



Simonton ProFinish® Lifetime Limited Warranty

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NEW CONSTRUCTION PRODUCTS

Simonton ProFinish® Master, Contractor and Builder Products (“Product”) includes the vinyl and hardware components, glass, and screens. This Limited Warranty applies only when all of these parts are genuine Simonton components.

COVERAGE

Lifetime Limited Warranty – Residential

10-Year Limited Warranty – Commercial/Multi-Resident

Subject to the limitations and exclusions herein, and for the duration of the applicable Warranty Period of the Residential Warranty Holder or Commercial/Multi-Resident Warranty Holder (as defined below), Simonton Windows, Inc. and Simonton Industries, Inc. (hereinafter, “Simonton”), warrants that the Product will be free from non-conformities in material and workmanship. Simonton will repair or replace any Product that fails to meet this Limited Warranty of a Residential Warranty Holder that is installed up to an elevation of not more than three stories (for Product installations over three stories contact Simonton for warranty consideration); provided in either case, Simonton may refund the purchase price (the lesser of the original Product/component purchase price or the original catalog list price) if in Simonton’s opinion such repair or replacement is not commercially practical or reasonable or cannot timely be made. This Limited Warranty is applicable to Products purchased and installed in the United States or Canada only.

Warranty Period

Lifetime (Vinyl) and 20 years (Hardware, Glass and Screens)

Transferability for Residential Warranty Holder:

Product Warranty is transferable by the original Residential Warranty Holder once to a subsequent Residential owner, however, the successor’s Residential Warranty Period will exist and continue only from the original Warranty Holder’s product purchase date until the 20th anniversary of that original purchase date with respect to Vinyl (General), Hardware, Glass and Screens, but for such shorter period of time if it is expressly stated in this Limited Warranty for the Product component; and provided the Warranty has been properly transferred following the procedure set forth below.

If the transfer from a Residential Warranty Holder is to a Commercial/Multi-Resident owner, the warranty will continue only until (and will expire on) the 10th anniversary of the original purchase date of the Product (that is, the warranty is only transferable by the original Residential owner to a subsequent Commercial/Multi-Resident owner if the transfer occurs during the first 10 years following purchase of the Product, unless a shorter period of time is expressly stated for the Product component.) Regardless of the classification of the transferee, the Warranty must be properly transferred following the procedure set forth below in order to be effective.

For Commercial/Multi-Resident Warranty Holder: 10 years from the earlier of the date Product was shipped from Simonton or an authorized dealer; transferable to successive non-Residential owners during and for any balance of the 10 year Warranty Period (but for such shorter period of time if

it is expressly stated in this Limited Warranty for the Product component) and only if the Warranty has been properly transferred following the procedure set forth below

Warranty Transfer

Any Warranty Transfer described above will be deemed effective only if the following procedure is completed: (1) notice to Simonton within 30 days after the transfer of ownership of the premises where the Products are installed, (2) warranty transfer form completed online at www.simonton.com/warranty. Please note you will be required to provide the Product order number (bar code located in the sash head, sill or jamb of each Product).

Warranty Holder Classifications

Residential Warranty Holders: If the Product is installed in (1) a new residential dwelling and the first occupant owns the dwelling or (2) an existing owner-occupied residential dwelling, and in each case, at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a “dwelling”) in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit (or the first Residential successor of the first owner) and is also responsible for Product replacement, then that owner is a Residential Warranty Holder; however, if the owner is not the first occupant (nor the first Residential successor of the first owner) or if someone else other than such owner (for example, the condominium association) is responsible for Product replacement, then the owner is not a Residential Warranty Holder.

Commercial/Multi-Resident Warranty Holders: If the Product is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above, then the warranty holder is the owner of the dwelling or building in which the Product has been installed at the time of installation (and its builder and contractor). That owner is classified as a Commercial/Multi-Resident Warranty Holder. For example, this includes owners of commercial or investment buildings, or multi-resident premises in which the occupant is not responsible for Product replacement whether or not the occupant owns the residential dwelling unit in the premises (including by example, certain condominiums, town homes, duplexes, apartments, cooperatives).

