Limited Warranty

- Sierra Pacific Windows (SPI), as manufacturer, warrants to the original homeowner the insulated glass supplied in its window and door products against failure of the air seal due to defects in materials or workmanship for a period of twenty (20) years from the date of manufacture. This warranty does not include cracked or broken glass or damage to the product resulting from accident, abusive handling or misuse, shattering due to heat buildup or any insulated units which exceed 50 square feet in overall size. Should there be a failure of the air seal within the first ten (10) years of the warranty period, SPI will deliver to the place of product installation either a replacement of insulated glass or sash glazed with insulated glass at SPI's discretion. SPI will replace defective insulated glass at no charge within a period of two (2) years from the date of manufacture, but will accept no responsibility for repainting or refinishing. After two (2) years from date of manufacture, the customer will be responsible for the cost and arrangement of installation, repainting, refinishing or similar activities involved in the replacement of glass. If there is a failure of the air seal which occurs during the remaining ten (10) years of the warranty period, SPI will offer for purchase to the original product owner replacement insulated glass at 60% of the current SPI list price. Wood Components, Hardware, Weatherstripping and Screens SPI warrants to the original consumer, for a period of two (2) years from the date of manufacture, that the wood components, hardware, weatherstripping and screens which accompany its products (the 'Components') will be free from defects in workmanship or materials which might unreasonably affect the product's normal functioning. SPI will, during such warranty period and without charge, repair or replace any Components which are defective as to workmanship or materials. Texture and color variation do not constitute defects in wood items. In no case will SPI be responsible for re-painting, refinishing or similar activities connected with the replacement of any Component or product.

In order to be covered by this warranty, the customer must properly finish, care for and protect all wood items against moisture and excessive dryness and ensure that all surfaces, interior and exterior, top and bottom, are thoroughly painted, varnished or sealed by accepted industry finishing standards. Any weatherstripping, vinyls or plastics to which any paints, varnishes or stains have been applied will not be covered by this warranty.

Metal Clad Warranty

SPI will provide to the original consumer a limited ten (10) year warranty on metal cladding against cracking, checking or peeling (adhesion loss). In the event of such failure of the coating within the warranty period, SPI will repair or supply the defective component at no charge within a period of two (2) years from the date of manufacture. After two (2) years from date of manufacture, the customer shall be responsible for the cost and arrangement of installation. On any replacement parts where new wood may be deemed necessary, SPI shall in no case be responsible for repainting, refinishing or similar activities connected with such replacement. This warranty does not include minute fracturing which may occur in proper fabrication procedures. This warranty is limited to defects in workmanship and materials and does not cover damage or defects caused by or arising from the following: on-site damage occurring during construction due to vandalism, acts of nature or any other cause beyond SPI's control; improper handling or installation by the builder or consumer; or failure of the builder or consumer to follow manufacturer's instructions Warranty Conditions, Exclusions and Limitations.

Limitations

This warranty is limited to defects in workmanship and materials and does not cover damage or defects caused by or arising from: on-site damage occurring during construction due to vandalism, acts of nature or any other cause beyond SPI's control; improper installation by the builder or consumer; failure of the builder or consumer to follow manufacturer's instructions; installation of the window or door in its opening in a manner which is not exactly plumb, square and true and adequately shimmed on all sides; products subjected to conditions outside their design limitations; prolonged exposure to weather in the primed state; improper installation and/or finishing; strain which is applied to the unit by movement of the building or where provisions have not been made in accordance with sound industry practice for adequate expansion or contraction of framing members. All glass warranties are void if any film is applied to the glass surface.

SPI does not warrant, expressly or impliedly, any special product or item which is manufactured according to specifications supplied by the consumer. The warranty on any replacement product will extend for the balance of the original warranty period.

SPI is giving you an express Limited Warranty. SPI cannot and shall not be liable to you for any other express warranties provided by distributors, dealers, salespersons or any other representative of SPI, either written or oral. Any implied warranties of merchantability or fitness for a particular purpose are limited in time to the duration of this warranty. SPI shall not be liable for any consequential damages or incidental damages. Your exclusive remedy shall be repair, replacement or refund as stated in this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of implied warranties, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Claim Procedure

To initiate a claim action under this Limited Warranty, you should contact the SPI Territory Manager who sold you the products. In the event this person is unknown, we ask that you please contact:

Sierra Pacific Windows
Customer Manager
PO Box 8489
Red Bluff, CA 96080

You will be required to provide the following information: (a) your name, address and telephone number; (b) description of product for which claim is made; (c) proof of date of purchase (invoice); (d) name of SPI sales representative (if known); and (e) nature of product failure and any further pertinent information. SPI may charge a fee for on-site product inspections. However, the fee will be fully refunded if the product is found to contain a defect covered by this warranty.

Sierra Pacific Windows
The Estate Series™
SYNERGY