



# Transferable Lifetime Limited Warranty Replacement Products

## PSE 3900 INSTALL ONLY

At ReliaBilt, we are proud of the quality and workmanship of our windows and patio doors and want you to be satisfied with them. We are pleased to offer you the following Transferable Lifetime Limited warranty on our products for materials and workmanship from the date of installation at no additional cost to you!

Of course, as you would expect, our warranty does not cover normal wear and tear, or damages resulting from misuse, abuse, neglect or improper maintenance, and alterations or damages caused by others.

### Unit Components



ReliaBilt warrants to the original single-family homeowner that products manufactured by ReliaBilt will be free of defects in parts (including screens) and workmanship under normal use and service for as long as you own and reside in the home in which the products were installed.

### Insulated Glass

The insulated glass portion of the window is warranted not to "fail" for a prorated period up to a lifetime depending on series. A "failed" unit is one that develops a significant obstruction of vision resulting from a moisture film formation or dust collection between the interior glass surfaces of the unit caused by failure of the hermetic seal. Small marks, scratches and spots which do not exceed company standards or federal government specifications DD-G-451 D or ASTM C1036 Standard Specification for Flat Glass, do not make insulated glass units defective.

#### 3900 Install Only Insulated Glass Coverage, Including Breakage

Your ReliaBilt windows are warranted against seal failure, defects and accidental glass breakage for as long as you own and reside in the single family home in which the ReliaBilt products were installed. NOTE: This warranty against accidental breakage does not apply to Garden window, tempered or specialty glass products.

### Transfer of Warranty

This warranty is transferable one time only by the original single family homeowner to a successor owner of the property. If this warranty is transferred, it will remain in effect for 10 years after the date of the transfer or to the conclusion of the original warranty, whichever comes first. ReliaBilt must receive written notice of the transfer of title to such property within thirty (30) days after the date of transfer of ownership. Failure to timely furnish such notice and payment to ReliaBilt will result in the immediate termination of the warranty coverage.

### Repair Procedure

This warranty is limited to ReliaBilt, at its option, repairing and/ or replacing defective parts (color matching not guaranteed) in lieu of repair or replacement. ReliaBilt, in its sole discretion, reserves the right to refund the amount paid by the original single-family homeowner for the window product (excluding installation cost).

### Product Changes

ReliaBilt reserves the right to discontinue or change any product it manufactures. If the part or component of the product originally installed is not available and ReliaBilt determines to make replacement, ReliaBilt shall have the right to substitute such part or component designated by ReliaBilt to be of equal quality and price.

### Commercial Applications

If ReliaBilt products are installed in non-owner multi-family occupied dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc., then this warranty will be limited to 10 years.

### Limitations

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM OF THIS LIMITED WARRANTY. ReliaBilt EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OR REFUND OF ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty. This limited warranty is only applicable in the USA. This limited warranty gives you specific legal rights, and you may also have other rights, which may vary, from state to state.

This limited warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers.

### Condensation, Mold & Mildew

Condensation on the glass surface is a natural result of excess moisture in the house and does not indicate a defective product or faulty installation. Maintaining proper household humidity levels may prevent problems such as mold, mildew and related health risks. In no event shall ReliaBilt be liable for any damages, including special, incidental or consequential damages, resulting from condensation, mold or mildew.

**IF YOU BECOME AWARE OF PERSISTENT CONDENSATION ON YOUR WINDOWS, YOU SHOULD TAKE IMMEDIATE REMEDIAL ACTION TO PREVENT WATER, MOLD AND/OR MILDEW DAMAGE TO YOUR PROPERTY AND POTENTIAL HEALTH RISKS.**

### Vinyl Color

Color change due to normal weathering is excluded from this warranty. Normal weathering is defined as any exposure to ultraviolet (sun) light, weather and atmospheric conditions which will cause any colored or painted surface to fade, darken, chalk or acquire a surface accumulation of dirt or stains. The severity of these conditions depends on air quality, location of your home and other local conditions.

### Paint and Laminate Color

ReliaBilt warrants that, for a period of ten (10) years from the date of purchase, the coating (paint and/or laminate) applied to vinyl (PVC) by ReliaBilt will not crack, pit, peel, blister or suffer non-uniform fading or discoloration (non-uniform fading discoloration from unequal exposure of surfaces to the sun and elements is not covered by this warranty).

