



SUPERIOR WINDOWS

LIMITED LIFETIME WARRANTY & CONDITIONS OF COVERAGE

IMPORTANT NOTICE.

Please read this entire Limited Warranty and Limitation of Liability (“Limited Warranty”) before purchasing or installing Superior Windows products. By installing or using these products, you acknowledge that this Limited Warranty is part of the terms of sale and governs warranty rights associated with the products.

This Limited Warranty applies only to vinyl windows and patio doors manufactured by Superior Windows Manufacturing (“Superior”). This warranty is valid for products installed within the United States and is subject to the stated conditions, limitations, and exclusions.

LIMITED LIFETIME WARRANTIES FOR PRODUCTS INSTALLED IN OWNER-OCCUPIED SINGLE-FAMILY HOMES.

Non-Glass Materials & Workmanship — Limited Lifetime Warranty.

Superior warrants that all non-glass components (including vinyl frames, sashes, structural members, and welded joints) will be free from defects in materials and workmanship that significantly impair proper operation for as long as the original purchaser owns and occupies the home into which the products were installed.

Remedies

If Superior receives notice of such a defect within the warranty period, Superior will, at its sole option:

1. Repair the defective part(s), or
2. Provide replacement part(s), or
3. Refund the original purchase price of the defective product(s).

Labor is included only within the first two (2) years following installation.

Transferability.

This Limited Lifetime Warranty applies only to the original homeowner and may be transferred once within the first ten (10) years after installation. Upon transfer, the warranty converts to a Ten-Year Limited Warranty, measured from the original installation date.

Products installed in other than owner-occupied single-family homes (including rental properties, commercial use, multi-family units, etc.) are not covered under this Limited Lifetime Warranty and instead fall under the Limited 20/10 Warranty, described below.

INSULATED GLASS UNIT (IGU) WARRANTY — LIFETIME PRORATED SEAL FAILURE COVERAGE.

Superior warrants that insulated glass units will be free from premature failure of the sealed airspace that results in a material obstruction of vision (moisture, fogging, or film between panes) due to seal failure.

Proration Schedule

If Superior confirms that a defect exists, replacement of the IGU part will be covered as follows:

- Years 1–10: Superior covers 100% of IGU part cost

- Years 11–20: Superior covers 50% of IGU part cost
- Years 21–30+: Superior covers 25% of IGU part cost

Labor for Glass Replacement

Labor included only within the first 2 years

After year 2, customer is responsible for labor and service call fees

Glass Breakage Exclusion

This warranty does not cover breakage, cracks, scratches, or impact damage.

HARDWARE WARRANTY.

Superior warrants hardware components (locks, balances, rollers, latches) to be free from defects in material or workmanship for 10 years from installation.

Labor included for 2 years.

SCREENS.

Screens are warranted only against visible defects present at installation.

Damage from use, pets, punctures, environmental exposure, or wear is not covered.

CONDITIONS APPLICABLE TO ALL WARRANTIES.

1. Required Installation & Maintenance

Failure to comply with Superior's installation instructions or required maintenance voids all warranties, unless the homeowner can clearly establish that the defect is unrelated to such noncompliance.

2. Environmental & Operational Limits

This warranty does not extend to use under abnormal conditions, misuse, or conditions beyond intended performance characteristics.

3. Non-Exclusive Warranty

This Limited Warranty is the exclusive warranty for Superior products. No other express or implied warranties apply, including warranties of merchantability or fitness for a particular purpose.

LIMITATION OF LIABILITY.

IN NO EVENT SHALL SUPERIOR WINDOWS MANUFACTURING BE LIABLE FOR:

- Incidental damages
- Consequential damages
- Special damages
- Damage to surrounding structures or finishes
- Labor or material costs associated with interior/exterior finishing
- Costs associated with scaffolding, lifts, or special access requirements
- Some states do not allow limitations on incidental or consequential damages, so these exclusions may not apply to certain homeowners.

LIMITATION OF REMEDY.

Superior's sole liability, and the customer's exclusive remedy, is limited to:

- Repair of the product
- Replacement of the product
- Or refund of the product purchase price

At Superior's discretion.

Replacement products may differ slightly in design, color, or performance and will be covered only for the remainder of the original warranty period.

WHAT THIS WARRANTY DOES NOT COVER (EXCLUSIONS).

Superior is not responsible for product failure or damage caused by:

- Installation, Use & Maintenance Issues
 - Improper installation
 - Improper storage or handling
 - Improper finishing or cleaning
 - Use of harsh chemicals, solvents, abrasives
- Environmental Factors
 - Acts of God (storms, hail, wind, flood, lightning)
 - Acid rain or corrosive chemicals
 - Excessive heat, humidity, or moisture exposure
 - Water intrusion caused by building envelope failures
- Glass Exclusions
 - Accidental glass breakage
 - Stress cracks
 - Scratches or abrasions
 - Aftermarket films or tints applied to glass
 - Condensation on exterior or interior surfaces
- Structural Movement
 - Building settlement, shifting, or vibration
- Unauthorized Modifications
 - Alterations or repairs not approved by Superior
 - Improperly installed security systems or attachments
- Screen Damage
 - Tears, punctures, insect damage (ants, bees, grasshoppers, etc.)
- Non-Superior Products
 - Superior is not responsible for repair or replacement of products not manufactured by Superior.

WARRANTY TRANSFER CONDITIONS.

This warranty may be transferred once under the following conditions:

- Transfer occurs within 10 years of original installation
- A Transfer Request Form is submitted within 90 days of home sale
- A transfer fee may apply
- The warranty converts to a 10-year limited warranty (non-lifetime)

NOTICE OF CLAIM REQUIREMENTS.

Homeowners must notify Superior:

- As soon as a defect is discovered
- No later than 1 year after the defect becomes known
- Claims not reported within the above timeframe are barred.

HOW TO FILE A WARRANTY CLAIM.

A warranty claim must include:

- Homeowner name, address, phone number
- Installation address (if different)
- Description of the product and issue

- Photos or videos showing the problem
- Original invoice or proof of purchase
- Serial/identification numbers if applicable
- Superior may charge a site inspection fee for non-warranty issues.

ENTIRE AGREEMENT.

This Limited Warranty constitutes the entire agreement between Superior and the Buyer regarding warranty coverage, unless modified in writing by an authorized Superior executive. No salesperson, installer, or contractor may alter or expand this warranty.

GOVERNING LAW.

This warranty is governed by the laws of the Commonwealth of Pennsylvania.

Warranty Registration Requirement (120 Days).

To activate and maintain warranty coverage, homeowners must complete and submit the Superior Windows Warranty Registration Form within **120 days of installation**.

Failure to register within this period **does not void the warranty**, but may:

- Delay warranty service or processing, and
- Require proof of purchase, installation date, or product identification before coverage is approved.

Warranty coverage begins on the original installation date, regardless of when the registration form is submitted.