

Seabrooke Lifetime Limited Warranty For as Long as you Live in your Home

(Plus it is transferable to a second property owner. Certain restrictions apply. See your authorized Great Lakes Window dealer for details.)

Great Lakes Window, Inc. warrants to you, the original purchaser of the Seabrooke window or Premier patio door, that this product will be free from defects in material and workmanship for as long as you own and reside in the home in which the products were installed as follows:

BASIC WINDOW UNIT OR PATIO DOOR – LIFETIME

The rigid vinyl in the window or patio door is warranted against chipping, cracking, peeling, pitting or blistering, for as long as you own and reside in the house in which these products were installed. This limited lifetime warranty does not apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, abuse, vandalism or other external forces.

MOVING PARTS – LIFETIME

Moving parts, such as balances that are used on double-hung windows and locking mechanisms used in all windows or patio doors, are warranted for as long as you own and reside in the house in which the products were installed. This limited warranty does not apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, abuse, vandalism or other external forces.

FIBERGLASS SCREENS – LIFETIME

The materials used in manufacturing screens are warranted for as long as you own and reside in your present home. This warranty does not apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, abuse, vandalism or other external forces. The warranty shall be limited to providing you with new screen material and/or frames or spline for any manufacturing defect in the screen.

BAY, BOW AND GARDEN WINDOWS

Proper installation and insulation are especially important for all products that project beyond the exterior wall of your home.

We recommend that all garden windows be supported with knee bracing and insulation under the seatboard. All bay windows and all bow windows that extend over 8" should be either knee braced or installed with our cable support system attached to the roof joists. In order to minimize the risk of condensation, insulation is required above and below bay and bow windows. All bay and bow units require weatherization protection in the form of a roof or enclosure with the existing overhang in order to prevent damage to the headboard.

INSULATED GLASS UNIT – LIFETIME

The sealed insulated glass unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the dead air space of the sealed unit, as long as you own and reside in the residence in which the windows were installed. Should the glass fail, Great Lakes Window, Inc. will provide you with a replacement sealed glass unit at no charge.

Upon sale of the home, the new homeowner will be covered, as described above for ten years from window/patio door purchase date. Should the glass fail after year 10, as described above, Great Lakes Window, Inc. will charge a fixed percentage of the company's selling price for insulated glass at that time, according to the following formula:

Years 11 through 15 – 50%
Years 16-20 – 70%
Years 21 through 25 – 80%
Beyond 25 years – 90%

COMMERCIAL USE

Great Lakes Window warrants all Seabrooke windows and patio doors installed in non-owner occupied residences and/or commercial use applications such as rental properties, apartments, office buildings, schools, churches, government buildings, etc. will be free from defects in material or workmanship for a period of ten (10) years from the original date of manufacture.

PROCEDURE

The procedure for obtaining performance of the warranty obligation is simple. If any part of the product described above should fail, just forward that part prepaid to our corporate headquarters. Upon inspection of this part to make sure it failed because of manufacturing defects, a new replacement part will be forwarded to you at no charge. However, some parts are impractical to ship to our factory for inspection, such as insulated glass, or structural vinyl members of the product. Please consult Great Lakes Window, Inc. Customer Service Department for a determination as to whether or not such components need to be shipped to our factory. Great Lakes Window, Inc. reserves the right for final approval on warranty claims involving such components. A visual inspection by an authorized representative of Great Lakes Window may or may not be required. If an inspection is necessary and substantiates that the material has failed, and is covered under the warranty, a replacement part will be shipped to our designated distributor closest to you at no charge, except for the freight involved. Then the obligation of the customer is to pick up the part at our distributor's location. The same procedure pertaining to shipment of parts to a distributor at no charge except for freight, and consumer's obligation to pick up the part at our distributor's location applied even when an inspection of the component is not required. MATERIALS COVERED BY THE TERMS OF THIS LIMITED WARRANTY WILL BE PROVIDED AT NO CHARGE. HOWEVER, THERE COULD BE A LABOR SERVICE CHARGE BILLED BY THE INSTALLING DISTRIBUTOR. DUE TO TECHNOLOGICAL PRODUCT ADVANCES, REPLACEMENT ITEMS MAY DIFFER SLIGHTLY FROM THE ORIGINAL WINDOW PART (INCLUDING TINT COLOR OF LOW-E GLASS). HOWEVER, THE REPLACEMENT PARTS SUPPLIED BY GREAT LAKES WINDOW, INC. WILL ALWAYS BE OF EQUAL OR GREATER VALUE THAN THE ORIGINAL PART THEY REPLACE. GREAT LAKES WINDOW RESERVES THE RIGHT TO REFUND THE ORIGINAL PURCHASE PRICE OF THE GREAT LAKES WINDOW PRODUCT(S) IF REPLACEMENT OR REPAIR IS NOT PRACTICAL OR CANNOT BE MADE IN A TIMELY MANNER. THIS LIFE-OF-YOUR-HOME LIMITED WARRANTY IS MADE IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND EXTENDS ONLY TO THE ORIGINAL CONSUMER'S PURCHASE. IN NO EVENT SHALL GREAT LAKES WINDOW, INC. BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR FOR ANY DELAYS IN THE PERFORMANCE OF THIS WARRANTY DUE TO CIRCUMSTANCES BEYOND ITS CONTROL.

NOTE: Windows which exceed the manufacturer's specified size limitations are not covered under this warranty.

CONDENSATION

Condensation on any window or patio door is the natural result of excessive moisture in the house, and does not indicate a defective or faulty installation. It is even possible for frost to appear on a window as a result of excessive condensation in cold weather. No window can prevent condensation if the humidity level in your home is too high. CONDENSATION IS NOT THE RESULT OF A DEFECTIVE OR FAULTY INSTALLATION. IT IS THE RESULT OF EXCESS HUMIDITY. Additional information concerning condensation is available upon request.

COLOR

The vinyl will maintain its manufactured color closely as it ages; however, atmospheric pollution and residues deposited on the window can temporarily discolor it. Some color variance may occur due to exposure to ultraviolet light and these atmospheric conditions. Periodic cleaning of the exterior vinyl surfaces with a mild soap or detergent will prolong the original color and protect the vinyl from excessive color change.

CAULKING

On some installations caulking is used to seal the frames or trim packages against water and/or air penetration. Caulking is not considered part of the product, and therefore is not covered under this warranty. Caulking is normally considered a maintenance responsibility of the homeowner.