

Vinyl Window Warranty

Master Window System

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5070 Nifda Drive., Atlanta Ga., 30339

Lifetime Limited Warranty

Master Window Systems, warrants to the original resident property, that any vinyl windows products manufactured by Master Window Systems is free of manufacturing and material defects. This warranty applies for the lifetime of the product under normal use and service, subject to the conditions and limitations listed herein, and as long as the original purchaser resides in the home.

This warranty covers only manufacturing and material defects as specified herein and does not include damages caused by improper installation; normal weathering; accident, fire, flood, acts of God, vandalism, riot, or civil disorder; acts of terrorism or war; misuse; abuse by harmful fumes, vapors, solvents, chemicals, or chemical pollutants in the atmosphere; mildew; building settlement or structural failures of walls or foundations; problems caused by excessive temperature differentials; and/ or incidents beyond our control.

Vinyl - Lifetime Warranty

The vinyl components of any Master Window products are warranted against peeling, flaking, chipping, blistering, and corrosion for the life of the product. If such defects occur, Master Window Systems will provide replacement parts at no charge. Color-matching of parts cannot be guaranteed. The warranty on the vinyl becomes void if the vinyl is painted or stained, or if the surface is altered in any way.

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

1. ANY painting, staining, or other alteration of the factory-applied paint surface of the Product.
2. Chemicals or solvents applied to the surface, including by example, stucco leach or acidic brick washes, or, any damage resulting from use of mechanical cleaning implements (i.e. power washers).
3. Harsh natural environmental conditions, including by example, salt spray or airborne pollutants.
4. Excessive artificial temperature buildup or exposure, including storm doors or windows, or shutters, etc.
5. Damage from windborne or other debris, high wind or severe storm events or other forces of nature (including by example, hurricane, earthquakes, tornadoes, etc, or external contact due to accident, crime or vandalism.
6. Fading, discoloration, or color change of the factory-applied color coating that equals or is less than five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2, effective on the date the Product is manufactured, and which covers less than a material portion or the exterior vinyl components of the Product. Color change will be measured on an exposed colored surface of the Product that has been properly cleaned of soils, and the corresponding values measured on the original or unexposed colored surface. Non-uniform fading or color change is a natural occurrence if the Product are not equally exposed to the sun and other environmental conditions.

Hardware — Lifetime warranty

The hardware, including locking mechanisms, fasteners, rollers, balances, etc. is warranted against peeling, flaking, blistering, rusting, and corrosion for the life of the product. If any such defects occur, Master Window Systems will provide replacement hardware at no charge. Color-matching of parts cannot be guaranteed.

Screens - Lifetime Warranty

Screen frames and screen mesh is warranted to be free from material defects such as frame or mesh discoloration as well as cracking or peeling of the screen frame for the life- time of the product. If such defects occur, Master Window Systems will provide a replacement screen at no charge. Bent frames, cut, torn or ripped screen mesh and loose spline are not covered under this warranty.

Glass

The insulating glass units are warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the air space of the sealed unit. Small marks, scratches, spots, etc. that are not visible from 36" away and do not exceed company standards or government specifications DD-G451D or ASTM C1036 are not considered defects and are not covered.

If covered defects do occur, Master Window Systems will provide a replacement insulating glass unit at no charge for a period of twenty (25) years. If the glass should fail, Master Window Systems will cover a fixed percentage of the company's selling price for the insulating glass unit based on the age of the product, as listed below: (No shipping costs or any labor costs are included)

First 15 Years – 100% coverage / 15 to 20 years – 50% coverage / 20 – 25 years – 25% coverage .

Glass breakage for any reason is not included. If a window is delivered with a stress crack (glass fracture) and we are notified within 24 hours, it will be replaced at no charge. Any developing cracks are not considered manufactured defects and are not warranted.

Condensation on windows and doors as the natural result of humidity within the house or building and interior/exterior temperature differences does not indicate a defect in the product and is not included in this warranty.

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Mail to: Master Window System
5070 Nifda Drive
Atlanta, Georgia 30339

Commercial Applications

If any Master Window products are installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, churches, apartment complexes, government-owned structures, office buildings, etc., warranty coverage for all items is limited to 20 years on the vinyl, 1 year on the hardware and 10 years on the glass and is not transferable.

