

Thank you for choosing ComfortSmart windows from Great Lakes® Window

Great Lakes® Window, Inc. (“Great Lakes”) is proud to offer the following Limited Warranty (the “Warranty”) to you the owner of the structure (the “Owner”) into which our ComfortSmart lines of vinyl replacement windows and doors (the “Product”) were installed. Please be sure to register your Great Lakes Product online at [GreatLakesWindow.com/Warranty](http://GreatLakesWindow.com/Warranty). Note: some Warranty coverage is limited to the original Owner. As used herein a “Warranty Period” is the time during which a remedy is available under this Warranty for a particular type of coverage. The length of each Warranty Period is set forth below.

## WARRANTY PERIOD

All Warranty Periods accrue from the date of manufacture of the Product.

### Single-Family Home

When the Product is installed in a single-family, Owner occupied home, the Warranty Period extends for so long as the original purchaser owns and resides in the single-family home into which the Product was initially installed (the “Original Single-Family Owner”) unless a shorter Warranty Period is expressly specified below. The Warranty Period for subsequent Owners who own and reside in such a home (the “Subsequent Single-Family Owner”) is twenty-five (25) years from the date of Product manufacture, unless a shorter Warranty Period is expressly specified below. Replacement sash and/or sealed insulated glass units (“IGU”) are subject to the prorated Warranty Coverage Schedule set forth below. Unless a different Warranty Period is expressly provided herein, the applicable Warranty Period and proration schedule shall be as follows (with time periods accruing on date of manufacture):

REPLACEMENT SASH/IGU PRORATED WARRANTY COVERAGE SCHEDULE	PERCENTAGE OF PURCHASE PRICE OR REPLACEMENT PRODUCT FOR WHICH GREAT LAKES WILL BE RESPONSIBLE	
Original Single-Family Owner	100%	
Subsequent Single-Family Owner Proration is as Follows:		
YEARS	0 to 10	100%
	10+ to 15	50%
	15+ to 20	30%
	20+ to 25	20%
	25+	10%

### Multi-Family/Commercial

When the Product is installed in a multi-family residential, or non-owner occupied rental property or commercial building, the Warranty is extended solely to the Owner of the property at the time the Product was initially installed (“Commercial Owner”), and the Warranty Period shall be limited to ten (10) years from the date of Product manufacture unless a shorter Warranty Period is expressly specified below. The Commercial Owner may not transfer or assign the Warranty to any subsequent owner.

### Paint – Ten (10) Year Maximum

The factory-applied painted exterior colors are warranted for a maximum Warranty Period of 10 years from the date of manufacture against the following conditions: (i) peeling, blistering or similar weathering under normal environmental conditions; and (ii) significant ultraviolet discoloration or color change covering a material portion of the entire exterior product surface. Note: Great Lakes makes no warranty with respect to non-uniform fading or color change (this can occur if the Product’s exterior surfaces are unequally exposed to the sun and other environmental conditions).

For paint colors other than White or Beige, Great Lakes makes no warranty and will have no responsibility with respect to any installation over 7,000 feet ASL. Great Lakes makes no warranty and shall not be responsible for any loss, damage or condition 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: stucco leach or acidic brick washes;
- Harsh natural environmental conditions, including: substantial exposure to sun, salt spray or airborne pollutants;
- Excessive artificial temperature buildup or exposure, including, but not limited to, such conditions resulting from using storm doors or windows, or shutters;
- Damage from wind-born or other debris, high wind or severe storm events or other forces of nature (including: hurricane, earthquakes, tornadoes, etc.), or external contact due to accident, crime or vandalism.

### Blinds within Patio Doors

Notwithstanding anything else herein, the Warranty Period for blinds within patio doors shall not exceed a maximum of ten (10) years from the date of manufacture and the Warranty Period applicable to the outer blind operator shall not exceed a maximum of one (1) year from the date of manufacture.

