



Sierra Pacific Windows

30/20 Limited Warranty



This Limited Warranty is effective for Sierra Pacific Window and Door Products manufactured on or after April 1, 2014 and installed in the United States and Canada, subject to the stated conditions and limitations. It is transferable. Any previous warranties will continue to apply to products manufactured by Sierra Pacific Windows prior to this date. For additional information, including care and maintenance instructions, installation instructions and previous warranties, refer to www.sierrapacificwindows.com or contact your local Sierra Pacific Windows Service Center at 1-800-824-7744.

Insulated Glass - 20 Year Limited Warranty

Sierra Pacific Windows (SPW), as manufacturer, warrants the insulated glass supplied in its window and door products against failure of the air seal due to defects in materials or workmanship for a period of twenty (20) years from the date of manufacture. This warranty does not include cracked or broken glass or damage to the product resulting from accident, abusive handling, misuse, or shattering due to heat buildup. This warranty does not include any insulated units that exceed fifty (50) square feet in overall size. Should there be a failure of the air seal within the first twenty (20) years of the warranty period, SPW will deliver to the original point of purchase, a replacement of insulated glass or sash glazed with insulated glass or will refund the purchase price, at SPW's discretion.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to replace the defective insulated glass at no charge or will refund the purchase price, at SPW's discretion. SPW shall not be responsible for repainting, refinishing or similar activities involved in the replacement of glass. SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through twenty (20).

No warranty is provided on insulated glass units manufactured without capillary tubes and installed at altitudes above 4000 feet. The altitude limit for units with argon gas is 3500 feet. For similarly constructed triple glaze insulated glass units, no warranty is provided for installations at altitudes above 2200 feet.

Argon: The migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect. Argon gas within an insulated glass unit will dissipate over time. The conditions of exposure and manner of use of the window or door product will affect the rate of dissipation. Therefore, SPW makes no warranty as to the amount or percentage of argon remaining in the insulated glass unit at any time after manufacture.

Laminated Glass: Laminated glass is warranted against delamination, premature failure of the glass, or extensive permanent obstruction of vision due to seal failure for a period of five (5) years from the date of manufacture.

Wood Components, Hardware, Weatherstrip and Screens – 10 Year Limited Warranty

SPW, as manufacturer, warrants for a period of ten (10) years from the date of manufacture, that the wood components, hardware, weatherstrip and standard screens which accompany its products (the "Components") will be free from defects in workmanship or materials which might unreasonably affect the product's normal functioning. Specialty screens will be warranted for one (1) year. During the ten (10) year warranty coverage period, SPW will repair or replace any Components that are defective as to workmanship or materials at no charge, or will refund the purchase price, at SPW's discretion. SPW shall not be responsible for repainting, refinishing or similar activities connected with the repair or replacement of any Component.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to repair or replace any Components that are defective as to workmanship or materials at no charge, or will refund the purchase price, at SPW's discretion. SPW shall not be responsible for repainting, refinishing or similar activities connected with the repair or replacement of any Component. SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through ten (10).

This warranty shall be null and void if the customer fails to properly finish, care for and protect all wood Components against moisture and excessive dryness and ensure that all surfaces, interior and exterior, top and bottom, are thoroughly painted, varnished or sealed by accepted industry finishing standards. This warranty shall not apply to any weatherstrip, vinyl or plastic Components to which any paint, varnish or stain has been applied.

Metal Clad– 30 Year Limited Residential Warranty for SPW Products with AAMA 2605 Powder Coated Finishes

For Thirty (30) years from the date of manufacture, SPW will provide a limited warranty on the coating on the metal cladding against cracking or checking when viewed from a distance of ten (10) feet. This warranty excludes minute fracturing or surface mars that may occur during proper fabrication procedures.

For Twenty-five (25) years from the date of manufacture, SPW will provide a limited warranty against color change of more than seven (7) Delta E units in accordance with ASTM D 2244.

For Twenty (20) years from the date of manufacture, SPW will provide a limited warranty

on the coating on the metal cladding against color change of more than five (5) Delta E units in accordance with ASTM D 2244; against chalking in excess of a number eight (8) rating based on ASTM D 4214; and against adhesion loss (peeling) that significantly adversely affects the appearance of the surface to which the coating is applied when viewed from a distance of ten (10) feet from the product.

During the thirty (30) year warranty coverage period, SPW will repair or replace the defective metal cladding, or will refund the purchase price, at SPW's discretion. On any replacement parts where new wood is a component, SPW shall not be responsible for repainting, refinishing or similar activities connected with such replacement.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to repair or replace the defective metal cladding at no charge, or will refund the purchase price, at SPW's discretion. On any replacement parts where new wood is a component, SPW shall not be responsible for repainting, refinishing or similar activities connected with such replacement.

SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through thirty (30).

This warranty provides full coverage for fluoropolymer powder performance for the first twenty (20) years from date of manufacture. For the succeeding ten (10) years, SPW's responsibility for corrective action due to fluoropolymer powder failure will be: years 21 through 24 – 60%; years 25 through 27 – 25%; years 28 through 30 – 5%.

