

# Krestmark Ind., L.P. (“Krestmark”) Vinyl Windows and Patio Doors

## LIFETIME LIMITED WARRANTY (“LLW”)

Vinyl (Frame) Windows manufactured by Krestmark are free of defects in design, materials, and workmanship and fit for reasonable purposes for which intended at the time of shipment from our plant in Dallas, Texas and LLW protected as set out below:

### WHO IS COVERED BY THE LLW

Krestmark extends this warranty to the original purchaser of the product so long as he or she owns and resides in the home in which the products are installed. The LLW does not extend to any subsequent purchasers, owner or users.

### WHAT THE LIMITED WARRANTY COVERS AND FOR HOW LONG

Vinyl Windows and Patio Doors Units, Materials in the vinyl unit, consisting of the vinyl frames, are warranted for the lifetime of the original purchaser.

Hardware, The warranty covers all defects in materials and workmanship of the hardware for one year from the date manufacture.

Insulating Glass. The sealed insulating glass (other than specialty glass unit) is warranted against defects in materials and workmanship resulting in material obstruction in vision from film formation, moisture collection, or dust collection between the interior glass surfaces for a period of twenty years from the date of manufacture. Specialty glass (tinted, obscure or decorative) is warranted against such defects for a period of five years from the date of manufacture. If a stress crack (glass fracture) is not present upon delivery of the window to the installation site, the development of a stress crack is not a result of a manufacturing defect.

### WHAT KRESTMARK WILL DO

Any claims for defects under this warranty should be submitted in writing to Krestmark or its authorized distributor promptly after discovery, together with proof of purchase, describing the defect claimed. Within a reasonable time Krestmark or its distributor will inspect the products. If the claim is within warranty, Krestmark will repair or replace (at Krestmark’s option) any defective component without charge.

The LLW does not include cost of removing the defective product or installing a repaired or replaced product, unless the warranty claim is made within one year after the date of initial purchase. You will be charged a service call fee at the prevailing rate in the area if your claim is found upon inspection not to be covered by the warranty.

Period	Amount of Charge
10 years	0
11-15 years	40%
16-20 years	80%

Repair and replacement of glass will not extend the original warranty period, but the remaining warranty time period will continue in effect and be applicable to the replaced insulating glass under the terms and conditions of this warranty.

### WHAT THE LLW DOES NOT COVER

Krestmark Industries, L.P. LLW is subject to the following restrictions and limitations:

1. The window or patio door must be used for single family residential use only. The warranty does not apply to any damage caused by misuse or abuse of the product or any use other than normal residential use.
2. This warranty covers manufacturing defects only. It does not include defects or damages attributable to external causes, such as defects caused by (a) installation, soil retention, or normal weathering; (b) accidents, fire, flood or other Acts of God, vandalism, riot or civil disorder, misuse, or abuse; (c) harmful fumes, vapors, or chemical pollutants in the atmosphere, or use of non-approved cleaning agents; (d) mildew; (e) building settlement or structural failure of the walls or foundations; (f) stresses resulting from localized heat which cause excessive temperature differentials over glass surfaces or edges; (g) use above 6000 feet above sea level without capillary breather tubes; (h) use an environment subject to high vibration (e.g. swimming pool), excess salinity; or other unusual conditions; or (i) any other cause or occurrence beyond Krestmark’s control.
3. Condensation on products which occurs as a natural result of humidity within the house or building area or differences between interior and exterior temperatures does not indicate a defect in the product and is not covered by this warranty.
4. Changes in the appearance of the hardware that are attributable to normal aging and wear do not indicate a manufacturing defect and are not covered by this warranty.
5. The LLW does not cover any defects resulting from installation. It also, does not cover any cost of removal or installation of a product or component part.
6. This warranty is valid only if genuine Krestmark windows and patio doors are used, and is void if window or patio door accessory products not manufactured by Krestmark are installed which causes a defect to occur in the product.
7. Surface imperfections are inherent in the product and if they are not notable within three feet of the surface and do not impact the function of the product, they are not manufacturing defects and are not covered by the warranty.
8. Krestmark reserves the right, to discontinue or change any component. If the component of the window and patio door originally installed is not available and Krestmark determines to make replacement, Krestmark may substitute a component designated by Krestmark that is equal quality and value.
9. Krestmark has no liability beyond repair or replacement if applicable products, and repair or replacement is your sole remedy for Krestmark’s breach of this LLW. Krestmark will have no liability for any loss time, inconvenience, loss of use, personal injury, property damage, or any other incidental or consequential damage.
10. This warranty is the only one Krestmark makes (Krestmark expressly disclaims) any other express or implied warranty, including any warranty of merchantability or fitness for a particular purpose.
11. No sales representative or distributor is authorized to modify this LLW or to extend any other warranty on Krestmark products.
12. Color change due to normal weathering is excluded from this warranty. Normal weathering is defined as any exposure to ultraviolet (sun) light, weather and atmospheric conditions which will cause any colored or painted surface to fade, darken, chalk or acquire a surface accumulation of dirt and stains. The severity of these conditions depends on air quality, location of your home and other local conditions.

### STATE LAW RIGHTS

Some states do not allow the limitation on how long a warranty lasts or the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in paragraphs 8 and 9 may not apply to you. This warranty gives you specific rights, and you may also have other rights which vary from state to state.