

Verona by Simonton™ Lifetime Limited Warranty



VERONA
BY SIMONTON™

P R O D U C T S

Verona by Simonton™ Products ("Product") include the vinyl and hardware components, hardware, glass, and screens. This Limited Warranty applies only when all of these parts are genuine Simonton components.

C O V E R A G E

Lifetime Limited Warranty with Labor Coverage – Residential

10-Year Limited Warranty – Commercial/Multi-Resident

Subject to the limitations and exclusions below, and for the duration of the applicable Warranty Period of the Residential Warranty Holder or Commercial/Multi-Resident Warranty Holder (as defined below), Simonton Windows, Inc. and Simonton Industries, Inc. (hereinafter, "Simonton"), warrants that the Product will be free from non-conformities in material and workmanship. Simonton will (1) repair or replace any Product that fails to meet this Limited Warranty and (2) pay the reasonable costs of labor required to repair or replace any such defective Product (excluding screens and hardware that property owners are commonly capable of installing) of a Residential Warranty Holder that is installed up to an elevation of not more than 3 stories; provided in either case, Simonton may refund the purchase price (the lesser of the original Product/component purchase price or the original catalog list price) if in Simonton's opinion such repair or replacement is not commercially practical or reasonable or cannot timely be made.

Warranty Period

Residential Warranty Holder: Transferable Lifetime Limited Warranty

The Lifetime Limited Warranty is transferable by the original Residential Warranty Holder once either (a) to a subsequent Residential owner or (b) to a subsequent Commercial/Multi-Resident owner. In either case, the Warranty Period applicable to the type of transferee Warranty Holder will apply only until the 10th anniversary of the date of installation; and further, in either case only if the Warranty has been properly transferred following the procedure set forth below.

Commercial/Multi-Resident Warranty Holder: 10 Years

10 years from the earlier of the date Product was shipped from Simonton or an authorized dealer; transferable to successor non-Residential owners during and for any balance of the 10 year Warranty Period and only if the Warranty has been properly transferred following the procedure set forth below.

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Warranty Transfer

Any Warranty Transfer described above will be deemed effective only if the following procedures are completed: (1) written notice is provided to Simonton within 30 days after the transfer of ownership of the premises where the Products are installed, (2) delivered to Simonton Windows, 5300 Briscoe Road, P.O. Box 1646, Parkersburg, WV 26102-1646, (3) accompanied by a copy of this Limited Warranty, the Product order number (bar code located in the sash head, sill or jamb of each Product), and a certified check in the amount of \$50 made payable to "Simonton Windows."

Warranty Holder Classifications

Residential Warranty Holders: If the Product is installed in (i) a new residential dwelling and the first occupant owns the dwelling or (ii) an existing owner-occupied residential dwelling, and in each case, at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a "dwelling") in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit and is also responsible for Product replacement, then that owner is a Residential Warranty Holder; however, if the owner is not the first occupant or if someone else other than the owner (for example, the condominium association) is responsible for Product replacement, then the owner is not a Residential Warranty Holder.

Commercial/Multi-Resident Warranty Holders: If the Product is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above, then the warranty holder is the owner of the dwelling or building in which the Product has been installed at the time of installation. That owner is classified as a Commercial/Multi-Resident Warranty Holder. For example, this includes owners of commercial or investment buildings, or multi-resident premises in which the occupant is not responsible for Product replacement whether or not the occupant owns the residential dwelling unit in the premises (including by example, certain condominiums, town homes, duplexes, apartments, cooperatives).

This Limited Warranty is further subject to the limitations and exclusions below:

Vinyl

Lifetime Residential; 10-Years Commercial/Multi-Resident

The vinyl components of Products are warranted against peeling, flaking, chipping, blistering and corrosion for the applicable Warranty Period. If such defects occur, Simonton will provide replacement parts at no charge to the Warranty Holder. This Limited Warranty on vinyl is void if the vinyl is painted, stained or if the surface is altered in any way.

Hardware

Lifetime Residential; 10-Years Commercial/Multi-Resident

The Product hardware (locking mechanisms, fasteners, rollers, balances, etc., excluding the finish on brass door handles) is warranted against peeling, flaking, rusting, blistering, corrosion and breaking for the Warranty Period (1 year for hardware components installed within two (2) miles of any body of salt water). If such defects occur, Simonton will provide replacement parts at no charge to the Warranty Holder. The finish on brass door handles is NOT warranted.