This Limited Warranty is further subject to the following limitations and exclusions:

Vinyl

Lifetime – Residential; 10-years Commercial/Multi-Resident

Vinyl components of Products and their standard or factory-applied laminated interior surfaces are warranted against peeling, flaking, chipping, blistering and corrosion for the applicable Warranty Period. If such defects occur, Simonton will provide replacement parts at no charge to the Warranty Holder. Simonton reserves the right to provide replacement products with comparable functionality but replacement products are NOT guaranteed to match the color of the original Product or component or of other windows or doors in the premises. This Limited Warranty becomes void if the vinyl or any interior surface or laminate is painted, stained, or if the surface is altered in any way, or as provided below at “*WHAT THIS WARRANTY DOES NOT PROVIDE.*”

Hardware

20-years – Residential; 10-years – Commercial/Multi-Resident

The Product Hardware (mechanical and locking mechanisms, the standard-finish option on Simonton’s door handles, and Operating Hardware (i.e., fasteners, rollers, balances, hinges, etc), is warranted against peeling, flaking, rusting, blistering, corrosion, and breaking during the applicable Warranty Period, however, this Limited Warranty DOES NOT COVER (1) Casement and Awning Hardware installed within two (2) miles of any body of salt water unless the Casement and Awning Hardware is stainless steel hardware that is ordered with the Products; in such case, the Warranty Period for the stainless steel Casement and Awning Hardware is two (2) years; or (2) the FINISH on any door handles available from Simonton as a custom-finish option (including but not limited to brass), for example finish discoloration or scratches and abrasions; door handles with custom-finishes are warranted only against breakage of the mechanical and locking mechanisms. If a defect covered under this section occurs, Simonton will provide replacement parts at no charge to the Warranty Holder. Repaired or replaced hardware or Products with hardware are NOT guaranteed to match the color of the original Product or component of other windows or doors in the premises. The provisions of “WHAT THIS WARRANTY DOES NOT PROVIDE” apply.

Screens

20-years – Residential; 10-years – Commercial/Multi-Resident

The Product’s screen frame is warranted to the Residential Warranty Holder against peeling, flaking, blistering and corrosion for the Warranty Period. The fiberglass screen mesh is warranted to the Residential Warranty Holder against insect damage, accidental punctures and tears for the Warranty Period. If such defects occur, Simonton will ship via common carrier replacement screens at no charge to the Residential Warranty Holder.

This Limited Warranty does not include:

- Screen material damage caused by domestic or wild animals
- Bent screen frames due to improper installation or removal
- Installation and the cost of labor for screen replacement
- Any matter stated in “WHAT THIS WARRANTY DOES NOT PROVIDE”

Glass

20-years – Residential; 10-years – Commercial/Multi-Resident

The installed and sealed insulating glass unit is warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space between the glass for the Warranty Period. The internal grid is warranted against insert slippage, flipping or sagging for the Warranty Period. If such defects occur during the first 20 years of the Residential Warranty Holder’s Warranty Period or fails during the first 10 years of the Commercial/Multi-Resident Warranty Holder’s Warranty Period, Simonton will provide a replacement insulating glass unit at no charge to the Warranty Holder.

Insulating glass units containing capillary tubes (recommended for use in insulating glass units traveling through or being installed in areas with elevations 7,000 feet or more above sea level) are warranted against permanent

and material obstruction of vision from film formation caused by dust or moisture in the air space for the Warranty Period. If such defects occur during the Warranty Period, Simonton will provide a replacement insulating glass unit at no charge. If the glass should fail after the designated time period, Simonton will charge the full selling price for the insulating glass unit

This Limited Warranty for Glass does not include:

- Minor variations in glass color or imperfections that do not affect the structural integrity of the glass or do not permanently and materially obstruct vision
- Any sound that occurs from the grids tapping or otherwise striking the glass due to vibrations from use of the window or exterior vibrations to the windows (such as caused by opening or closing the window; animals, person, or objects striking the glass; wind; or outside traffic, trains, or airplanes, etc) is not considered an imperfection or defect, nor is the grid touching the glass (even in triple-strength units) considered an imperfection or defect.
- Glass covered with after-market window films, coatings or other products not originally supplied by Simonton
- Stresses from localized heat which cause excessive temperature differentials over the glass
- Post-manufacture dissipation of inert gases (as argon), or the amount of gas in Products with inert gas-filled insulating glass
- Scratches or other imperfections not readily observable beyond four feet away
- Mineral deposits
- Minor variations in glass color or imperfections that do not affect the structural integrity of the glass or do not permanently and materially obstruct vision, including but not limited to minor distortion or waviness inherent to heat strengthened, tempered and laminated glass.
- Internal and external condensation*, frost, dew or mold resulting from humidity within the building or from outside conditions along with interior/exterior temperature differentials

