




Transferable Lifetime Limited Warranty Replacement Products

SERIES 1600 DOUBLE HUNG, PICTURE WINDOW AND SLIDER


At Ellison 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

 Ellison warrants to the original single-family homeowner that products manufactured by Ellison will be free of defects in parts (including screens) 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 year 25 as a result of defects described above, then Ellison 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
0-25	0%
26-40	25%
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. Ellison 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 and payment to Ellison will result in the immediate termination of the warranty coverage.

Repair Procedure

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

Ellison 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 Ellison determines to make replacement, Ellison shall have the right to substitute such part or component designated by Ellison to be of equal quality and price.

Commercial Applications

If Ellison products are installed in non-owner multi-family occupied dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc., then this warranty will be limited to 10 years.

Limitations

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM

OF THIS LIMITED WARRANTY. ELLISON 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 Ellison 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.

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 Ellison
- Accidents or Acts of God
- Normal wear and tear

General Exclusions

- Tarnish, corrosion or discoloration of hardware finishes
- Caulking is a maintenance responsibility of the homeowner after installation and is not covered under the warranty
- Defects in exterior laminate coverage limited to 10 years.

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

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

**Ellison Windows & Doors
Attn: Warranty Department
300 Welcome Center Blvd.
Welcome, NC 27374**

Register warranty on-line at www.ellisonwindows.com. Click on "Our Services" and then "Warranty Information".

For further information or to make a claim, please contact the Ellison retailer/dealer who supplied you with the Ellison product. If unavailable or unknown to you, you may contact us at:

Ellison Warranty Department
300 Welcome Center Blvd.
Welcome, North Carolina 27374

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

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

This warranty applies to:

SERIES 1600

25-Year Glass Breakage Warranty

This warranty is extended to the original single family homeowner identified in this warranty certificate ("Certificate") and the attached Warranty Registration Card, by Ellison. Subject to the terms and conditions put forth in this certificate, Ellison makes the following warranties to the original single family homeowner regarding the insulated glass panels of the replacement window(s) installed on the property identified in this certificate and Warranty Registration Card.

If a panel of insulated glass manufactured by Ellison and installed in one of its replacement windows registered herein should break for a period of 25 years from the date of purchase, Ellison will furnish a replacement panel at no charge.

This warranty is limited to the furnishing of replacement insulated glass panels and does not cover or include any labor costs. Ellison will not be responsible for any costs incurred in the removal or reinstallation of the insulated glass panels or window. Additionally, this warranty does not cover damages resulting from fire, flood, earthquake, lightning, ice, windstorms, hail or other acts of God. This warranty is not applicable for products installed in non-owner multi-family occupied dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc.

The warranties put forth in this certificate are the only express warranties extended by Ellison in connection with glass breakage. The remedies set forth in this certificate shall constitute the original homeowner's exclusive remedies, and Ellison shall not be liable to the homeowner for incidental or consequential damages for the breach of any express or

implied warranties in connection with the insulated glass panel or windows. This limited warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers.

WARRANTY REGISTRATION AND CLAIMS

In order for the homeowner to be eligible for coverage under this warranty, the attached warranty registration card must be completed and signed by the original single family homeowner and the dealer that installed the windows covered by this warranty. The warranty registration card must be returned to Ellison within thirty (30) days after completion of the installation. This warranty is limited to the original single family homeowner only and is not transferable.

For warranty claims please contact either the dealer or Ellison.

Attn: Warranty Department
300 Welcome Center Blvd.
Welcome, NC 27374

The claim must include the homeowner's name, address, date of installation and a copy of this certificate. Additionally, the homeowner must provide the Proof of Purchase, for each covered window. In order to qualify for warranty coverage, the homeowner must do this within thirty (30) days of the date the glass breakage is first discovered.

11-13 supersedes 06-12

Please Cut Along Dotted Line

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

Ellison Windows & Doors Warranty Transfer Application

**MAIL TO: Ellison Windows & Doors
ATTN: Warranty Department
300 Welcome Center Blvd.
Welcome, NC 27374**

Name of New Owner _____
(Please Print)

Name of Original Owner _____

Address _____ City, State, Zip _____

Date of Installation ____/____/____ Date of Title Transfer ____/____/____

Installed By _____

Please Cut Along Dotted Line

Registration for Glass Breakage Warranty

(To be completed by Homeowner)

Name of Homeowner _____
(Please Print)

Address _____

City _____ State _____ Zip _____

Address Installed _____

City _____ State _____ Zip _____

Date Installed _____

Dated copy of Proof of Purchase _____

Product Identification Number (PIN) Each Window _____

I have read and agree to the terms of the Glass Breakage Warranty and have received the Warranty Certificate attached to this card.

Signature of Homeowner _____ Date _____

- To be completed by Selling Dealer -

Company Name _____

(Please Print)
Address _____

City _____ State _____ Zip _____

This warranty registration card must be completed and signed by you and the dealer that installed the windows covered by this warranty. Mail to Ellison Windows & Doors, Attn: Warranty Department, 300 Welcome Center Blvd., Welcome, NC 27374 within 30 days after installation has been completed. This Warranty will be registered but not acknowledged unless specifically requested.

Signature of Dealer _____ Date Installed _____