




# Transferable Lifetime Limited Warranty Replacement Products

**SERIES 3050, 3100, 3201, 3500, 3900, 700 CASEMENT, 705 AWNING, #995 GARDEN WINDOW, 600 HOPPER**

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-451D or ASTM C1036 Standard Specification for Flat Glass, do not make insulated glass units defective.

## Insulated Glass Warranty Coverage

Should the glass fail after the year indicated below as a result of defects described above, then ReliaBilt will charge you a fixed percentage of the company's selling price for insulated glass at that time, according to the following schedule.

Years		Required Payment Percentage
3050-3100-3201	3500	
0-15	0-25	0%
16-25	26-40	25%
26-30	41-Life	50%

## 3900/700/705/998 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 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

- Labor is NOT included in any portion of this warranty
- Replacement of sash panels, glass or other components
- 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:

**SERIES 3050, 3100, 3201, 3500,  
3900, 700 CASEMENT, 705  
AWNING, #995 GARDEN  
WINDOW and 600 HOPPER.**

## Series 3500 25-Year Glass Breakage Warranty

This warranty is extended to the original single family homeowner identified in this warranty certificate ("Certificate"), by ReliaBilt Windows. Subject to the terms and conditions put forth in this certificate, ReliaBilt Windows makes the following warranties to the original single family homeowner regarding the insulated glass panels of the replacement window(s) installed on the property identified in this certificate and Warranty Registration Card.



If a panel of insulated glass manufactured by ReliaBilt Windows and installed in one of its replacement windows registered herein should break for a period of 25 years from the date of purchase, ReliaBilt Windows will furnish a replacement panel at no charge. Note: This warranty does not apply to Tempered or Specialty glass products.

This warranty is limited to the furnishing of replacement insulated glass panels and does not cover or include any labor costs. ReliaBilt Windows will not be responsible for any costs incurred in the removal or

reinstallation of the insulated glass panels or window. Additionally, this warranty does not cover damages resulting from fire, flood, earthquake, lightning, ice, windstorms, hail or other acts of God. This warranty is not applicable for products installed in non-owner multi-family occupied dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc.

The warranties put forth in this certificate are the only express warranties extended by ReliaBilt Windows in connection with glass breakage. The remedies set forth in this certificate shall constitute the original homeowner's exclusive remedies, and ReliaBilt Windows shall not be liable to the homeowner for incidental or consequential damages for the breach of any express or implied warranties in connection with the insulated glass panel or windows. This limited warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers.

06-20 supersedes 08-18

Please Cut Along Dotted Line

**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)

Name of Original Owner \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Date of Installation \_\_\_\_/\_\_\_\_/\_\_\_\_ Date of Title Transfer \_\_\_\_/\_\_\_\_/\_\_\_\_

Installed By \_\_\_\_\_