## WHAT IS COVERED IN THIS WARRANTY

Upon timely notice from you during the applicable Warranty Period, Great Lakes will either replace, repair or refinish (at Great Lakes’ sole discretion) components needed to correct any of the following conditions if directly caused by a manufacturing defect in the Product (as determined solely by Great Lakes) provided that the Product has been subjected to normal use and properly maintained:

### Integral Vinyl Components of the Product

The rigid vinyl in the Product is warranted against chipping, cracking, peeling, pitting, blistering, excessive fading (as determined by Great Lakes), uneven weathering (as determined by Great Lakes) and corrosion caused by a manufacturing defect in the Product. Note: this Warranty does not cover vinyl accessories utilized in the installation of the Product (including: header expanders, sill angles and trim pieces/accessories).

### Insulated Glass Unit

The IGU is warranted against material obstruction of vision from film formation caused by dust or moisture in the dead air space of the sealed unit. Note: Great Lakes will have no responsibility for and makes no warranty against condensation on any external glass or frame surfaces. Further, Great Lakes makes no warranty and will have no responsibility with respect to: 1) an IGU with any post-manufacture film or coating applied; 2) deflection in glass surface due to temperature or barometric pressure; 3) the level of fill or retention of gas in a particular gas-filled IGU; or 4) any installation over 6,000 feet above sea level unless a factory installed capillary tube is properly utilized. Any IGU having a capillary tube will not be gas filled.

### Moving Parts

Moving parts (such as balances that are used on double hung windows and locking mechanisms that are used in all windows or patio doors) are warranted against manufacturing defects that significantly impair their operation and usage.

### Screen Material

The materials used in manufacturing screens are warranted against manufacturing defects that significantly impair their operation and usage. Great Lakes shall provide new screen material and/or frames or spline as the sole remedy for any such manufacturing defect.

Note: Great Lakes makes no warranty that screens will keep persons or animals in or out and shall have no responsibility for any damages or injuries arising or resulting from a failure of screens to keep persons or animals in or out.

### Optional Glass Breakage Program

The Glass Breakage Program entitles the Original Single-Family Owner to the following:

1. Great Lakes will provide up to five (5) total replacement sash/IGU if the glass component breaks or cracks after installation due to damage from accidental impact, crime or vandalism.
2. Great Lakes will provide up to \$500.00 towards Owner’s insurance deductible if the glass component breaks or cracks after installation due to damage arising from wind-born or other debris, high wind or severe storm events or other forces of nature (including: hurricane, earthquakes, tornadoes, etc.) and other acts of God (limited to one deductible payment).

### This Optional Glass Breakage Program coverage does not include:

- Product containing specialty glass, including: beveled or grooved glass and all garden window Product;
- Product that is used in applications that exceed standard size limitations;
- Transferability, the Glass Breakage Program does not transfer to a second homeowner

### Optional Easy-Clean® Glass Program

If the Original Single-Family Owner purchased the optional Easy-Clean Glass Program with respect to the Product, so long as the Product is subjected to normal use and properly maintained, the Product will be easier to clean and optically clearer than non-treated Product. Note: Proper maintenance of Easy-Clean glass requires cleaning only with mild soap and water. Use of commercial window cleaning products will eliminate any benefits provided by the Easy-Clean Glass Program. The Optional Easy-Clean Glass Program is non-transferable.

### The Optional Easy-Clean Glass Program 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 Great Lakes’ recommendations;
- Specialty glass, including glass that is beveled or grooved and all garden window products and patio doors;
- Products that are used in applications that exceed standard size limitations.

