

# SHERWOOD WINDOWS LIFETIME LIMITED WARRANTY NON-PRORATED AND TRANSFERABLE

Window Solutions LLC warrants to you, the original resident property owner purchaser, that any Sherwood window manufactured by a company in its group, hereafter, The Manufacturer, is free of manufacturing and/or material defects for as long as you own or live in the home in which the windows were installed, or for shorter period specified in the following sections. Products purchased by The Manufacturer for resale, as received, are warranted only by the original manufacturer and therefore none of the terms of this warranty apply to those products.

If Sherwood windows are installed in commercial or rental properties, please refer to the "Commercial Use" section of this Warranty.

**Wood** used on Sherwood windows will be replaced by The Manufacturer because of manufacturing or material defect occurring within 10 years of the date of manufacture

**The following are not manufacturing or material defects and accordingly are not covered under the terms of this Limited Warranty:**

- 1) variations in the grain or other characteristics of wood or its affect on the color variations of a paint or stain finish
- 2) damage from condensation, moisture, excessive humidity, exposure to weather, or excessive dryness
- 3) damage from failure to properly finish the surface of the wood promptly after installation or improper finishing
- 4) damage from failure to provide reasonable maintenance
- 5) failure of caulking, improper installation, or installation caulk on wood surfaces affecting stain finish
- 6) damage from installation or replacement of window or any part
- 7) damage from any occurrence after installation of window; scratches, chip, dents, marks, not reported to the manufacture within 60 days of installation will be presumed to be in this category.

**Interior Factory Finish Applied by the Manufacturer** will not crack, peel, check, delaminate, blister, flake, or chalk within 10 years of the date of manufacture. Upon receiving notification of such defect the manufacture will at its sole option either replace the defective part or refinish the defective part.

**Vinyl Frames** will not chip, crack, peel, blister, pit, or materially warp for as long as you own or live in your home. This warranty is fully transferable to the next homeowner.

**Insulated Glass** will not have seal failure for as long as you own or live in your home, and will be free from material obstruction of vision from film formation caused by dust or moisture in the dead air space of the insulated glass unit. Upon transfer of this warranty, the second homeowner will receive a replacement unit of glass necessary to comply with this warranty for only 20 years after the manufacture date; thereafter a 50% credit off the company's current price will be allowed for the replacement glass. Glass will not break due to spontaneous cracking (stress crack) for one year after the date of manufacture.

**Screen Frame** will not crack or break for as long as you own or live in your home. Screen cloth will not rot, or stain for as long as you live in your home. This warranty is fully transferable to the next homeowner.

**Parts and Hardware** will not break, crack, or otherwise fail during normal use for as long as you own or live in your home. Upon transfer of this warranty, the second homeowner will receive replacement necessary to comply with this warranty for only 5 years after the manufacture date; thereafter a 50% credit off the company's current price will be allowed for replacement parts.

**Laminated Exterior Foil Coating and Painted Vinyl Exterior or Interior Finish** used by the manufacturer on its windows and patio doors is warranted against peeling, blistering, and uneven and significant discoloration caused by normal environmental conditions for a period of 10 years. To satisfy its obligation under this warranty, the manufacturer will either repaint or replace at its discretion the part or the window determined under this warranty to be defective and covered by this warranty. Normal weathering of color and finish is not covered under this warranty.

**Labor Costs** for removing, replacing, or installing any part furnished by the manufacturer under this warranty, for the first year only after date of manufacture of the window, will be paid by the manufacturer. All such labor charges must be approved beforehand by the manufacturer. After one year from the date of manufacture, labor costs are not included under this Limited Warranty and neither the manufacturer nor its distributors or dealers will be responsible for any labor costs for removing, replacing, installing or reinstalling any window or part furnished by the manufacturer under this warranty. Service call charges for problems reported after the first year or for inspections which determine that there is no warranty coverage for the problem are not included under this Limited Warranty. Labor costs and materials to finish any wood part which is replaced by the manufacturer under the terms of this limited warranty are not included under this limited warranty.

Labor costs and materials necessary to gain access to and replace any wood piece covered under this limited warranty and to refinish over a defective wood part are not included under this limited warranty.

