

# Warranty

Egress Windowtastic LLC  
5951 Crestbrook Dr  
Morrison, CO 80465

## **Lifetime Limited WARRANTY (Windows & Doors)**

This warranty covers SOFTLINE 70 products based on the VEKA System, distributed by EGRESS WINDOWTASTIC LLC bought and installed only in the United States of America.

## **Overview of Lifetime Limited Warranty**

EGRESS WINDOWTASTIC LLC (EW LLC), subject to the conditions and limitations set forth below, warrants to the original property owner/consumer, when subject to normal use and proper installation, that its vinyl windows and doors will be free from manufacturing defects as long as the original property owner/consumer retains ownership of the property in which the windows and doors were installed.

## **Lifetime Limited Warranty and Property Sale**

In the event the original property owner/consumer sells the property in which the windows or doors covered by this warranty are installed, the coverage provided by this warranty may be transferred to the subsequent property owner/consumer; however, coverage will be seven (7) years for material measured from the date the original property owner/consumer had them bought.

## **Lifetime Limited Warranty and Commercial Property Restrictions**

The lifetime coverage offered by this warranty applies to individual homeowners and does not apply to products purchased by or installed in property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, cooperative housing arrangements or installed in apartment buildings or any other type of building or premises not used by individual homeowners as their residences. For such property owners/ consumers or entities to which the lifetime coverage does not apply, the warranty period shall be five (5) years measured from the date the original property owner/consumer had them bought.

## **Limitations**

This Limited Warranty does not provide protection against any failure, defect or damage caused by situations and events beyond normal exposure conditions including but not limited to:

- Any painting, staining, or other alteration of the factory-applied exterior coating or cap stock surface of the Products
- Minor scratches or minor visual imperfections within the Product's standard manufacturing and quality specification parameters.
- Damage to the factory-applied exterior coating or cap stock occurring after the Product leaves Egress Windowtastic facility, whether arising during pre-installation handling or storage (including inadequate shelter or inadequate venting of shipping wrap in hot and humid locations), installation, maintenance, or otherwise
- Minor scoring or scratching of the factory-applied exterior coating or cap stock surface due to normal operation of the Products is not considered a manufacturing defect
- Chemicals or solvents, including by example, acidic brick washes, or stucco leach
- Maintenance inconsistent with the Care and Maintenance recommendations set forth in the Limited Warranty
- Harsh natural environmental conditions, including by example, from substantial exposure to sun, salt spray or airborne pollutants
- Excessive artificial temperature buildup or exposure, including by example, from the use of storm doors or windows or shutters under certain circumstances
- Installation in locations or a manner that exceeds or deviates from product design standards and/or testing and certified performance specifications, and/or not in compliance with building codes
- Defects, damage or failure caused by improper handling or storage, misuse, abuse, transportation or improper installation.

- Any damage to the product caused by impact of foreign objects, fire, earthquake, flood, lightning, hurricane, tornado or other casualty or act of God.
- Windows or doors that have been altered by paint, varnish or any coating subsequent to the purchase.
- Defects or damage caused by the effects of air pollution, mildew, exposure to harmful chemicals or normal weathering caused by exposure to the elements. Normal weathering is defined as exposure to sunlight and extremes of weather and atmosphere that will cause any colored surface to gradually fade, chalk or accumulate dirt or stains. The severity of any condition depends on the cleanliness of the air in the area and many other local influences over which EW LLC has no control. EW LLC shall have sole discretion to determine, based on reasonable criteria, whether the product has experienced normal weathering. In the event a product weathers to a degree determined by EW LLC to be beyond normal, EW LLC shall select, at its sole discretion, one of the options as set forth in the section of this warranty titled "Overview of Lifetime Limited Warranty."
- Corrosion of any metal parts, otherwise known as hardware, when installed within two miles of a seacoast or anywhere in Hawaii, except that such parts shall be warranted against corrosion for one (1) year from date of purchase by original property owner/consumer if regularly cleaned of salt deposits and coated with marine-grade grease.
- The addition of applied tints or films to glass.
- Defects or damage to insect screens (applicable to products covered by this warranty) that occur more than three (3) months from date of window or door installation with such screens.

EW LLC reserves the right to discontinue or modify any of its products, including the color thereof, without giving notice to the original property owner/consumer and shall not be liable as a result of such discontinuance or modification, nor shall EW LLC be liable in the event replacement material may vary in color or gloss in comparison to the original product as a result of normal weathering. If EW LLC replaces any material under this warranty, it may substitute parts or products designated by EW LLC to be of comparable quality or price range in the event the parts or products initially installed have been discontinued or modified. **IMPORTANT:** Concerning the use of spray-type foam insulation applied around the perimeter of the EW LLC window frame, only professional grade, non-expanding foams dispensed with a trigger applicator may be used. Furthermore, any distortion or damage to the window found to be caused by the spray-type foam material, in whole or in part, will not be covered under the Ply Gem Pacific Window Corporation warranty.