*There is no such thing as a condensation-free window in high humidity conditions. Controlling the amount of moisture in your home is the most effective action you can take to avoid internal condensation. External condensation can also occur under certain atmospheric conditions. When the external glass temperature drops below the outdoor dew point temperature, exterior condensation can occur. For additional information concerning condensation, please visit www.simonton.com/condensation

Laminated Glass Option

20-years – Residential; 10-years – Commercial/Multi-Resident

For Products purchased with the optional laminated glass feature, also referred to as a PVB interlayer, the laminated glass is warranted against defects resulting in material obstruction of vision or delamination under normal usage. If such defects occur during the first 20 years of the Residential Warranty Holder’s Warranty Period, or occur during the first 10 years of the Commercial/Multi-Resident Warranty Holder’s Warranty Period, Simonton will provide a replacement

insulating glass unit with the laminated glass feature at no charge to the Warranty Holder. For clarification, all other provisions of this Limited Warranty applicable to the Insulating Glass Unit continue to apply to Product purchased with the optional laminated glass feature.

WHAT THIS LIMITED WARRANTY DOES NOT COVER

A. Generally

This Limited Warranty does not include non-conformities or damages attributable to or arising from:

- Minor scratches or minor visual imperfections
- Negligence; vandalism, riot or civil disorder, acts of terrorism, improper use, installation, finishing, maintenance or operation inconsistent with Simonton's recommendations and written instructions that are generally available in Simonton's installation instructions as updated by bulletins or other written communications or on Simonton's website at www.simonton.com. Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations
- Misapplication or faulty building design or construction, including inadequate flashings or caulking; building settlement or structural failures of walls or foundations
- Subjection to improper temperature, humidity, or other environmental conditions including by example, harmful fumes, vapors, solvents, chemicals, or pollutants in the atmosphere
- Normal wear and tear, including without limitation, wear and tear to weatherstripping or door bottom gaskets
- The caulking used to seal the frames or trim packages
- Labor costs are not included under this Warranty and neither Simonton nor its distributors will be responsible for any costs incurred in the removal, replacement, installation or reinstallation of the Simonton product or any part thereof, furnished by Simonton under this Warranty
- Product installations over an elevation of three (3) stories, unless a written exception to this Limited Warranty exclusion has been obtained from Simonton
- Products installed other than in the United States or Canada

B. Certain Environmental Conditions

This Limited Warranty does not guarantee safety for persons or property, nor make a premises hurricane-proof or impact-proof. Follow weather and news reports in order to assess severe weather situations and obey local authorities' shelter and evacuation orders. This Limited Warranty does not cover damage attributable to or caused by acts of nature that include, but are not limited to stresses, high winds, floods, fire and other conditions that exceed Product designs that are test evaluated and certified as referenced in Simonton's published literature. **CERTIFICATION APPROVAL, RATING, AND REFERENCES TO OTHER PERFORMANCE STANDARDS MEAN THAT THE PRODUCT MEETS THE ESTABLISHED SPECIFICATION PARAMETERS OF THE CERTIFICATION PROCESS OR STANDARD TESTING AT THE TIME THE PRODUCT IS MANUFACTURED.** However, with exposure over time to environmental conditions, including by example,

high wind events and other forces of nature, the Product will be subjected to normal and abnormal wear and its performance capability may change. Consult local building code laws, and the certification and rating agencies' published materials and websites, for guidelines on the standards necessary to meet all regulations and codes in your area. Product features designed to help address pressurization of a building during high-wind or other severe storm events are not a guarantee against water and air infiltration. Simonton is not responsible for claims or damages caused by water or air infiltration or improper installation. **PRODUCT SELECTION IS THE SOLE RESPONSIBILITY OF THE WARRANTY HOLDER.**

NOTE: Exterior accessories manufactured by Simonton for retrofit or new construction products are not designed and not intended by Simonton to be used by the Warranty holder or its agents as a barrier against water infiltration and are NOT A SUBSTITUTE FOR ADEQUATE FLASHINGS or other appropriate building design, construction and installation considerations. Simonton is not responsible for building, structural, or other damage that has occurred as a result of water that may penetrate between the Product or any applied accessory.

C. Damage From Failure to Inspect Product Following Each High-Wind or Impact Event

Product that is subject to any high wind event or the possibility of having been impacted by wind-borne debris should be promptly inspected by the Warranty Holder or by a building professional if the Warranty Holder cannot perform this inspection themselves or if there is concern about Product damage. Proper care and maintenance of the Product is the responsibility of the Warranty Holder and failure to do so may void the Limited Warranty. Although a Product may appear to be in good working condition, the effects of such an event(s) may have adversely affected the ability of the Product to provide subsequent protection against another such event.

