

**WARRANTY CLAIMS**  
**SIMONTON WINDOWS**  
**PO BOX 1646**  
**PARKERSBURG WV 26102-1646**

PLACE  
 FIRST-CLASS  
 POSTAGE  
 HERE

## CARE AND MAINTENANCE OF YOUR VINYL WINDOWS AND DOORS

Congratulations on choosing windows and doors that offer the easy care and maintenance of vinyl. Vinyl won't pit, peel or flake over time. As a result, with only simple care and cleaning, your windows and doors can keep their beautiful appearance for years to come.

Like any surface exposed to outside elements, your windows and doors will get dirty from time to time, but cleaning them is a snap. Often, heavy rains will wash the vinyl clean, but if the rain isn't enough, you can restore the splendor of the windows and doors by following these simple instructions.

- Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush. **Do not wash the windows or doors with a high pressure spray. The extreme pressure could crack or destroy the caulking around the window or door.**
- For difficult to remove dirt and stains use the readily available household cleansers listed on the chart. Follow the manufacturer's instructions on use of the cleansers.
- In some cases you may wish to use a mildly abrasive cleanser such as Soft Scrub<sup>®</sup> but the use of any abrasive material could scratch the surface of the glass and window or door frame.
- Do not use liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleansers containing chlorine bleach. These items could affect the surface appearance of the vinyl.

## CLEANSERS TO REMOVE STAINS FROM VINYL WINDOW AND DOOR FRAMES

Bubble Gum	Fantastik <sup>®</sup> Murphy Oil Soap <sup>®</sup> solution of 30% vinegar and 70% water, Windex <sup>®</sup>
Crayon	Lestoil <sup>®</sup>
DAP (oil based caulk)	Fantastik <sup>®</sup>
Felt-tip pen	Fantastik <sup>®</sup> water based cleansers
Grass	Fantastik <sup>®</sup> Lysol <sup>®</sup> Murphy Oil Soap <sup>®</sup> Windex <sup>®</sup>
Lipstick	Fantastik <sup>®</sup> Lysol <sup>®</sup> Murphy Oil Soap <sup>®</sup>
Lithium Grease	Fantastik <sup>®</sup> Lestoil <sup>®</sup> Murphy Oil Soap <sup>®</sup> Windex <sup>®</sup>
Mold and Mildew	Fantastik <sup>®</sup> solution of 30% vinegar and 70% water, Windex <sup>®</sup>
Motor Oil	Fantastik <sup>®</sup> Lysol <sup>®</sup> Murphy Oil Soap <sup>®</sup> Windex <sup>®</sup>
Oil	Soft Scrub <sup>®</sup>
Paint	Brillo <sup>®</sup> Pad
Pencil	Soft Scrub <sup>®</sup>
Rust	Fantastik <sup>®</sup> Murphy Oil Soap <sup>®</sup> Windex <sup>®</sup>
Tar	Soft Scrub <sup>®</sup>
Top Soil	Fantastik <sup>®</sup> Lestoil <sup>®</sup> Murphy Oil Soap <sup>®</sup>

*\*Cleaning materials are listed in alphabetical order*

## OPERATION OF YOUR VINYL WINDOWS AND DOORS

Along with being virtually maintenance free, your windows and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. All operable sash on Double Hung windows tilt in, Slider sash lift out, Casements open by turning the handle and Patio Doors feature corrosion-resistant rollers.

*To tilt in the operable sash on Double Hung windows, you must:*

- Unlock the sash and raise (or lower) it approximately 2" above (or below) the frame.
- Slide the tilt latches toward the cam lock and gently tilt the sash in. Always support tilted sash while cleaning. When finished cleaning, tilt the sash up and snap into place. For safety, make sure the tilt latches are securely engaged. If it becomes necessary to remove and reinsert the sash, tilt the sash inward to a 90-degree angle and lift the bottom of the sash up and out of the frame. To reinsert the sash into the frame, make sure both pivot bars (located at the bottom of the sash) are fully inserted into the balance shoes.



*Balance Shoe*

*To remove a Slider sash, simply:*

- Unlock the sash and slide it past the sash retainer insert located in the head. **Note:** Some windows may have a sash retainer clip instead of an insert that must be removed before opening the sash.
- Lift the sash up into the head and pull the bottom of the sash towards you.

*To operate Casements:*

- Lift the handle on the side of the frame to unlock the sash. Turn the handle on the bottom of the frame to open the sash to the desired position.
- Turn the handle in the opposite direction to close the sash. To lock the window, make sure the sash is fully closed then lower the handle on the side of the frame.

