



Bringing quality to light.

LIMITED LIFETIME WARRENTY

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(Everything other than PVC coatings, exterior foil laminates, leaded glass, internal mini-blinds, and patio-door hardware)

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What This Limited Warranty Covers

Windows and Patio Doors - Soft-Lite warrants that, for the period stated below, its windows and patio doors will be free from defects in manufacturing or materials and that the hermetic seals of the insulated glass units will be free from defects in manufacturing or materials that result in a material obstruction of vision as a consequence of film formation caused by dust or condensation on the surfaces inside the sealed insulated glass units.

PVC Coatings – Soft-Lite warrants that, for the period stated below, the PVC coating on the exteriors of its windows and patio doors will not, as a result of natural environmental and atmospheric conditions, peel or blister from the applied surface and will not materially discolor.

What This Limited Warranty Does Not Cover

This limited warranty does not cover components or materials used in the installation of product(s), including, but not limited to, caulking, screws, insulation, and wood finish trim. Soft-Lite makes no representation or warranty about condensation on the outer surfaces of the insulated glass unit. Condensation on the outer surfaces does not indicate a defect and may occur temporarily as a natural result of humidity, excessive moisture, changes in temperature, or improper ventilation.

Who Has The Rights under this Limited Warranty; How You Can Transfer This Limited Warranty

This limited warranty runs to the original purchaser of the product(s) who owns, and resides in, the residential dwelling in which the product(s) are initially installed (“you”). You can transfer this limited warranty one time to a person who buys that residential dwelling from you. You must complete the transfer and pay Soft-Lite a transfer fee (an amount to reimburse Soft-Lite for its clerical and recordkeeping costs of processing the transfer) within six months after you sell the residential dwelling.

Other Limitations

This limited warranty is conditioned upon the normal use and care of the product(s). You must report any scratches, dents, nicks, or similar surface defects in the product(s) within 60 days after the limited warranty begins or lose your warranty remedy for such surface defects. This limited warranty does not cover (a) damage caused by misuse, neglect, fire or other casualty, or any other cause beyond the control of Soft-Lite, (b) cases in which the insulated glass unit is altered, cracked, or broken, (c) any product where wood that forms a part of any window is exposed to the elements (such as with bow, bay, or garden windows) unless you seal or otherwise protect such exposed wood within 10 days after installation, or (d) any product with an extension past the outside wall of more than 10” unless you brace the product appropriately. **The dealer who sold the windows and/or patio doors covered by this limited warranty must fill in the Soft-Lite invoice number on this limited warranty in order to validate the limited warranty and make it effective. Do not accept any warranty from a dealer without ensuring that the dealer has filled in a valid Soft-Lite invoice number.** CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE NOT RECOVERABLE UNDER THIS WARRANTY. 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.

How Long This Limited Warranty Lasts

This limited warranty begins on the date upon which the windows and/or patio doors are installed. The limited warranty as it applies to *PVC coatings, exterior foil laminates, hardware on patio doors, and any product containing internal mini-blinds or leaded glass* lasts for 10 years. The limited warranty as it applies to *all other products or parts of product(s)*, lasts for as long as the product(s) remain where, and as, originally installed in a residential dwelling and the original purchaser of the product(s) (or that person’s authorized transferee) owns and resides in such residential dwelling. Some states do not allow limitations on how long an implied warranty lasts, so these limitations on the duration of the warranty may not apply to you.

How to Obtain Service

Contact the dealer from whom you purchased the product(s) or contact Soft-Lite using the information below.

What Soft-Lite Will Do

If the product(s) covered by this limited warranty fail to perform as warranted and you notify Soft-Lite of such failure during the term of the limited warranty, Soft-Lite will, at its option, furnish replacement part(s) and/or whole replacement product(s). If the exact original product or part is no longer available, Soft-Lite reserves the right to substitute a similar part or product of equal or greater quality. All replacement parts or products will be shipped either to the original selling dealer or directly to the purchaser. You must pay for all shipping of replacement part(s) and/or product(s). Labor, de-installation costs, and re-installation costs are not covered by this limited warranty. Soft-Lite reserves the right to inspect any product(s) that you believe fail to meet the requirements of this limited warranty and you must allow Soft-Lite or its representatives all access reasonably necessary to perform such inspections. If Soft-Lite performs an inspection of the products in connection with a warranty claim, Soft-Lite may charge a reasonable inspection fee. If the product(s) has (have) failed to conform to the warranty, Soft-Lite may apply the inspection fee to such installation and/or other services as Soft-Lite performs.

Your Rights Under State Law

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

How to Contact Soft-Lite

You may contact Soft-Lite about warranty claims, or to transfer this warranty by mail at 10250 Philipp Parkway, Streetsboro, Ohio 44241, by telephone at 330-528-3400, or by fax at 330-528-3501.

TO BE COMPLETED BY DEALER

Soft-Lite Invoice number: _____
(This number must be included to validate the warranty)