



# RESIDENTIAL LIMITED LIFETIME WARRANTY

## WHAT THIS WARRANTY COVERS AND HOW LONG

Subject to the provisions below, Vista Window Company warrants its VTEC 2000 and Panorama Series Window and Door products (“Products”) to be free from factory defects in material and workmanship as follows:

Component and Warranty Period	WARRANTY HOLDER	
	Owner-Occupied Single-Family Residential	Multi-Family or Commercial
Vinyl Frames and Sash	Lifetime	25 years
Working Parts	Lifetime	10 years
Insulating Glass Unit - Elite Series (see below*)	Lifetime	10 years
<b>Optional Features</b> (IF purchased with original order)		
Panorainbow™ Color System – exterior paint	10 years	10 years
EEE-Z-KLEEN™ Coating - glass breakage	Lifetime	Not Applicable
Vistassure™ Program – glass breakage	Lifetime	Not Applicable

### \*Insulating Glass Units

Vista Window warrants to the Warranty Holder during the Warranty Period that the standard insulating glass unit is free from factory defects resulting in internal glazing failure, seal failure, internal insert slippage, and permanent and material visual obstruction from moisture or dust film formation in the air space of the sealed glass unit. The Selective Choices™ glass option carries its own warranty terms and conditions. Consult your dealer for information about Selective Choices™ options or visit [www.vistawindowco.com](http://www.vistawindowco.com) for more information. Vista Window will repair or replace (at its option) at its factory or at the installing dealer, free of charge less shipping expense, any Product or part (color matching not guaranteed) that is found to be defective during the Warranty Period as provided under this Limited Warranty. Repaired or replaced Products or components are warranted only on the same terms and for the remainder of the original Warranty Period.

### Warranty Period and Warranty Holder

This Limited Warranty is in effect if you are an “Owner-Occupied, Single Family Residential Warranty Holder” as long as you own and reside in the single family, detached home for which you (or your builder or contractor) purchased and installed the Products; and this Limited Warranty will continue up to a maximum of 25 years from the original date of Product installation if you transfer or no longer live in the home if you follow the procedure described below to transfer the Limited Warranty to a second homeowner (maximum of 10 years for Panorainbow color system feature; The EEE-Z-KLEEN™ Coating limited warranty is non-transferable). If you (or your builder or contractor) purchase and install the Product in a multi-family premises (by example but not limitation, a condominium, townhome, duplex, apartment building, or cooperative) or a commercial or investment premises, then you are a “Multi-Family or Commercial Warranty Holder” under this Limited Warranty and your Limited Warranty is NOT transferable.

### SPECIAL COVERAGE

Subject to the other provisions of this Limited Warranty, the following special coverages apply if the feature(s) are reflected on the purchase order for the Product:

**A. Panorainbow™ Color Coating System – Exterior Paint:**

The factory-applied Panorainbow™ color coating system feature is warranted to the Warranty Holder for the above stated Warranty Period against peeling, blistering or similar weathering under normal environmental conditions, and is warranted against significant ultraviolet discoloration or color change (greater than six (6) E units as calculated under ASTM D2244, paragraph 6.2 as in effect on the date of Product purchase) covering a material portion of the entire exterior Product surface.

**Note: non-uniform fading or color change is a natural occurrence, and not a defect, if the Product's exterior surfaces are unequally exposed to the sun and other environmental conditions. If the Product fails to meet this Limited Warranty, Vista Window will repair or replace (at its option) the Panorainbow color coating at its factory or at the installing dealer, free of charge less shipping expense.**

This coverage does not include damage attributable to or arising from:

- ANY painting, staining, or other alteration of the factory-applied paint surface of the Product
- Chemicals or solvents applied to the surface, including by example, stucco leach or acidic brick washes
- Harsh natural environmental conditions, including by example, substantial exposure to sun, salt spray or airborne pollutants
- Excessive artificial temperature buildup or exposure, including by example, from using storm doors or windows, or shutters
- 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

**B. EEE-Z-KLEEN™ Protective Glass Treatment – Glass Breakage and Up To \$500 Catastrophic Event Reimbursement**

If the glass component breaks or cracks after Product installation and during the Warranty Period due to a defect in the material or workmanship of the factoryapplied EEE-Z-KLEEN™ protective glass treatment, Vista Window will replace the sealed glass unit (sash) at its factory or at the installing dealer, free of charge less shipping expense. This coverage does not include:

- Damage caused by the use of ammonia or acid based cleaners, or abrasive cleaning solutions, sponges or other applicators, or maintenance inconsistent with Vista Window recommendations (see below "WHAT THIS WARRANTY DOES NOT COVER)
- Specialty glass such as glass that is beveled or grooved, or garden window Products, or patio doors
- Products that are used in applications that exceed published size limitations
- Breakage arising from a windborne or other debris, high wind or severe storm events or other forces of nature (by example, hurricane, earthquakes, tornadoes, etc), or external contact due to accident, crime or vandalism, however, if any of these events occurs and damages multiple Product units ("Catastrophic Event"), then at its option instead of replacing the glass unit (sash), Vista Window will pay to Warranty Holder the amount of Warranty Holder's homeowner's insurance deductible for such Catastrophic Event up to a maximum of \$500 reimbursement, following receipt from Warranty Holder of sufficient evidence of the Warranty Holder's insurance company's acceptance and resolution of a filed claim for the Catastrophic Event and confirmation of the insurance policy deductible amount.