*To lock doors:*

- Close the operable panel and make sure it is fully against the frame.
- Lock the panel with the lever located on the handle.

Simonton Windows<sup>®</sup> is a registered trademark of Simonton Building Products, Inc. Prism<sup>®</sup> is a registered trademark of Norandex/Reynolds, Inc. Brillo<sup>®</sup> Pad is a registered trademark of Church & Dwight Co., Inc. Fantastik<sup>®</sup> is a registered trademark of DowBrands, Inc. Lestoil<sup>®</sup> and Soft Scrub<sup>®</sup> are registered trademarks of The Clorox Company. Lysol<sup>®</sup> is a registered trademark of Sterling Drug, Inc. Murphy Oil Soap<sup>®</sup> is a registered trademark of Colgate-Palmolive. Windex<sup>®</sup> is a registered trademark of S.C. Johnson & Son, Inc. ©2006 Simonton Windows, Inc. Printed in U.S.A.

**PRISM**  
BY SIMONTON

Warranty

WARRANTY

## Prism® by Simonton Lifetime Limited Warranty

Simonton Windows® (hereinafter, "Simonton"), manufacturer of Prism® by Simonton, warrants to the original resident purchaser/property owner, that any Prism® by Simonton product is free of manufacturing and/or material defects. This Warranty applies for the lifetime of the product under normal use and service, subject to the conditions and limitations herein listed, and as long as the original resident purchaser resides in the home in which the products were installed. If Prism® by Simonton products are installed in multi-family, commercial or rental properties, refer to the "Commercial Applications" section of this Warranty.

This Warranty covers only those manufacturing and material defects, as specified herein and does not include defects or damages attributable to faulty or improper installation; normal weathering; defects caused by accident, fire, flood, acts of God, vandalism, riot or civil disorder; acts of terrorism or war; misuse; abuse by harmful fumes, vapors, solvents, chemicals or chemical pollutants in the atmosphere; mildew; building settlement or structural failures of walls or foundations; stresses resulting from localized heat which causes excessive temperature differentials over the glass surface edges or occurrences beyond Simonton's control.

### Vinyl—Lifetime

The vinyl components of Prism® by Simonton products are warranted against defects such as peeling, flaking, chipping, blistering and corrosion for the life of the product. If such defects occur, Simonton will provide replacement parts at no charge. Warranty on the vinyl becomes void if vinyl is painted, stained or if the surface is altered in any way.

### Hardware—Lifetime

The Prism® by Simonton hardware (locking mechanisms, fasteners, rollers, balances, etc., excluding the finish on brass door handles) is warranted against defects such as peeling, flaking, rusting, blistering and corrosion for the life of the product. If such defects occur, Simonton will provide replacement parts at no charge.

### Screens—Lifetime

The Prism® by Simonton aluminum screen frame is warranted against defects such as peeling, flaking, blistering and corrosion for the life of the product. The fiberglass mesh screen is warranted against insect damage, punctures and tears for the life of the product. If such defects occur, Simonton will provide replacement parts at no charge.

### Glass

The installed and sealed Prism® by Simonton insulating glass unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the air space of the sealed unit. If such defects occur, Simonton will provide a replacement insulating glass unit at no charge for a period of twenty (20) years. If the glass should fail after the twenty (20) year period then Simonton will cover a fixed percentage of the company's selling price for the insulating glass unit based on the schedule listed below:

Prism® by Simonton Window Lines	100%	75%	50%	3-year Glass Breakage Warranty
<b>Platinum Windows and Doors:</b> Purchased with double-strength glass	0-20 Yrs.	21-50 Yrs.	51 Yrs.-Lifetime	Standard
<b>Platinum Windows:</b> Purchased with single-strength glass	0-20 Yrs.	21-30 Yrs.	31-50 Yrs.	Not Available
<b>Ultra Gold and Bronze Windows:</b> Purchased with single- or double-strength glass	0-20 Yrs.	21-30 Yrs.	31-50 Yrs.	Not Available

Insulating glass units containing capillary tubes (recommended for use in insulating glass units traveling through or being installed in areas with elevations 7,000 feet or more above sea level) are warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the air space. If such defects occur, Simonton will provide a replacement insulating glass unit at no charge for a period of twenty (20) years. If the glass should fail after the designated time period for full replacement, then Simonton will charge the full selling price for the insulating glass unit.

Condensation on windows or doors, which may occur as the natural result of humidity within the house or building and interior/exterior temperature differentials, does not indicate a defect in the window or door and is not included in this Warranty. Additional information concerning condensation is available upon request by calling 1-800-SIMONTON.

