

Single Custom Homes & Remodeling

At Innovative Window Products, we are proud of the quality and craftsmanship, of our windows and doors, and are pleased to offer you the following Full Lifetime Warranty on our products for materials and labor from the date of purchase at no additional cost to you.

Innovative Window Products, when installed in your new custom* home or remodeling/replacement application, are warranted to be free of defects in materials that may unreasonably affect their performance in normal use. This warranty is to the original purchaser for as long as they own and occupy their single family home. In the event the original homeowner sells their home, Innovative will offer this warranty to the new homeowner for up to ten (10) years from the original purchase date of the product; provided the subsequent purchaser continues to own and occupy the home.

*NOTE: Product used for the following projects: commercial buildings, multifamily housing or new construction installation in tract housing, will be warranted for ten (10) years from the original purchase date of the product on Frame, Glass, Seals, Hardware, and Labor.

Coverage

Frame: Lifetime

Innovative warrants that the vinyl sash and frame members will be free from defects such as cracking, peeling, flaking or blistering.

Glass: Lifetime

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

Glass Breakage: Limited Lifetime (GS Series only)

Insulated Glass is warranted against accidental glass breakage.

Screens: 1 year

Window and Door Screens are warranted against defects in material for one (1) year.

Labor: Lifetime

Innovative, at its discretion, will repair or replace any defective part or component at no charge to you for as long as you own and occupy the home in which the products were installed. Lifetime labor applies only to Innovative's official delivery and service geographic areas.

Service Areas

IWP offers warranty services a 75 air-mile radius of our manufacturing facility in Riverside, CA. Please refer to our warranty policy or contact your sales representative if you have any questions regarding our warranty and service policy. Some charges may apply. IWP reserves the right to contract independent entity to perform any warranty service outside the 75 air-mile radius.

Components/Parts/Product Changes

IWP, at its option, will repair and/or replace defective parts or components (color matching not guaranteed) in lieu of full product replacement. IWP at its sole discretion, reserves the right to refund the full amount paid by the original buyer (or a fraction thereof), excluding installation cost if no viable solution is available.

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 a proper household humidity levels may prevent problems such as mold, mildew and related health risks. In no event shall Innovative 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 WINDOW, YOU SHOULD TAKE IMMEDIATE REMEDIAL ACTION TO PREVENT WATER, MOLD AND/OR MILDEW DAMAGE TO YOUR PROPERTY AND POTENTIAL HEALTH RISKS.

Return Material Authorization

All returned parts or products must have a written Returned Material Authorization number to be evaluated under the terms of this warranty, or Service Case Number. NO EXCEPTIONS.

Limited of Remedies

This is the only warranty given by IWP. No one is authorized to make other warranties on behalf of IWP. IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE EXPRESS WARRANTIES LISTED ABOVE. Some states and/or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. IWP expressly disclaims and excludes any liability for consequential, incidental, indirect, or punitive damages for breach of any expressed or implied warranty. In no event shall IWP be liable for incidental or consequential damages of any nature. Some states and/or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

This warranty gives you specific legal rights. You may also have other rights that vary by state and/or province. For warranty consideration, you must always provide the following information: proof of purchase, product series, date of purchase, date of installation and installer contact information.

Components/Parts/Product Changes

IWP effort is made to ensure that your windows and doors remain trouble-free year after year. Of course, some circumstances are beyond our control and are not covered by this warranty. The following items are covered by this warranty:

- Improper installation, use or maintenance
- The workmanship of any installer of the product
- Use of non-factory parts or accessories in conjunction with the product(s).
- Small scratches, marks slight glass curvature or other minor imperfections in the glass or vinyl.
- Failures due to product modifications or window shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated or window coverings, etc.)
- Water infiltration other than as a result of a defect in manufacturing or materials
- Normal wear and tear (e.g., natural fading etc.) This includes natural weathering of interior color finishes
- Corrosion of hardware and painted surfaces in coastal areas
- Incidental and consequential damage
- Chemical burns/yellowing due to use of harsh cleaning products or other agents
- Abuse, damage during transit or installation, mishandling, tampering, vandalism, alterations, accidents, fires, floods, storms, earthquakes, power surges, lighting, house settling, pets or other animals, insects, and/or their hives or nests, negligence, or any other act of God.
- Any costs associated with the use of scaffolding and lifts.
- Any painted finish on vinyl installed in Desert Areas.
- Oversized or undersized products as a result of wrong dimensions provided by customer or his/her representatives or agents.
- Improper use of residential products in commercial application or vice versa. Customer(s), his/her representative(s) and/or agent(s) are responsible to verify all building code requirements applicable in their jurisdiction.



Caring For Your New Window and Door

IWP uses high-quality materials, parts and workmanship, providing outstanding windows and patio doors. Proper usage, cleaning and maintenance will result in many years of “like new” performance.

- Keep the lower sill channel clean and free of dirt and debris
- Apply a small amount of spray lubricant to rollers on movable window/door panel(s), wiping off any excess
- Clean glass and frame members with a mild soapy solution and rinse with clean water (a mild glass cleaner may be used) DO NOT USE steel wool, abrasive cleaners, acetone or thinner
- Screens may be vacuumed to remove dust or may be washed with a soft brush and a mild soapy solution, then rinsed with clean water
- As with all painted finishes, natural weathering will occur over time. Use a soft wet brush or absorbent cloth to carefully remove debris from painted surfaces and periodically wash with mild soap solution and water
- Sliding door rollers may be adjusted for proper height clearances. These rollers can be adjusted with a screwdriver through access holes in either the end or side of the sliding panel bottom part
- Check sliding door lock strike placement after adjusting the door rollers. This adjustment can be made by loosening screw fasteners, moving strike plate and tightening. Re-check for proper lock operation
- Make sure exterior weep holes are not obstructed by debris
- Use a small soft brush, like an old toothbrush, to clear weep hole openings as needed

CAUTION

- Use of any petroleum-based or corrosive materials on insulated glass surfaces is not recommended. This includes oil based lubricants. These products may damage the insulating properties used in the window and may void all warranties.
- Tinting or placing foil on internal side of doors and windows can cause excessive heat gain and can result in damaging insulated glass

How to Get Help

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

Innovative Window Products
1710 Palmyrita #6
Riverside, CA 92507
888-808-2527
info@innovativewindowproducts.com

All claims must include the following information:

- Description of the product such as the exterior color, unit size or inside visible glass measurements
- Name and address of dealer/distributor
- A detailed description of the suspected defect and where the product is installed
- Proof of purchase and date of purchase
- Your name, address and telephone number

Warranty Request Required Information
PLEASE KEEP THIS CERTIFICATE FOR YOUR RECORDS

Purchase Date: _____

Sales Order Number: _____

Dealer or Distributor Name: _____

Dealer/Distributor Phone number: _____

Homeowner name: _____

Homeowner address: _____

Homeowner Phone Number: _____

Installation Date: _____

Installation Name: _____



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