



Lifetime Limited Warranty

Frame and Sash Members

The vinyl extrusions and vinyl components used in the windows and doors are warranted to be free from defects that might result in blistering, peeling, flaking, corroding, and fading of the window or door for as long as you own your home. This warranty is fully transferable one time to the next homeowner.

- The product does not require painting. If factory painted to standard or custom colors, then is warranted for a period of ten years.

Insulated Glass

OKNA Windows Corp. warrants that the sealed insulated glass unit, including internal grids, will be free of defects resulting in material obstruction of vision from film formation caused by dust or moisture between panes of glass (seal failure). Glass quality will meet industry standards: ASTM C1036-16, ASTM C1376-15, ASTM C1172-14, ASTM C1048-12 and ASTM E2190. Stress cracks are covered for the first year only. This Warranty is fully transferable one time to the next homeowner.

- Glass unit containing internal mini-blinds or leaded glass are warranted for a period of ten years.
- Condensation may occur on interior and exterior of windows as a natural result of humidity within the house or building area and changes in outside/inside temperature. This does not indicate a manufacturing defect and would not be included in this Warranty.

Hardware

OKNA Windows Corp. warrants that the hardware shall remain in good operating condition, for as long as you own your home. Warranty on hardware is also fully transferable one time to the next homeowner.

- Specified metal hardware for coastal applications is limited to a ten-year Warranty.

Exclusions and Limitations

The following are excluded from coverage under this Warranty:

A. Any damage caused by wind, hail, lightning or other acts of God, intentional acts, accidents, negligence, or exposure to harmful chemicals or pollutants. This warranty excludes damage related to harsh or corrosive cleaning products, application of paints (non-factory applied), and uniform fading or color change due to weathering. **B.** Any damage or malfunction caused by improper handling, storage, installation of the windows, or any damage to the windows or components of the windows caused by settlement or structural defects of the building in which they are installed. **C.** Any product containing unprotected wood (bow, bay and garden windows) unless you seal or otherwise protect exposed wood within 10 days after installation. **D.** Any product with an extension past the outside wall of more than 10" unless you brace the product appropriately. **E.** Any defect, malfunction or failure to perform, which has occurred because of unreasonable use, improper application or failure to perform reasonable or necessary maintenance - see section "Maintenance & Cleaning." **F.** Any modification or additional installation that may cause excessive heat to build up, like storm windows, plastic wrapping or similar barrier, that may cause distortion of the window profiles. **G.** Any window, which has been repaired or attempted to have been repaired or modified by any person other than an authorized representative of OKNA Windows Corp. **I.** OKNA Windows Corp. liability is limited solely and exclusively to repair or replace, at the discretion of OKNA Windows Corp. and under no circumstances will OKNA Windows Corp. be liable for incidental or consequential charges such as, but not limited to, labor cost for any purpose, inconvenience, damage, or injury to persons or to property or any other expense.

Procedure And Conditions Of Warranty Remedy

The Owner must notify the Dealer/Distributor within thirty days after the defect has first appeared. OKNA reserves the right to inspect any window or door that a warranty claim has been made. Such notification must contain the following:

A – Name and Address of the Owner. **B** – Date of Installation. **C** – Description of the Defect.

If a product meets requirements of this Limited Warranty, OKNA Windows Corp. will at its option, supply replacement parts or product. This Limited Warranty does not cover Labor or re-installation costs.

Commercial Application

OKNA products installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, churches, apartment complexes, government owned structures, etc. will limit this Warranty to ten years.

Product Changes

OKNA Windows Corp. reserves the right to discontinue or change any of its products or the parts utilized in any of its products at its sole discretion. If any window product or component originally installed in the building is not available at the time of any claim by you under this Warranty, OKNA Windows Corp. reserves the right to substitute any other model or component as a replacement. During Warranty period replacement parts will be supplied at no charge to dealer upon return of defective part.

Maintenance & Cleaning

A mild solution of household cleaner such as liquid dishwashing detergent may be used to clean windows. Do not use harsh abrasives. This Warranty shall be null and void if harmful solvents are used.

Dealer's Name _____ Date Of Installation _____