The alteration or application of any aftermarket films, coatings, tints or other similar products not originally supplied by Simonton Windows® will unconditionally void this Warranty.

### Glass Breakage Warranty

The Glass Breakage Warranty is standard on Prism® by Simonton Platinum products purchased with double-strength glass. The Glass Breakage Warranty covers breakage, due to any cause, of the installed, insulating glass unit for a period of three (3) years. Breakage attributable to faulty or improper installation, fire, flood, acts of God, riot or civil disorder, acts of terrorism or war, building settlement or structural failures of walls or foundations will not be covered under this Glass Breakage Warranty. Glass Breakage Warranty does not apply to specialty glass such as tempered or laminated.

### Transferable Warranty

The Prism® by Simonton Lifetime Limited Warranty is transferable by the original property owner to one subsequent owner provided Simonton receives notice of transfer of title of the registered property within thirty (30) days after the date of transfer of ownership, and provided such notice is accompanied by a copy of this Warranty, the order number and a certified check in the amount of \$50.00. The transfer will not extend the Warranty period.

### Claims

Any claims for defect under this Warranty should be submitted in writing promptly after discovery to the contractor who installed the Prism® by Simonton product. The claim must refer to the product order number (located in the head of each product) and specify the defect claimed. Allow a reasonable time for inspection.

### Repair Procedure

This Warranty is limited to Simonton, at its option, repairing and/or replacing defective parts (color matching not guaranteed) free of charge to the Warranty holder. If, after inspection, it is determined that the claim is valid in accordance with the provisions of this Warranty, Simonton agrees, at its option, to repair or replace any defective part or component as warranted above when said defective part or component is returned to Simonton. Purchaser/property owner shall pay return transportation charges.

### Labor

Labor costs are not included under this Warranty and neither Simonton nor its distributors will be responsible for any costs incurred in the removal, replacement, installation or reinstallation of the Prism® by Simonton product or any part thereof, furnished by Simonton under this Warranty.

### Warranty Extension

The original Warranty period shall not be extended by any such repair or replacement, but any remaining Warranty time period shall continue in effect and be applicable under the terms and conditions of this Warranty to the repaired part or component of the Prism® by Simonton product.

### Product Changes

Simonton reserves the right to discontinue or change any product it manufactures. If the part or component of the product originally installed is not available and Simonton determines to make replacement, Simonton shall have the right to substitute such part or component designated by Simonton to be of equal quality and price.

### Commercial Applications

If Prism® by Simonton products are installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, churches, apartment complexes, government owned structures, office buildings, etc., then this Warranty will be limited to ten (10) years on all materials and will not be transferable.

### Other Warranty Considerations

On some installations, caulking is used to seal the frames or trim package against water or air penetration. Caulking is not considered a part of the Prism® by Simonton product, and therefore, is not covered under this Warranty. Caulking is normally considered a maintenance responsibility of the homeowner.

This Warranty is valid only if products manufactured by Simonton are used, but shall be void if accessory products not manufactured by Simonton are installed which cause defects to occur in the Simonton products.

**The Warranty statements contained in this certificate set forth the only express warranties extended by Simonton Windows® for Prism® by Simonton products, and the provisions hereof shall constitute the purchaser's exclusive remedy for breach of this Warranty given under this certificate. Simonton shall not be liable to property owner for incidental or consequential damages for breach of any written or implied warranty on Prism® by Simonton products.**

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitations of incidental or consequential damages, so that the above limitation or exclusion may not apply.

This Limited Warranty gives specific legal rights. There may be other rights which may vary from state to state.

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Simonton Windows®  
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**PRISM**  
BY SIMONTON

To activate your Warranty please complete and mail this card within 30 days of installation, or register online at [www.simonton.com](http://www.simonton.com).

### PRODUCT INFORMATION

Installation Date \_\_\_\_\_

Order No. \_\_\_\_\_

*Your order number can be found on the label affixed in the head of any operating unit.*



Windows or Doors Purchased (*circle one*)

Platinum Ultra Gold Bronze

Number of Windows Purchased \_\_\_\_\_

Number of Doors Purchased \_\_\_\_\_

### HOMEOWNER INFORMATION (*please print*)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Telephone ( ) \_\_\_\_\_

Email \_\_\_\_\_

### DEALER INFORMATION (*please print*)

Company Name \_\_\_\_\_

Dealer Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Telephone ( ) \_\_\_\_\_

Email \_\_\_\_\_

LIFETIME LIMITED WARRANTY ACTIVATION CARD