



# Home Owner's Warranty Policy

## Product & Installation Premium Certificate

### Custom Vinyl Windows and / or Patio Doors

Warranty: Lifetime Full Coverage  
Non-Prorated / Transferable  
Glass Breakage Coverage



Products are fully warranted for against defects in workmanship and materials under normal use and service for a lifetime from date of installation. Coverage includes repair or replace, free of charge, any products that is found to be defective to Original Property Owner's as per original installation contract.

#### Coverage Includes:

##### **Vinyl Frame / Sash & Parts Coverage:**

Vinyl components under normal use, will not materially rot, rust, crack, warp, pit, corrode, peel or blister during the warranty period and will not materially fail to maintain their basic color characteristics. Full Coverage / No Charge

##### **Mechanical Parts Coverage:**

All mechanical parts are warranted to be free from defects in material and workmanship during the warranty period. Full Coverage / No Charge

##### **Insulating Glass Coverage:**

The sealed insulated glass unit will be free from material obstruction of vision as a result of moisture, dust or film formation on the internal glass surfaces caused by failure of the hermetic seal due to faulty manufacturing of the units. Full Coverage / No Charge

##### **Glass Breakage Coverage:**

Coverage includes replacement if the glass breaks or cracks for the lifetime of the Original Purchaser / Property Owner shall live and own the property at the address of the Window Installation. Coverage hereunder is limited to the Original Purchaser / Property Owner only and is not transferable to other owners. Architectural (bent glass), garden windows, patio doors and grooved or beveled glass are excluded. Full Coverage / No Charge

##### **Screen Coverage:**

The Screen frame is warranted against cracking, breaking, warping, or otherwise failing as long as you live in your home. Full Coverage / No Charge

##### **Exterior Caulking Warranty Coverage:**

Ultimate Silicone is warranted for a lifetime against cracking, crumbling, or drying out, for as long as you own the home as the original home Owner's. Full Coverage / No Charge

##### **Exterior Aluminum Coverage:**

Aluminum coverage is warranted for lifetime against cracking, peeling or blistering for as long as you own the home as the original home Owner's. Full Coverage / No Charge

##### **Labor Warranty Coverage:**

All labor will be covered for repairs or replacement to correct any item covered by this warranty. Full Coverage / No Charge

##### **Transferable Warranty Coverage:**

This warranty may be transferred to the Owner's immediate transferee provided the transferee notifies the Company, in writing, at the address below, within 30 days of the property's transfer date.

The correspondence must include a transfer-processing fee of \$50.00 dollars, the original Owner's name, address, and original contract date, new transferee's name and address. All transfer information along with processing fee must be mailed to Warranty Department, New Horizons at 3606 Library Rd Pittsburgh, PA 15243.

(Please Print):

#### General limitation and Exclusion:

1. New Horizons Home Exteriors & Window Company., Inc. makes no other express or implied representation or warranty of any kind regarding policy coverage. New Horizons ("Company") assumes no responsibility for improper usage, failure of product due to faulty building construction or standard maintenance, improper handling, failure to contact us concerning any service immediately. After market painting, staining or tempered with product will void this warranty.
2. Acts of God (hurricanes, tornadoes, flood, etc.) acts of war, riots, fire; stress resulting from localized heat, modifications, and vandalism are not covered by this warranty.
3. Color variance may occur between replacement parts and weathered original material.
4. Condensation on windows or patio door glass is the natural result of the excess moisture in the house and does not indicate a faulty installation. Changes in temperature and humidity may create temporary conditions of condensation. With too much humidity in you home and the result of new installation of new windows, you have cut drafts, which were previously an escape route to the outside for humid air. Now, this humid air is staying inside your home. Because the outside air is lower in humidity, the air inside tries to get out to help equalize the humidity. Since the air cannot escape as easily as it did before, the humidity condenses on your windows, giving them a sweaty or foggy appearance on the surface of the glass, not the internal of the air space of the insulating glass. Cutting the level of humidity in your home will control the problem. Moisture condensation on your new windows is just a sign that your home is "tighter", more draft free and while being more energy efficient. The windows themselves are not the blame. They would be just a source if information telling you that there is a humidity problem. See window condensation brochure for the simple steps to lower the humidity. .
5. Labor warranty does not transfer to Owner's immediate transferee.
6. This warranty policy is exclusively for windows and installation application installed by New Horizons Home Exteriors & Window Company., Inc. Any additional products, such as doors, installed by the ("Company"), in conjunction with the window contract/installation will carry the warranty provided by the manufacturer.

***This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Certificate holder coverage applies to products purchased from:***

**New Horizons Home Exteriors & Window Company, Inc.**

Telephone: 1-800-814-3666

3606 Library Rd

Pittsburgh, PA 15234

\_\_\_\_\_  
Salesperson

\_\_\_\_\_  
Signature of Salesperson:

\_\_\_\_\_  
Date of Original Contract:

\_\_\_\_\_  
Installation Date:

\_\_\_\_\_  
Original Purchaser:

\_\_\_\_\_  
Address: