



# Insulated Glass Panels *Limited* Product Warranty

True View Windows and Glass warranties only glass panels supplied and installed by True View Windows & Glass. Any warranty implied is only to the original purchaser/owner occupant of the residence.

**Breakage:**

Any and all glass that is installed by True View Windows and Glass offers a 30 day warranty against a stress fracture only. Other glass breakage is not warrantied.

**Residential:**

Insulated or single pane glass windows with laminated glass are warranted for a maximum period of five (5) years from date of installation.

Insulation Glass Units (IGU's) are warrantied against seal failure for the life of the product.

*Warranty does include parts & labor for a replacement of the same item.*

**Commercial or multifamily dwelling units: (other than single family residence)**

Installation in a structure other than an owner-occupied residence will limit the warranty period and it's remedy to a maximum of 2 years from the date of installation.

**EXCLUSIONS:** Any foreign material applied to a glass panel or within 6" of an insulated glass panel will void the warranty, this includes but is not limited to film tint, stained glass, and shutters. **THE WARRANTY IS VOID IF:** Product has been tampered with, such as an applied aftermarket film tint, stained glass or other foreign material. Insulated glass panels installed by others are not covered under warranty of any kind by True View Windows & Glass. Manufacturer defects, such as visible flaws that are noticeable from a distance of 11' must be reported within 10 days of installation to be considered for replacement.

**Definition of seal failure:**

The insulated glass portion of the window is warranted not to "fail" for a lifetime. A "failed" unit is one that develops a significant obstruction of vision resulting from a moisture film formation or dust collection between the interior glass surfaces of the unit caused by failure of the hermetic seal. Small marks, scratches and spots which do not exceed company standards or federal government specifications DD-G-451D or ASTM C1036 Standard Specification for Flat Glass, do not make insulated glass units defective.

\*This warranty is effective 1/1/2012, prior to this date seal failure was a 5 year warranty.

*No warranty is transferable to any party other than the original purchaser/property owner.*

**Claims Procedure:**

Failure to provide your original invoice # will result in a non-refundable \$55 measure trip charge & inspect fee to determine the correct parts needed to service your window.

Please submit your warranty claim, including proof of Ownership and details of nature of defect to: True View Windows & Glass, 3002 E. Elwood Street, Phoenix, AZ 85040. Attention: Warranty Service, or e-mail your information to sales@trueviewaz.com \*Be sure to include you invoice number.

All warranty claims will be subject to approval by True View™. It is in our sole discretion to accept or deny a claim.