

At SafeHarbor 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

 SafeHarbor warrants to the original single-family homeowner that products manufactured by SafeHarbor will be free of defects in parts 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 lifetime from the date of purchase. 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 SafeHarbor 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
230, 250	255/270	
0-20	0-25	0%
21-30	26-40	25%
31-50	41-Life	50%

### 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. SafeHarbor 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 to SafeHarbor will result in the immediate termination of the warranty coverage.

### Repair Procedure

This warranty is limited to SafeHarbor, at its option, repairing and/or replacing defective parts (color matching not guaranteed) in lieu of repair or replacement. SafeHarbor, 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

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

### Commercial Applications

If SafeHarbor products are installed in non-owner occupied multi-family dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc., then this warranty will be limited to 2 years, and excludes labor.

### Limitations

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM OF THIS LIMITED WARRANTY. SAFEHARBOR 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 SafeHarbor 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.

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

**SafeHarbor  
ATTN: Warranty Service  
3890 W. Northwest Highway, Suite 500  
Dallas, TX 75220**

## 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.

## Damage Related Exclusions

- Improper installation, use or maintenance
- 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 SafeHarbor
- Accidents or Acts of God
- Normal wear and tear

## General Exclusions

- Tarnish, corrosion or discoloration of hardware finishes
- Screens are not covered under the warranty
- Special glazing - contact us concerning the limited warranty for special glazing
- Caulking is a maintenance responsibility of the homeowner after installation and is not covered under the warranty

## 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 SafeHarbor retailer/dealer who supplied you with the SafeHarbor product. If unavailable or unknown to you, you may contact us at:

Warranty Department  
SafeHarbor  
3890 W. Northwest Highway, Suite 500  
Dallas, TX 75220

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 SafeHarbor location. Delivery to the actual installed location is the responsibility of the homeowner.

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

This warranty applies to:

# Windows within the 230 and 270 SERIES.

**SafeHarbor**<sup>®</sup>  
VINYL IMPACT WINDOWS & DOORS

3890 W. Northwest Highway, Suite 500  
Dallas, TX 75220

Effective Date 10-1-12

Please Cut Along Dotted Line

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

## SafeHarbor Warranty Transfer Application

Name of New Owner \_\_\_\_\_  
(Please Print)

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

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

Date of Installation \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

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

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