



The Best Is Always Superior

## Vinyl & Aluminum Windows & Doors

# FULL LIFETIME WARRANTY

*To ensure peace of mind... as long as you own and reside in your home*

### Single Custom Homes & Remodeling

At Superior Windows & Doors, we are proud of the quality and workmanship 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!

Superior windows and doors, 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, Superior 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: The warranty does not cover windows and doors that are sold for the following use: commercial buildings, multifamily housing or any type of new construction installation in tract housing. Product used in these types of installations will be warranted for ten (10) years from the original purchase date of the product.

### Frame: Lifetime

Superior warrants that the vinyl sash and frame members will be free from defects such as cracking, peeling, flaking or blistering. NOTE: The finish on aluminum is limited to ten (10) years only.

### Glass: Lifetime

Superior warrants that the insulated glass will not develop a build-up of moisture between the panes of glass. Superior, at its discretion, will supply either the replacement glass or a full panel. NOTE: Leaded glass is warranted for five (5) years only.

### Glass Breakage: Lifetime

Your Superior windows are warranted against accidental glass breakage. NOTE: This warranty does not apply to tempered or specialty glass.

### Screens: 1 year

Screens are warranted against defects in material for a period of one (1) year. Replacement screens will be delivered to the nearest Superior dealer/distributor.

### Labor: Lifetime

Superior will, at its discretion, 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 Superior's official delivery and service areas. Please check with your local Superior dealer.

### Repair/Replacement Procedure

This warranty is limited to Superior, at its option, repairing and/or replacing defective parts (color matching not guaranteed) in lieu of repair or replacement. Superior, in its sole discretion, reserves the right to refund the amount paid by the original single-family homeowner for the product (excluding installation cost).

### Product Changes

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

### Exclusions

Every effort is made to ensure that your new Superior windows and doors remain trouble free year after year. Of course, some items are beyond Superior's control and are not covered by this warranty. The following items are not covered by this warranty:

- Improper installation, use or maintenance
- 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 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.)
- Corrosion of hardware and painted surfaces in coastal areas
- Brass hardware finish
- Incidental or consequential damage
- Damage caused by earthquakes, floods, wind or other "acts of God"
- Damage caused by misuse, house settling or vandalism
- Any costs associated with the use of scaffolding or lifts

### 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 proper household humidity levels may prevent problems such as mold, mildew and related health risks. In no event shall Superior 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.

### Limitation of Remedies

THIS EXPRESS WARRANTY IS IN LIEU OF ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SUPERIOR 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 implied warranties. This warranty is only applicable in the contiguous U.S.A. This warranty gives you specific legal rights, and you may also have other rights, which may vary, from state to state. This warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers. This warranty is for product purchased after **July 1, 2006**.

1650 S. Archibald Ave. Ontario, California 91761  
909-930-1800 | superior-windows.com

## ***Superior, the Right Choice for Your Home!***

Congratulations on choosing Superior for your home. For over 50 years homeowners have turned to Superior for windows and doors for their homes. We are confident that you will be pleased with both the quality and beauty that are built into every Superior window and door.

### **Comfort**

Our special design helps to dramatically reduce air infiltration. At the same time, it guards against dust and other airborne pollutants while reducing your energy consumption.

### **Durability**

Superior's technologically advanced materials and manufacturing ensures long-lasting dependability.

### **Style**

It's your home and you deserve a great looking window, that's why we designed beauty into every window.

***Superior, because it's Your Home!***

## **Caring for Your New Window**

### **Cleaning Instructions**

Superior uses quality materials and workmanship, giving you the best windows and doors available. Proper usage, cleaning and maintenance will result in many years of "like new" performance.

1. Keep the lower sill channel clean and free of dirt and debris
2. Apply a small amount of spray lubricant to rollers on movable window/door panel(s), wiping off any excess
3. 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, wire brushes, petroleum base solvents or corrosive materials
4. 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.

### **CAUTION**

1. 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
2. Tinting or placing foil on internal side of doors and windows can cause excessive heat gain and can result in damaging insulated glass.



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## **How to get help...**

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

Superior Windows & Doors  
1650 S. Archibald Ave  
Ontario, California 91761

909-930-1800

You may also contact us using the Customer Care section of our web site:

[superior-windows.com](http://superior-windows.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.