



**Warranty Information:**

Frontier Vinyl & Glass stands by its products. If any window shows any defects in workmanship or material, we will (at our option), repair or replace the original product or part as long as it has resulted in a substantial deficiency in operation or usage as determined by Frontier Vinyl & Glass. If a sealed unit should fail (indication of moisture within the unit caused by failure of the seal), Frontier will supply a new unit for the failed unit at no charge for **10** years. Spontaneous glass breakage will be warrantied for **1** year. Spontaneous glass breakage is when glass breakage arises from no reason or cause. (Showing no signs of impact) Frontier Vinyl & Glass warranties our PVC against cracking, fading or chipping for life as long as it does not fall under any of the exclusions included in this warranty page. Our acrylic wrapped PVC windows are warrantied for a period of **10** years. Frontier will warranty our Truth window hardware for life against everything, excluding paint chipping or abuse (Limited life time warranty as per TRUTH Hardware). Our Acme window hardware for basement windows is warrantied for a period of **2** years. This also excludes paint chipping. Window installation warranty will be covered for a period of **2** years. Should a seal become affected within this time period, Frontier will repair the seal at no charge.

Frontier's warranty is fully transferable. Frontier does not warranty any installation or defects caused by any installation not done by Frontier Vinyl & Glass directly. This includes but is not restricted to installation in non-vertical, upside down, on the side or out of square locations. Frontier does not warranty frost or condensation as these are natural occurrences that can be caused by humidity or changes in the interior/exterior temperature. This is not a defect. Frontier does not cover product deficiencies caused by any changes, modifications or any unauthorized repair by the customer such as any paints, films tints, etc.

Any situations caused by mistreatment, abuse, vandalism, improper maintenance, harmful cleaning, or mishandling are not covered by warranty. Replacement vinyl or metal parts may vary slightly in color from the original part or component. Frontier Vinyl & Glass is not responsible for this. Any applied paints or films are not covered by warranty. Ripped, torn, bent or creased screens not caused by Frontier Vinyl & Glass are not covered under warranty. Slight imperfections or color variation in the glass not impairing the vision or fundamental reliability are not covered. Fires, floods, storms or any acts of nature are not covered under any warranty. Any warranty claims made beyond the dates specified will not be covered under warranty. Warranty is measured from the date of invoice.

Frontier Vinyl & Glass reserves the right to discontinue or modify any of our products. In the event that products covered by these warranties aren't available, Frontier reserves the right to substitute a product or component of equivalent quality or price.

If you have a warranty claim with a Frontier Vinyl & Glass window you must immediately contact us within 30 days of the product failure. Effective February 1<sup>st</sup>, 2013.

Sincerely,

Frontier Vinyl & Glass  
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