This Limited Warranty's Exclusive Remedy

If the Product or any components fail to meet this Limited Warranty, Simonton's sole obligation is, to either (as Simonton elects): a) repair the component (aesthetic matching not guaranteed); or b) provide replacement component(s) to the Warranty Holder or a Simonton designated dealer (aesthetic matching not guaranteed); or c) refund the Warranty Holder's purchase price (the lesser of the original Product/component purchase price or the original catalog list price). Repaired or replaced components are warranted only on the same terms and for the remainder of the Warranty Period. Simonton reserves the right to discontinue or change any Product. If the Product or component is not available, Simonton may select and provide a replacement Product or component of equal quality and price. This is the Warranty Holder's sole and exclusive remedy for the Product under this Limited Warranty. By example but not limitation, this Limited Warranty does not cover the following costs and expenses: (i) except as expressly set forth in this Limited Warranty, labor for removing, reinstalling, refinishing Product (or other materials that are removed, reinstalled or refinished to repair or replace the Product); (ii) shipping/freight expenses to return the Product to Simonton; (iii) normal maintenance; or (iv) consequential, special, or indirect losses or damages of any kind.

Disclaimer of Warranties

THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY

LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. SIMONTON DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH PRODUCTS.

Limitation of Liability

SIMONTON'S SOLE LIABILITY UNDER THIS LIMITED WARRANTY IS REPLACEMENT, REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE. IN NO EVENT WILL SIMONTON BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OF ANY KIND TO A PREMISES, LOSS OF PRODUCT USE, REINSTALLATION, LABOR, REMOVAL, REFINISHING (EXCEPT TO THE EXTENT EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY), TEMPORARY OR PERMANENT RELOCATION OF RESIDENTS OR PROPERTY, LOSS OF PROFITS/REVENUE, INTEREST, LOST GOODWILL, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS OR WORK, INCREASED OPERATING EXPENSES, EMOTIONAL DISTRESS CLAIMS, OR CLAIMS OF THIRD PARTIES FOR SUCH DAMAGES, WHETHER BASED ON CONTRACT, WARRANTY, TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE) OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS BUT WARRANTY HOLDER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL SIMONTON'S ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE NON-CONFORMING COMPONENT'S PURCHASE PRICE.

Claims

Claims must be initiated during the Warranty Period. To initiate a claim, please contact the builder, dealer or contractor who installed or sold the Product. If that party is unknown or unreachable, contact Simonton Windows, Inc. at 1-800-SIMONTON (1-800-746-6686) or at www.simonton.com/warranty or www.simonton.com. Claimant will be required to provide proof of premises ownership, the date of Product purchase, the order number (bar code located on the sash head, jamb or sill of each Product), and specify the alleged defect. Simonton reserves the right to inspect the Product, and may be required to return the Product or component to Simonton (at Claimant's expense).

CARE AND MAINTENANCE OF YOUR VINYL WINDOWS AND DOORS

Congratulations on choosing windows and doors that offer the easy care and maintenance of vinyl. As a result, with only simple care and cleaning, your windows and doors can keep their beautiful appearance for years.

Like any surface exposed to outside elements, your windows and doors will get dirty from time to time, but cleaning them is rather simple. Often, heavy rains will wash the vinyl clean, but if the rain isn't enough, you can restore the splendor of your windows and doors by following these simple instructions.

Vinyl

- Wash using mild detergent (if necessary) and a soft cloth or ordinary soft bristle brush. Do not clean the windows or doors with a high-pressure washer. The extreme spray pressure could crack or destroy the caulking around the window or door.

- For difficult to remove dirt and stains use the readily available household cleaners listed on the chart. Follow the manufacturer's instructions on use of the cleaners.
- In some cases, you may wish to use a mildly abrasive cleanser such as Soft Scrub[®] but the use of any abrasive material could scratch the surface of the glass and window or door frame.
- DO NOT USE liquid grease remover, strong soaps or detergents containing organic solvents, nail polish remover, furniture polish or cleaners containing chlorine bleach. These items could affect the surface appearance of the vinyl.

