

LIMITS OF LIABILITY – Where lawful, this warranty is in lieu of all other warranties, expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose.

No distributor, dealer, employee, salesperson or representative of Windsor has any authority to change or modify this warranty in any way, either verbally or in writing. Windsor is not liable for any consequential, incidental or punitive damages, costs of installation of replacements, or costs of refinishing of window or door components or adjacent parts/millwork. Windsor shall make the final determination of whether or not a defect exists.

In addition to, or in lieu of, remedies provided elsewhere in this document, Windsor, at its sole discretion, may repair or replace a defective part or product, or refund a portion of the original purchase price. We reserve the right to perform warranty work or arrange for another party to perform warranty work. In no event shall the liability of Windsor Windows or any seller of Windsor products arising out of a product defect exceed the original purchase price of the product. This warranty is governed by the laws of the state of Iowa without regard to choice of law principles. In the event any provisions of this warranty are found to be unenforceable, the remaining provisions shall remain in full force and effect.

CLAIMS PROCEDURE

If you have any questions regarding this warranty or have a claim under the provisions of this warranty, please contact your local authorized independent Windsor distributor or one of our manufacturing facilities listed on the bottom of this brochure. To process a claim you must furnish the glass code (numbers and/or letters printed within/upon the insulated glass unit). (If you have questions about locating the glass code, please contact one of the Windsor facilities.) You must notify Windsor or your local independent Windsor distributor of any defects within a reasonable time, but no later than 30 days after the defect is discovered or reasonably should have been discovered, and within the period covered by the warranty. Windsor may require any defective parts be returned to Windsor or our closest distributor. In order to process a warranty claim, Windsor reserves the right to inspect the product before it is removed or modified in any way. Windsor field visits may result in service charges if a non-warranty site survey is required and/or requested.

***Effective on Next Dimension products
manufactured after 6-1-2010***



LIFETIME LIMITED WARRANTY

Windsor Windows & Doors, as manufacturer, warrants that all Next Dimension windows and patio doors will be free from defects in materials and workmanship which significantly impair their operation and proper usage for the lifetime of the home where originally installed, subject to the conditions and limitations within. This lifetime limited warranty applies to the entire window or door, including the glass. To achieve optimum performance from your Windsor products, and to preserve the warranty, please refer to the Windsor Care and Use Guide on our website, www.windsorwindows.com.

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515-223-6660

Windsor Windows & Doors NORTH CAROLINA

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**WINDSOR... AN EXCELLENT CHOICE
FOR EVERY PROJECT.**



WINDSOR
WINDOWS & DOORS
A Woodgrain Millwork Company

WINDSOR WOULD LIKE TO THANK YOU FOR SELECTING OUR NEXT DIMENSION VINYL PRODUCTS.

We are confident that they will provide you with comfort, aesthetics and value for many years to come. As with any product warranty, there are certain limitations and disclaimers which must be included so that all parties are assured that the product is being installed and used properly. However, our intent is to make this warranty as clear and user-friendly as possible.

Next Dimension products carry a "Lifetime Limited Warranty," which provides coverage against workmanship and materials to the original owner-occupant, for as long as they occupy their single-family residence. If either the residence is sold, or these products are installed in a "non-single-family structure," then all warranties noted are limited to 10 years from the original date of manufacture, and by exclusionary items and conditions as noted.

There are three primary components to Next Dimension vinyl products, and the assurances and warranty provisions are specific to each:

- 1. Next Dimension vinyl material** – Windsor warrants that vinyl material will not blister, corrode, flake, chip, peel or rot under normal conditions, so as to substantially impair the operation or performance of the Next Dimension products. If any of the vinyl material in our Next Dimension products should blister, corrode, flake, chip, peel or rot under normal conditions, or in the event the vinyl material fails, Windsor will provide a free Next Dimension vinyl replacement product or affected part, AND will pay charges Windsor determines to be reasonable associated with the installation, disposal and refinishing of the product replacement.
- 2. Non-vinyl parts and components** (including, but not limited to, such items as weatherstrip and hardware) – Windsor warrants its Next Dimension products against premature component failure that substantially impairs the operation or performance of these products. In the event of such a failure, Windsor will provide no-charge replacement parts. NOTE: There is no coverage for any additional costs, such as installation, disposal or refinishing.
- 3. Insulated glass used in Next Dimension vinyl products** – Windsor warrants that under normal conditions, the insulated glass will not develop any material visual obstructions as a

result of premature failure of the insulated glass seal. If a failure of seal occurs, Windsor will provide free of charge replacement insulated glass only, for the first 10 years. To the original owner-occupant in a single-family residence, Windsor extends the insulated glass warranty coverage for as long as they remain owner-occupant in a single-family residence, to provide replacement insulated glass at the cost of 50percent of the current list price for that insulated glass, at the time the claim is submitted. In all cases, replacement glass will be shipped F.O.B. factory. NOTE: There is no coverage for any additional costs, such as installation, disposal or refinishing.