### Damage Related Exclusions

- Improper installation, use or maintenance
- Problems attributable to nail fins that are applied by anyone other than Atrium
- Product failure or damage due to improper installation or modifications including: adjustments or corrections due to improper installation
- Failures due to product modifications or window shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated window coverings, etc.)
- Units improperly assembled and/or improperly mulled by others
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship
- Glass or metal damage caused by others (e.g., brick wash, sanding or improper washing, chemicals or airborne pollutants such as salt or acid rain). Corrosion-resistant hardware is available for installations exposed to salt water or acid rain
- Delivery damage by companies other than ReliaBilt
- Accidents or Acts of God
- Normal wear and tear

### General Exclusions

- Tarnish, corrosion or discoloration of hardware finishes
- Defects in exterior paint, interior and exterior laminate coverage limited to 10 years
- Caulking is a maintenance responsibility of the homeowner after installation and is not covered under the warranty

**PLACE APPLICATION IN ENVELOPE AND  
MAIL TO:**

**ReliaBilt Window and Door Systems  
Attn: Warranty Department  
300 Welcome Center Blvd.  
Lexington, NC 27295**

## Labor Related Exclusions

- Removal and disposal of defective product
- Painting or staining of repaired or replaced product, component, trim or other carpentry work that may be required
- Service trips to provide instruction on product use

## How to get help ...

For further information or to make a claim, please contact the ReliaBilt retailer/dealer who supplied you with the ReliaBilt product. If unavailable or unknown to you, you may contact us at:

**ReliaBilt Warranty Department  
300 Welcome Center Blvd.  
Lexington, North Carolina 27295**

All claims must include the following information:

- Description of the product such as the exterior color, unit size or inside visible glass measurements
- A detailed description of the suspected defect and where the product is installed
- Product identification number (PIN), which is a unique eight-digit "warranty I.D." number located in the top portion of each product
- Proof of purchase and date
- Your name, address, and telephone number

Replacement products may be provided to the homeowner at no cost, but there could be labor charges for the removal of defective products and for installation of replacement products, if not removed and installed by the homeowner. The manufacturer has no responsibility, liability or obligation for, nor will it pay, any removal or installation costs for the replacement products.

Replacement products will be delivered to the nearest ReliaBilt location. Delivery to the actual installed location is the responsibility of the homeowner.

When warranty coverage is unclear, ReliaBilt may charge an inspection fee of \$100.00 for any on-site inspections. If the inspector determines the ReliaBilt product has a defect covered by this warranty, the inspection fee will be waived.

This warranty applies to:

## PSE 3900 Install Only

## Lifetime Labor Warranty

This warranty (the "Warranty") is extended exclusively to the original single-family, owner/occupant homeowner (the "Homeowner") who purchases this coverage as confirmed by the unique product identification number found on the manufacturer's warranty label located on the head of the window (a "Covered Window"). Subject to the terms, conditions and limitations set forth herein, ReliaBilt Window and Door Systems ("ReliaBilt") warrants to the Homeowner the following with regard to the cost of labor in completing otherwise covered warranty service related to a Covered Window:



If (a) the Homeowner experiences an issue with a Covered Window which is covered under the terms, conditions and limitations of the Standard, Limited Lifetime Warranty applicable to the Covered Window (the "Standard Warranty"), and (b) labor is required to perform such warranty service, ReliaBilt will provide the necessary labor to perform the covered warranty service at no cost to the Homeowner. This Warranty is provided as a supplement to the Standard Warranty and, as such, all terms, conditions and limitations set forth in the Standard Warranty are hereby adopted and incorporated by reference as if set forth at length, including but not limited to the exclusions for improper installation and damages resulting from Acts of God. This Warranty applies exclusively to a Covered Window installed in an owner occupied, single-family residence and does not apply to products installed in multi-family dwellings or products used for commercial purposes such as schools, churches, government-owned structures, office buildings, rental properties... etc.

This Warranty is the only warranty provided by ReliaBilt in connection with labor for warranty service concerning a Covered Window which is covered under the Standard Warranty. The coverage afforded under this Warranty shall constitute the Homeowner's exclusive remedy and ReliaBilt shall not be liable for incidental or consequential damages. This Warranty may not be modified by any representative of ReliaBilt or its retailers, distributors or dealers.

## WARRANTY REGISTRATION AND CLAIMS

In order for the Homeowner to be eligible for coverage under this Warranty, the Homeowner must reside in the single-family residence with the Covered Window and the original purchase order must include this Warranty as a purchased selection. Notwithstanding anything set forth in the Standard Warranty to the contrary, this Warranty is limited to the Homeowner exclusively and is not transferable or assignable in any manner or under any circumstances and there are no intended third party beneficiaries of this Warranty.

For warranty claims, please contact the ReliaBilt Warranty Department at the address listed above. The claim must include the homeowner's name, address, date purchased and proof of purchase, for each covered window.

### For Homeowner's Records

Homeowner

Date Installed / Sales Order Number

Address

Installed By - Dealer Name

City

Address

State

Zip

City

State

Zip

04-21 supersedes 06-20

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Note: This is not a Warranty Registration. Please use for a Warranty Transfer only.

## ReliaBilt Window and Door Systems Warranty Transfer Application

MAIL TO:

**ReliaBilt Window & Door Systems**  
ATTN: Warranty Department  
300 Welcome Center Blvd.  
Lexington, NC 27295

Name of New Owner (Please Print)

Date of Installation

Name of Original Owner

Date of Title Transfer

Address

Installed By

City

State

Zip