

SPECIAL NOTICE:

Condensation on the prime window or patio door glass is the natural result of excess moisture in the air and does not indicate a faulty installation. Changes in temperature and humidity may create temporary conditions of condensation. The manufacturer cannot make any guarantees regarding condensation.

This Limited Warranty gives you specific legal rights. You may also have other rights, which vary, from State to State. Claims under this Limited Warranty must be presented in writing, as soon as practicable after discovery of non-conforming unit and in all cases within the applicable warranty period, to:

Polaris Windows & Doors
Quality Assurance Manager
Warranty Claims Department
500 Victoria Rd.
Austintown, Ohio 44515

This claim should (i) describe the claimed defect, (ii) provide the order number and date of manufacture of the unit. (iii) provide that the claimant is the Original Purchaser, and (iv) state the Original Purchaser's name, address, and telephone number.



www.polariswindows.com

Manuf. by Polaris® Windows and Doors 2018 500 Victoria Rd, Austintown, OH 44515

Fill out form or
scan QR code to register online



Dear Customer,

Write your order number and date of manufacture onto this warranty. They are printed on a sticker in the upper inside frame of your window and patio door.

DATE ORDER NUMBER
**DO NOT REMOVE
WARRANTY CODES**

All of your windows and patio doors have the same order number and date. Your order number is distinctive to YOU, and all service related solutions are dispatched and tracked using your order number. Your product is backed by an extensive and responsive network of service personnel.

Thank you for your trust in Polaris®.

A form designed to be printed and placed inside a window or patio door frame. It has two large rectangular boxes at the top for the date and order number, and a series of smaller boxes below for the order number, separated by slashes.

Print order number & manuf date.



**VINYL WINDOWS
+ PATIO DOORS**
DYNAWELD®
**LIMITED LIFETIME
WARRANTY**

PURCHASED FROM:

Retailer's Name / Contractor's Name

Address

City

State

Zip

Phone

E-Mail

This is to certify that the Custom Vinyl Windows and or Patio Doors have been installed on the premises of:

Property

Name

Address

Date of Installation



VINYL RESIDENTIAL REPLACEMENT WINDOWS & PATIO DOORS DYNAWELD® LIMITED LIFETIME WARRANTY

This Limited Lifetime Warranty applies to the original Homeowner.

HARDWARE - LIFETIME

Polaris also warrants the moving parts, such as balances, tilt latches and locking mechanisms on all units, if those parts are not free from defects in material and workmanship under conditions of normal use and wear.

LIFETIME FRAME AND SASH

Polaris Window & Doors warrants that the vinyl extrusions manufactured from Polaris Vinyl Compound, for use by Polaris Window & Doors in fabricating the windows and patio doors, are free from defects in material and workmanship in the course of manufacture and will not materially rot, rust, crack, warp, pit, corrode, peel or blister during the warranty period and will not materially fail to maintain their basic color characteristics in the warranty period.

INSULATING GLASS LIFETIME WARRANTY:

Polaris Windows & Doors warrants that its insulating glass units (the Product) will be free from material obstruction of vision as a result of dust or film formation on the internal glass surfaces caused by failure of the hermetic seal due to faulty manufacturing of the unit (under ASTM-1036 standard specification). Polaris Windows & Doors will warrant this product for as long as the original purchaser owns and lives in the home, where the original product was installed. Units with mini-blinds between the glass will have a 10 year warranty from the manufacture date of the window or patio door. This includes stress crack, seal failure, or blind repair.

If the unit fails to perform in accordance with the above statements during the applicable warranty period, Polaris Window & Doors shall, upon written notification and validation of the complaint by inspection by its designated representative, supply a replacement for the non-conforming unit or grant a credit for a portion of the cost of the unit, as herein after specified. Polaris Window & Doors obligation under this Limited Warranty is to supply a replacement unit for the non-conforming unit FOB Polaris Window & Doors nearest active dealer to the installation during the first year of the Limited Warranty period. Labor of any kind or other costs to remove the non-conforming unit and/or to install the replacement unit is not included in this Limited Warranty. Polaris Window & Doors 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 Polaris Window & Doors shall not be obligated to replace any unit or provide a credit for any unit where the necessity of such replacement in Polaris Window & Doors opinion, is due in whole or in part to improper installation of the Polaris Window & Doors insulated window and/or patio door 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 failures 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, or (x) a unit that has been subjected to pressure cleaning.

If Polaris Window & Doors 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 date of manufacture of the Polaris Window & Doors insulating window and patio door containing the unit to the date that the claim is made will govern the extent of the coverage under the Limited Warranty.

Polaris Window & Doors reserves the right to discontinue or make changes in the unit and/or in any of its insulating windows and patio doors. If the unit covered by this Limited Warranty is not available, in the event of replacement of a non-conforming unit, Polaris Window & Doors shall have the right to substitute a replacement unit that in Polaris Window & Doors sole discretion is of equal quality or value.

Polaris Window & Doors is providing an express Limited Warranty as set forth herein. Polaris Window & Doors 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 Polaris Window & Doors insulated windows and patio doors 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. Polaris Window & Doors 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.**