

# Ideal Window Limited Lifetime/Transferable Warranty

Original Inv. # \_\_\_\_\_

Ideal Window warrants to you, the original purchaser of this vinyl window product, that this item will be free from defects in material and workmanship, per the terms stated in this warranty, provided these products were properly installed (as outlined in our instructions) by a licensed, qualified contractor/installer and that the product is used as a residential product. If the products are installed in a multi-family dwelling, a rental property or a commercial building (non-residential), then this Warranty will be limited to ten (10) years on all materials and will not be transferable. Ideal Window Limited Lifetime Warranty does not cover any damage caused by misuse, abuse, improper installation, accident, fire, food, explosion, vandalism or other external forces.

## **BASIC VINYL FRAME - LIFETIME**

The rigid vinyl used in this product's frame and sash is warranted against manufacturing defects that cause chipping, cracking, peeling or blistering, under normal operation, for the lifetime of the original homeowner. All vinyl two-tone products are warranted for twenty (20) years.

## **MOVING PARTS - LIFETIME**

Moving or mechanical parts, such as balances or locking mechanisms, are covered for as long as you reside in your home, if they remain in the original installation location of the home, and they have not been tampered or adjusted by anyone but a qualified and experienced window mechanic. On verified manufacturing defects, the warranty shall be limited to providing new parts to an Ideal Window Authorized Dealer or FOB our plant, Bayonne, NJ.

\* Coastal Exclusion applies to all moving parts.

## **INSULATED GLASS UNIT - 20 YEARS**

The sealed insulated glass unit is warranted against film or moisture forming on one or both of the interior glass surfaces within the sealed unit. If these conditions occur and they are verified to be caused by hermetic seal failure due to faulty manufacturing, the insulated glass unit will be replaced free of charge for a period of twenty (20) years from the date of purchase, provided the prescribed procedures are followed. All insulated glass units shall be warranted against stress cracks for a period of two (2) years. A stress crack is a crack in the piece of glass that occurs only on the inside lite of the piece of insulated glass, usually from a rapid change in temperature. Ideal's maximum liability consists of the replacement of the insulated glass only. Handling, freight and installation charges are the responsibility of the consumer.

The Warranty is applicable to all spots, marks and scratches after they exceed Federal Standard Specification C-1036-91, which governs allowable blemish sizes on Glazing B flat glass surfaces. (See our web-site for details)

## **SPECIALTY GLASS PRODUCTS - 10 YEARS**

All of Ideal Windows Specialty Glass Products are warranted for a period of ten (10) years from the original date of purchase.

## **SCREEN - LIFETIME**

The aluminum screen frame is warranted against peeling, flaking, blistering, rust and rot under normal use and conditions for the life of the product. The fiberglass screen mesh is warranted against insect damage, punctures and tears for the life of the product. On verified manufacturing defects, the warranty shall be limited to providing new parts or screen cloth material to an Ideal Window Authorized Dealer. All other damages caused by external forces are excluded from this coverage.

## **PRIVACY BLINDS - 10 YEARS (Magnets - 1 Year)**

Privacy Blinds have been developed to provide customers with years of thermally efficient, maintenance free use. However, there are some things to be mindful of when choosing our Privacy Blind option. The LowE coating used in our products with Privacy Blinds is a specially formulated LowE which is more resistant to scratching than most LowE, with normal use, however travel marks from the blinds internal cords is typical and is not covered under our warranty. Additionally, during colder temperatures it is common for the glass panes in an insulated glass unit to become concave. This inward bowing may temporarily impede or affect the movement of the Privacy Blinds and is not covered under our warranty as a defect. Please review Privacy Blind Technical Specifications sheet for additional tolerance information.

## **BAY & BOW WINDOWS - LIFETIME**

The aforementioned vinyl, parts, glass & screen warranty apply only to the actual vinyl window units used within the bay/bow shell. We recommend that all Bay & Bow windows be installed using the cable support system (supplied with the unit) mounted to the roof joists. All Bay & Bow units require protection above and below the unit (materials not supplied with the unit). All Bay/Bow shell components (Jambs, Headboard & Seatboard) are comprised of unfinished wood (furniture grade birch, maple or oak). These parts must be finished and maintained following the directions of a qualified paint professional within 30 days of installation of the product. All wood components used in Ideal's Bay or Bow Window units are warranted for a period of twenty (20) years from the date of the original purchase.

\*Coastal Exclusion applies to all parts and wood components used in a Bay or Bow window.

Installation or Sale Date \_\_\_\_\_

## **\*COASTAL AREA EXCLUSION - 5 YEARS**

All moving parts, miscellaneous window components and bay or bow wood parts are warranted against failure for a period of five years from the date of installation in Coastal Areas. Ideal Window defines Coastal Areas as land within one mile of water affected by ocean tides.

## **ADDITIONAL EXCLUSIONS INCLUDE:**

1. Product failure due to improper installation or adjustment.
2. Modifications to the product, including but not limited to, the fastening or mounting of security systems, window treatments, insulated window coverings or films, and storm windows to any part of the unit.
3. Improper staining or painting.
4. Units assembled or improperly milled by others.

## **CAULKING**

Caulking is used by installers to seal the frames or trim packages against water or air penetration. Caulking is not considered part of the product, and therefore is not covered under this warranty. Choice of caulking is a homeowners' and installers' responsibility.

## **CONDENSATION**

Condensation is a result of excess humidity being trapped in the home. It is not the result of a defective window or faulty installation, in fact, levels may increase when an energy efficient window is properly installed thereby sealing the air leaks which previously allowed the moisture and heat to escape from the home. No window can prevent condensation if there is a high humidity level in the home. Additional information on condensation causes and cures are available upon request or call the Better Business Bureau.

## **COLOR**

The vinyl will usually maintain its manufactured color as it ages. However, uncontrollable atmospheric pollution and organic residues deposited on the windows can sometimes cause uniform discoloring. Mild soaps or detergents can generally restore much of the brilliant manufactured color. The vinyl profile extruder does not warrant against fading due to pollution or normal weather conditions. The use of harsh cleaning products or chemicals can void this warranty.

## **DISTRIBUTED PRODUCTS**

These products, special hardware and some parts are covered under specific manufacturers' warranties. In the absence of such warranty, Ideal will warranty said parts for ten (10) years from the date of purchase

## **TRANSFERABLE WARRANTY**

Ideal Window Lifetime Warranty is transferable by the original property owner to one subsequent owner provided the Certificate of Transfer of Warranty is completed and sent to Ideal Window within thirty (30) days after the date of transfer of ownership, along with a check or money order in the amount of \$50.00. Upon the transfer of ownership, the new homeowner will be covered for a period of 10 years from the original window purchase date.

Register your windows at [www.idealwindow.com/warranty](http://www.idealwindow.com/warranty)

Date of Transfer: \_\_\_\_\_

## **Property Transferred From:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

## **Property Transferred To:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**Ideal Window Manufacturing**  
100 West 7th Street - Bayonne, NJ 07002  
800.631.3400 f:800.758.7528

[www.idealwindow.com](http://www.idealwindow.com)

**Revised 9/13**

7.14.11 (1.5 M)