Hardware Labor Coverage – Residential

In general, the Lifetime Limited Warranty of a Residential Warranty Holder does not include the labor cost of installing replacement hardware components that residential property owners are commonly capable of installing themselves. Simonton will evaluate special circumstances and requests of Residential Warranty Holders for labor coverage for hardware replacement on a case-by-case basis. The Limited Warranty of a Commercial/Multi-Resident Warranty Holder does not include the labor cost of installing replacement hardware components.

Glass

Lifetime Residential; 10-Years Commercial/Multi-Resident

The installed and sealed insulating glass unit is warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space for the Warranty Period. If such defects occur, Simonton will replace the insulating glass unit at no charge to the Warranty Holder.

Insulating glass units containing capillary tubes (recommended for use in insulating glass units traveling through or being installed in areas with elevations 7,000 feet or more above sea level) are warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space for the Warranty Period. If such defects occur, Simonton will provide a replacement insulating glass unit at no charge to the Warranty Holder.

This Limited Warranty for Glass does not include:

- n Minor variations in glass color or imperfections that do not affect the structural integrity of the glass or do not permanently and materially obstruct vision
- n Glass covered with after-market window films, coatings or other products not originally supplied by Simonton
- n Condensation, frost or mold resulting from humidity within the building or interior/exterior temperature differentials
- n Stresses from localized heat which cause excessive temperature differentials over the glass

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- n Post-manufacture dissipation of inert gases (as argon), or the amount of gas in Products with inert gas-filled insulating glass
- n Scratches or other imperfections not readily observable beyond four feet away
- n Mineral deposits
- n Glass breakage, whether or not accidental, including by example: caused by debris, foreign objects, persons or animals striking the glass; or occurring while the Product is performing in accordance with Product labeling; or occurring under conditions that exceed the stated performance parameters of the Product as provided on the Product labeling.

Screens

Residential

The Product's screen frame is warranted to the Residential Warranty Holder against peeling, flaking, blistering and corrosion for one year after installation. The fiberglass screen mesh is warranted to the Residential Warranty Holder against insect damage, accidental punctures and tears for one year after installation. If such defects occur, Simonton will ship via common carrier replacement screens at no charge to the Residential Warranty Holder. This Limited Warranty does NOT include:

- n Screen material damage caused by domestic or wild animals
- n Bent screen frames due to improper installation or removal
- n Installation and the cost of labor for screen replacement

WHAT THIS LIMITED WARRANTY DOES NOT COVER

A. Generally

This Limited Warranty does not include non-conformities or damages attributable to or arising from:

- n Minor scratches or minor visual imperfections
- n Negligence; vandalism, riot or civil disorder, acts of terrorism, improper use, installation, finishing, maintenance or operation inconsistent with Simonton's recommendations and written instructions that are generally available in Simonton's installation instructions as updated by bulletins or other written communications or on Simonton's website www.simonton.com or www.simontonwindows.com
- n Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations

- n Misapplication or faulty building design or construction, including inadequate flashings or caulking; building settlement or structural failures of walls or foundations
- n Subjection to improper temperature, humidity, or other environmental conditions including by example, harmful fumes, vapors, solvents, chemicals, or pollutants in the atmosphere
- n Normal wear and tear, including without limitation, wear and tear to weatherstripping or door bottom gaskets (Simonton will supply replacement weatherstripping and door bottom gaskets on request and at no charge)
- n The caulking used to seal the frames or trim packages

B. Certain Environmental Conditions

This Limited Warranty does not guarantee safety for persons or property, nor make a premises hurricane-proof or impact-proof. Follow weather and news reports in order to assess severe weather situations and obey local authorities' shelter and evacuation orders.

This Limited Warranty does not cover damage attributable to or caused by acts of nature that include, but are not limited to stresses, high winds, floods, fire and other conditions that exceed Product designs that are test evaluated and certified as referenced in Simonton's published literature. **CERTIFICATION APPROVAL, RATING, AND REFERENCES TO OTHER PERFORMANCE STANDARDS MEAN THAT THE PRODUCT MEETS THE ESTABLISHED SPECIFICATION PARAMETERS OF THE CERTIFICATION PROCESS OR STANDARD TESTING AT THE TIME THE PRODUCT IS MANUFACTURED.** However, with exposure over time to environmental conditions, including by example, high wind events and other forces of nature, the Product will be subjected to normal and abnormal wear and its performance capability may change. Consult local building code laws, and the certification and rating agencies' published materials and websites, for guidelines on the standards necessary to meet all regulations and codes in your area. Product features designed to help address pressurization of a building during high-wind or other severe storm events are not a guarantee against water and air infiltration. Simonton is not responsible for claims or damages caused by water or air infiltration or improper installation. **PRODUCT SELECTION IS THE SOLE RESPONSIBILITY OF THE WARRANTY HOLDER.**