Warranty coverage on Factory-applied Exterior Coatings is limited to 3 (three) years and is not transferable.

Factory-applied Exterior Coating

For Products purchased with a factory-applied exterior coating on the vinyl components, the factory-applied exterior coating is warranted to the Residential Warranty Holder against peeling, flaking, chipping, blistering, and corrosion, and for significant ultraviolet fading or discoloration caused by natural environmental conditions (subject to below limitations), for the applicable Warranty Period of ten (10) Years (three [3] Years non-Residential). If such defects occur, manufacturer will, at its option, provide the Warranty Holder factory-authorized repair at no charge, or provide replacement parts only at no charge to the Warranty Holder (assembly and labor not included), or refund the purchase price of the Product or component (the lesser of the original Product or component purchase price or the original catalog list price at the time of purchase). Repaired or replaced Products or components are NOT guaranteed to match the color of the original Product or component or of other windows or doors in the premises, due, in part, to the normal effects of weathering over time on exterior coating or finishes.

Transferable Warranty

This warranty is transferable by the original property owner to one subsequent owner. The property owner must notify Master Window Systems of the transfer of the title within 30 (thirty) days after the transfer of ownership and provide a copy of this warranty, the order number, and a certified check in the amount of \$50.00. Such a transfer does not extend the warranty period.

Repair

If an inspection indicates that the claim is valid in accordance with the provisions of this warranty, Master Window Systems agrees, at its option, to repair or replace any defective part or component as warranted herein, free of charge to the warranty holder, when said defective part or component is returned to Master Window Systems. The warranty holder shall pay return transportation charges.

Labor

Labor costs are not included in this warranty. Neither Master Window Systems nor its distributors will be responsible for any costs incurred in the removal, replacement, installation, or reinstallation of any product or part furnished by Master Window Systems under this warranty.

Warranty Extension

Repair or replacement of any part shall not extend the original warranty period. Any remaining warranty time period, under the terms and conditions described herein, shall continue in effect and shall include the replacement parts.

Product Changes

Master Window Systems reserves the right to change or discontinue any product it manufactures. If a warranted replacement part or component of the product originally installed is not available,

Master Window Systems shall have the right to substitute a part or component we determined to be of equal quality and price.

Other Warranty Considerations

Caulk is used in some installations to seal the frames or trim package against water or air penetration. This caulking is not a part of our products and therefore is not covered under this warranty. This warranty shall be void if accessory products not manufactured by Master Window Systems are installed and subsequently cause defects to occur in the Master Window Systems products.

The warranty statements contained in this certificate set forth the only express warranties extended by Master Window Systems for all vinyl products, and the provisions herein shall constitute the warranty holder's exclusive remedy for breach of this warranty given under this certificate. Master Window Systems shall not be liable to the property owner for incidental or consequential damages for breach of any written or implied warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitations of incidental or consequential damages, therefore this limitation/exclusion may not apply.

This limited warranty gives specific legal rights. There may be other rights which may vary from state to state.

Submitting a Warranty Claim: Contact us to receive our Claim Form. All Claims must include the following:

- a. Product description, model number and order numbers (these can be found on labels located in or on the window)
- b. Proof of Purchase and the selling Dealers name and location.
- c. Your full information: Name, address, phone #, email, etc.
- d. A detailed description of the suspected defect(s) along with detailed photos.

Replacement parts may be provided to the homeowner at no cost, however there could be labor charges for the removal of defective items and the installation of any replacement items if done by a technician other than the homeowner.

As the manufacture we are not responsible or obligated to provide or pay for any labor related to warranty issues.

Replacement items will be delivered to our nearest wholesale dealer location. Any costs for direct delivery or shipment to the homeowner or contractor is the responsibility of the homeowner.

Warranty Registration Form	
<p><i>To activate your warranty - Please detach and submit this form.</i></p>	<div style="border: 2px solid black; padding: 5px; text-align: center;"> <p>This is your order number:</p> <p>_____</p> </div>
Name : _____	Date of Purchase: _____
Email(s): _____	Purchased From: _____
Phone(s) _____	_____
Address: _____	