



Advent Windows and Doors, LLC ("Advent") provides a lifetime limited warranty for its labeled windows and doors. The warranty is available to the initial purchaser and is transferable to subsequent owners.

If the Product owner ("Owner") submits a claim during the warranty period, Advent will provide replacement parts ("Parts") to correct a nonconformity in material or workmanship that causes a significant impairment in Product usage or an obstruction of vision through the insulated glass unit ("IGU").

#### **Residential Dwelling**

For an Owner-Occupied Residential Dwelling, Advent will offer the following coverage:

- Mainframe: no charge for a claim made during the lifetime of the Product as installed.
- IGU and components: no charge for a claim made in years 1-10 from the date of manufacture ("Manufacture Date"), and at 50% of the list price for a claim made in years 11-20 from the Manufacture Date.

#### **Commercial**

For a structure other than an Owner-Occupied Residential Dwelling, Advent will offer the following coverage:

- Mainframe, IGU, or components: no charge for a claim made within 10 years of the Manufacture Date.

#### **Labor & Shipping**

Advent will provide skilled labor and pay shipping costs for one (1) year from the Manufacture Date. The Owner is responsible for the cost of non-skilled labor and any inspection, labor, or shipping costs for a claim submitted more than one (1) year after the Manufacture Date. Advent will charge a fee for inspections requested more than one (1) year after the Manufacture Date.

The Owner must provide reasonable access to the interior and exterior of the Product at their expense. If safe and practical access is not available, Advent will provide only the Parts and not labor. If the Owner fails to appear for a scheduled appointment, Advent may leave the Parts and/or charge a separate fee to return and complete the service.

#### **Modified Coverages**

The warranty covers laminated and painted frames for ten (10) years for excessive ultraviolet discoloration, peeling, chalking, fading, cracking, and blistering. Simulated divided light, blinds between the glass, and integral shades are covered for ten (10) years for nonconformity. Laminated and impact IGUs are covered for twenty (20) years for obstruction of vision caused by seal failure (10 years for commercial application) and five (5) years for obstruction of vision caused by delamination. Stress cracks are covered for one (1) year. Weatherstripping and insect screens are covered for one (1) year for nonconformity.

Advent's remedies are exclusive, and the Owner waives any other claim regardless of legal theory. Advent makes no warranty beyond this writing for Product sold. All other warranties, express or implied, including merchantability and fitness for a particular purpose, are disclaimed. Advent is not liable for any consequential, incidental, or punitive damages, including the cost of removal, installation, or reinstallation of the Product. Advent's liability under this warranty is limited to the purchase price of the Product. Some states may not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

#### **Excluded Conditions:**

Advent's warranty does not cover damages, conditions, or nonconformities caused by certain factors. These factors include:

- Improper installation, such as exceeding the product's capacity, violating applicable codes, plans, or specifications, mishandling or storing the product, failure to properly incorporate the product into the building envelope, installing it in inappropriate openings, and building settlement or failure of walls or foundations.
- Normal wear and tear, aging, weathering, or corrosion, lack of product maintenance, misuse, or abuse, failure to use operable product (vents/sash should be opened and closed monthly), and interior moisture or condensation. Normal weathering includes the gradual fading, chalking, or darkening of any colored surface. Advent's maintenance instructions are available on their website.

- Glass breakage (unless expressly provided); glass blemishes, scratches, or other imperfections allowed for Quality 3 glass per ASTM C 1036; or reflection of solar energy (sunlight) off the product.

- Alterations or modifications of the product or components, such as field mulls, reinstallation, application of tints, films, sealant, caulk, or paint finishes, installation of security systems or window coverings, environmental or applied elements exceeding the tolerances of the product or its components' performance ratings.

- Any application of force or materials, such as power washing or the use of harsh chemicals such as brick wash, acids, salts, abrasive cleaners, or solvents; acts of nature, or any other condition or cause beyond Advent's control.

This warranty only covers products confirmed to have a nonconformity. Where testing occurs, Advent must receive notice and opportunity to be present during testing. Without notice, Advent shall not be required to respond to testing results or extrapolations to no-tested product, nor shall it contribute to the cost of testing. Advent is not responsible for determining the suitability of its products for building components or wall design.

Advent products are tested in accordance with procedures established by AAMA and NFRC. Sample products are tested in a laboratory setting to measure the performance. Advent manufactures its products using the methods and materials used in fabrication of the tested product. Components and manufacturing processes have a range of tolerances which can cause variance to tested values. In-field evaluation of products can affect test results. As a result, Advent does not warrant its test results, nor does it warrant specific gas retention or fill levels and performance variation may occur.

**Warranty Claim Process:**

To submit a warranty claim, the owner must follow these steps:

1. Submit claims at [service@adventwindows.us](mailto:service@adventwindows.us) or (817)-391-4221 (service department)
2. The owner must submit a claim during the coverage period and within 30 days of discovering the perceived nonconformity.
3. The notice must include contact information, order number, and a description of the issue. Photographs are required unless unobtainable.
4. Advent shall investigate and respond in a timely manner per the terms of this warranty, including inspecting the product at its option.
5. Parts may not be an aesthetic match to the original. Advent reserves the right to discontinue or modify its products. When that occurs, Advent shall substitute parts or product of equal value or quality.
6. If unable to provide a replacement product, and repair is not commercially practicable or cannot be timely made, Advent may elect to refund the purchase price of the affected product in full satisfaction of its obligations.

**Requirement Before Initiating Legal Proceedings:**

Before initiating legal proceedings, the owner must fulfill its notice obligations as stated in the warranty. The owner must give Advent notice of its intent to file a legal claim and submit information to [service@adventwindows.us](mailto:service@adventwindows.us). The owner must wait 45 days after submitting to initiate a legal proceeding to allow Advent the opportunity to investigate and tender a resolution for issues claimed.

**Window Safety:**

Advent screens are not intended to provide security or for the retention of persons or objects. Fall prevention devices, such as window opening control devices, can be installed on windows to lessen the risk of accidental falls. If fall prevention devices are desired or required for a window, check with your distributor for options sold by Advent.

For more information about Advent windows and doors, visit their website at [www.adventwindows.us](http://www.adventwindows.us)