C. Damage From Failure to Inspect Product Following Each High-Wind or Impact Event

Product that is subject to any high wind event or the possibility of having been impacted by wind-borne debris should be promptly inspected by the Warranty Holder or by a building professional if the Warranty Holder cannot perform this inspection themselves or if there is concern about Product damage. Proper care and maintenance of the Product is the responsibility of the Warranty Holder and failure to do so may void the

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Limited Warranty. Although a Product may appear to be in good working condition, the effects of such an event(s) may have adversely affected the ability of the Product to provide subsequent protection against another such event.

This Limited Warranty's Exclusive Remedy

If the Product or any components fail to meet this Limited Warranty, Simonton's sole obligation is, to either (as Simonton elects): a) repair the component (color matching not guaranteed); or b) provide replacement component(s) to the Warranty Holder or the Simonton dealer designated (color matching not guaranteed); or c) refund the Warranty Holder's purchase price (the lesser of the original Product/component purchase price or the original catalog list price); the cost of labor is Simonton's obligation only as expressly provided under "Coverage." Repaired or replaced components are warranted only on the same terms and for the remainder of the Warranty Period. Simonton reserves the right to discontinue or change any Product. If the Product or component is not available, Simonton may select and provide a replacement Product or component of equal quality and price. This is the Warranty Holder's sole and exclusive remedy for the Product under this Limited Warranty. By example but not limitation, this Limited Warranty does not cover the following costs and expenses: (i) except as expressly set forth in this Limited Warranty, labor for removing, reinstalling, refinishing Product (or other materials that are removed, reinstalled or refinished to repair or replace the Product); (ii) shipping/freight expenses to return the Product to Simonton; (iii) normal maintenance; or (iv) consequential, special, or indirect losses or damages of any kind.

Disclaimer of Warranties

THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, EXPRESSED OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. SIMONTON DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH PRODUCTS.

Limitation of Liability

SIMONTON'S SOLE LIABILITY UNDER THIS LIMITED WARRANTY IS REPLACEMENT, REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE (AND LABOR AS EXPRESSLY SET FORTH ABOVE). IN NO EVENT WILL SIMONTON BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OF ANY KIND TO A PREMISES, LOSS OF PRODUCT USE, REINSTALLATION, LABOR, REMOVAL, REFINISHING (EXCEPT TO THE EXTENT EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY),

TEMPORARY OR PERMANENT RELOCATION OF RESIDENTS OR PROPERTY, LOSS OF PROFITS/REVENUE, INTEREST, LOST GOODWILL, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS OR WORK, INCREASED OPERATING EXPENSES, EMOTIONAL DISTRESS CLAIMS, OR CLAIMS OF THIRD PARTIES FOR SUCH DAMAGES, WHETHER BASED ON CONTRACT, WARRANTY, TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE) OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS BUT WARRANTY HOLDER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL SIMONTON'S ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE NON-CONFORMING COMPONENT'S PURCHASE PRICE.

Claims

Claims must be initiated during the Warranty Period. To initiate a claim, please contact the builder, dealer or contractor who installed or sold the Product. If that party is unknown or unreachable, contact Simonton Windows, Inc., 5300 Briscoe Road, P.O. Box 1646, Parkersburg, WV 26102-1646 at 1-800-SIMONTON or at www.simonton.com or www.simontonwindows.com. Claimant will be required to provide proof of premises ownership, the date of Product purchase, the order number (bar code located on the sash head, jamb or sill of each Product), and specify the alleged defect. Simonton reserves the right to inspect the Product, and may be required to return the Product or component to Simonton (at Claimant's expense).

WARRANTY

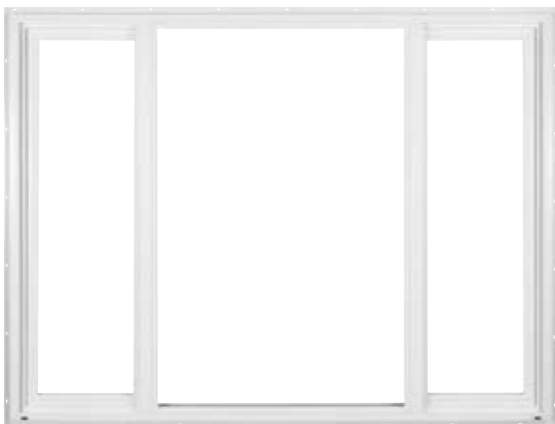
CARE AND MAINTENANCE OF YOUR VINYL WINDOWS AND DOORS

Congratulations on choosing windows and doors that offer easy care and maintenance. As a result, with only simple care and cleaning, your windows and doors can keep their beautiful appearance for years to come.

