

# FULL LIFETIME WARRANTY

FOR AS LONG AS YOU OWN YOUR HOME

## PARTS & LABOR INCLUDED

on Milgard products other than Quiet Line™ Series and Moving Glass Wall Systems, installed in the United States after September 1, 2018

Milgard Manufacturing Incorporated (“Milgard”) guarantees to the original consumer purchaser who is a natural person (and not a partnership, corporation, association, governmental agency or other entity) (“Original Purchaser”) of Milgard windows, doors or skylights, other than Quiet Line™ Series and Moving Glass Wall Systems (herein after referred to as “Products”) installed in a single family home or a multi-family home unit (“Home”) by the builder as new construction or by the Original Purchaser as replacements that Milgard will repair or replace any such Products that are defective in materials or workmanship and will pay the costs of all parts and labor. “Original Purchaser” also includes the first owner of each condominium or similar unit where a Product is installed, even if the Product is purchased or owned by a condominium or homeowners association. If repair is not commercially practical or cannot timely be made, then Milgard will, at the Original Purchaser’s option, either replace any defective Products or refund the purchase price. Milgard reserves the right to modify or discontinue any of its Products and may substitute current Products and components of equal quality and as similar in appearance as possible. Milgard, at its option, will refinish, at its cost, the exterior painted surface to be similar in appearance to the original exterior surface.

### PERSONS COVERED

This Warranty extends to the Original Purchaser of the Products. The Warranty starts on the date of purchase of the Home as new construction or the installation of Milgard windows, doors or skylights in the Home as replacements (“Start Date”) and remains effective as long as the Original Purchaser owns the Home. In addition, if the Original Purchaser sells the home before ten (10) years has elapsed after the Start Date, Milgard will automatically extend full coverage under this Warranty (subject to the same limitations and exclusions as the Original Purchaser) to the new owner(s) of the Home and any subsequent owners until the tenth (10th) anniversary of the Start Date.

### EXCLUSIONS FROM COVERAGE

This Warranty does not cover damage or defects relating to misuse, abuse, minor imperfections in glass that do not affect the Products structural integrity or significantly obscure vision, natural weathering of exterior finishes, acts of nature (e.g., from fire, hurricane, etc.), building settling, structural failures of walls or foundations, improper installation, handling, storage or field mulling, the use of applied tints or films, alterations (including but not limited to customer-applied finishes), normal wear and tear, broken glass\*, the failure to properly care for and maintain the Products (see the reverse side of this document for specific care and maintenance instructions or go to [www.milgard.com](http://www.milgard.com)) or condensation (i.e., moisture or ice forming on the surface of the glass or frame), except to the extent caused by failure of the Products. Normal wear, including discoloration, on hardware component finishes is not a defect and is not covered by this Warranty. Loss of functionality of hardware in highly corrosive environments, which includes any Home located within two miles of salt water and any Home located in the State of Hawaii, excluded from coverage. For Products with argon or krypton gas-filled insulating glass, Milgard injects the gas at the time

of manufacture. The gradual dissipation of inert gas may occur naturally over time and is not a defect. Other than gas loss due to seal failure, this warranty does not cover the gradual dissipation of inert gas or the amount of inert gas remaining in the Products at any time after manufacture. This Warranty does not apply to any Products that are installed in a Home that has a non-drainable EIFS or DEFS siding product. Milgard Essence Series® fiberglass windows may, as an option, be purchased with unfinished wood interior surfaces that must be finished prior to or immediately after installation. Unfinished wood surfaces that experience water damage at the jobsite or are left unfinished after installation and become stained or damaged will not be considered defective in materials and workmanship and are excluded from coverage under the terms of this Warranty.

**EXCEPTIONS TO LIFETIME WARRANTY** The following products and services are not covered by Milgard’s Lifetime Warranty and have the different warranty coverage specified below: Milgard will replace the following Products that are defective in materials or workmanship at no charge to the Original Purchaser (including parts and labor) for the following respective periods: (1) any window or door screen frame and mesh --one (1) year after Start Date; (2) any integrated blind --ten (10) years after Start Date; (3) any electric motor or basic drive unit of Milgard’s operable skylights --one (1) year after Start Date; (4) any stainless steel hardware that loses functionality in highly corrosive environments--one (1) year after Start Date; and (5) Premium exterior painted vinyl finishes -- ten (10) years after Start Date for peeling, checking, cracking, or exhibiting excessive chalk, fade or color per the American Architectural Manufacturer’s Association’s (AAMA) Specification AAMA 613-17a sections 7.4 (peeling), 7.6-7.7 (chalk, fade, color) and 7.9 (cracking).

### LIMITATIONS OF REMEDIES

IN NO EVENT WILL MILGARD BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (OTHER THAN LABOR TO REPAIR OR REPLACE PRODUCTS), WHETHER BASED ON BREACH OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL THEORY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF THESE DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

### COVERAGE FOR GLASS BREAKAGE

On Tuscany®, Ultra™, Essence Series®, and Hermosa™ product series only, the Full Lifetime Warranty will extend to glass breakage including tempered glass, unless attributable to acts of nature (e.g., fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, storage or handling. Specialty glass (e.g., V-Groove, laminated glass and blinds in glass) is not covered by this glass breakage warranty.

### STATE REMEDIES

This Warranty gives you specific legal rights, and you may have other rights in certain states.

