



Power of the green™

## Green World Windows & Doors Corp. Vinyl Windows & Doors *Limited Warranty*

To ensure peace of mind... as long as you and reside in your home

For Single Family Builders and their Home Owners Only

### Single Family Home Unit

Green World Windows guarantees to the original consumer purchaser who is a track home builder, or multi-family builder and or it's home owner (and not a partnership, corporation, association, government agency or other entity) (Original Purchaser) of Green World Windows or Doors other than sound windows, multi-slide and bi-fold doors (hereafter referred to as products) installed in a single or multi-family home unit ("Home") by the Original Purchaser as states above, that Green World Windows will repair or replace any such Products that are defective in materials or workmanship and will pay the costs of all parts and labor. For defective product in homes less than one (1) year from the date of new home purchase, Green World Windows & Doors will provide the material at no charge, and labor at no charge. For insulated glass units with moisture build up between the panes. After one (1) year and less than ten (10) years from the date of the new home purchase. Green World Windows & Doors will provide the material at no charge, and labor at full charge. If repair is not commercially practical or cannot timely be made, then Green World Windows will, at its option, either replace any defective Product or refund the purchase price. This warranty is for first homeowner only.

### Vinyl: 10 Years

Green World Windows warrants that the vinyl sash and frame members will be free from defects such as cracking, peeling, flaking or blistering. Vinyl lifetime for Capstock is also 10 years.

### Glass: 10 Year Limited time

Green World Windows warrants that the insulated glass will not develop a build-up of moisture between the panes of glass. Green World, at its discretion, will supply either the replacement glass or a full panel.

### Screens: 1 year

Screens are warranted against defects in material for a period of one (1) year. Replacement screens will be delivered to the nearest Green World dealer/distributor.

### Labor: 1 Year

Green World will, at its discretion, repair or replace any defective part or component at no labor charge to you for first year as you own and occupy the home in which the products were installed.

### Repair/Replacement Procedure

This warranty is limited to Green World, at its option, repairing and/or replacing defective parts (color matching not guaranteed) in lieu of repair or replacement. Green World, in its sole discretion, reserves the right to refund the amount paid by the original single-family homeowner for the product (excluding installation cost).

### Product Changes

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

### Exclusions

Every effort is made to ensure that your new Green World windows and doors remain trouble free year after year. Of course, some items are beyond Green World's control and are not covered by this warranty. The following items are not covered by this warranty:

- Improper installation, use or maintenance
- Small scratches, marks, slight glass curvature or other minor imperfections in the glass or vinyl
- Failures due to product modifications or window shading devices (c.g., glass tinting, security systems, improper painting or staining, insulated window coverings, etc.)
- Water infiltration other than as a result of defect in manufacturing or materials
- Normal wear and tear (c.g., natural fading, etc.)
- Corrosion of hardware and painted surfaces in coastal areas
- Brass hardware finish
- Incidental or consequential damage
- Damage caused by earthquakes, floods, wind or other "acts of God"
- Damage caused by misuse, house settling or vandalism
- Any costs associated with the use of scaffolding or lifts
- For Green World Products with argon gas-filled insulating glass, Green World injects the gas at the time of manufacture. The gradual dissipation of inert gas may occur naturally over time and is not a defect. Other than gas loss due to seal failure, the warranty does not cover the gradual dissipation of inert gas or the amount of inert gas remaining in the Green World Products at any time after manufacturer
- Customer(s) who violate "Window Care Instructions" on the back page by taking any "DO NOT Action".

### Condensation, Mold and Mildew

Condensation on the glass is a natural result of excessive 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 Green World 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.

### Limitation of Remedies

THIS EXPRESS WARRANTY IS IN LIEU OF ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. GREEN WORLD 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 implied warranties. This warranty is only applicable in the contiguous U.S.A. This warranty gives you specific legal rights, and you may also have other rights, which may vary, from state to state. This warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers. Any former full lifetime warranty is invalid. This warranty is for product purchased after **January 1, 2011**

### Green World Windows

(909)947-3868

[www.greenworldwindows.com](http://www.greenworldwindows.com)

Dealer or Distributor Name: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Sales Order No.: \_\_\_\_\_



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## Window and Door Care Instruction

Your Green World windows and patio doors will continue to perform well if given some simple, routine Care and Maintenance Instructions.

With proper care, your windows and doors will continue to operate at their best and look great.

Green World's Warranty (see reverse side or access Green World's website at [www.greenworldwindows.com](http://www.greenworldwindows.com)) does not cover damage or defects related to a failure to follow the Care and Maintenance Instructions below.

### GLASS CARE

Proper care of your window and door glass is important to gain the maximum effectiveness of insulating, low-e or reflective glass. Any of the "Don't" actions listed below can damage the glass surface or destroy the insulating glass seal and will void your glass warranty.

Don't use any petroleum-based cleaner, or ammonia or any chemical solvent cleaner that contains caustic chemicals on your glass.

