



## 300 SERIES WINDOW WARRANTY

### WINDOWS

Showcase™ Window and Door Company ("Showcase") guarantees to the original documented first owner ("Original Owner") of Showcase™ 300 Series single hung, sliding and picture windows (hereafter referred to as "Products") installed in a single-family home or a multi-family home unit ("Home") by the builder as new construction or by the Original Owner as replacements that Showcase will repair or replace any such Showcase Products that are defective in materials or workmanship for a period of one (1) year. If a repair is not commercially practical or cannot be timely made, then Showcase will, at the Original Owner's option, either replace any defective Showcase Products or refund the purchase price. Showcase reserves the right to modify or discontinue any of its Products. For the repair or replacement of modified or discontinued Products, Showcase will have the right to substitute replacement units and components that in Showcase's sole discretion are of equal quality and as similar in appearance as possible.

### PERSONS COVERED

This Warranty extends to the Original Owner of Showcase Products and cannot be assigned or transferred by operation of law or otherwise, and shall not be extended to any subsequent owners.

### INSULATED GLASS

Insulated glass units to which this Limited Warranty applies, contained in insulated glass windows manufactured by Showcase, shall be free from material obstruction of vision as a result of film accumulation on interior glass surface resulting exclusively from failure of the hermetic edge seal (from sources other than glass breakage or cracking) due to faulty manufacture for a period of fifteen (15) years from date of manufacture of the Showcase insulated window containing the unit.

If the unit fails to perform in accordance with the above statements during the applicable warranty period Showcase shall, upon written notification and validation of the complaint by inspection by its designed representative, supply a replacement for the non-conforming unit or grant a credit for a portion of the cost of the unit as hereinafter specified. Showcase's obligation under this Limited Warranty is to supply a replacement unit for the non-conforming unit FOB Showcase's nearest active dealer to the installation during the first year of the Limited Warranty period. During the second year through the end of the fifteenth year of the Limited Warranty period, Showcase's obligation is to issue a credit to the Original Purchaser toward purchasing a replacement glass unit from Showcase.

### EXCLUSIONS FROM COVERAGE

Labor of any kind or other costs to remove the non-conforming unit and/or to install the replacement unit are not included in this Limited Warranty. Showcase shall bear no other expense of any kind and the Original Purchaser's exclusive remedy shall be replacement or credit on the basis stated. The Original Purchaser shall pay any and all labor costs necessary to install replacement units.

This Limited Warranty is void, and Showcase shall not be obligated to replace any unit or provide a credit for any unit where the necessity of such replacement in Showcase's opinion is due in whole or in part to improper installation of the Showcase insulated window containing the unit, maintenance or service, modification or alteration or accident, involving the unit. Additionally,

this Limited Warranty shall not apply to (i) a unit sold or installed outside of the United States, (ii) a unit damaged in handling and/or installation, (iii) a unit that is subjected to stresses resulting from localized application of heat causing excessive heat differentials over the surface or edges of the glass, (iv) seal failure due to faulty or improper installation, (v) use of unapproved exterior applied agents (e.g. unapproved cleaning agents, oil based compounds etc.), (vi) any installation in excess of 6,000 feet above sea level of any unit without proper capillary breather tubes, (vii) in the event of application of films or decorations (e.g., sun-absorbing or reflective films or decorative substances), (viii) a unit installed in a high vibration area (e.g., airports) or a high moisture area (e.g., swimming pool or spa enclosures), where there is excessive vibration of the building or foundation or abnormal moisture or chemical environments, (ix) a unit sold or installed in an excessive saline environment, (x) a unit that has been subjected to pressure cleaning.

If Showcase supplies a replacement unit, the Limited Warranty of the replacement unit will extend for the time remaining on the original Limited Warranty hereunder and the warranty period will not be extended. In all cases, the amount of time that has passed from the date of manufacture of the Showcase insulated window containing the unit to the date that the claim is made will govern the extent of the coverage under the Limited Warranty.

Showcase reserves the right to discontinue or make changes in the unit and/or in any of its insulating windows or any other products. If the unit covered by this Limited Warranty is not available, in the event of replacement of a non-conforming unit, Showcase shall have the right to substitute a replacement unit that in Showcase's sole discretion is of equal quality or value.

### LIMITATIONS ON REMEDIES

Showcase is providing an express Limited Warranty as set forth herein. Showcase cannot and shall not be liable for a breach of any other written or oral express warranties, such as those, if any, given by dealers, contractors, applicators, installers or distributors of the units and/or of the Showcase insulated windows containing the units. ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SHOWCASE WINDOWS SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES OR INCIDENTAL DAMAGES FOR BREACH OF ANY EXPRESS, WRITTEN, ORAL OR IMPLIED WARRANTIES. YOUR EXCLUSIVE REMEDY SHALL BE REPLACEMENT OR CREDIT ONLY ON THE TERMS STATED IN THIS EXPRESS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This Limited Warranty gives you specific legal rights. You may also have other rights, which vary, from state to state.