Like any surface exposed to outside elements, your windows and doors will get dirty from time to time, but cleaning them is a snap. Often, heavy rains will wash the vinyl clean, but if the rain isn't enough, you can restore the splendor of the windows and doors by following these simple instructions.

Vinyl

- n Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush. **Do not wash the windows or doors with a high-pressure spray. The extreme pressure could crack or destroy the caulking around the window or door.**
- n For difficult to remove dirt and stains use the readily available household cleansers listed on the chart. Follow the manufacturer's instructions on use of the cleansers.
- n In some cases you may wish to use a mildly abrasive cleanser such as Soft Scrub,[®] but the use of any abrasive material could scratch the surface of the glass and window or door frame.
- n Do not use liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleansers containing chlorine bleach. These items could affect the surface appearance of the vinyl.



Cleaners to Remove Stains From Vinyl Window and Door Frames

Bubble Gum	Fantastik, [®] Murphy Oil Soap, [®] solution of 30% vinegar and 70% water, Windex [®]
Crayon	Lestoil [®]
DAP (oil based caulk)	Fantastik [®]
Felt-tip pen	Fantastik, [®] water based cleansers
Grass	Fantastik, [®] Lysol, [®] Murphy Oil Soap, [®] Windex [®]
Lipstick	Fantastik, [®] Lysol, [®] Murphy Oil Soap [®]
Lithium Grease	Fantastik, [®] Lestoil, [®] Murphy Oil Soap, [®] Windex [®]
Mold and Mildew	Fantastik, [®] solution of 30% vinegar and 70% water, Windex [®]
Motor Oil	Fantastik, [®] Lysol, [®] Murphy Oil Soap, [®] Windex [®]
Oil	Soft Scrub [®]
Paint	Brillo [®] Pad
Pencil	Soft Scrub [®]
Rust	Fantastik, [®] Murphy Oil Soap, [®] Windex [®]
Tar	Soft Scrub [®]
Top Soil	Fantastik, [®] Lestoil, [®] Murphy Oil Soap [®]

**Cleaning materials are listed in alphabetical order*

Screens

- n For routine cleaning carefully vacuum your window screens.
- n To thoroughly clean window screens, remove the screens from the window frame. Place the screens on a flat surface (such as the driveway) and use mild soap and water with a soft bristle brush to remove dirt and grime. Clean both sides of the screen and around the interior and exterior of the frame. Rinse off the unit with lukewarm water. Allow the screen to dry completely before replacing in the window.
- n Do not use a high-pressure spray to clean screens; it could damage the units.
- n Use extreme care when cleaning aluminum mesh, since it can be dented or creased if too much pressure is placed on the screen.

Operation of Your Vinyl Windows and Doors

Along with being virtually maintenance free, your windows and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. Hung and Slider sash lift out; Casement sash open by turning the handle.

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To remove a Hung sash, simply:

- n Lift the balance take out clips located in both balance tracks above the operable sash.
- n Unlock the sash and raise it past the balance take out tabs.
- n Slide the sash to one side into the balance track and pull the opposite side of the sash towards you once it is clear of the frame.
- n Reverse these steps to replace the sash.

To remove a Slider sash, simply:

- n Unlock the sash and slide it past the sash retainer insert located in the head. *Note: Some windows may have a sash retainer clip instead of an insert that must be removed before opening the sash.*
- n Lift the sash up into the head and pull the bottom of the sash towards you.

To operate Casements:

- n Lift the handle on the side of the frame to unlock the sash. Turn the handle on the bottom of the frame to open the sash to the desired position.
- n Turn the handle in the opposite direction to close the sash. To lock the window, make sure the sash is fully closed then lower the handle on the side of the frame.

VERONA

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To activate your warranty please complete and mail this card within 30 days of installation, or register online at www.simonton.com.

PRODUCT INFORMATION

Installation Date _____

Order No. _____

(Your order number is located at the head, sill or jamb of each operable vent or sash. Sample label shown below.)



Number of Windows Purchased _____

Number of Doors Purchased _____

HOMEOWNER INFORMATION *(please print)*

Name _____

Address _____

City _____

State _____

Zip _____

Telephone(_____) _____

Email _____

DEALER INFORMATION *(please print)*

Company Name _____

Address _____

City _____

State _____

Zip _____

Telephone(_____) _____

Email _____



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