



## Lifetime Limited Warranty

### Vinyl Frame And Sash Members

The vinyl extrusions and vinyl components used in the windows and doors are warranted to be free from defects that might result in blistering, peeling, flaking, corroding, and fading of the window or door for as long as you own your home. This warranty is fully transferable to the next homeowner.

- Factory painted standard or custom colors are warranted for a period of ten years.

### Insulated Glass

OKNA Windows Corp. warrants that the insulated glass units, including internal grids, will be free from obstruction between the glass, including film formation, including moisture on the internal glass surfaces caused by seal failure and including small marks, dust, and scratches. This Warranty is fully transferable to the next homeowner and covers glass imperfections as described in Federal Government Glass Specification DD-04516.

- Condensation may occur on interior and exterior of windows as a natural result of humidity within the house or building area and changes in outside/inside temperature. This does not indicate a manufacturing defect and would not be included in this Warranty.

### Hardware

OKNA Windows Corp. warrants that the hardware shall remain in good operating condition, for as long as you own your home. Warranty on hardware is also fully transferable to the next homeowner.

- Specified Metal hardware for coastal applications is limited to a ten year warranty.

### Exclusions and Limitations

The following are excluded from coverage under this Warranty:

**A.** Any damage caused by wind, hail, lightning or other acts of God, intentional acts, accidents, negligence, or exposure to harmful chemicals or pollutants. This warranty excludes damage related to harsh or corrosive cleaning products, application of paints ( non factory applied ), and uniform fading or color change due to weathering. **B.** Any damage or malfunction caused by improper handling or installation of the windows, or any damage to the windows or components of the windows caused by settlement or structural defects of the building in which they are installed. **C.** Any defect, malfunction or failure to perform, which has occurred because of unreasonable use, improper application or failure to perform reasonable or necessary maintenance - see section " Maintenance & Cleaning." **D.** Any window, which has been repaired or attempted to have been repaired or modified by any person other than an authorized representative of OKNA Windows Corp. **E.** OKNA Windows Corp. liability is limited solely and exclusively to repair or replace, at the discretion of OKNA Windows Corp. and under no circumstances will OKNA Windows Corp. be liable for incidental or consequential charges such as, but not limited to, labor cost for any purpose, inconvenience, damage, or injury to persons or to property or any other expense.

### Procedure And Conditions Of Warranty Remedy

The Owner must notify the Dealer/Distributor within thirty days after the defect has first appeared. OKNA reserves the right to inspect any window or door that a warranty claim has been made. Such notification must contain the following:

A – Name and Address of the Owner. B – Date of Installation. C – Description of the Defect.

If a product meets requirements of this limited warranty, OKNA Windows will at its option, supply replacement parts or product. Labor or reinstallation costs are not covered by this limited warranty.

### Commercial Application

OKNA products installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, churches, apartment complexes, government owned structures, etc. will limit this Warranty to ten years.

### Product Changes

OKNA Windows Corp. reserves the right to discontinue or change any of its products or the parts utilized in any of its products at its sole discretion. If any window product or component originally installed in the building is not available at the time of any claim by you under this Warranty, OKNA Windows Corp. reserves the right to substitute any other model or component as a replacement. During warranty period replacement parts will be supplied at no charge to dealer upon return of defective part.

### Maintenance & Cleaning

A mild solution of household cleaner such as liquid dishwashing detergent may be used to clean windows. Do not use harsh abrasives. This Warranty shall be null and void if harmful solvents are used.

Dealer's Name \_\_\_\_\_ Date Of Installation \_\_\_\_\_

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