### CONTACT US

To obtain service under this Warranty, Contact us at 1.800.933.8507 or 713.926.8500 or access Showcase's website at [www.showcasewindows.com](http://www.showcasewindows.com). Please keep this certificate for your files. Showcase Window and Door Company • 12613 Citypark Drive, Suite 100 • Missouri City, Texas • 77489

Purchase Date \_\_\_\_\_

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

# CARE AND MAINTENANCE

Your Showcase™ windows and patio doors will continue to perform well if given some simple, routine Care and Maintenance. With proper care, your windows and doors will continue to operate at their best and look great. Showcase's Warranty (see reverse side or access Showcase's website at [www.showcasewindows.com](http://www.showcasewindows.com)) does not cover damage or defects related to a failure to follow the Care and Maintenance Instructions below.

## WINDOW OPERATION

Do lubricate the moving parts of window and door hardware if not operating smoothly. Use only a spray silicone product to lubricate moving parts, being careful not to apply excessive amounts. Wipe up any drips or spills. In salt-air environments, monthly cleaning and lubrication may be necessary to preserve function (see text of warranty on reverse side for the exclusion of warranty coverage for functionality of hardware in corrosive environments).

Do inspect weather stripping on operable windows and doors to be sure it seals evenly when closed.

Do make certain that the track area is kept clean. Frequent vacuuming will clear any accumulated dirt and dust.

Do adjust sliding door rollers for proper height clearances. Door rollers are adjusted with a screwdriver through access holes in either the end or side of the sliding panel, located near the bottom of the panel.

Do adjust rolling screen doors to slide smoothly. Use a screwdriver, in all four corners, to make adjustments.

Do check on the sliding door lock strike placement if you adjust the door rollers. Adjustment is made by loosening screw fasteners, moving strike plate and tightening. Re-check for proper lock operation.

## CONDENSATION AND MOLD

Water condensation can occur on your window and door interior surfaces if certain conditions exist. Often it's a warning to you that excessive moisture exists in your home that may facilitate mold growth. Condensation on interior window surfaces results from higher moisture content in the air contacting lower temperature surfaces on the glass or frames. The higher your home's interior humidity and the lower the outside air temperature, the more condensation can occur.

Do check all window sashes for smooth and regular operation. Increase interior home ventilation and air exchange devices if needed.

Do use your exhaust fans, especially when showering.

Do consider installing a dehumidifier. Use ceiling fans to improve air circulation.

Do open windows and doors when practical to allow interior moisture to escape.

## EXTERIOR FINISHES

As with all painted finishes, natural weathering will occur over extended periods of time. Proper care of your painted surfaces is important in maintaining the luster and color of the finish. Over extended periods of exposure to the elements, Showcase windows may require professional touch up or re-application of the finish. Please consult a painting professional when you are ready to reapply Showcase Premium Vinyl Finishes.

Do use a soft wet brush or absorbent cloth to carefully remove debris stuck to the painted finish.

Do periodically wash Showcase finishes using warm water and a mild detergent on a soft absorbent cloth.

Never use solvents or solvent based cleaners of any kind on Showcase finishes.

Never use a dry cloth or hard bristle brush to clean Showcase finishes.

## 'WATER WEEP SYSTEMS'

Windows and doors use a simple drainage system or 'weep' holes designed in the frame itself. These water drainage pathways must be kept clean and clear of any obstructions to operate effectively.

It's normal for water to accumulate in the sill or track area during a period of wind-driven rain. The weep system is designed to allow the water to drain to the outside as water builds up, or outside wind pressure subsides. Clogged weep holes may prevent excess water from draining. Over time standing water can damage your window or door and lead to structural damage from mold, mildew and wood rot if water enters your wall cavities.

Do keep all sill or track surfaces clean of dirt and debris.

Do make sure that exterior weep holes are clean of any debris, stucco, sand or other obstructions.

Do use a small, soft brush (such as an old toothbrush) to clear openings.

Do regularly inspect the exterior perimeter of your window and door frames for any cracks, or cracks in the adjacent siding material that can cause moisture to penetrate. If a crack appears, seal with a good grade of sealant according to the sealant manufacturer's instructions.

## GLASS CARE

Proper care of your window and door glass is important to gain the maximum effectiveness of insulating, low-e or reflective glass. Any of the "Don't" actions listed below can damage the glass surface or destroy the insulating panel.

Don't use any petroleum-based cleaners or caustic chemicals on your glass.

Don't use a high-pressure spray nozzle when rinsing your glass after washing.

Do clean glass with a mild dish soap and water. Rinse completely with clean water and wipe dry with a soft cloth to avoid water spots.

Avoid washing glass in direct sunlight for best results.

Do clean screens by first removing then washing on a clean, flat surface with a mild soap and water solution using a soft brush. Rinse, dry and reinstall.

## IMPORTANT DOs AND DON'Ts

- DO:** Clean the frame surfaces with mild soap and water.
- DON'T:** Use razor blades, putty knives or abrasive scrub pads.
- DO:** Use a commercial glass cleaner or mild soap and water.
- DON'T:** Use ANY petroleum-based cleaners or solvents.
- DO:** Clean window & door tracks and weep holes.
- DON'T:** Use oil-based lubricants or damage weep hole covers/baffles.
- DO:** Regularly check weather stripping and hardware performance.
- DON'T:** Add films or attachments to the glass.
- DO:** Read and understand your Warranty.