### CONTACT US

To obtain service under this Warranty, contact us at 1-800-Milgard or access Milgard’s website at [www.milgard.com](http://www.milgard.com). Please keep this certificate for your files.



*Clearly. the best.™*

Purchase Date \_\_\_\_\_

Sales Order No. \_\_\_\_\_



Your Milgard windows and patio doors will continue to perform well if given some simple, routine Care and Maintenance Instructions. With proper care, your windows and doors will continue to operate at their best and look great. Milgard's Warranty (see reverse side or access Milgard's website at [www.milgard.com](http://www.milgard.com)) does not cover damage or defects related to a failure to follow the Care and Maintenance Instructions below.

#### GLASS CARE

Proper care of your window and door glass is important to gain the maximum effectiveness of insulating, low-e or reflective glass. Any of the "Don't" actions listed below can damage the glass surface or destroy the insulating glass seal.

Don't use any petroleum-based cleaners or caustic chemicals on your glass.

Don't use a razor blade, abrasive pad or putty knife to clean the glass.

Don't use a high-pressure spray nozzle when rinsing your glass after washing.

Do clean glass with a mild dish soap and water. Rinse completely with clean water and wipe dry with a soft cloth to avoid water spots.

Avoid washing glass in direct sunlight for best results.

Do clean screens by first removing, then washing on a clean, flat surface with a mild soap and water solution using a soft brush. Rinse, dry and reinstall.

#### MOLD AND CONDENSATION

Water condensation can occur on your window and door interior surfaces if certain conditions exist. Often it's a warning to you that excessive moisture exists in your home that may facilitate mold growth. Condensation on interior window surfaces results from higher moisture content in the air contacting lower temperature surfaces on the glass or frames. The higher your home's interior humidity and the lower the outside air temperature, the more condensation can occur.

Do check all window sashes for smooth and regular operation. Increase interior home ventilation and air exchange devices if needed.

Do use your exhaust fans, especially when showering.

Do consider installing a dehumidifier. Use ceiling fans to improve air circulation.

Do open windows and doors when practical to allow interior moisture to escape.

#### PREMIUM EXTERIOR VINYL FINISHES

As with all painted finishes, natural weathering will occur over extended periods of time. Proper care of your painted surfaces is important in maintaining the luster and color of the finish. Over extended periods of exposure to the elements, Milgard windows may require professional touch up or re-application of the finish. Please consult a painting professional when you are ready to re-apply Milgard Premium Vinyl Finishes.

Do Use a soft wet brush or absorbent cloth to carefully remove debris stuck to the painted finish.

Do periodically wash Milgard finishes using warm water, and a mild detergent on a soft absorbent cloth.

Never use solvents or solvent based cleaners of any kind on Milgard finishes.

Never use a dry cloth or hard bristle brush to clean Milgard finishes.

#### SMOOTH OPERATION

Do lubricate the moving parts of window and door hardware if not operating smoothly. Use only a spray silicone product to lubricate moving parts, being careful not to apply excessive amounts. Wipe up any drips or spills. In salt-air environments, monthly cleaning and lubrication may be necessary to preserve function (see text of warranty on reverse side for the exclusion of warranty coverage for functionality of hardware in corrosive environments).

Do inspect weather stripping on operable windows and doors to be sure it seals evenly when closed.

Do make certain that the track area is kept clean. Frequent vacuuming will clear any accumulated dirt and dust.

Do adjust sliding door rollers for proper height clearances. Door rollers are adjusted with a screwdriver through access holes in either the end or side of the sliding panel, located near the bottom of the panel.

Do adjust rolling screen doors to slide smoothly. Use a screwdriver, in all four corners, to make adjustments.

Do check on the sliding door lock strike placement if you adjust the door rollers. Adjustment is made by loosening screw fasteners, moving strike plate and tightening. Re-check for proper lock operation.

#### DRAINAGE SYSTEMS

Windows and doors use a simple drainage system or 'weep' holes designed in the frame itself. These water drainage pathways must be kept clean and clear of any obstructions to operate effectively.

It's normal for water to accumulate in the sill or track area during a period of wind-driven rain. The weep system is designed to allow the water to drain to the outside as water builds up, or outside wind pressure subsides. Clogged weep holes may prevent excess water from draining. Over time standing water can damage your window or door and lead to structural damage from mold, mildew and wood rot if water enters your wall cavities.

Do keep all sill or track surfaces clean of dirt and debris.

Do make sure that exterior weep holes are clear of any debris, stucco, sand or other obstructions.

Do use a small, soft brush (such as an old toothbrush) to clear openings.

Do regularly inspect the exterior perimeter of your window and door frames for any cracks, or cracks in the adjacent siding material that can cause moisture to penetrate. If a crack appears, seal with a good grade of sealant according to the sealant manufacturer's instructions.

#### IMPORTANT DO'S AND DON'TS

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| DO:    | Clean the frame surfaces with mild soap and water.           |
| DON'T: | Use razor blades, putty knives or abrasive scrub pads.       |
| DO:    | Use a commercial glass cleaner or mild soap and water.       |
| DON'T: | Use ANY petroleum-based cleaners or solvents.                |
| DO:    | Clean window & door tracks and weep holes.                   |
| DON'T: | Use oil-based lubricants or damage weep hole covers/baffles. |
| DO:    | Regularly check weather stripping and hardware performance.  |
| DON'T: | Add films or attachments to the glass.                       |
| DO:    | Read and understand your Warranty.                           |