

**WENCO  
LIMITED WARRANTY FOR  
WINDOWS, PATIO DOORS AND COMPONENT PARTS  
& INSULATING GLASS**

Congratulations! The Wenco® product you have just purchased is the result of the highest quality components, dedicated workmanship, and over 30 years of experience to perfect the manufacturing process .... all designed to create the best valued windows for your home.

**INSULATING GLASS FOR WOOD OR VINYL PRODUCT**

WENCO warrants, subject to the conditions and restrictions contained below, that each insulating glass unit manufactured by WENCO shall be free from defects in materials or workmanship for the NORMAL LIFE of the owner-occupied single family residence in which they are initially installed. WENCO warrants, subject to the conditions and restrictions contained below, that each insulating glass unit manufactured by WENCO and installed into a structure other than an owner-occupied single family residence, shall be free from defects in materials or workmanship for a period of twenty (20) years from the date of manufacture.

Should an insulating glass unit installed in a structure other than an owner-occupied single family residence be proven defective during the first five (5) years of the warranty period, the buyer's remedies will be limited to the following at WENCO's option: (1) repair of the defective product; (2) replacement of the defective product, including the cost of shipping; or (3) reimbursement of the purchase price. These remedies are the only remedies available for breach of warranty or any other legal theory. In no event shall WENCO be responsible for repainting, refinishing or similar activities connected with glass replacement or installation. Repair or replacement of the product is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

WENCO also warrants that if an insulating glass unit installed in a structure other than an owner-occupied single family residence is proven defective at any time during the remaining fifteen (15) years of the warranty period, WENCO will provide a pro-rate credit against the purchase of any replacement insulating glass unit manufactured by WENCO at its current list price. The amount of any such credit shall depend on the number of years from the date of manufacture as follows:

<u>Years from Date of Manufacture</u>	<u>Amount of Credit</u>
6-8 years	50%
9-11 years	40%
12-14 years	30%
15-17 years	20%
18-20 years	10%
After 20 years	0%

**WOOD OR VINYL WINDOWS, DOORS AND COMPONENT PARTS**

WENCO warrants, subject to the conditions and restrictions contained below, that each wood or vinyl window, door and component part thereof manufactured by WENCO and installed in an owner-occupied single family residence shall be free from defects in materials or workmanship for a period of ten (10) years from the date of manufacture. WENCO warrants, subject to the conditions and restrictions contained below, that each wood or vinyl window, door and component part thereof manufactured by WENCO and installed into a structure other than an owner-occupied single family residence, shall be free from defects in materials or workmanship for a period of two (2) years from the date of manufacture.

Should a vinyl or wood window, patio door or component part be proven defective during the warranty period, the buyer's remedies will be limited to the following at WENCO's option: (1) repair of the defective product or component part; (2) replacement of the defective product or component part, including the cost of shipping; or (3) reimbursement of the purchase price. These remedies are the only remedies available for breach of warranty or any other legal theory. In no event shall WENCO be responsible for installation, repainting, refinishing or similar activities connected with the replacement of windows, patio doors or component parts. Repair or replacement of the product or component is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

**ALUMINUM WINDOWS, DOORS AND COMPONENT PARTS & INSULATING GLASS**

WENCO warrants, subject to the conditions and restrictions contained below, that each aluminum window, patio door and component part thereof manufactured by WENCO shall be free from defects in materials and workmanship for a period of two (2) years from the date of manufacture and each insulating glass unit manufactured by WENCO shall be free from defects in materials and workmanship for a period of five (5) years from the date of manufacture.

Should an aluminum window, patio door, component part thereof or insulating glass unit be proven defective during the warranty period, the buyer's remedies will be limited to the following at WENCO'S option: (1) repair of the defective product or component part; (2) replacement of the defective product or component part, including the cost of shipping; or (3) reimbursement of the purchase price. These remedies are the only remedies available for breach of warranty or any other legal theory. In no event shall WENCO be responsible for installation, repainting, refinishing or similar activities connected with the replacement of windows, patio doors or component parts or insulating glass. Repair or replacement of the product or component part is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