THE REMEDIES PROVIDED IN THIS LIFETIME LIMITED WARRANTY WILL BE FORFEITED BY THE OCCURRENCE OF ANY OF THE FOLLOWING CONDITIONS:

- Improper installation of the window or door unit. (Installation instructions are factory applied on each unit.)
- Failure to properly finish, or otherwise properly protect, all interior surfaces within 60 days of installation according to industry standard finishing methods, or failure to properly maintain the finish. (See Windsor Care and Use Guide at www.windsorwindows.com)
- Installation in a non-vertical or sloped application.
- Damage from accident, misuse or abuse.
- Alteration, modification or use for a purpose other than that for which it was intended. (Including, but not limited to, paint applied to vinyl, and security systems applied or attached to our product.)
- Application of any tint, UV limiting or sun blocking film to either interior or exterior surfaces of the glass, or the use of film shades.
- Use in or around ships, boats, trailers, campers, swimming pools, whirlpools, spas, saunas or greenhouses.
- Installation above 5,000 ft. above sea level, unless high altitude breather tubes have been factory installed.
- Exposure to harmful chemicals.
- Mulling (connecting or attaching) Next Dimension product(s) to those of another manufacturer.
- Failure to comply with the claims procedure outlined herein.

EXCLUSIONS – The following items or conditions are specifically excluded from the remedies provided by this warranty:

1. Remedies requested for any labor for removal, repair or replacement of defective parts, products or glass, or any repainting or refinishing costs, except as noted above.
2. Remedies requested for any consequential, incidental or punitive damages.
3. Remedies requested for damage caused by or adjustment required from:
 - a. Improper handling, installation or maintenance, and/or delivery by others.
 - b. Exposure to conditions beyond performance specifications and/or design limitations.
 - c. Water infiltration other than as a result of a manufacturing defect.
 - d. Condensation and damage caused by the failure to resolve condensation.
 - e. Damage to glass, PVC or any other surfaces caused by brick wash, sanding, improper cleaning/washing, chemicals or airborne pollutants.
 - f. Minor scratches, and/or minor glass imperfections that do not impede or severely obstruct normal viewing area, and do not impact the structural integrity of the insulated glass.
 - g. Reflective distortion of any kind, including, but not limited to, color, tint, hue or waves inherent to annealed, coated, laminated and tempered glass.
 - h. Alignment/location of inner grids of less than or equal to 1/8" from specified location.
 - i. Stresses to product caused by building defects, building movement and/or settling of building.
 - j. Catastrophic weather or acts of God, including fire, wind or wind-blown objects.
 - k. Normal weathering, wear and tear.
4. Any applicable taxes and freight. (Replacement parts will be shipped to the closest Windsor distributor at Windsor's expense, or the option to ship directly to the homeowner at the homeowner's expense.)
5. Remedies requested for glass breakage, including stress cracks.
6. Remedies requested for special glazing.
7. Laminated and/or impact glass will have a warranty limited to five years against delamination of inner liner (PVB) and extensive visual obstruction due to glass seal failure.
8. Windsor does not warrant the percentage of inert gas present in high performance products. Gas dissipates over time at different rates depending upon use and conditions.
9. Remedies requested for inner grid rattle due to lack of uniform supported structure of product, in which the operation of the product or of another product causes vibration harmonics into the Windsor product and induces inner grid to vibrate against the interior of the insulated glass, creating a noise.
10. Remedies requested for brass hardware finishes.
11. Remedies requested for corrosion, tarnishing or operation of standard hardware in high salt spray environments.
12. Remedies requested for wood texture, color variations and other wood characteristics within Windsor's specifications.
13. Remedies requested for natural warping of wood components unless the "warp" exceeds 1/4"; warping includes bowing, cupping and twisting.
14. Remedies requested for any special or custom product or item, which is manufactured according to specification provided by the customer.
15. Remedies requested for any product in a size which is greater than that shown in our catalog; these products are purchased "as is" without any warranty.
16. Remedies requested for any product purchased without factory installed glazing; these products are purchased "as is" without any warranty.
17. Remedies requested for any product installed in structures that do not allow for proper management/drainage of moisture, including but not limited to, exterior insulation and finishing systems (EIFS) or "synthetic stucco" without engineered drainage system.
18. Remedies requested for products manufactured by others.