

# INTERSTATE Window & Door Company

## LIFETIME LIMITED TRANSFERRABLE WARRANTY

This warranty extends to any person who was the resident owner of the property at the location where and at the time the windows were installed, and who continues to own and reside in said property under the following terms and conditions:

### **1. Vinyl & Composite Profiles (Lifetime Warranty):**

Vinyl & Composite main frames and sashes, solid colors and SuperCap, are lifetime warranted not to rot, pit, corrode, peel or blister under normal use and service. Painted and laminated frames and sashes are warranted for fifteen (15) years from date of manufacture. Natural wood finish laminates must be sealed within 30 days from date of manufacture and properly maintained.

### **2. Light Lift™ Window Sash Balance System**

**(Lifetime Warranty):** Interstate's exclusive Light Lift™ Sash Balance System is lifetime warranted against defects in material and workmanship under normal use and service.

### **3. Insulated Glass, Screens, Hardware & Attachments**

**(Lifetime Warranty): Insulated Glass** manufactured with TruSeal's Duralite™ or DuraSeal insulating glass spacer system is warranted not to show material obstruction of vision resulting from film formation caused by moisture between the interior of glass surfaces due to failure of the airtight seal under normal use & service. All insulated glass has an allowable imperfection range in accordance with American Society for Testing Materials - ASTM C1036-90. If glass should fail prior to year 20, Interstate will provide a replacement insulated glass unit at no charge. If glass should fail *after* year 20, Interstate will allow a percentage of the company's selling price for insulated glass at that time:

Years 21 - 50	75%
Years 51 - Lifetime	50%

Optional leaded or beveled glass, and glass insulated with a spacer system other than DuraLite or DuraSeal, is warranted for 5 years from the date of manufacture and carries no proration thereafter.

**Screen Frames** are lifetime warranted against defects under normal use & service. Interstate will provide new fiberglass screen cloth and spline in the event of a defect in the fiberglass screen materials. A torn/ripped screen after delivery is not considered a defect.

**Hardware and Attachments** are lifetime warranted against defects under normal use & service.

**4. Labor: One-year installation site limited labor warranty.** During the first year from date of manufacture, Interstate will provide installation site labor free of charge to make repairs for defects in product. If the repair is for

insulated glass, sash or screens, Interstate will provide free replacement parts and ship the insulated glass, sash or screens to the installation site or to the installing dealer free of charge. Labor provided by Interstate during the first year after manufacture for the installation site replacement of insulated glass, sash and screens is at Interstate's sole discretion.

**5. Wood Components** in all style windows & doors and wood extension jambs are specifically excluded from this warranty.

**Limited Transferable Warranty:** *This limited warranty is transferable by the original property owner to one subsequent property owner providing Interstate receives the "Certificate of Transfer" within 30 days after the transfer of title of property and Interstate receives a \$30 transfer fee. Failure to do so will release Interstate of any further obligation under this limited warranty.*

### **Limitations & Conditions:**

Labor costs associated with the removal, installation or reinstallation of windows and doors covered under this warranty are not included. Quality of installation may be covered under other warranties as provided by the installing dealer. All Interstate provided job site labor charges for defects in products would be at then prevailing rates. Shipping and packaging costs associated with the replacement of defective parts will be at then prevailing rates.

The warranty to corporations, partnerships, government agencies, organizations, or any other entity capable of infinite life is limited to 10 years from date of manufacture and subject to the same conditions as stated herein.

Condensation on exterior glass or vinyl surfaces does not indicate a defect in the window and may occur as a result of humidity within the building and interior/exterior temperature, and, therefore, condensation is specifically excluded from this warranty.

Minor cosmetic improprieties are not considered defects. The word "defect" as used in this warranty is defined as "improprieties that materially impair the use of the product."

This warranty does not apply to windows which have been installed outside of the U.S. and windows which have been subject to faulty or improper installation; damage or defects resulting during transportation, handling and installation; stresses arising from heat application causing temperature differentials over the glass surfaces or glass edges and/or stresses caused by building settlement or movement; abuse, neglect, misuse, vandalism, accident, fire, flood, hail and wind, explosion, or any act of God or condition beyond the control of the manufacturer such as the exposure to harmful chemicals or

pollutants and normal weathering of vinyl/painted/laminated surfaces and normal wear and tear of window hardware and attachments.

Replacement components may vary in color or gloss in comparison to original components; Interstate shall not be liable as a result of such variance. Caulking is not a part of the window product. Caulking is selected, supplied and installed by the installing window dealer.

Screens are intended to deter insect penetration, not to prevent forced entry or to prevent persons or objects from falling through the screen.

Interstate reserves the rights to change, discontinue, or alter any of its products, or the parts incorporated into any of its products, at its sole discretion. If an identical model, color, part or component is not available at the time of any claim under this warranty, Interstate reserves the right to substitute any other model, color, part or component as a replacement.

This warranty shall be valid only after being fully completed by the dealer, signed by the original purchaser (owner), and promptly mailed to Interstate Window & Door Co. within 30 days after installation.

### **To submit a warranty claim:**

To obtain performance under this warranty, you must have your warranty number available. All claims must be in writing explaining the exact nature of the defect claimed and mailed to Interstate Window & Door Company. If you wish to speak to a representative of the Interstate Service Department, call 570-655-2811 and ask for the window service department, making certain your warranty number is available. Interstate Window & Door Co. shall be allowed to make a reasonable inspection of the window to determine if the claim is valid. Interstate may require that the defective part(s) be returned at your cost to receive free replacement parts.

Interstate Window & Door Co. is not liable for any incidental or consequential damages resulting from any defect. This warranty is made in lieu of all other warranties, expressed or implied, and gives you specific legal rights. You may also have other legal rights, which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply.

### **Maintenance & Cleaning**

Normal cleaning with a damp cloth will typically remove surface dust. For vinyl surfaces use a mild soap solution of dishwashing detergent, or for stubborn stains, a product such as Fantastic may be used. Do not use abrasives on any part of your windows. Do not use lubricants on the Interstate Light Lift™ Balance System; use water to clean.