



# SoftLite® Windows & Doors

## LIFETIME LIMITED PRODUCT WARRANTY SUMMARY



Thank you for choosing SoftLite Windows and Doors (supplier). Your purchase is subject to limitations and exclusions set forth below. This Lifetime Limited Warranty applies to windows and patio doors products (product) manufactured by supplier after May 10, 2021, and extends to the Original Residential Owner, Second Residential Owner, and Original Owner of a Commercial Property in which products are installed. For the warranty in its entirety, visit [www.soft-lite.com/lifetime-warranty](http://www.soft-lite.com/lifetime-warranty). **products must be registered with SoftLite within sixty (60) days of installation for the warranty to be active. Register products on the SoftLite website at <http://www.soft-lite.com/product-registration/>.**

### LIFETIME LIMITED WARRANTY

- The extruded solid vinyl members, extruded screen frames, and component mechanical parts, including locks, keepers, balances, and sash retainers, are warrantied against defects in material and workmanship for as long as the original purchaser owns and resides in the house in which they are installed.
- Insulating glass is warrantied against material obstruction of transparency resulting due to dust, moisture, or film within the insulated glass unit (IGU). Other non-specified Product components and screen defects resulting in a significant impairment of operation or usage are also warrantied. Whether an obstruction is material or impairment is significant will be solely determined by the supplier.
- Products will be free from manufacturing defects resulting in chipping, cracking, peeling, or blistering under conditions of normal wear and service.
- **You must report any scratches, dents, nicks, or similar surface defects in the product(s) within sixty (60) days after initial installment from the supplier or lose your warranty remedy for such surface defects.**

### LIFETIME LIMITED WARRANTY ITEMS (warrantied from the original installation date)

**Glass.** Glass breakage is not covered under this Warranty except as specifically provided herein. Stress cracks in glass are covered for one (1) year from the date of installation. This excludes accidental breakage and acts of God. *A complete Glass Breakage Warranty comes standard with Elements, Imperial Elite, and Pro Series windows. For other product lines, homeowners can buy a Glass Breakage Warranty Rider with their initial purchase (for an additional fee per window).* Visit [www.soft-lite.com/lifetime-warranty](http://www.soft-lite.com/lifetime-warranty) for the Glass Breakage Limited Warranty. Read SoftLite's Glass Quality Standards at [www.soft-lite.com/glass-standards](http://www.soft-lite.com/glass-standards).

- **Leaded glass.** All leaded glass is warrantied for ten (10) years.
- **Hardware (locks and handles).** All window hardware is covered under this warranty. Patio door hardware is warrantied for ten (10) years.
- **Interior laminates (wood grain).** Products with this feature carry our Lifetime Limited Warranty against delamination.
- **PVC Sure-Coat/painted frames.** The exterior surface of factory-coated or painted frames is covered for ten (10) years against weathering, including but not limited to peeling, cracking, or blistering on the applied surface, as well as significant ultraviolet discoloration caused by natural environmental atmospheric conditions.
- **Brown extruded PVC.** Carries a 10-year warranty against material defects.
- **Exterior laminates.** Carry a warranty period of twenty (20) years against material or manufacturing defects or significant ultraviolet discoloration caused by natural environmental atmospheric conditions.
- **Bay/Bow windows.** Structural knee braces and/or supplier-manufactured/authorized cable/chain support systems are required for the installation of windows projecting six (6) or more inches beyond the outside wall consistent with installation instructions. Failure to utilize the aforementioned items where required will void this warranty. A pent roof/single slope, soffit tie-in, or hip and shed surface is required above all bay/bow installations.
- **Innovia (original equipment manufacturer).** Internal miniblinds are covered for ten (10) years for the insulated glass component of the product, including material obstruction of vision through the glass and failure of operation of the blind, including the external control mechanisms attached to the glass.
- **Screens.** Whether locking or not, screens are designed to impede intrusion by insects and are not intended to keep persons or animals in or out. Supplier has no responsibility for any damages or injuries arising or resulting from a failure to do so. FlexScreen is warrantied from defects for the first sixty (60) days. Follow the FlexScreen warranty <https://flexscreenwarranty.com/>.

