



Bringing quality to light.

20 - YEAR FULL WARRANTY

Commercial / Non Residential

COMMERCIAL/ NON RESIDENTIAL LIMITED WARRANTY

(Vinyl Windows and Doors – Commercial Only)

This warranty is for commercial products only and not for any product for personal, family, or household purposes. Please consult your dealer or Soft-Lite if you have any questions regarding what warranty applies.

What This Limited Warranty Covers

Windows and Patio Doors - Soft-Lite warrants that, for 20 years after installation (10 years as to PVC coatings, exterior foil laminates, or hardware on patio doors), its windows and patio doors will be free from defects in manufacturing or materials and that the hermetic seals of the insulated glass units will be free from defects in manufacturing or materials that result in a material obstruction of vision as a consequence of film formation caused by dust or condensation on the surfaces inside the sealed insulated glass unit.

PVC Coatings – Soft-Lite warrants that, for 10 years after installation, the PVC coatings on the exteriors of its windows and patio doors will not, as a result of natural environmental and atmospheric conditions, peel or blister from the applied surface and will not materially discolor.

What This Limited Warranty Does Not Cover

This limited warranty does not cover any product that contains internal mini-blinds or leaded glass. This limited warranty does not cover components or materials used in the installation of the product(s), including, but not limited to, caulking, screws, insulation, and wood finish trim. Soft-Lite makes no representation or warranty about condensation on the outer surfaces of the insulated glass unit. Condensation on the outer surfaces does not indicate a defect and may occur temporarily as a natural result of humidity, excessive moisture, changes in temperature, or improper ventilation.

Who Has Rights under this Limited Warranty

This limited warranty applies to the original purchaser of the product(s) and to no other person.

Other Limitations

This limited warranty is conditioned upon the normal use and care of the product(s). You must report any scratches, dents, nicks, or similar surface defects in the product(s) within 60 days after the limited warranty begins or lose your warranty remedy associated with such surface defects. This limited warranty does not cover (a) damage caused by misuse, neglect, fire or other casualty, or any other cause beyond the control of Soft-Lite, (b) cases in which the insulated glass unit is altered, cracked, or broken, (c) any product where wood that forms a part of any window is exposed to the elements (such as with bow, bay, or garden windows) unless you seal or otherwise protect such exposed wood within 10 days after installation, or (d) any product with an extension past the outside wall of more than 10" unless you brace the product appropriately. **The dealer who sold the windows and/or patio doors covered by this limited warranty must fill in the Soft-Lite invoice number on this limited warranty in order to validate the limited warranty and make it effective. Do not accept any warranty from a dealer without ensuring that the dealer has filled in a valid Soft-Lite invoice number.**

THIS LIMITED WARRANTY CONTAINS THE ENTIRE WARRANTY OF SOFT-LITE WITH RESPECT TO THE PRODUCTS. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, AND SOFT-LITE EXPRESSLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

CONSEQUENTIAL, INCIDENTAL, AND OTHER INDIRECT DAMAGES ARE NOT RECOVERABLE UNDER THIS WARRANTY. THIS LIMITATION OF DAMAGES APPLIES NOTWITHSTANDING THAT SOFT-LITE KNEW, OR SHOULD HAVE KNOWN, OF THE POSSIBILITY OF ANY PARTICULAR KIND OF DAMAGES AND NOTWITHSTANDING THAT THIS LIMITATION CAUSES ANY REMEDY TO FAIL OF ITS ESSENTIAL PURPOSE.

How to Obtain Service

Contact the dealer from whom you purchased the product(s) or contact Soft-Lite using the information below.

What Soft-Lite Will Do

If the product(s) covered by this limited warranty fail to perform as warranted and you notify Soft-Lite of such failure during the term of the limited warranty, Soft-Lite will, at its option, furnish replacement part(s) and/or whole replacement product(s). If the exact original product or part is no longer available, Soft-Lite reserves the right to substitute a similar part or product of equal or greater quality. All replacement parts or products will be shipped either to the original selling dealer or directly to the purchaser. You must pay for all shipping of replacement part(s) and/or product(s). Labor, de-installation costs, and re-installation costs are not covered by this limited warranty. Soft-Lite reserves the right to inspect any product(s) that you believe fail to meet the requirements of this limited warranty and you must allow Soft-Lite or its representatives all access reasonably necessary to perform such inspections. If Soft-Lite performs an inspection of the products in connection with a warranty claim, Soft-Lite may charge a reasonable inspection fee. If the product(s) has (have) failed to conform to the warranty, Soft-Lite may apply the inspection fee to such installation and/or other services as Soft-Lite performs.

How to Contact Soft-Lite

You may contact Soft-Lite about warranty claims by mail at 10250 Philipp Parkway, Streetsboro, Ohio 44241, by telephone at 330-528-3400, or by fax at 330-528-3501.

TO BE COMPLETED BY DEALER

Soft-Lite Invoice number: _____

(This number must be included to validate the warranty)

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REV. July 2010