

Product Warranty



Western Window Systems warrants to the original purchaser that each product shall be free of defects for a period of two years from the date of shipment. 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 from failure of the seal — for 10 years from the date of shipment.

If any such failure occurs during the first two years to products, Western Window Systems will provide the replacement parts necessary to make the repairs, without charge. The company's warranty on its paint finish will extend to a period of 10 years if customers use the "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 failure occurs during the first 10 years to insulating glass units, Western Window Systems will furnish a replacement unit without charge. The replacement insulating glass unit will extend only for the balance of the warranty period of the original unit.

In no event shall Western Window Systems 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 Window Systems' maximum liability under the warranty. Western Window Systems 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 Window Systems' recommended installation instructions; or if the unit is subjected to stresses resulting from movement of building or foundations. This warranty shall also be void for 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 Window Systems' 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 the 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 as soon as practicable after discovery of the defect and within the applicable warranty period. Western Window Systems, 5621 South 25th Street, Phoenix, Arizona 85040. Western Window Systems reserves the right to have any product alleged as being defective under this warranty to be inspected by a representative of Western Window Systems prior to any repair work or replacement of parts. No distributor, dealer or representative of Western Window Systems has the authority to change or modify this warranty, either orally or in writing, in any respect.

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

This limited warranty is effective for all products manufactured by Western Window Systems from November 1, 2012 through July 31, 2017. All previous products supplied by Western Window Systems prior to this date shall be subject to the warranty in place at time of shipment.