

Simonton Impressions® Double-lifetime Warranty





## Products

Simonton Impressions® Products [Series 7300, 7500 and hinged patio doors] (“Product”) includes the vinyl and hardware components, hardware, glass, and screens. This Limited Warranty applies only when all of these parts are genuine Simonton components.

## Coverage

### **Double-Lifetime Limited Warranty with Labor – 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

### **For Residential Warranty Holder: Double-Lifetime Limited Warranty**

The Lifetime Limited Warranty is transferable by the original Residential Warranty Holder once either (a) to a subsequent Residential owner and the Residential Warranty Period will continue (“Double Lifetime”) or (b) to a subsequent Commercial/Multi-Resident owner and the Commercial Warranty Period will apply only until the 10th anniversary of the transfer; and in either case only if the Warranty has been properly transferred following the procedure set forth below.

**For Commercial/Multi-Resident Warranty Holder: 10 years** from the earlier of the date Product was shipped from the 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 and the Product order number (bar code located in the sash head, sill or jamb of each Product).

## 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 (and its builder and contractor). 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:

## Bays, Bows, and Garden Window Products

All Products making up a bay, bow, or garden window are covered under this Limited Warranty ONLY if the use, installation, finishing and maintenance are consistent 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 Worldwide websites [www.simonton.com](http://www.simonton.com) or [www.simontonwindows.com](http://www.simontonwindows.com). However, without limiting the foregoing the following installation procedures are emphasized and failure to do so will void the Limited Warranty:



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- A roof must be built over all bay or bow windows (not required for garden windows) after installation as the top of the bay or bow window is not designed to prevent water penetration as manufactured, without the help of a roof
- A cable system must be used to help support from above all bay or bow windows (not required for garden windows)
- Knee braces must be utilized and must be secured to studs to help support from below all garden windows with nailing flange and no jamb
- All joints must be checked and caulked with caulking compound because handling of the Product during installation may cause factory sealed joints to be compromised

## Vinyl

**Double-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.

## Fiberglass Hinged Patio Door Factory-applied Paint Finish

**20 years – Residential**

The factory-applied paint finish on the exterior and interior surfaces of the fiberglass hinged patio door are warranted against peeling, flaking, chipping, blistering and fading for a period of 20 years to the original Residential Warranty Holder, transferable to a subsequent Residential owner during, and for any balance of that 20 year Warranty Period and only if the Warranty has been properly transferred following the procedure set forth below. If such defects occur, Simonton will provide a replacement fiberglass door or other affected components, at no charge to the Residential Warranty Holder. THIS LIMITED WARRANTY ON THE FACTORY APPLIED PAINT FINISH IS VOID IF FOLLOWING APPLICATION OF THE FACTORY FINISH THE FIBERGLASS IS PAINTED, STAINED OR IF THE SURFACE IS ALTERED IN ANY WAY.

## Hardware

**Double-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 (2 years for stainless steel hardware components installed within two (2) miles of any body of salt water. If stainless steel hardware is not ordered for products

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within 2 miles of any body of salt water the hardware will not be warranted). 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**

### **Double-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:

- Minor variations in glass color or imperfections that do not affect the glass' structural integrity or do not permanently and materially obstruct vision
- Glass covered with after-market window films, coatings or other products not originally supplied by Simonton
- Condensation, frost or mold resulting from humidity within the building or interior/exterior temperature differentials
- Stresses from localized heat which cause excessive temperature differentials over the glass
- Post-manufacture dissipation of inert gases (as argon), or the amount of gas in Products with inert gas-filled insulating glass
- Scratches or other imperfections not readily observable beyond four feet away
- Mineral deposits



## Glass Breakage

### Double-Lifetime – Residential

If the glass component of the Product (including products made with tempered glass) breaks during the Warranty Period of a Residential Warranty Holder, Simonton will replace the glass component at no charge to the Warranty Holder. This Lifetime Glass Breakage Limited Warranty does not include:

- Specialty glass such as glass with grid patterns that have been cut into the glass surface
- Glass breakage following a transfer of the premises on which the Product is installed to a Commercial/Multi-Resident Warranty Holder
- Breakage arising from “Certain Environmental Conditions” as set forth below
- Breakage arising from riot or civil disorder, building settlement or structural failures of walls or foundations

## Screens

### 1-Year – Residential

The Product’s screen frame is warranted to the Residential Warranty Holder against peeling, flaking, blistering and corrosion for the Warranty Period. The fiberglass screen mesh is warranted to the Residential Warranty Holder against insect damage, accidental punctures and tears for the Warranty Period. 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:

- Screen material damage caused by domestic or wild animals
- Bent screen frames due to improper installation or removal
- 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:

- Minor scratches or minor visual imperfections
- 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 Worldwide website [www.simonton.com](http://www.simonton.com) or [www.simontonwindows.com](http://www.simontonwindows.com).

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- Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations
- Misapplication or faulty building design or construction, including inadequate flashings or caulking; building settlement or structural failures of walls or foundations
- Subjection to improper temperature, humidity, or other environmental conditions including by example, harmful fumes, vapors, solvents, chemicals, or pollutants in the atmosphere
- Normal wear and tear, including without limitation, wear and tear to weatherstripping or door bottom gaskets
- 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 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,



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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 OTHERGOODS 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](http://www.simonton.com) or [www.simontonwindows.com](http://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).

## Care and Maintenance of Your 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/fiberglass clean, but if the rain isn't enough, you can restore the splendor of the windows and doors by following these simple instructions.

### Vinyl Windows and Doors

- 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



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extreme pressure could crack or destroy the caulking around the window or door.

- 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.
- In some cases you may wish to use a mildly abrasive cleanser such as Soft Scrub,<sup>®</sup> but the use of any abrasive material could scratch the surface of the glass and window or door frame.
- 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.

## Cleansers to Remove Stains From Vinyl Window and Door Frames

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

*Cleaning materials are listed in alphabetical order*

## Fiberglass Hinged Patio Doors

- Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush.
- Do not wash the door with a high-pressure spray. The extreme pressure could crack or destroy the caulking around the door.
- For difficult to remove dirt and stains you can test mild household cleanser in an inconspicuous area to ensure the door's finish does not change in color or appearance.

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## Operation of Your Vinyl Windows

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. All operable sash on Double Hung and Single Hung windows tilt in, Slider sash lift out, Casements open by turning the handle and Patio Doors feature corrosion-resistant rollers.

### To tilt in the operable sash on Double Hung and Single Hung windows, you must:

- Unlock the sash and raise (or lower) it approximately 4" above (or below) the frame.
- Slide the tilt latches toward the cam lock and gently tilt the sash in. Always support tilted sash while cleaning.
- When finished cleaning, tilt the sash up and snap the tilt latches into place. For safety, make sure the tilt latches are securely engaged.
- If it becomes necessary to remove and reinsert the sash, tilt the sash inward to a 90-degree angle and lift the bottom of the sash up and out of the frame. To reinsert the sash into the frame, make sure both pivot bars (located at the bottom of the sash) are fully inserted into the balance shoes.



Balance Shoe



### To remove a Slider sash, simply:

- 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.
- Lift the sash up into the head and pull the bottom of the sash towards you.

### To operate Casements:

- 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.
- 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.

### To lock doors:

- Close the operable panel and make sure it is fully against the frame.
- Lock the panel with the lever located on the handle.



To activate your warranty please complete and mail this card within 30 days of installation, or register online at [www.simonton.com](http://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 \_\_\_\_\_

**SIMONTON IMPRESSIONS® DOUBLE-LIFETIME WARRANTY ACTIVATION CARD**

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