



PTEK WINDOWS Limited 15 Year Warranty

Vinyl Frames and Sashes &
Factory-applied Exterior Coating

Free from chipping, cracking, peeling, blistering. Fading is warranted to be within generally accepted industry standards.

Insulated Glass

Free of film or excessive moisture within the sealed unit caused by hermetic seal. Minor imperfections such as scratches or blemishes in the LoE coating are warranted to be within generally accepted industry standards. Broken glass is not covered under this warranty.

Screens

Not to rust or rot. This warranty does not cover torn or damaged screens.

Parts & Components

Not to break under normal operating conditions when cleaned regularly.

DECLARATIONS AND LIMITATIONS

This warranty applies for single family dwellings and for the benefit of the original paid purchaser only and may not be transferred. For any non-residential use, including but not limited to any commercial, rental housing, governmental, fraternal, or religious purpose; property owned by corporations, partnerships, trusts, schools, cooperative housing arrangements; or any other non-housing purpose, this Warranty shall apply only to the original paid purchaser and is non-transferable. The term of this Warranty for any such non-residential use shall be limited to a period of ten (10) years from the Product Sale.

This Warranty only covers PTEK WINDOWS products purchased from a PTEK WINDOWS authorized/licensed dealer. For a list of authorized and licensed dealers visit www.p-tek.com. This Warranty may not be assigned. Any "Special Purpose" or "One-Time" warranties issued by PTEK WINDOWS shall be exclusively controlled by the terms of those agreements and are not incorporated herein.

PTEK WINDOWS warrants that the Factory-Applied Paint will be free from peeling, cracking or blistering and significant (greater than six (6) Delta E units) caused by natural environmental atmospheric conditions, for a period of five (5) years from the date of application of the paint.

This warranty covers only manufacturing defects and no other consumer liability. No other causes for material failure are covered by this warranty. This Limited Warranty does not include non-conformities or damage attributable to or arising from: Improper use, faulty installation, 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 or solvent washes, hard tack tapes, or, any damage resulting from use of mechanical cleaning implements (i.e. power washers). Harsh natural environmental conditions, including by example, persistent salt spray or airborne pollutants and blowing sand. Excessive artificial temperature buildup or exposure, including by example, from using storm doors or windows, or shutters. Damage occurred during delivery, transport or installation of the product, damage caused by an external factor, including, but not limited to, shifting of the building foundation, windborne or other debris, high wind or severe storm events or other forces of nature (including by example, fire, flood, hurricane, hail, earthquakes, tornadoes, etc.), or external contact due to accident, intentional damage, crime or vandalism, acts of God, or any other cause beyond the control of PTEK WINDOWS are covered.

At its discretion and subject to the exclusions, PTEK WINDOWS will provide replacements for or repair any products determined to contain a manufacturing defect free of charge. The obligations under this Warranty are limited, and shall in no event exceed the original purchase price of the products. PTEK WINDOWS reserves the right to discontinue or change any product. If the product is not available, PTEK WINDOWS may select and provide a replacement product of equal quality and price.

PTEK WINDOWS will not be responsible for labor costs or charges related to the removal, repair, replacement, access to its products, transportation or shipping.

Excluded from this warranty is 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 exterior surfaces of the Product are not equally exposed to the sun and other environmental conditions. Tempered glass is warranted to not have defects visible from 8 feet of distance from the product.

To file a claim under this Warranty, promptly notify PTEK WINDOWS of any claim believed to arise under the terms of this Warranty. PTEK WINDOWS shall have no duty to perform for any claim of which it has not been notified; any claim submitted one (1) year or more after the basis of the claim is discovered (or reasonably should have been discovered); or any claim submitted beyond the term of the applicable warranty period.

Claims under this Warranty shall be submitted to PTEK WINDOWS or the original seller. The claim must include: (a) Name and address of claimant and who to contact regarding the claim; (b) Address of the property involved; (c) Description of the product and claim (including photos, if available); (d) a summary of any prior attempts to address the claim; (e) dates of ownership of the property involved; and (f) original invoice.

In response to any claim PTEK WINDOWS will investigate and take appropriate action pursuant to the terms and conditions of this Warranty. PTEK WINDOWS may charge a \$75.00 fee for any inspection required or requested by an Owner that does not result in a claim covered under this Warranty. Replacement parts may not be an aesthetic match to the original.

SCREENS ARE NOT DESIGNED TO ACT AS A HUMAN BARRIER AND WILL NOT PREVENT CHILD FROM FALLING OUT A WINDOW.