

# VISIONS® LIMITED WARRANTY

Subject to the conditions, exclusions and limitations that follow, the manufacturer of VISIONS products ("VISIONS") warrants VISIONS products (VISIONS 1000®, VISIONS 1500™, VISIONS 2500™, VISIONS 3000®) to be free from defects in material and workmanship as noted below. All referenced times are in relation to date of manufacture. Warranty effective date: August 1, 2012.

## WARRANTY COVERAGE

### Vinyl Main Frame & Sash – Lifetime Warranty

VISIONS warrants that its vinyl main frame and sash shall be free from defects in material or workmanship for its LIFETIME to the original owner of the owner-occupied, single-family residence in which they are initially installed for as long as they own and occupy the residence unless specified below.

### Commercial Applications – Ten Years

VISIONS warrants that its products shall be free from defects in material or workmanship for the period of TEN (10) years in structures that are other than owner-occupied, single-family residences unless specified below.

### Other Parts – Twenty Years

All other parts on VISIONS products, unless specified above, are warranted to be free from defects in material and workmanship for a period of TWENTY (20) years.

### Insulated Glass – Twenty Years

Insulated glass shall be free from defects in material or workmanship for a period of TWENTY (20) YEARS unless specified below.

### Laminated Glass – Five Years

Laminated glass shall be free from defects in material and workmanship for a period of FIVE (5) years.

### Decorative Glass – Five Years

Decorative glass shall be free from defects in material and workmanship for a period of FIVE (5) years.

### Hardwore Finish within 2 miles of seacoast - Ten Years

Corrosive-resistant finishes on seacoast hardware packages installed within two miles of a corrosive environment shall be warranted for TEN (10) years unless marred or scratched. The below conditions/exclusions apply.

- Exterior surfaces of the hardware must be cleaned with a mild detergent soap and water at least every two months, and more frequently if necessary to prevent build-up of salt and/or other corrosive materials.
- All determination as to whether there is abnormal corrosion, and whether it is the result of a manufacturing defect shall be made by VISIONS and those determinations shall be final.
- Because the environment (within two miles of an ocean coastline and any area subject to acid rain) can be extremely harsh and corrosive, it is normal for windows and doors installed in those environments to deteriorate more than those installed in other environments, even with proper maintenance. This warranty only covers abnormal corrosion.

### Glass Stress Cracks - One Year

Stress Cracks are warranted for ONE (1) year.

### Factory-Applied Finishes

Factory-applied finishes are warranted for one year.

### Transferability – Ten Years

This warranty is transferable to subsequent owners. This transferred warranty is the lesser of TEN (10) years or the period specified from the date of manufacture.

## COVERAGE

Should any VISIONS products or components of products be determined by VISIONS to contain defects in material or workmanship within the applicable warranty period, VISIONS will, at its option, repair the products or components at no charge, or provide replacement products or components at no charge, or refund the original purchase price of the products containing the defective components. Decisions as to whether to repair, replace or refund shall be made by VISIONS in its sole discretion. Replacements will be the closest equivalent current product and may not exactly match the original. Replacements will be delivered to the original point of purchase with no shipping charges. If shipment direct to the consumer is requested, normal shipping and handling charges will apply.

## NON COVERAGE

- Normal wear and tear or weathering is considered normal and not a product defect.
- Normal wear and tear of hardware and hardware finishes that can naturally occur (e.g. corrosion, tarnishing) or damage at construction site.
- Normal wear and tear, weathering and natural variations in wood color or texture are considered normal and not a product defect (e.g. jamb extension).
- Minor scratches, slight glass curvature or glass imperfections are natural variances in glazing and do not impair structural integrity or significantly obscure normal vision.
- Repairs, refinishing or similar activities involved when skilled labor installs or replaces products.
- Condensation and any related water damage (such as mold or wood rot) due to water or ice build-up, which occur as a result of humidity within the property or changes in the interior/exterior temperatures, do not indicate a defect. Contact a heating/cooling specialist to assist.
- Products installed in a non-vertical position, discoloration of non-visible parts, or failures or operating difficulties due to accident, acts of God, abuse, misuse, alteration, exposure to the elements, improper or insufficient handling, storage, maintenance or service including, but not limited to, obstruction of weep holes. Installation units must be finished and operated in accordance with our installation instructions attached to each unit.
- Failures or operating difficulties resulting from use of high-expansion foam insulation, incompatible sealant, cleaning agent, or exposure to corrosive, unusual, harmful or aggressive substances, acid rain, fumes or condensates, subject to abnormal stress from localized application of heat, excessive vibration or movement of buildings or foundations or to other abnormal physical stress or use in high humidity areas.
- Products installed in buildings with cladding systems that do not allow for proper management/drainage of moisture (e.g. EIFS or synthetic stucco without an engineered drainage system).
- Vinyl parts or weather strip that has non-factory-applied paint or stain voids the warranty of the entire unit.
- Warpage or air/water infiltration on any swing door with a call-out height of greater than 6'10" unless VISIONS' multi-point lock system is used with the door.

