



**Gorell Windows & Doors, LLC**  
***Lifetime 50/50 Non-Prorated***  
***Limited Transferable Warranty***

Gorell® warrants that its windows and doors installed by others in your single family home will be free from material and manufacturing defects, under normal use and service, for as long as you own your home, except as otherwise noted below.

**TYPE OF PART/COMPONENT**

**DURATION OF WARRANTY**

**I. BASIC WINDOW/DOOR UNIT**

**LIFETIME**

The material used in the windows/doors is warranted to be free from defects under normal use and service for as long as you own your home. Gorell warrants that the finish on the windows/doors will not crack, blister or peel (except for normal weathering) under normal use and service for as long as you own your home. Gorell also warrants exterior color coatings will not crack, blister or peel (except for normal weathering) under normal use for a period of 10 years.

**II. GLASS AND INSULATING GLASS UNIT**

**50 years**

All glass in the windows/doors is warranted to be free from defects in material and manufacturing for 50 years from the date of purchase, except for commercially acceptable flaws in standard (q3) glass. The insulating glass parts of the windows/doors are warranted to be free from material obstruction of view caused by film formation and/or dust collection between the interior surface of the glass due to the failure of the seal, under normal use and service, for 50 years from the date of purchase. Seal failure coverage for units with InterBlinds? is 10 years from the date of purchase.

In addition, Gorell will provide replacement glass free of charge once the product is installed in your home for any broken glass (except units with beveled/specialty/leaded glass or glass with InterBlinds) in the windows/doors, regardless of cause, for 50 years from the date of installation. To receive replacement glass, contact the Gorell dealer from whom you purchased your windows or doors.

**ADDITIONAL \$1,000 WARRANTY ON ARMOR GLASS® SYSTEMS**

Any window or door that incorporates one of Gorell's high-security Armor Glass insulating systems may also be covered under a special second warranty. In the event that your Armor Glass window or door is damaged and entered by an intruder, the warranty reimburses you up to \$1,000 of your homeowner's insurance deductible. This warranty covers a period of 50 years. See your Gorell dealer for details.

**III. OTHER ACCESSORIES AND PARTS**

**50 years**

The accessories and parts affixed to the windows/doors are warranted to be free from defects in material and manufacturing, under normal use and service, for 50 years from the date of purchase. The warranty on Gorell Retractable Screens is limited to 1 year. The warranty on the InterBlinds mechanism is 10 years. This limited warranty does not apply to any accessories not affixed to our windows or doors, when shipped from our factory nor items covered by the original manufacturer's warranty. In order to receive replacement accessories or parts, contact the dealer from whom you purchased your windows or doors.

**Gorell will provide the repair or replacement part(s) according to the terms stated herein. You are responsible for the costs of making the repair or replacement, including the costs of removal, installation or reinstallation of the windows/doors along with shipping costs if not to an existing, approved Gorell dealer.**

**This Limited Warranty does not cover:**

- any defect, malfunction or failure to perform resulting from damage in transportation, handling or installation and/or stresses from localized application of heat causing excessive temperature differentials over the surface or edges, or caused by settlement of or defects in the building in which the windows/doors are installed, fire, wind, hail, flood, lightning or other acts of God, intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants,
- defects caused by heat buildup due to the installation of storm windows or doors over vinyl or plastic materials,
- glass seal failures in products installed above 7,000 feet from sea level,
- products installed more than 30 feet above grade without the written approval of Gorell's Engineering Department,
- windows/doors installed in any non-residential or multi-family building, or installed outside the United States, or in any type of vehicle or ship,
- corrosion, wear or failure of hardware in seacoast applications unless the Coastal Hardware option was purchased for the specific models,
- any occurrence of rust due to scratches or dents occurring after shipment,
- glass breakage on all beveled/specialty/leaded glass or glass with InterBlinds,
- glass breakage claims that are covered under your homeowner's insurance policy,
- claims arising from the presence of mold of any kind, however caused, any evidence of mold, or any conditions caused by mold in a structure in which any Gorell product has been installed. Mold means fungi, mold, mold spores, mycotoxins and the scents or other byproducts of these,
- fading of fabrics, wood or other materials around any Gorell products, screening material or, in the case of "Low-E" glass, claims that the glass, grid inserts, frames, sashes or other parts of the windows/doors are or appear faded, discolored, tinted or otherwise defective in appearance or other aesthetic qualities,
- defects in interior wood surfaces or the veneer products made by Gorell where the homeowner has failed to properly protect such surfaces through periodic applications of wax or other protective finishes,
- condensation or moisture, or evidence of condensation or moisture on or around any Gorell product,
- tarnished or discolored brass or brass plated hardware, when not properly protected periodically with a paste wax or sealer,
- chalking or fading of any finish on any product,
- rattling caused by internal grids in insulating glass.

To obtain warranty service, you should notify the dealer or business which sold the windows/doors to you, in writing, the nature of your problem. If you are unable to locate your dealer, contact Gorell in writing. Provide the following information to the person contacted: your name, address and telephone number; description of product for which claim is made; date of purchase of product (approximate date if exact one is not known); name of Gorell window dealer from whom purchased (if known); and the nature of product failure. For the name, address and telephone number of the distributor, dealer and/or other business which sells Gorell windows in your area, or if you have any problems with or questions about warranty service, please write Gorell at: Warranty Department, Gorell Windows & Doors, LLC, 1380 Wayne Avenue, Indiana, PA 15701-0370. In some cases, you may be required to ship the defective part(s), transportation or other freight charges prepaid, to the nearest Gorell factory.

**This Limited Warranty extends only to the home or structure in which the windows/doors are originally installed and does not cover normal wear and tear and/or damage caused by improper installation, maintenance or use. This Limited Warranty shall not be effective unless the owner completes and returns the warranty application within 45 days of installation.**

REPAIR OR REPLACEMENT UNDER THIS LIMITED WARRANTY OR UNDER ANY OTHER WARRANTY (INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) IS YOUR EXCLUSIVE REMEDY. GORELL SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM A BREACH OF ANY EXPRESS OR IMPLIED WARRANTIES OR FOR THE COST OF REMOVING, INSTALLING OR REINSTALLING ANY REPLACEMENT PART. EXCEPT WHERE PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. REPAIR OR REPLACEMENT PARTS ARE WARRANTED ONLY FOR THE DURATION OF THE LIMITED WARRANTY OF THE ORIGINAL PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages and/or limitations on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Gorell reserves the right to change, discontinue or alter any of its products, or the parts incorporated into any of its products, at its sole discretion. If any model, part or component originally installed in any window/door in your home is not available at the time of any claim by you under this Limited Warranty, Gorell reserves the right to substitute any other model, part or component as a replacement.

Homeowner's Name(s):                      Address:                                      City:                                      St:                                      Zip:

Account #                      Job #                                      Date of Manufacture:

**To Transfer Warranty To a New Property Owner (Within 90 days of deed transfer)**

- 1) Make a photocopy of this side of the warranty with all information completed including the next line (2).
- 2) New Owner's Name(s) \_\_\_\_\_
- 3) Send Photocopy and Certified Check, payable to Gorell Windows and Doors, LLC, in the amount of \$50.00 to Gorell's address listed above.
- 4) Your new warranty will be sent back to you within 30 days.

**I have purchased and reside in the home shown in line 2 above. I request that you transfer this warranty for the duration of the original limits into my name.**

Signature of new owner(s): \_\_\_\_\_ Date: \_\_\_\_\_

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