## WHAT THIS LIMITED WARRANTY DOES NOT COVER

The performance of the Product can vary depending on significant variations in environmental stresses, building design and construction/installation practices. In addition to other specific limitations set forth herein, the following general limitations also apply to any coverage under the Warranty for the Product:

SELECTING THE CORRECT PRODUCT FOR A PARTICULAR BUILDING DESIGN/APPLICATION IS THE SOLE RESPONSIBILITY OF THE PURCHASER. Any Warranty coverage herein is contingent upon, the proper installation and integration of the Product into a building in accordance with any applicable building code, good building practice and Great Lakes’ installation instructions. Great Lakes makes no warranty with respect to Product that has been altered, modified or subjected to unauthorized repair, (including e.g., Product to which films, paint, varnish or any coating has been applied (other than by Great Lakes), or Product to which non-standard parts have been added.

Great Lakes makes no warranty with respect to any condition beyond the control of Great Lakes, such as normal weathering, aging or deterioration; Product misuse or abuse; exposure to corrosive or abrasive products, solvents or other harmful chemicals; vandalism; improper maintenance or harmful cleaning; acts of God; salt water spray; sand; pollutants or conditions that exceed Product design; mold and mildew accumulation; warping or distortion due to exposure to excessive reflective heat (e.g., from roofing materials, pools, decks, glass, blacktop, or concrete materials), or excessive heat or solar radiation at altitudes above 7,000 feet ASL or in extreme desert climates with prolonged elevated daily ambient temperatures and solar exposure; heat build-up; oxidation; ripped, torn, punctured or creased screens from any cause whatsoever; minor scratches or minor visual imperfections (as determined by Great Lakes).

GREAT LAKES DOES NOT WARRANT ANY INSTALLATION OR AGAINST ANY DEFECTS ATTRIBUTABLE TO INSTALLATION. Caulking is sometimes used to seal the frames or trim packages from water and/or air penetration. Caulking is not considered part of the Product and is not covered under this Warranty. Caulking is considered a maintenance responsibility of the Owner/occupant.

Great Lakes makes no warranty against “normal weathering” (e.g., the damaging effects of sunlight, weather and atmospheric conditions that may cause any colored surface to fade, chalk or become discolored, soiled or stained). The degree to which normal weathering occurs can vary depending on air quality, the building’s location and other local conditions over which Great Lakes has no control. While vinyl typically maintains its manufactured color closely as it ages, exposure to the elements will cause gradual, uniform change over time, and normal weathering is not covered by this Warranty. Periodic cleaning of the vinyl surfaces with a mild soap or detergent will help prolong the original color and help protect against excessive fade or weathering.

Great Lakes makes no warranty against condensation or mold resulting from humidity within the premises or interior/exterior temperature differentials. Note: Condensation on your windows can be the natural result of excess moisture in the home or changes in temperature. 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. Great Lakes makes no guarantee in regards to condensation whatsoever.

All product components and manufacturing processes involve an inherent range of variance. Some variance in individual product performance is normal and within an expected range of tolerance as reflected in the testing standards promulgated by industry associations such as the American Architectural Manufacturer’s Association (AAMA) and the National Fenestration Rating Council (NFRC). Great Lakes makes no warranty that the Product will continue to perform under conditions beyond the Product’s design limitations. If Product testing is performed by the Owner or others, Great Lakes shall not be responsible for any damage to the Product caused by any testing that is not performed under the appropriate test protocols and standards for the Product as published by AAMA or the NFRC.

Replacement vinyl components may vary slightly in color or gloss in comparison to the original vinyl components and Great Lakes shall not be responsible or liable for such variance. Replacement IGU may vary slightly in color in comparison to the original IGU and Great Lakes shall not be responsible or liable for such variance. In the event the Product covered by this Warranty is no longer sold or available, Great Lakes reserves the right to substitute a Product or component that, in Great Lakes’ sole discretion, is of substantially equal quality or price and Great Lakes shall not be liable for any difference.

No dealer or distributor is authorized to change or add to this Warranty. No action or inaction of Great Lakes shall constitute a waiver of any limitation in the Warranty.