### **INSTALLATION, MAINTENANCE AND CARE INSTRUCTIONS**

All remedies mentioned herein are valid only when products covered by this warranty are properly installed, finished and maintained. There are additional exclusions which apply to this product contained in the Installation, Care and Maintenance Instructions. If you have not received a copy of the Installation, Care and Maintenance Instructions, please contact WENCO for a copy of this publication. WENCO will not be liable for product which has been damaged by (1) accident, mishandling, or improper use; (2) negligent operation; (3) improper installation or maintenance; (4) fire, flood, earthquake, storm, tornado, acts of nature, or any other cause beyond the control of WENCO; (5) any products, components or parts not manufactured by WENCO; (6) defects caused by failure to provide a suitable installation environment for the product; (7) use of the product for purposes other than those for which it was designed; (8) unauthorized attachments or modifications; or (9) any other abuse or misuse by the original purchaser or subsequent user. All disclaimers and exclusions contained herein apply under all conditions.

### **LIMITATION OF LIABILITY**

THIS WARRANTY SETS FORTH WENCO'S MAXIMUM LIABILITY FOR ITS PRODUCTS. WENCO SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES. YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. WENCO SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. WENCO MAKES NO OTHER WARRANTY OR GUARANTEE, EITHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE ORIGINAL PURCHASER OR TO ANY SUBSEQUENT USER OF THE PRODUCT, EXCEPT AS EXPRESSLY CONTAINED HEREIN. THE REMEDIES CONTAINED HEREIN SHALL BE SOLE AND EXCLUSIVE. IN THE EVENT STATE LAW PRECLUDES EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, THE DURATION OF ANY SUCH WARRANTIES SHALL BE NO LONGER THAN, AND THE TIME AND MANNER OF PRESENTING ANY CLAIM THEREON SHALL BE THE SAME AS, THAT PROVIDED IN THE EXPRESS WARRANTY STATED HEREIN.

No distributor, dealer or representative of WENCO has the authority to change or modify this warranty, either orally or in writing, in any respect. Any attempt to change and/or modify this warranty by a distributor, dealer, or representative of WENCO will be without legal effect.

This warranty allocates the risk of product failure between WENCO, purchasers and ultimate users of this product. This allocation is recognized by and reflected in the price of the goods. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms.

### **CLAIM PROCEDURE**

To initiate a claim under this warranty, contact the distributor or contractor from whom you purchased the WENCO® product. If no corrective action has been taken within a reasonable time, write to: WENCO, Attention: Warranty Claims, Commerce Drive, Mount Vernon, Ohio 43050. Please (a) identify the product that is involved, the date and place of purchase, and the original purchase price if known; (b) describe completely what the claimed defect is (photographs or sketches are helpful); (c) identify yourself and those persons who have already been contacted and state what attempts have been made to correct the problem; (d) give the address where the defective product can be inspected; and (e) give a phone number where you can be reached.

WENCO will investigate your claim and within sixty (60) days after notification take appropriate action. WENCO may charge an inspection fee for any onsite inspection that is required or that is requested by you. If it is determined that the product has a defect covered by this warranty, the inspection fee will not be charged.

This warranty extends to the original purchaser. The term "original purchaser" as used in this warranty means the contractor/distributor/purchaser and the initial owner of the structure into which the product is installed. This warranty is not

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assignable or transferable. The original purchaser is responsible to assure that the initial owner of the structure into which the product is installed receives a copy of this warranty. The failure to provide the owner with this warranty will not subject WENCO to any express or implied warranties, liabilities or remedies in excess of those provided herein. This warranty is not applicable outside the U.S. or Canada.

This limited warranty is effective for all products manufactured by WENCO on or after November 1, 2000, and all previous warranties shall be considered null and void as to such products. Any previous warranties will continue to apply to products manufactured by WENCO prior to November 1, 2000.

Some states do not allow the exclusion or limitation of incidental or consequential damages and/or the limitation on how long an implied warranty lasts, so the above limitations and/or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

We know how to make windows! That's why we have one of the industry's strongest warranties. All of us here stand behind the WENCO name and will be here for advice even after the warranty has expired. Just drop us a line or pick up the phone.

WENCO is part of the JELD-WEN family, one of the world's largest manufacturers of doors, windows and specialty millwork. Visit our web site at [www.wencowindows.com](http://www.wencowindows.com). Thanks again for buying WENCO and enjoy the view!

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