

# LIMITED LIFETIME WARRANTY

This warranty applies to all Vytex window and patio door products manufactured on or after February 1, 2024. Products made prior to this date remain covered under their original warranty terms.

Vytex Corporation, the manufacturer, warrants to you, the original purchaser of Vytex window and/or patio door products as specified below, for an owner-occupied single family residence, that in the course of normal use, our products will be free from defects in material and workmanship for as long as you own or reside in the property into which our products were installed.

## WHAT DOES THIS WARRANTY COVER? WINDOW AND PATIO DOOR MATERIALS & PARTS

Our Limited Lifetime Non-prorated Transferable Warranty covers the PVC main frame and sash extrusions against chipping, cracking, blistering, warping, corroding, peeling, pitting, and fading. In addition, the fusion-welded frame and sash corners are warranted against separation for as long as you reside in your home. This warranty is transferable to the next purchaser of your home.

Our Limited Lifetime Non-prorated Transferable Warranty covers the window and door hardware such as balances, tilt latch mechanisms, ventilating latches, window operators, slider rollers, and all other hardware against breakage, cracking, or otherwise failing for as long as you reside in your home, and is transferable to the next purchaser of your home.

Our Limited Lifetime Non-prorated Transferable Warranty covers the screen frames against cracking, warping, breaking, or other failure for as long as you reside in your home. The fiberglass screen mesh is warranted against rips or tears.

## INSULATED GLASS COVERAGE

The insulated glass units produced for your window products are warranted against seal failure for as long as you reside in your home. Furthermore, the insulated glass unit is warranted to be free from obstruction of vision due to film or dirt accumulation between the interior glass panes.

Condensation and/or frost buildup on the interior and/or exterior surface of the insulated glass unit does not indicate a seal failure, faulty workmanship, or substandard installation, but are the direct result of excess humidity in the home, and are not a warranty issue. An HVAC specialist should be contacted to correct this condition.

Our Limited Lifetime Non-prorated Transferable Warranty covers glass breakage on residential window products only; see exclusions clause for exceptions. This warranty is transferable to the next purchaser of your home.

## SPECIAL COVERAGE

Window or patio door units stored in a non-ventilated storage area that will subject these products to temperatures in excess of 110 degrees Fahrenheit will void this warranty.

Vytex warrants that the color coating will be free from manufacturing defects which result in rotting, cracking, warping, pitting, corroding, peeling, blistering, or non-uniform fading or discoloration for a period of ten (10) years from the date of installation.

Black Exterior Laminate is warranted for a period of twenty (20) years from the date of installation against the same manufacturing defects listed above.

## FACTORY SERVICE

Vytex will replace defective parts for a period of one year from the date of installation, including factory-trained labor on all window and patio door units installed by factory installers. In the event of warranty claims beyond the one-year time limit, replacement parts will be provided at no charge and you will be offered factory-certified labor service at our standard prevailing service charge. Vytex will provide, if requested by the customer, replacement parts to be installed elsewhere.

In the event of service on dealer-installed windows or patio doors, Vytex will provide replacement parts free of charge to the installing contractor. Labor is not included on dealer installation. The installing dealer or distributor may charge labor fees to perform any warranty work. In no event shall Vytex be liable for any special or consequential damages, nor for delays in the completing of service work due to circumstances beyond Vytex's control.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## WARRANTY TRANSFER

Should you sell your home, this warranty can be transferred to the new purchasers with written notification to Vytex within sixty (60) days of closing. The new owners will continue to be covered for all items contained within this warranty with the following exception on the insulated glass units. The new owners will be granted a 50% discount against a new insulated glass unit should the original unit become defective due to reasons previously covered unless this failure occurs within ten (10) years of the original installation date of the windows and/or patio doors. In this event, the replacement insulated glass unit will be provided free of charge, excluding freight and labor.

## WHAT DOES THIS WARRANTY NOT COVER?

Windows that experience color change due to normal weathering are excluded from this warranty. Normal weathering is defined as exposure to ultraviolet light and extremes of temperature or atmosphere which will cause any surface to fade, discolor, darken, chalk, or acquire a surface accumulation of dirt or stains. The severity of these conditions depends on air quality, the geographic location of the window or patio door products, and other local conditions over which Vytex has no control.

Please be advised that caulking and any other material required for installation that is not a part of the window product, are not covered under warranty.

This warranty can be voided due to improper installation of our products, painting or staining of the original finish, acts of God, misuse, or abuse. This is a residential warranty and does not apply to commercial applications.

This warranty may be voided in the event of brick wash damage due to misuse. All windows and doors must be protected prior to application of brick wash.

Dirt accumulation on or underneath the exterior glazing of the product is excluded from this warranty as proper cleaning and maintenance of the product will prevent this from occurring.

Minor imperfections in the glass that do not impair structural integrity or significantly obscure vision, including glass curvature.

Misalignment of grids/muntins of 1/8" or less from appropriate position.

Rattling of grid bars within glass air space.

## WARRANTY CLAIM PROCEDURE

Vytex, or an authorized dealer representative, reserves the right to inspect any window or patio door product submitted for warranty claim. If you have a problem with your Vytex windows or patio door products, contact the dealer, distributor, or contractor from whom you purchased these products or contact us directly:

**MAIL:** Vytex  
9425 Washington Blvd. N.,  
Laurel, MD 20723

**PHONE:** 877.747.8735

**WEB:** [www.vytexwindows.com](http://www.vytexwindows.com)

**EMAIL:** [servicerequest@vytexpwindows.com](mailto:servicerequest@vytexpwindows.com)

The warranty service process time will be shortened if you provide the following information:

- How best to contact you
- The address of where the product(s) can be inspected
- A description of the problem
- Photos are always helpful

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

Production Order Number: \_\_\_\_\_

Upon receipt of a notification of warranty claim, Vytex will acknowledge via telephone, U.S. mail, or email within seven (7) business days, and will investigate the claim and take appropriate action within thirty (30) days after notification. Should it be determined that our product does not have a defect covered by warranty, Vytex reserves the right to charge an inspection fee.

Manufacturing materials and production techniques can change, thus replacement parts may not be an aesthetic match to the original. This warranty offers you specific legal rights, and you may have other rights that vary from state to state.

## WHAT YOU CAN DO IN CASE OF A DISPUTE

If you believe we have not performed our obligations under this Limited warranty you may submit a claim to the American Arbitration Association ("AAA"). The arbitration must be brought in Howard County, MD and resolved in accordance with the AAA's Commercial Arbitration Rules. This procedure must be used in lieu of pursuing any legal remedy in the courts.