

POTOMAC COASTAL LIMITED 10-YEAR COMMERCIAL WARRANTY

Vytex, the manufacturer, warrants to you, the original purchaser of Vytex Potomac Coastal Series window products as specified below, for a commercial residence, that in the course of normal use, our products will be free from defects in material and workmanship for a period of ten (10) years.

WINDOW MATERIALS & PARTS

Our 10-Year Limited Commercial Warranty covers the PVC mainframe 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 a period of 10 years from date of installation.

Our 10-Year Limited Commercial Warranty covers the window hardware such as balances, tilt latch mechanisms, ventilating latches, window operators, slider rollers, and all other hardware against breakage, cracking, or otherwise failing.

Our 10-Year Limited Commercial Warranty covers the screen frames against cracking, warping, breaking, or other failure for 10 years from the date of installation. The fiberglass screen mesh is not warranted against rips or tears.

INSULATED GLASS COVERAGE

The insulated glass units produced for your window products are warranted against seal failure for a period of 10 years. 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 as governed by Federal Specification DD-G-451C.

Condensation and/or frost buildup on the interior surface of the insulated glass unit do 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.

Stress cracks in glass are covered for one (1) year from date of installation.

SPECIAL COVERAGE

VyGuard™ Laminated Glass and tempered glass are warranted for 10 years from date of installation.

Specialty glass products such as leaded or decorative glass are warranted for 10 years from date of installation.

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

Vytex warrants that the VyCoat™ 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 10 years from the date of installation.

EXCLUSIONS

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 products, and other local conditions over which Vytex has no control.

Please be advised that caulking is required for installation of your window products, but is not considered part of the product; thus caulking is not covered by this 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 warranty may also be voided in the event of brick wash damage due to misuse. All windows must be protected prior to application of brickwash.

Vytex's obligation under this warranty is limited to furnishing replacement material and does not cover any possible labor charges.

WARRANTY CLAIM PROCEDURE

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

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.

MAIL: Vytex
9425 Washington Blvd. N.,
Laurel, MD 20723
PHONE: 877.747.8735
WEB: www.vytexwindows.com
EMAIL: 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.