



REPLACEMENT WINDOWS LIMITED LIFETIME WARRANTED BY MI WINDOWS & DOORS

Basic Warranty:

The MI Windows & Doors (MIWD) lifetime warranty is made only to the original purchaser at the address and date recorded.

Each MIWD branded replacement product will be free of defects in material and workmanship as a direct result of the manufacturing process. MIWD at its exclusive option, will repair, provide a new product, or provide a part of the product, after having determined that the MIWD product does not conform to the warranties contained herein. MIWD reserves the right to discontinue or make changes in any of its products. If the part or component originally installed is not available, MIWD shall have the right to substitute a part or component that, in MIWD sole discretion, is of equal quality or value.

Owner Occupied Single Family Residence:

For owner-occupied single-family residences (including units sharing up to two common walls) the warranty applies to frame, non-glass, finish and sash components for as long as the initial owner owns and occupies the residence for all vinyl products. MIWD warrants, under certain conditions of normal use and service, that the insulated glass unit will not develop material obstruction of vision as a result of film formation between the interior glass surfaces caused by failure of the hermetic seal (seal failure) for a term of 20 years.

Commercial (and all non-owner occupied and multi-family residences):

For commercial buildings, multi-family dwellings, apartments, and other types of building, the warranty applies to frame, non-glass, and sash components and is effective for ten (10) years following the product purchase date. Insulated glass and other components are warranted for 10 years.

Glass Breakage:

The glass breakage warranty for Window Depot USA products provided by MIWD is not standard and is modified by the Window Depot USA Lifetime Limited Glass Breakage Warranty offered by each independent Window Depot USA dealer. A copy of which is furnished by your local Window Depot USA.

Laminated/Painted Products:

Any product that has a laminated or painted surface (interior or exterior) applied by the manufacturer is warranted against peeling, blistering, and excessive ultraviolet discoloration for a period of ten (10) years. If such defects occur, MIWD will, at its option, either repair or replace the defective product. However, upon repair or replacement, the manufacturer cannot guarantee an identical color match to other window/door products in the home due to the normal effects of weathering on the finish over time. Use of any abrasive cleansers will damage the surface and will limit the rights to this warranty.

Transferable Warranty:

A MIWD product warranty is transferable by the original property owner to one subsequent owner provided MIWD receives notice of transfer of title of the registered property within thirty (30) days after the date of transfer of ownership, and provided such notice is accompanied by a copy of the order number and a certified check in the amount of \$50.00 made payable to MI Windows and Doors, Inc. The transfer will not extend the warranty period and only applies to owner occupied Single Family Residences as described above. This warranty will transfer to the subsequent homeowner for a period of five (5) years from the original date of product purchase.

Special Conditions and Additional Features:

Replaced or repaired products are covered for the balance of the original warranty period only. This warranty does not include repainting or refinishing labor or materials. This warranty covers only defects in material or workmanship of MIWD products. Without limitation, MIWD is not liable for defects, conditions or damage related to:

- Normal wear and tear, natural weathering of surfaces and/or hardware finishes (i.e. corrosion and discoloration of hardware)
- MIWD will replace at no charge (under terms of the warranty) stainless steel hardware that loses functionality in highly corrosive environments within one (1) year after the date of product purchase. Note that stainless steel hardware must be ordered on the original product purchase for the coverage to apply.
- Any cause beyond MIWD's control, such as fire, flood, earthquake, other natural causes, or criminal acts.
- Installation that is not in conformance with MIWD's recommended installation procedures or good building practices; or damage related to water and/or air infiltration as a result of defects or limitations in building design or construction (without limitation, damage resulting from engineered drainage systems or cladding systems that do not manage and drain incidental water or water forward of the nailing flange,) and/or installation that is not in compliance with local building codes.
- An application or condition that exceeds product design standards and/or certified performance specifications (including without limitation any damage or defect resulting from localized application of heat)
- Condensation: Unless due to moisture within the sealed glass units as a result of seal failure; the majority of condensation problems are related to excessive humidity levels in a structure. Condensation on exposed surfaces is not covered by this warranty.
- Any building that has been moved (after completion of construction,) put under excessive strain or subjected to settling.
- Failure or absence of perimeter caulking used to seal frames or trim packages against water or air penetration (caulk is not part of the product and is a maintenance responsibility of building owner.)
- Inadequate maintenance; use only mild soap or diluted detergent to restore vinyl color which can be affected by environmental conditions. Glass surface should be cleaned only with approved solutions.

MIWD makes no claims or warranty relative to the percentage of fill of inert gases (argon, krypton, etc.) in any insulated glass units, or the performance of any low emissivity coating over time.

How to Request Assistance:

If you have a problem with your MIWD product, contact your local Window Depot USA dealer who sold you the product or contact us directly:

Eastern Region Claims:

Mail: Warranty Service
P.O. Box 370
Gratz, PA 17030
Fax: 717-365-3780
Phone: 800-949-3818

Western Region Claims*:

Mail: Warranty Service
7555 East State Route 69
Precott Valley, AZ 86314
Fax: 928-759-0913
Phone: 800-468-0304 ext.5317

*AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY

To respond, we need the following:

How to contact you

The address where the product can be inspected.

A description of the issue and the product (photographs are helpful)

Important Legal Information:

THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REMEDIES, WARRANTIES, GUARANTIES OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE (INCLUDING WITHOUT LIMITATION ANY WITH RESPECT TO FITNESS AND MERCHANTABILITY.) WINDOW DEPOT USA MAKES NO WARRANTIES OR REPRESENTATIONS HEREIN AND PURCHASER ACCEPTS THE SOLE WARRANTY OF MIWD. MIWD SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THE NATURE OF THE CLAIM OR WHETHER OR NOT OCCASIONED BY MIWD'S NEGLIGENCE. IN NO EVENT SHALL THE LIABILITY OF MIWD EXCEED THE PURCHASE PRICE OF THE AFFECTED PRODUCTS. Depending on the state in which you live, these limitations and exclusions may not apply to you. This warranty shall not be extended, altered or varied except by a written instrument signed by MIWD. This warranty is effective for all MIWD branded products manufactured on or after 5/1/08.