#### Other Conditions

THIS WARRANTY REPLACES ALL OTHER ORAL OR WRITTEN WARRANTIES, LIABILITIES OR OBLIGATIONS OF EW LLC. APPLICABLE STATE LAW WILL DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PROPERTY OWNER/CONSUMER MAY SEEK A REMEDY UNDER THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL EW LLC BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS OR ANY PERSONS THEREIN, RESULTING FROM THE BREACH OF THIS WARRANTY. NO FIELD REPRESENTATIVE, DISTRIBUTOR OR DEALER OF EW LLC IS AUTHORIZED TO CHANGE OR MODIFY THIS WARRANTY. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

How to make a Claim>Contact EW LLC at (720) 450 2648 promptly following the discovery of any covered defect. EW LLC will investigate the claim, and if a defect covered by the warranty is confirmed,EW LLC shall, within a reasonable amount of time, either repair or replace the defective window or door or refund that amount paid by the original property owner/consumer for the window or door, per the terms of this warranty.This warranty is effective on EW LLC window and door products bought on or after January 15th, 2020.

## 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,<sup>®</sup> 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. Interior Laminates ■ Use warm soapy water for routine cleaning and dry thoroughly.
- Mild household cleaners can also be used to clean interior laminates. Always test the cleaner on an inconspicuous area to ensure compatibility with the laminate surface.
- DO NOT USE abrasive scrubbing devices, organic solvents or abrasive cleansers as they will cause surface damage. 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<sup>®</sup> 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.
- DO NOT CLEAN GLASS WITH A HIGH-PRESSURE WASHER. THE EXTREME SPRAY PRESSURE COULD DAMAGE THE GLAZING AND DESTROY THE SEAL OF THE INSULATING GLASS UNIT.
- Exterior Coatings
- Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush. Do not clean the exterior coating with a high-pressure washer. The extreme spray pressure could damage the surface or crack or destroy the caulking around the window or door.
- Mild window cleaners that are safe to clean the exterior coating on windows and doors include Windex,<sup>®</sup> Formula 409<sup>®</sup> and Fantastik.<sup>®</sup>
- DO NOT USE liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleansers containing chlorine bleach. These items could affect the surface appearance of the vinyl. Screens
- For routine cleaning carefully vacuum your window screens
- DO NOT USE a high-pressure spray to clean screens; it could damage the units.
- 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

- Use extreme care when cleaning aluminum mesh, since it can be dented or creased if too much pressure is placed on the screen.

#### Cleaners to Help Remove Stains From Vinyl Window and Door Frames

Bubble Gum Fantastik®

Scrubbing Bubbles®

All Purpose Cleaner, Murphy Oil Soap,®

Solution of 30% vinegar and 70% water, Windex® Crayon Lestoil,®

Mr Clean®

DAP (oil based caulk)

Fantastik®

Scrubbing Bubbles®

All Purpose Cleaner Dirt and Scuff

Marks Fantastik®

Scrubbing Bubbles®

All Purpose Cleaner, Lestoil,®

Mr Clean®

Magic Eraser,®

Murphy Oil Soap®

Felt-tip pen Fantastik® S

Scrubbing Bubbles®

All Purpose Cleaner, water based cleansers

Grass Fantastik®

Scrubbing Bubbles®

All Purpose Cleaner, Lysol,®

Murphy Oil Soap,®

Windex®

Lipstick Fantastik®

Scrubbing Bubbles®

All Purpose Cleaner, Lysol,®

Murphy Oil Soap®

Lithium Grease Fantastik®

Scrubbing Bubbles®

All Purpose Cleaner, Lestoil,®

Murphy Oil Soap,®

Windex®

Mold and Mildew Fantastik®

Scrubbing Bubbles®

All Purpose Cleaner, solution of 30% vinegar and 70% water,

Windex®

Motor Oil Fantastik®

Scrubbing Bubbles®

All Purpose Cleaner, Lysol,®

Murphy Oil Soap,®

Windex®

OilSoft Scrub®

Paint Mr Clean®

Magic Eraser®

PencilSoft Scrub,®

Mr Clean®

Magic Eraser®

Rust Fantastik®

Scrubbing Bubbles®

All Purpose Cleaner, Murphy Oil Soap,®

Windex® | TarSoft Scrub®