more than 3/16" up and down play (or side to side play in the case of a slider) of the two sashes in a locked position.
4. The insulated glass is made with the highest quality float glass used in the window industry. It must be understood that there is no such thing as a "perfect" piece of glass. Even in the best quality there are "commercially acceptable" flaws. While there are exacting Federal Specifications as to "commercially acceptable" flaws, the standard accepted in the window industry is that if the flaw can't be seen from a distance of seven feet away and three feet over, it isn't a flaw.
5. Grids placed in between the pieces of glass are sometimes not perfectly lined up, 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 angle of view.
6. Air can enter around and through the best window. Do not expect to have zero air infiltration on any vertically or horizontally 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.
7. Water can enter into the sill track of several different styles of windows. These windows are designed to capture this water before it enters your home and drain it outside. The presence of water in the sill of the window does not indicate a problem unless it actually flows over the window sill on to your sill or wall.
8. Condensation is a problem associated with high humidity levels in the home. New Vinylmax windows with their warmer surfaces may help reduce condensation, but to eliminate the problem, the moisture level in the home must be reduced. Vinylmax has several publications that explain how you can reduce the humidity levels in your home. High humidity levels may contribute to the formation of mold in your home, so condensation may be a warning sign of a potentially serious situation.
9. **Maintenance Required On Your Vinylmax Windows**
  - 1) keep sill track clean of dirt and debris so water can flow freely to outside
  - 2) keep weep holes free of obstructions so water can flow freely to outside
  - 3) inspect outside caulking around windows regularly and replace caulk when necessary
  - 4) clean and check operation of hardware and weather-stripping 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 necessary to mitigate any damage to your home) the use of a dehumidifier, fan, or any warm air source will help dry out affected area.
  - 7) maintain relative humidity at moderate levels.

We are certain that your new Vinylmax windows will add the beauty to your home that you expected and the comfort to your living area that you wanted, and that they will perform well for many years.

Vinylmax LLC, 2921 McBride Court, Hamilton, Ohio, 45011

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VINYLMAX LIFETIME LIMITED WARRANTY  
2921 MCBRIDE COURT  
HAMILTON, OHIO 45011

PLACE  
STAMP  
HERE