

product warranty information

WESTERN WINDOW SYSTEMS guarantees and warrants, to the original purchaser, subject to the conditions and restrictions stated below, that each window and door product shall be free of defects in workmanship and material, including the frame finish, for a period of two years from the date of shipment. DUO-PANE® insulating glass units shall be free from any significant obstruction to vision, due to film, dust or moisture collection on the interior glass surfaces, resulting exclusively from failure of the hermetic seal due to defects in workmanship or material, for ten years from the date of manufacture.

If any such failure occurs during the first two years to window and door products, WESTERN will provide the replacement parts necessary to make the repairs, without charge, FOB nearest WESTERN shipping point. Western's warranty on our paint finish will extend to a period of ten years if customers use our "Edge Guard" finish option. The warranty on the replacement parts will extend only for the balance of the warranty period of the original product. If any such failure occurs during the first five years to DUO-PANE® insulating glass units, the date of such unit's manufacture, WESTERN will furnish a replacement unit without charge, FOB nearest WESTERN shipping point. If a failure occurs after the five year period from the date of such unit's manufacture, WESTERN will provide a pro-rata credit against the purchase of any replacement insulating glass unit manufactured by WESTERN. The amount of any such credit shall depend on the number of years from the date of manufacture to the date such a claim is made as follows: 5-6yrs (50%) 6-7yrs (40%) 7-8yrs (30%) 8-9yrs (20%) 9-10yrs (10%) after 10yrs (0%). The warranty on the replacement DUO-PANE® insulating glass unit will extend only for the balance of the warranty period of the original unit. Insulating glass units have a life expectancy that will be significantly reduced if they are not installed and maintained properly.

In no event shall WESTERN pay for the cost of labor or installation for either the original or the replacement parts, or any other incidental costs related thereto.

This shall be WESTERN'S maximum liability under the warranty. WESTERN makes no other warranty or guarantee, either expressed or implied, including implied warranties of merchantability and fitness, except as expressly contained herein with respect to its products. Any further claims due to special, indirect, consequential, or incidental damage are excluded from this warranty. In the event state law precludes exclusion or limitation of implied warranties, the duration of any such implied warranty and the time and manner of presenting any claim thereon shall be the same as that provided in the express warranty stated herein.

This warranty shall be void for window and door products under the following conditions: If the product is altered, damaged or abused by others; or if the product is not installed in accordance with WESTERN'S recommended installation instructions; or if the product is not cared for in accordance with WESTERN Care & Maintenance Guide; or if the unit is subjected to stresses resulting from movement of building or foundations. This warranty shall also be void for DUO-PANE® insulating glass units under the following conditions: if the unit's size is greater than 60 square feet; or if the unit is not installed in accordance with WESTERN'S recommended glazing instructions; or if the unit is not properly weeped to avoid accumulation of moisture or water onto the edges; or if the unit is installed in other than a vertical plane; or if the unit is subjected to stresses resulting from localized application of heat causing excessive temperature differentials over the glass surfaces or edges, excessive vibration or a movement of building or foundations; or if unit is subjected to high humidity, such as pools, steam rooms or saunas; or if coatings or films have been applied after manufacture; or if any type of decorative art glass is sealed between the panes; or if units have been altered by others.

Claims under this warranty must be made in writing, accompanied by proof of purchase, as soon as practicable after discovery of the defect and in all events within the applicable warranty period and prior to the beginning of any repair work to: WESTERN WINDOW SYSTEMS, 5621 South 25th Street, Phoenix, Arizona 85040-3698. WESTERN reserves the right to have any product alleged as being defective under this warranty to be inspected by a representative of WESTERN prior to any repair work or replacement of parts. No distributor, dealer or representative of WESTERN has the authority to change or modify this warranty, either orally or in writing, in any respect.

In the event Western determines to deviate from any of the conditions of this limited warranty, it shall only be construed as a temporary waiver and standard conditions will apply to future claims.

This limited warranty is effective for all products manufactured by WESTERN after March 1, 2006 and all previous warranties shall be considered null and void as to such products.

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Call us at 1.877.268.1300 or visit us at 5621 s. 25th st. phoenix, az 85040  
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