



1110 and 2220 Series

Lifetime Limited Warranty

(Transferrable)

New Era Windows, LLC (referred to herein as New Era), manufacturer of the 1110 Series and 2220 Series windows and doors, warrants to the original resident property owner where the product is installed, that any 1110 Series and 2220 Series product manufactured by New Era is free of manufacturing and material defects. This warranty applies for the lifetime of the product under normal use and service, subject to the conditions and limitations listed herein, and as long as the original purchaser resides in the home in which the products were installed. If 1110 Series and 2220 Series products are installed in multi-family, commercial, or rental properties, refer to the Commercial Applications section of this warranty.

This warranty covers only manufacturing and material defects as specified herein and does not include damages caused by improper installation; normal weathering; 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 that causes excessive temperature differentials; or incidents beyond New Era's control.

Vinyl – Lifetime Warranty

The vinyl components of 1110 Series and 2220 Series products are warranted against peeling, flaking, chipping, blistering, and corrosion for the life of the product. If such defects occur, New Era will provide replacement parts at no charge. Color-matching of parts cannot be guaranteed. The warranty on the vinyl becomes void if the vinyl is painted, sanded or stained, or if the surface is altered in any way.

Non-Glass and Non-Vinyl Components – Limited Warranty

The 1110 Series and 2220 Series hardware, including locking mechanisms, fasteners, rollers, balances, etc. (excluding the finish on brass door handles), is warranted against peeling, flaking, blistering, rusting, and corrosion for the life of the product. If any such defects occur, New Era will provide replacement hardware at no charge for a duration of twenty (20) years. Color matching of parts cannot be guaranteed.

Glass – Limited Warranty

The installed and sealed 1110 Series and 2220 Series insulating glass units are 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, New Era will provide a replacement insulating glass unit at no charge for a period of twenty (20) years.

Condensation on windows and doors as the natural result of humidity within the house or building and interior/exterior temperature differences does not indicate a defect in the product and is not included in this warranty.

Screen – Limited Warranty

The screen materials are warranted for a period of twenty (20) years for as long as you own and reside in your present home. Only fiberglass screening is warranted against rust, rot or staining. The warranty shall be limited to providing new screening and/or frame materials for any manufacturing defects in the screen. Screens and windows are designed to be reasonable deterrents to insect infiltration. Under extreme conditions, neither can completely prevent penetration by insects. Consequently, we do not guarantee against this occurrence.

Glass Breakage – Limited Warranty

Non-tempered glass is warranted against stress cracks caused by manufacturing defects for a period of five (5) years. This warranty is limited to manufacturing defects and does not cover Acts of God, vandalism or structural defects in walls or foundations and is limited to five (5) insulated glass units in a calendar year.

Transferable Warranty

The New Era 1110 Series and 2220 Series lifetime limited warranty is transferable by the original property owner to one subsequent owner. The property owner must notify New Era of the transfer of the title to the registered property within thirty (30) days after the transfer of ownership and provide a copy of this warranty, the order number or proof of purchase and name of new owner. Such a transfer does not extend the warranty period.

Warranty Procedure

All warranty claims should be submitted in writing to New Era. The homeowner should provide name, address, date of installation, a copy of this warranty and proof of purchase. New Era will reply within a reasonable period of time after receiving your claim. We reserve the right to require you to furnish additional information or evidence. Furthermore, New Era reserves the right to inspect the windows under the warranty claim and agrees to exercise that right within a reasonable time period. **TO BE ELIGIBLE FOR WARRANTY COVERAGE, YOU MUST REGISTER A CLAIM WITHIN 60 DAYS OF THE DATE THE DEFECT IS FIRST DISCOVERED BY YOU.**

If New Era determines that the claim is valid under this warranty, then New Era agrees, at its sole option to repair or replace any defective part or component without charge. New Era, however, reserves the right to request that any defective part be shipped back to us. Let it be known that this warranty does not cover any freight cost arising from the shipment of defective materials.

THE WARRANTY IS LIMITED TO PROVIDING REPAIRED OR REPLACEMENT PARTS AND DOES NOT COVER OR INCLUDE ANY LABOR COST. NEITHER NEW ERA NOR ITS DISTRIBUTORS WILL BE RESPONSIBLE FOR ANY COST INCURRED IN THE REMOVAL OR REINSTALLATION OF THE WINDOW OR ANY PART OR COMPONENT OF THE WINDOW. THIS WARRANTY DOES NOT COVER IN ANY MANNER.

The original warranty period shall not be extended by any such repair or replacement, but shall continue through the unexpired portion of the original warranty period for the part or component.

Where replacement of a defective component is determined necessary, New Era reserves the right to discontinue or modify any product or color. We therefore, shall have the right to substitute for such discontinued products/part designated by New Era to be of equal quality and price.

Commercial Applications

If New Era 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 is limited to 10 (ten) years on all materials and is not transferable.

Other Warranty Considerations

Caulk is used in some installations to seal the frames or trim package against water or air penetration. This caulking is not a part of the New Era product and therefore is not covered under this warranty. This warranty shall be void if accessory products not manufactured by New Era are installed and subsequently cause defects to occur in the New Era products.

The warranty statements contained in this certificate set forth the only express warranties extended by New Era products, and the provisions herein shall constitute the warranty holder's exclusive remedy for breach of this warranty given under this certificate. New Era shall not be liable to the property owner for incidental or consequential damages for breach of any written or implied warranty of New Era products. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitations of incidental or consequential damages, therefore this limitation/exclusion may not apply.

This limited warranty gives specific legal rights. There may be other rights which may vary from state to state.

Corporate Headquarters:

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Chicago, Illinois 60632
773-357-5639

info@newerawindows.com

Purchase Date: _____

Order Number: _____