Metal Clad– 20/10 Year Limited Commercial Warranty for SPW Products with AAMA 2605 Powder Coated Finishes

For Twenty (20) years under normal conditions and for Ten (10) years in extreme conditions (provided warranty maintenance requirements are followed) from the date of manufacture, SPW will provide a limited warranty on the coating on the metal cladding against cracking or checking when viewed from a distance of ten (10) feet; against color change of more than five (5) Delta E units in accordance with ASTM D 2244; against chalking in excess of a number eight (8) rating based on ASTM D 4214; and against adhesion loss (peeling) that significantly adversely affects the appearance of the surface to which the coating is applied when viewed from a distance of ten (10) feet from the product. This warranty excludes minute fracturing or surface mars that may occur during proper fabrication procedures.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to repair or replace the defective metal cladding at no charge, or will refund the purchase price, at SPW's discretion. On any replacement parts where new wood is a component, SPW shall not be responsible for repainting, refinishing or similar activities connected with such replacement.

SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through twenty (20).

Metal Clad– 10 Year Limited Warranty for SPW Products with AAMA 2604 Powder Coated Finishes

For Ten (10) years from the date of manufacture, SPW will provide a limited warranty on the coating on the metal cladding against cracking or checking when viewed from a distance of ten (10) feet; against color change of more than five (5) Delta E units in accordance with ASTM D 2244; against chalking in excess of a number eight (8) rating based on ASTM D 4214; and against adhesion loss (peeling) that significantly adversely affects the appearance of the surface to which the coating is applied when viewed from a distance of ten (10) feet from the product. This warranty excludes minute fracturing or surface mars that may occur during proper fabrication procedures.

Labor: For two (2) years from the date of manufacture, SPW will provide the labor to repair or replace the defective metal cladding at no charge, or will refund the purchase price, at SPW's discretion. On any replacement parts where new wood is a component, SPW shall not be responsible for repainting, refinishing or similar activities connected with such replacement.

SPW will not be responsible for any labor costs for the remainder of the warranty period: years three (3) through ten (10).

The SPW metal clad warranty shall be null and void if the customer fails to follow the mandatory warranty maintenance requirements outlined in this document and detailed in the SPW Owner's Manual.

Warranty Conditions, Exclusions and Limitations

This warranty is limited to defects in workmanship and materials and expressly excludes damage or defects caused by or arising from:

- On-site damage occurring during construction due to vandalism, acts of nature or any other cause beyond SPW's control.
- Improper handling or installation by the builder or consumer and/or failure of the builder or consumer to follow manufacturer's instructions.
- Normal wear and tear and natural weathering of surfaces.
- Prolonged exposure to weather in the unfinished and/or primed state.

- Naturally occurring corrosion or tarnishing of hardware finishes.
- Installation of the window or door in its opening in a manner which is not plumb, square and true and adequately shimmed on all sides.
- Improper installation not in conformance with SPW installation instructions: operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Strain which is applied to the unit by movement of the building or where provisions have not been made in accordance with sound industry practices for adequate expansion or contraction of framing members.
- Products subjected to conditions exceeding their design size and/or design pressure limitations.
- Doors with ADA compliant sills, special hardware or no hardware.
- Windows with special hardware or no hardware.
- Variations in the color, grain and texture of wood products.
- Wood cellular structure failure for wood Components and any Components that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood cellular structure failure.
- Improper finishing and/or maintenance of wood Components.
- Warping in door panels unless it exceeds 1/4" in the plane of the panel itself for doors up to 3'-6" x 7'-0" and/or 3/8" for doors over 3'-6" x 7'-0". This does not refer to the relation of the door panel to the frame or jamb in which it is hung. Action on any claim for warpage may be deferred for a period of time up to twelve (12) months at SPW's option to permit conditioning of the door to humidity and temperature ranges at the jobsite.
- Minor glass imperfections that do not affect normal vision or product performance per the guidelines established by ASTM C 1036.
- Slight imperfections, color variations, wavy or shimmering distortions in the glass related to a laminate interlayer or heat strengthening of the glass.
- Glass breakage, failure due to misuse or abuse, and damage caused by failure to properly finish and provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes, security systems), or as a result of any cause beyond the control of SPW (e.g. vandalism, fire, flood, earthquake, other acts of nature).
- Due to the increased potential for glass breakage or seal failure, no warranty is provided for any insulated glass unit that has an after-market tint, UV block or other film applied.
- Condensation, surface fogging or frost on exposed surfaces of windows or doors and any related water damage which may occur as the natural result of humidity within the structure or changes in interior/exterior temperatures. (Note: most condensation problems are related to excessive humidity levels in a structure; contact a heating/air conditioning specialist for help).
- Finish failures or corrosion of aluminum cladding or damage to other Components caused by contact with caustic chemicals, including but not limited to industrial cleaning agents, acid-based products, chlorine, and brickwash.
- Corrosion, wear or failure of standard hardware or aluminum cladding in extreme conditions including, but not limited to, seacoast or other corrosive environments, as well as based on elevation, orientation, and altitude, if the customer fails to follow the required warranty maintenance requirements outlined in this document and detailed in the SPW Owner's Manual.
- Products purchased through SPW that are manufactured by a third party (e.g. vinyl windows, skylites, custom hardware) are not covered under the terms of this warranty. Refer to product manufacturer's warranty for terms of coverage.