**Alterations or Additions** to any window part are not covered in any manner under this Limited Warranty. In addition, some alterations or additions may affect the performance of the window or may nullify this Limited Warranty entirely.

**Caulking** is used on most window installations but is not part of the window and is not covered in any respect by this Limited Warranty.

**Condensation** or frost on the inside or outside surfaces of the insulated glass or window does not indicate a defect in the window or in the installation of the window and is not covered in any respect by this Limited Warranty. Any damage resulting from condensation is not included under this Limited Warranty.

**Commercial Use** of Sherwood Windows in office buildings, schools, churches, or in rental properties will limit the coverage of this warranty to one year on parts and hardware and ten years on vinyl frames and insulated glass and the warranty will not be transferrable.

**Exercise of Warranty** by original consumer or subsequent homeowner must be done by notifying Window Solutions LLC immediately upon becoming aware of any claim for defect, by providing proof of purchase of the product and allowing reasonable time for the manufacturer to inspect the defect. The manufacturer will repair or replace the defective part only after inspection, or if inspection is not practical, after you return the defective part to the manufacturer. The manufacturer will ship the repaired or replaced part to you or to the nearest authorized dealer, at the discretion of the manufacturer. You are responsible for shipping and packaging cost for this shipment. Proof of original purchase is shown either by filling out a Window Solution LLC warranty registration card and sending it to Window Solution LLC at the time of purchase, or demonstrating original proof of purchase from your dealer.

**Transfer of Warranty** by you to one subsequent homeowner is done by sending a letter of notification and a check for \$40.00 to Window Solution LLC. The original warranty will not be extended by the replacement or repair of any parts. The remaining warranty period will apply to the replacement or repaired parts.

Damage or improper fit attributed to improper installation, normal weathering, accident, fire, flood, acts of God, vandalism, misuse, environmental conditions, mildew, excessive moisture, building settlement, excessive localized heat differentials, and anything else beyond the manufacturer's control are not covered in any respect by this Limited Warranty.

Product changes may occur in any window model or part used on any window. The manufacturer shall have the right to replace a defective part with any part of equal function and value if the original style is no longer available.

THE LIMITED WARRANTY STATEMENTS CONTAINED HEREIN ARE THE ONLY EXPRESS WARRANTIES EXTENDED BY WINDOW SOLUTIONS LLC AND THE PROVISIONS HEREOF CONSTITUTE THE PURCHASER'S ONLY REMEDY FOR DEFECTS DESCRIBED HEREIN. WINDOW SOLUTIONS LLC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND NOR FOR ANY DELAYS IN THE PERFORMANCE OF ITS OBLIGATIONS UNDER THIS WARRANTY DUE TO CIRCUMSTANCES BEYOND ITS CONTROL.

This Limited Warranty gives specific legal rights. There may be other rights which vary from state to state.

This warranty put into effect April 1, 2009

**MOST IMPORTANT**

Submission of fully completed Warranty Registration Certificate is a condition precedent to warranty coverage and performance of Window Solutions LLC obligation under the terms of this warranty. To register this warranty you must fill in this postcard and mail it to Window Solutions LLC within thirty (30) days after the completion date of the original installation. Make sure that all information is supplied and the card is signed by you and your DEALER. Tear off this portion, place in envelope and mail to:

**WINDOW SOLUTIONS LLC  
2921 McBRIDE COURT  
HAMILTON, OHIO 45011**

**PERSONALLY REGISTERED SERIAL NUMBERS**

Print Name of Homeowner \_\_\_\_\_  
 Number \_\_\_\_\_  
 Street \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Numbers From \_\_\_\_\_ To \_\_\_\_\_  
 (Located in top inside of master frame)  
 I certify that the above information is correct and understand the dealer is an independent contractor and not an agent of Window Solutions, LLC.  
 Homeowner's Signature: \_\_\_\_\_  
 Dealer's Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**LIFETIME LIMITED WARRANTY CERTIFICATE OF REGISTRATION**

## SHERWOOD WINDOW NOTES & EXPLANATIONS

**SHERWOOD WINDOWS** are designed and manufactured to add beauty to your home and increase the comfort level of your living environment. We adhere to manufacturing standards that guarantee you will receive that beauty and comfort. Every window is custom made for your specific order by people who really care about your satisfaction. By our Limited Warranty, we stand behind this commitment to your satisfaction for as long as you reside in your home.