### IMPACT WINDOWS

- Impact windows are manufactured so that, when properly installed according to SoftLite's published instructions, they will meet the following standards for areas where high winds and wind-borne debris become a factor: 1) Florida Building Commission standards, 2) American Society for Testing and Materials – E1886 & E1996, 3) Southern Building Code Congress International (SSTD 12), and 4) Texas Department of Insurance – TDI I-98.
- These products are designed according to the standards above with the understanding that products may break or be damaged under high-wind circumstances. Accordingly, the products are not defective in manufacturing or materials (and thus, the warranty is not breached) if 1) the window glass shatters, or the screen is damaged when impacted by high wind and/or wind-borne debris or 2) flying glass or wind-borne debris damages the frame, screen, or window glass.

## WHAT WE WILL DO

Upon proper notice of a covered claim made within the coverage period, the supplier will provide the product replacement parts necessary for the repair of a covered warranty issue. If original parts are not available, the supplier, at its sole discretion, will provide the closest equivalent part available. If the provision of parts is not commercially practical or cannot be timely made, the supplier, in its sole discretion, may provide a replacement product in full satisfaction of this warranty obligation. The supplier is not responsible for any costs incurred in repairing or replacing products or delivery costs, including but not limited to costs relating to inspection, shipping, removal, installation, reinstallation of any product or repair of any damage, or incidental damage because of any repair. This includes labor or materials to paint or stain any repaired or replaced product, component, trim, or other required carpentry work.

## COVERAGE PERIODS

The warranty coverage periods begin on the date of installation of the covered product(s). The Warranty, subject to the coverage limitations and exclusions listed, lasts as long as the product(s) remains where and as originally installed.

- Original Residential Owner and Second: LIFETIME LIMITED extends to the full-time residency of the original consumer purchaser of product installed into a single-family residence. The Original Owner is the first residential end-user consumer of the product installed into an owner-occupied single-family residence, including if purchased from and installed by a contractor. This warranty is intended to cover individual homeowners and does not apply to products purchased by or installed in commercial applications. This warranty can only be transferred once to the second homeowner.
- Transferability: If the original purchaser sells the property in which the vinyl windows are installed, the coverage provided by this warranty will be limited to only the second owner. Homeowners can transfer this warranty once by completing a Warranty Transfer form within six (6) months of the deed transfer. There is a \$250 transfer fee. To transfer this warranty, visit [www.soft-lite.com/warranty-transfer](http://www.soft-lite.com/warranty-transfer). The product(s) must be registered in order for the warranty to be transferred.
- Commercial Owner: This warranty extends to ten (10) years from the date of installation. A commercial owner is the owner of any structure in which a product is installed other than an owner-occupied single-family residence (e.g., property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, cooperative housing arrangements, or any legal entity capable of infinite life, installed on apartment buildings, or any other type of buildings or premises not used by individual homeowners as their residence, including properties available for rental through VRBO, Airbnb, or other similar services). This Commercial Warranty is not transferable.

## ADDITIONAL COVERAGE LIMITATIONS

- Improper Product Installation. Warranty does not cover damages due to improper installation not in accordance with these standards, ASTM E 2112, AAMA 2400, and local code requirements, as applicable.
- Laminated and Exposed Wood. These products must be sealed within ten (10) days of installation.

## CONTACT

Products must be registered within sixty (60) days of installation in order to make a warranty claim. All warranty claims should be first reported to the contractor or company that installed your product(s). If your dealer is no longer in business, you can file a claim at [www.soft-lite.com/warranty-claim](http://www.soft-lite.com/warranty-claim). To transfer this Warranty, there is a \$250 fee, and you must complete the online form at [www.soft-lite.com/warranty-transfer](http://www.soft-lite.com/warranty-transfer) within six (6) months of the deed transfer.

The dealer who sold the windows and/or patio doors covered by this warranty should fill in the information below, including the order/warranty number. These numbers can also be found on labels in the window frame pockets ([www.soft-lite.com/warranty-number](http://www.soft-lite.com/warranty-number)). You will need this number to register your product(s). 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 limitation or exclusion may not apply. You must register your product(s) online within sixty (60) days of installation at [www.soft-lite.com/product-registration](http://www.soft-lite.com/product-registration). For complete warranty information, visit [www.soft-lite.com/lifetime-warranty](http://www.soft-lite.com/lifetime-warranty).

WARRANTY NUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_  
DEALER NAME: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_  
PRODUCT SERIES: \_\_\_\_\_