Warranty Maintenance Requirements

NOTE: The performance of the exterior aluminum coated finish, hardware and/or Components may vary based on installation in extreme environments, including but not limited to seacoast and other corrosive environments, as well as based on elevation, orientation, altitude and other atmospheric conditions. Normal, regular maintenance of the product is required to maintain the appearance, to extend the finish life, and to keep the warranty intact.

Exterior Aluminum Coatings:

The following maintenance requirements for SPW products are an integral part of the warranty given for film integrity (e.g. checking, cracking, chipping and peeling), color retention, and chalking. The warranty requires that regular cleaning be performed periodically; at least twice a year for non-extreme environments and four times a year for extreme environments, including, but not limited to, seacoast or other corrosive environments. The required maintenance procedures include:

- Use clean water with slight amounts of mild alkaline detergents to clean the exterior aluminum clad surfaces.
- The cleaning effect may be increased by rubbing with a clean, soft, non-scratching, non-abrasive cloth or cotton mitten with modest pressure.
- The temperature of the parts to be cleaned must not exceed 80° F.
- Any chips or scratches must be repaired immediately and not left exposed to the elements.
- For removal of grease and oily substances, isopropyl alcohol may be used.
- The cleaning solution must not be allowed to react or remain on the coating for more than one (1) hour.
- After cleaning, the surfaces must be rinsed with clean, cold water.
- A proper maintenance record must be kept and documented. This documentation must contain the following information:
 - Date
 - Name and address of party performing the maintenance
 - Description of cleaning procedure and detergents used
 - Signature on the document of the person performing the cleaning procedure

Hardware:

The warranty requires that regular cleaning be performed periodically; at least twice a year for non-extreme environments and four times a year for extreme environments, including, but not limited to, seacoast or other corrosive environments. The required maintenance procedures include:

- Products should be cleaned with mild detergent soap and water.
- Do not use harsh cleaning agents (e.g. abrasive, industrial strength or vinegar/citrus/chlorine based cleaners).
- The cleaning effect may be increased by rubbing with a clean, soft, non-scratching, non-abrasive cloth or cotton mitten with modest pressure
- Always rinse with clean water.
- Dry thoroughly with clean, soft, non-scratching, non-abrasive cloth or cotton mitten using modest pressure.

Consult the Sierra Pacific Windows Owner Manual for additional cleaning details.

Allocation of Risks of SPW Product Performance: Because some water infiltration must be anticipated in all construction, it is imperative that the wall system be designed and constructed to properly manage moisture. SPW is not responsible for claims or damages caused by anticipated or unanticipated water infiltration; deficiencies in building design, construction and maintenance; failure to install SPW products in accordance with SPW Installation Instructions; or the use of SPW products in systems, such as barrier wall systems, unless proper management of moisture within the wall system is incorporated within the design of the system. The determination of the suitability of all building components, including the use of SPW products, as well as the design and installation of flashing and sealing systems, are the responsibility of the buyer, owner, architect, contractor, installer, or other construction professional and are not the responsibility of SPW. All risks related to building design and construction, fitness of SPW product for a particular purpose, or the maintenance, installation, and use of SPW products shall be assumed by the buyer and/or owner in conjunction with the architect, contractor, installer, or other construction professional.

This Limited Warranty sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified herein. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and of fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim hereon shall be the same as, that provided in the express warranty stated herein.

SPW does not warrant, expressly or impliedly, any special product or item that is manufactured according to specifications supplied by the consumer.

The warranty on any replacement product will extend for the balance of the original warranty period.

All warranty claims must be made within the applicable warranty period. SPW is giving you an express Limited Warranty. SPW cannot and shall not be liable to you for any other express or implied warranties provided by distributors, dealers, salespersons or any other representatives of SPW whether written or oral. Your exclusive remedy shall be repair, replacement or refund as stated in this warranty. SPW, in its sole discretion, may choose to repair the product as an option to replacement in full satisfaction of its warranty obligation.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of implied warranties, so the limitations or exclusions set forth above may not apply to you. Should an implied warranty of merchantability or fitness for a particular purpose apply to you, those warranties are limited in time to the duration of this warranty. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

Claim Procedure

To initiate a claim action under this Limited Warranty, contact the SPW Territory Manager or SPW Dealer who sold you the products. In the event this person is unknown, please contact:

Your local Service Center at 1-800-824-7744, or
Sierra Pacific Windows
Customer Service Manager
PO Box 8489
Red Bluff, CA 96080
www.sierrapacificwindows.com

You will be required to provide the following information: (a) your name, address and telephone number; (b) description of product for which claim is made; (c) proof of date of purchase (invoice); (d) name of SPW sales representative or dealer (if known); and (e) nature of product failure and any further pertinent information. SPW may charge a fee for on-site product inspections. However, the fee will be fully refunded if the product is found to contain a defect covered by this warranty.

Limited Warranty (as defined by Magnuson-Moss Warranty-Federal Trade Commission Improvement Act)