



*Bringing quality to light.*

**LIMITED LIFETIME  
WARRANTY**

# LIMITED LIFE TIME WARRANTY

## What This Limited Warranty Covers

**Windows and Patio Doors** - Soft-Lite warrants that its windows and patio doors will be free from defects in manufacturing or materials. Soft-Lite warrants that the hermetic seals of the insulated glass units will be free from defects in manufacturing or materials that result in a material obstruction of vision as a consequence of film formation caused by dust or condensation on the surfaces inside the sealed insulated glass units.

**PVC Coatings** — Soft-Lite warrants that the PVC coating on the exteriors of its windows and patio doors will not, as a result of natural environmental and atmospheric conditions, peel or blister from the applied surface and will not materially discolor.

## What This Limited Warranty Does Not Cover

This limited warranty does not cover components or materials used in the installation of windows or patio doors, including, but not limited to, caulking, screws, insulation, and wood finish trim. Soft-Lite makes no representation or warranty with respect to condensation on the outer surfaces of the insulated glass unit. Condensation on the outer surfaces does not indicate a defect and may occur temporarily as a natural result of humidity, excessive moisture, changes in temperature, or improper ventilation.

## Other Limitations

This limited warranty is conditioned upon the normal use and care of the windows and/or patio doors and will be void to the extent of any damage caused by misuse, neglect, fire or other casualty, or any other cause beyond the control of Soft-Lite. This limited warranty will be void if the insulated glass unit is altered, cracked, or broken. Where any wood that forms a part of any window is exposed to the elements (such as with bow, bay, or garden windows), you must seal or otherwise protect such exposed wood within 10 days after installation or this limited warranty will be void. **The dealer who sold the windows and/or patio doors covered by this limited warranty must fill in the Soft-Lite invoice number on this limited warranty in order to validate the limited warranty and make it effective. Do not accept any warranty from a dealer without ensuring that the dealer has filled in a valid Soft-Lite invoice number.** CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE NOT RECOVERABLE UNDER THIS WARRANTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## How Long This Limited Warranty Lasts

This limited warranty begins on the date upon which the windows and/or patio doors are installed. The warranty as it applies to *PVC coatings and the hardware on patio doors* lasts for 10 years. As to *all other parts of windows and patio doors*, this warranty lasts for as long as the windows and/or patio doors covered by this limited warranty remain in use at the residential dwelling where, and as, originally installed and the original purchaser of the windows and/or patio doors covered by this limited warranty (or that person's authorized transferee) owns and resides in such residential dwelling. Some states do not allow limitations on how long an implied warranty lasts, so these limitations on the duration of the warranty may not apply to you.

## How to Obtain Service

Contact the dealer from whom you purchased the windows and/or patio doors or contact Soft-Lite's customer service center using the information below.

## What Soft-Lite Will Do

If the windows or patio doors covered by this limited warranty fail to meet the requirements of this limited warranty and you notify Soft-Lite of such failure during the term of the limited warranty, Soft-Lite will, at its option, furnish replacement parts or replacement windows and/or patio doors. If the exact original product or part is no longer available, Soft-Lite reserves the right to substitute a similar part or product of equal or greater quality. All replacement parts or products will be shipped either to the original selling dealer or directly to the purchaser. You must pay for all shipping of replacement parts or replacement windows and/or patio doors. Labor and reinstallation costs are not covered by this limited warranty and Soft-Lite will have no obligation to provide or pay for any labor or reinstallation costs. Soft-Lite reserves the right to inspect any windows and/or patio doors that you believe fail to meet the requirements of this limited warranty and you must allow Soft-Lite or its representatives access to the residential dwelling in which the windows and/or patio doors are installed in order to perform such inspections.

## How This Limited Warranty May Be Transferred

This limited warranty is transferable one time only by the original purchaser upon notice and payment of a transfer fee.

## Your Rights Under State Law

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

## How to Contact Soft-Lite

You may contact Soft-Lite's Customer Service Department by mail at 10250 Philipp Parkway, Streetsboro, Ohio 44241 by telephone at 330-528-3400, or by fax at 330-528-3501.

### TO BE COMPLETED BY DEALER

Soft-Lite Invoice number: \_\_\_\_\_

(This number must be included to validate the warranty)