Cleansers to Remove Stains From Vinyl Window and Door Frames	
Bubble Gum	Fantastik [®] , Murphy Oil Soap [®] , solution of 30% vinegar and 70% water, Windex [®]
Crayon	Lestoil [®]
DAP (oil based caulk)	Fantastik [®]
Felt-tip pen	Fantastik [®] , water based cleansers
Grass	Fantastik [®] , Lysol [®] , Murphy Oil Soap [®] , Windex [®]
Lipstick	Fantastik [®] , Lysol [®] , Murphy Oil Soap [®]
Lithium Grease	Fantastik [®] , Lestoil [®] , Murphy Oil Soap [®] , Windex [®]
Mold and Mildew	Fantastik [®] , solution of 30% vinegar and 70% water, Windex [®]
Motor Oil	Fantastik [®] , Lysol [®] , Murphy Oil Soap [®] , Windex [®]
Oil	Soft Scrub [®]
Paint	Brillo [®] Pad
Pencil	Soft Scrub [®]
Rust	Fantastik [®] , Murphy Oil Soap [®] , Windex [®]
Tar	Soft Scrub [®]
Top Soil	Fantastik [®] , Lestoil [®] , Murphy Oil Soap [®]

*Cleaning materials are listed in alphabetical order

Glass

- For routine cleaning, we recommend using a 30% white vinegar and 70% water premixed cleaning solution. Use a soft, lint-free cloth or paper towels to wipe clean, rubbing in different directions. If there is any residual streaking, rinse with clear water and wipe again.
- Ammonia-free glass cleaners such as Windex[®] also produce good results.
- Rinse windows and doors first if there is excessive dirt and debris.
- Thoroughly dry water and/or cleaning solution from glass and all window surfaces.
- DO NOT USE razor blades, metal blades, abrasive cleaning solutions or materials to clean the glass due to the high probability that damage to the glass will occur.

Screens

- For routine cleaning carefully vacuum your window screens

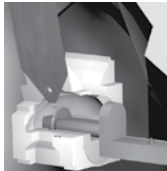
- To thoroughly clean window screens, remove the screens from the window frame. Place the screens on a flat surface (such as the driveway) and use mild soap and water with a soft bristle brush to remove dirt and grime. Clean both sides of the screen and around the interior and exterior of the frame. Rinse off the unit with lukewarm water. Allow the screen to dry completely before replacing in the window
- DO NOT USE a high-pressure spray to clean screens; it could damage the units.
- Use extreme care when cleaning aluminum mesh, since it can be dented or creased if too much pressure is placed on the screen.

Operation of Your Vinyl Windows and Doors

Along with being virtually maintenance free, your windows and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. Double Hung and Slider sash lift out; Casement sash open by turning the handle.

To tilt in the operable sash on Double Hung and Single Hung windows, you must:

- Unlock the sash and raise (or lower) it approximately 4" above (or below) the frame.
- Slide the tilt latches toward the cam lock and gently tilt the sash in. Always support tilted sash while cleaning.
- When finished cleaning, tilt the sash up and snap the tilt latches into place. For safety, make sure the tilt latches are securely engaged.
- If it becomes necessary to remove and reinsert the sash, tilt the sash inward to a 90-degree angle and lift the bottom of the sash up and out of the frame. To reinsert the sash into the frame, make sure both pivot bars (located at the bottom of the sash) are fully inserted into the balance shoes



Balance Shoe

To remove a Slider sash, simply:

- Unlock the sash and slide it past the sash retainer insert located in the head. *Note: Some windows may have a sash retainer clip instead of an insert that must be removed before opening the sash.*
- Lift the sash up into the head and pull the bottom of the sash towards you.

To operate Casements:

- Lift the handle on the side of the frame to unlock the sash. Turn the handle on the bottom of the frame to open the sash to the desired position.
- Turn the handle in the opposite direction to close the sash. To lock the window, make sure the sash is fully closed then lower the handle on the side of the frame.

To lock sliding Patio Doors:

- Close the operable panel and make sure it is fully against the frame.
- Lock the panel with the lever located on the handle.

Activate your Lifetime Limited Warranty at www.simonton.com/warranty. You will need the following information to complete the warranty registration. Please keep for your records.

PRODUCT INFORMATION

Installation Date _____

Order No. _____

(Your order number is located at the head, sill or jamb of each operable vent or sash. Sample label shown below.)



Number of Windows Purchased _____

Number of Doors Purchased _____

HOMEOWNER INFORMATION

Name _____

Address _____

City _____

State _____

Zip _____

Telephone(____) _____

Email _____

DEALER INFORMATION

Company Name _____

Address _____

City _____

State _____

Zip _____

Telephone(____) _____

Email _____