



# Window & Door Limited Lifetime Warranty

## Lifetime Limited

# Product Warranty

True View warranties all products purchased from and installed by True View. All warranties are given to the original purchaser. Purchaser must reside in the home for warranty services.

**Insulated Glass Units: Seal failure warranty:** True View offers a 5 year limited warranty against seal failure. Seal failure is defined as a "FAILED" unit that develops a significant obstruction of vision resulting from 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 for Flat Glass do not make insulated glass unit defective. 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, shutters and other window treatments.

**Glass Breakage:** True View offers a Lifetime warranty against accidental glass breakage. Does not include glass breakage caused by weather, vandalism, acts of god and other 'non-accidental' causes, to be determined by True View. Replacement glass warranty only applies to Clear, Low E and P516/P62 obscure windows in cases where the glass type is no longer available, a close match will be offered. Glass units will be installed at no charge and standard lead times apply. True View and it's manufacturers WILL NOT reimburse any costs associated with Emergency Services, Board ups, or anything other the supplying a replacement glass panel. Exclusions: hinged doors, deco door lites and windows with internal blind inserts. Apartment buildings, condominiums and commercial buildings; rental properties where the purchaser does not reside.

**Product Installation:** True View warrants installation (labor) on products for a 2 year period. This warranty includes: Proper operation of Window/Sliding Glass Door and all mechanical parts to be free from manufacture defects. Exclusions: improper usage, damages caused by weather, vandalism, acts of god will not be warrantied.

*No warranty is transferable to any party other than the original purchaser/property owner. Warranty not to exceed original manufacturer warranty.*

#### **Claims Procedure:**

*Failure to provide your original invoice # may result in a non-refundable inspection fee to determine the correct parts needed to service your claim.  
Submit warranty claim to your local True View Branch.*

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

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