EXCLUSIVE REMEDY: THIS WARRANTY PROVIDES THE EXCLUSIVE REMEDY FOR ANY PRODUCT RELATED ISSUE AND IN NO EVENT SHALL GREAT LAKES OR ITS AFFILIATED ENTITIES BE LIABLE FOR ANY LOST PROFIT, DIMINUTION IN VALUE, OR CONSEQUENTIAL LOSS OR DAMAGE OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL GREAT LAKES BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED COMPONENT.

ADDITIONAL DISCLAIMER: THIS IS THE SOLE WARRANTY FOR THE PRODUCT AND GREAT LAKES DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. NO OTHER STATEMENTS, ADVERTISING OR PRODUCT REPRESENTATIONS OF ANY KIND OR FROM ANY SOURCE SHALL EXPAND THE SCOPE OF THIS WARRANTY. If any limitations in the Warranty are unenforceable under any applicable law, all other provisions and limitations shall remain effective to the full extent of the law. This Warranty gives you specific legal rights and you may also have other rights that vary from state to state.

OWNER AGREES THAT ANY OBLIGATION OF GREAT LAKES WITH RESPECT TO ITS PRODUCTS IS CONTINGENT UPON NOTICE AS DEFINED HEREIN AND GREAT LAKES’ OPPORTUNITY TO RESPOND.

## PROCEDURE FOR MAKING WARRANTY CLAIM

Claims must be initiated during the applicable Warranty period. Within thirty (30) days of discovering any suspected defect in the Product, Owner must individually, contact Great Lakes Window Customer Service at 800-666-0000 or at [GreatLakesWindow.com](http://GreatLakesWindow.com).

Owner should be prepared to provide information including: the Owner’s name, the property address, the date and place of purchase, the date of installation, a description of the Product and a description of the problem. Proof of property Ownership, proof of Product purchase, proof of Warranty transfer (if applicable), must also be provided in writing. Pictures must be furnished if requested by Great Lakes.

Upon proper notice, Great Lakes shall be afforded the opportunity to inspect or take other action necessary to evaluate the claim. If an inspection reveals no warranted defect in the Product, Owner agrees to pay a fee for the costs of the inspection. Owner may be required to return the product or component to Great Lakes (at Owner’s expense). As an alternative to repair, refinishing or replacement, Great Lakes may choose to refund the original purchase price of the affected components. In no event shall Great Lakes be liable for any shipping costs or the costs of any repair that is not performed by or at the direction of Great Lakes.

In the event of repair, refinishing or replacement under this Warranty, the Warranty Period applicable to the replacement components or Product will be the time remaining under the Warranty for the original Product.



Thank you for choosing ComfortSmart windows from Great Lakes® Window! We are proud to offer a Lifetime, Limited Warranty on all vinyl frames and sashes, working parts and insulated glass units. After your windows are installed be sure to record your information below and register your windows and doors online at [GreatLakesWindow.com/Warranty](http://GreatLakesWindow.com/Warranty).

Record your information here so you have a copy for your records. We also encourage you to go online and register your warranty. (Your installer or dealer should be able to assist you in filling out this information):

Installation Date: \_\_\_\_\_ Order Number: \_\_\_\_\_

Window Types and Number of Units Installed: \_\_\_\_\_

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Original Homeowner Name: \_\_\_\_\_

**Please register your purchase at: [GreatLakesWindow.com/Warranty](http://GreatLakesWindow.com/Warranty)**

*If you are the second homeowner and would like to register your transferred warranty, you can do this by filling out the registration form on our website and checking the transfer option, noting that this warranty has been transferred to you, visit [www.GreatLakesWindow.com/warranty](http://www.GreatLakesWindow.com/warranty).*



## We'd Like to Hear From You!

Tell us your Great Lakes Window story on our Google+ page by visiting: <http://bit.ly/GLWGoogleReview>. Or easily share your before-and-after photos with us by emailing them to [greatlakeswindow@gmail.com](mailto:greatlakeswindow@gmail.com) and your home could appear on our website.