- Any installations at an altitude over 3,500 feet above sea level unless capillary tubes have been installed or a HIGH ALTITUDE GLASS PACKAGE is used, which provides limited coverage.
- Products or components not provided by VISIONS including but not limited to hardware, locksets, strikes, or panning systems.
- VISIONS products of proper building design and moisture management through an overhang or otherwise) is the responsibility of your building designer, architect or contractor.
- Products with modifications (e.g. customer applied paint finishes, tints, films) or security systems without prior approval.

## ADDITIONALLY

- Insulated units with capillary tubes will not have inert gas fill.
- ADA-compliant sills are not designed nor are they intended to manage moisture or water infiltration. The determination of proper building design and moisture management through an overhang or otherwise) is the responsibility of your building designer, architect or contractor.
- Warpage of a door shall not be deemed to be a product defect unless the warping is in the door panel itself and then only if the warping is more than one quarter inch. The amount of warp shall be determined by placing a taut wire or string or straightedge across the face of the installed door panel thought to be concave and measuring the amount of warp at the point of the greatest distance between the bottom of such wire, string or straightedge and the face of the door panel. VISIONS may, at its option, defer action on a warping claim for a period of not more than ONE (1) year from the date of the claim to permit the door panel to adjust to temperature and humidity in its installed position.
- The performance of windows and doors may be affected by factors beyond VISIONS' control. Examples include handling and installation, construction details of the building, exposure conditions, maintenance, normal wear and tear, and migration of inert gas. Structural or thermal ratings are for comparison purposes only. While VISIONS products are manufactured to meet or exceed published ratings, it is not possible to guarantee that they will meet or exceed those ratings after they have been installed.
- VISIONS is not responsible for removing any defective products from the structure in which they are installed, or for installing any replacement products or components provided by VISIONS pursuant to this limited warranty, or for any painting, refinishing or other work necessary to complete the installation of replacement products or components, all of which shall be the consumer's responsibility.

## GENERAL PROVISIONS

Selection and purchase of VISIONS products which conform to all applicable building codes and local ordinances is the sole responsibility of the architect, building contractor or homeowner. VISIONS assumes no responsibility for compliance with local building codes or ordinances, or for calculation and design of support mullions, structural support, or flashing required for installation. Consult with your local building code officials and/or a qualified contractor, architect or engineer for specific requirements. **THERE ARE NO OTHER EXPRESS WARRANTIES EXCEPT AS SET FORTH HEREIN. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE PERIODS OF COVERAGE OF THE EXPRESS WARRANTIES SET FORTH IN THIS LIMITED WARRANTY. VISIONS SHALL NOT BE LIABLE FOR APPLICABLE TAXES OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OR LOSS TO PERSONS OR OTHER PROPERTY.** Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. **NO DISTRIBUTOR, SALESPERSON, DEALER, RETAILER OR OTHER REPRESENTATIVE OF VISIONS PRODUCTS HAS THE AUTHORITY TO ALTER OR CHANGE THESE WARRANTIES OR TO MAKE ANY OTHER WARRANTY EITHER ORALLY OR IN WRITING.**

## TO GET ASSISTANCE

For further information or to make a claim under The VISIONS Limited Warranty, please contact the contractor who installed the product or the VISIONS distributor or dealer from whom the product was purchased or fill out an online service form. To find your closest dealer, please use the dealer locator on the web site ([www.visionswindows.com](http://www.visionswindows.com)). Online service request: [www.visionswindows.com](http://www.visionswindows.com). If you cannot find a local dealer or they are unknown to you, you may contact us at the below location.

## VISIONS WINDOWS AND DOORS

PO Box 309  
Medford, WI 54451  
Phone: 800.222.2695

### Please provide the following information:

- Your name, address, daytime telephone number and e-mail address.
- A description of the product for which the claim is being made.
- Original proof of purchase (or approximate date if exact date is not known).
- The name of the VISIONS dealer/distributor from whom the product was purchased (if known).
- The nature of the product complaint.
- If the coded information on the spacer between the panes of glass.

If the limited warranty period has expired or for repairs not covered by warranty, many replacement parts are available for purchase. When warranty coverage is unclear, VISIONS may charge an inspection fee for any on-site product inspection. If the inspection reveals the VISIONS product has a defect covered by this limited warranty, the inspection fee will be waived.

In cases relating to hardware, the customer may be invoiced for the replacement hardware at the list price and appropriate credit will be issued when the defective hardware has been returned to VISIONS. Supplying replacement products or parts shall not extend the time period of the warranty and the replacement product or parts shall be warranted only to the extent of the unexpired portion of the warranty period on the originally purchased product or part.