Don't use a razor blade, abrasive pad or putty knife to clean the glass.

Don't use a high-pressure spray nozzle when rinsing your glass after washing.

Do clean glass with a mild dish soap and water. Rinse completely with clean water and wipe dry with a soft cloth to avoid water spots. Avoid washing glass in direct sunlight for best results.

Do clean screens by first removing, then washing on a clean, flat surface with a mild soap and water solution using a soft brush. Rinse, dry and reinstall.

chemical solvent content cleaners that are prohibited to use in washing windows as below:

#### Organic Solvents :

1. Dichloromethane
2. Pyruvic
3. Thinner
4. Alcohol
5. Chloroform
6. Benzene
7. Methylbenzene
8. Xylol
9. Ammonia

#### Petroleum Based Cleaner :

1. gasoline
2. esiel
3. kerosene

### MOLD AND CONDENSATION

Water condensation can occur on your window and door interior surfaces if certain conditions exist. Often it's a warning to you that excessive moisture exists in your home that may facilitate mold growth. Condensation on interior window surfaces results from higher moisture content in the air contacting lower temperature surfaces on the glass or frames. The higher your home's interior humidity and the lower the outside air temperature, the more condensation can occur.

Do check all window sashes for smooth and regular operation. Increase interior home ventilation and air exchange devices if needed.

Do use your exhaust fans, especially when showering.

Do consider installing a dehumidifier. Use ceiling fans to improve air circulation.

Do open windows and doors when practical to allow interior moisture to escape.

### PREMIUM EXTERIOR VINYL FINISHES

As with all Cap-Stock finishes, natural weathering will occur over extended periods of time. Proper care of your Cap-Stock surfaces is important in maintaining the luster and color of the finish.

Do Use a soft wet brush or absorbent cloth to carefully remove debris stuck to the Cap-Stock finish.

Do periodically wash Green World finishes using warm water, and a mild detergent on a soft absorbent cloth. Never use solvents or solvent based cleaners of any kind on Green World finishes.

Never use a dry cloth or hard bristle brush to clean Green World finishes.

### SMOOTH OPERATION

Do lubricate the moving parts of window and door hardware if not operating smoothly. Use only a spray silicone product to lubricate moving parts, being careful not to apply excessive amounts. Wipe up any drips or spills. In salt-air environments, monthly cleaning and lubrication may be necessary to preserve function (see text of warranty on reverse side for the exclusion of warranty coverage for functionality of hardware in corrosive environments).

Do inspect weather stripping on operable windows and doors to be sure it seals evenly when closed.

Do make certain that the track area is kept clean. Frequent vacuuming will clear any accumulated dirt and dust.

Do adjust sliding door rollers for proper height clearances. Door rollers are adjusted with a screwdriver through access holes in either the end or side of the sliding panel, located near the bottom of the panel.

Do adjust rolling screen doors to slide smoothly. Use a screwdriver, in all four corners, to make adjustments.

Do check on the sliding door lock strike placement if you adjust the door rollers. Adjustment is made by loosening screw fasteners, moving strike plate and tightening. Re-check for proper lock operation.

### DRAINAGE SYSTEMS

Windows and doors use a simple drainage system or 'weep' holes designed in the frame itself. These water drainage pathways must be kept clean and clear of any obstructions to operate effectively.

It's normal for water to accumulate in the sill or track area during a period of wind-driven rain. The weep system is designed to allow the water to drain to the outside as water builds up, or outside wind pressure subsides. Clogged weep holes may prevent excess water from draining. Over time standing water can damage your window or door and lead to structural damage from mold, mildew and wood rot if water enters your wall cavities.

Do keep all sill or track surfaces clean of dirt and debris.

Do make sure that exterior weep holes are clear of any debris, stucco, sand or other obstructions.

Do use a small, soft brush (such as an old toothbrush) to clear openings.

Do regularly inspect the exterior perimeter of your window and door frames for any cracks, or cracks in the adjacent siding material that can cause moisture to penetrate. If a crack appears, seal with a good grade of sealant according to the sealant manufacturer's instructions.

### IMPORTANT DO'S AND DON'TS

- DO: Clean the frame surfaces with mild soap and water.  
DON'T: Use razor blades, putty knives or abrasive scrub pads.  
DO: Use a commercial glass cleaner or mild soap and water.  
DON'T: Use ANY petroleum-based cleaners or solvents.  
DO: Clean window & door tracks and weep holes.  
DON'T: Use oil-based lubricants or damage weep hole covers/baffles.  
DO: Regularly check weather stripping and hardware performance.  
DON'T: Add films or attachments to the glass.  
DO: Read and understand your Warranty.

**Remark: Any of the "Don't" actions listed above will void your warranty. Green World Windows has the right of explanation of the Warranty. Warranty terms and conditions subject to change without notice**

Builder: \_\_\_\_\_ Lot#: \_\_\_\_\_

Acknowledged By Customer: \_\_\_\_\_