While we are committed to making the best window possible for your satisfaction, we cannot produce a flawless product. Certain tolerances are necessary and unavoidable in the manufacturing and installation process.

The following explanation of some common occurrences may help you to understand these tolerances and industry standards of fit and finish:

1. Wood pieces are fit together in a manner to allow some movement of the vinyl exterior interface to the interior wood. As a result, the vertical to horizontal joining of the wood pieces may not be exactly flush. These slight gaps are not a defect in the window.
2. Small scratches and nicks in the vinyl, of a minor nature, may occur for any number of reasons, and can be buffed out with fine buffing compound suitable for vinyl surfaces. White and clay vinyl is colored throughout and minor nicks and scratches do not affect the performance or overall appearance of your windows.
3. Rails may not be precisely straight at times. There are a variety of reasons for this, but the composition of vinyl that results in its warmth, its weatherability, and its freedom from maintenance, also allows it to be somewhat flexible. Industry standards allow 1/8" deviation from a true straight line for every 24" of length.
4. Sashes and frames must have room to expand and contract with variations in temperature from summer to winter. The frame must be installed in the opening with at least 1/8" on each side to expand (without expansion room, the sashes could bow while trying to expand). Sashes are designed to float within the frame with no less than 1/32" and no more than 3/32" gap per side and no less than 1/16" and no more than 3/16" up and down play (or side to side play in the case of a slider) of the two sashes in a locked position.
5. The insulated glass is made with the highest quality float glass used in the window industry. It must be understood that there is no such thing as a "perfect" piece of glass. Even in the best quality there are "commercially acceptable" flaws. While there are exacting Federal Specifications as to "commercially acceptable" flaws, the standard accepted in the window industry is that if the flaw can't be seen from a distance of seven feet away and three feet over, it isn't a flaw.
6. Grids placed in between the pieces of glass are sometimes not perfectly lined up, either vertically or horizontally. Industry standard calls for allowance of up to 1/8" out of perfect alignment which is usually not noticeable depending on the angle of view.
7. Air can enter around and through the best window. Do not expect to have zero air infiltration on any vertically or horizontally operating window. Sherwood windows are designed to allow the minimum amount of air infiltration consistent with the ease of operation of your window and consistent with industry standards for allowable air infiltration.
8. Water can enter into the sill track of several different styles of windows. These windows are designed to capture this water before it enters your home and drain it outside. The presence of water in the sill of the window does not indicate a problem unless it actually flows over the window sill on to your sill or wall.
9. Condensation is a problem associated with high humidity levels in the home. New Sherwood windows with their warmer surfaces may help reduce condensation, but to eliminate the problem, the moisture level in the home must be reduced. Sherwood has several publications that explain how you can reduce the humidity levels in your home. High humidity levels may contribute to the formation of mold in your home, so condensation may be a warning sign of a potentially serious situation.
10. **Finishing and Maintenance Required On Your Sherwood Windows**
  - 1) Seal and finish all visible bare wood parts immediately after installation. Choose a good quality stain or paint and follow the manufacturer's recommendation. We will include with your window order, or you can obtain from the Manufacturer, pieces of the wood used to make your window so you can test finishes prior to application on the window. Unfinished, bare wood, will turn gray with UV exposure, will accumulate dirt and stain, and be adversely affected by excessive moisture.
  - 2) keep sill track clean of dirt and debris so water can flow freely to outside
  - 3) keep weep holes free of obstructions so water can flow freely to outside
  - 4) inspect outside caulking around windows regularly and replace caulk when necessary
  - 5) clean and check operation of hardware and weather-stripping regularly and repair if necessary
  - 6) determine the source of any moisture that you see around your windows and stop its entry and accumulation
  - 7) dry out immediately any areas around your windows that you observe are wet (immediate action is necessary to mitigate any damage to your home). The use of a dehumidifier, fan, or any warm air source will help dry out affected area.
  - 8) maintain relative humidity at moderate levels.

We are certain that your new Sherwood windows will add the beauty to your home that you expected and the comfort to your living area that you wanted, and that they will perform well for many years.

Window Solutions LLC, 2921 McBride Ct., Hamilton, OH 45011

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