**C. Vistasure® Program: Glass Breakage- Broader Form**

If the glass component breaks or cracks after Product installation and during the Warranty Period due to a defect in the material or workmanship, OR OTHERWISE, Vista Window will replace the sealed glass unit ( or sash) at its factory or at the installing dealer, free of charge less shipping expenses.

This coverage does not include:

- Specialty glass such as glass that is beveled or grooved, or garden window Products, or patio doors
- Products that are used in applications that exceed published size limitations
- Breakage arising from a windborne or other debris, high wind or severe storm events or other forces of nature (by example, hurricane, earthquakes, tornadoes, etc), or external contact due to accident, crime or vandalism, however, if any of these events occurs and damages multiple Product units (“Catastrophic Event”), then at its option instead of replacing the glass unit (sash), Vista Window will pay to Warranty Holder the amount of Warranty Holder’s homeowner’s insurance deductible for such Catastrophic Event up to a maximum of \$500 reimbursement, following receipt from Warranty Holder of sufficient evidence of the Warranty Holder’s insurance company’s acceptance and resolution of a filed claim for the Catastrophic Event and confirmation of the insurance policy deductible amount.

### **WHAT THIS LIMITED WARRANTY DOES NOT COVER.**

**a) General:** This Limited Warranty does not include, by example but not limitation, damage or non-conformities attributable to or arising from:

- Damage to screens
- Glass breakage for any reason, except if, and only to the extent provided above under the EEE-Z-KLEEN™ Protective Glass Treatment and Vistaasure® Programs
- Minor scratches or minor visual imperfections
- Alterations or modifications to the Product, including but not limited to, applying after-market window film
- An installation, finishing, maintenance, or operation inconsistent with Vista Window recommendations and written instructions which are generally available in Vista Window bulletins and other written communications or on Vista Window website at [www.vistawindowco.com](http://www.vistawindowco.com).
- Service calls made from the factory of dealer (Consult your dealer for prevailing service call rates, or contact Vista Window at (330)259-4700 or [www.vistawindowco.com](http://www.vistawindowco.com))
- Misapplication or faulty building construction or design
- Condensation or mold resulting from humidity within the premises or interior/exterior temperature differentials. Note: condensation on your windows is the natural result of excess moisture in the home. Changes in temperature may create temporary conditions of condensation. The appearance of condensation may also be related to the type of insulated glass you have chosen for your windows. Higher performance glass has better resistance to condensation, and if you choose a high performance glass upgrade it will allow for higher humidity levels in your home. Vista Window can make no guarantee in regards to condensation whatsoever.

### **b) Certain Environmental Conditions and Product Selection:**

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 Vista Window’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. With exposure over time to environmental conditions, the Product will be subjected to normal and abnormal wear and its performance capability may change. Proper care and maintenance, and periodic inspection, of the Product are the responsibilities of the Warranty Holder. PRODUCT SELECTION IS THE SOLE RESPONSIBILITY OF THE WARRANTY HOLDER. 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. Vista Window is not responsible for claims or damages caused by water or air infiltration or improper installation.

### **LIMITATION OF DAMAGES – YOUR EXCLUSIVE REMEDY**

Vista Window reserves the right to discontinue or change any Product or component. If the Product or component is not available, Vista Window may select and provide a replacement Product or component of equal quality and price (color matching not guaranteed), or at its option, return the purchase price. VISTA WINDOW'S SOLE LIABILITY UNDER THIS LIMITED WARRANTY IS REPLACEMENT, REPAIR, OR SUBSTITUTION OR REFUND OF THE PURCHASE PRICE AS PROVIDED ABOVE. IN NO EVENT WILL VISTA WINDOW BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, SPECIAL, OR INDIRECT DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO, DAMAGE TO A PREMISES, LOSS OF PRODUCT USE, REINSTALLATION, REMOVAL, LABOR, TEMPORARY/PERMANENT RELOCATION OF RESIDENTS, 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 VISTA WINDOW'S ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE FACTORY DEFECTIVE COMPONENT'S PURCHASE PRICE.

### **DISCLAIMER OF WARRANTIES**

THIS LIMITED WARRANTY (excluding the EEE-Z-KLEEN™ Coating limited warranty) IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, EXPRESSED 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 DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY.

### **TRANSFER OF WARRANTY**

This Limited Warranty can be transferred by the original Owner-Occupied Single-Family Residential Warranty Holder to a second Owner-Occupied Single-Family Residential homeowner during the first 25 years from the original date of Product installation; the number of years remaining (if any) in that original 25 year period is the duration of this Limited Warranty to that second homeowner. To transfer the Limited Warranty you must fill out the warranty transfer card, and mail it along with a check for \$25.00 to Vista Window Company 3850 Elm Road, Warren, OH, 44483.

### **CLAIMS**

Claims must be initiated during the Warranty Period. To initiate a claim, please contact the dealer, builder or contractor who installed or sold the Product. If that party is unknown or unreachable, contact VISTA WINDOW COMPANY 3850 Elm Road, Warren, OH, 44483 at (330)259-4700 or at [www.vistawindowco.com](http://www.vistawindowco.com). Claimant will be required to provide proof of premises ownership and the date of Product purchase and/or premises transfer (if applicable) and may be required to return the Product or component to Vista Window (at Claimant's expense).

### **WARRANTY REGISTRATON**

To ensure proper coverage for your manufacturer's warranty, homeowners must register by visiting [www.vistawindowco.com](http://www.vistawindowco.com) and clicking on "Register Your Warranty."