

**Claims Procedure**

Any claims for defects under this Limited Warranty Rider should be made in writing to Alside, P.O. Box 2010, Akron, Ohio 44309, Attention: Window Warranty Services, promptly after discovery of the claimed defect, describing the defect claimed and referring to this Limited Warranty Rider and date of window installation, together with the name of the dealer, and proof of purchase, proof of property ownership and transfer info as requested. Allow a reasonable time for inspection purposes if determined to be necessary.

If the windows do not conform to this Limited Warranty Rider and any such manufacturing defect occurs within the time period specified, according to the provisions of this Limited Warranty Rider, then Alside agrees, at its option, to repair or replace the defective part or component of the window free of charge, which shall be shipped to Alside, transportation charges prepaid, or upon prepayment of any applicable prorated amount then due from the Original Purchaser / Present Property Owner. The Property Owner will be responsible for return transportation charges back to the property location. Replacement parts or components furnished by Manufacturer under this Limited Warranty Rider will have the standard color available at that time. A color variance may occur between the new replacement part or component in comparison to the original window due to weathering exposure and would not be indicative of defects in the part or component. Alside reserves the right to discontinue or change any Alside Vinyl Window or Patio Door as manufactured. If the part or component of the window originally installed is not available and Alside determines to make replacement, Alside shall have the right to substitute a compatible part or component, apportioned when pro rata basis applies over the warranted time period for usage to refund date.

**Care and Cleaning**

We recommend that the windows and patio doors are cleaned regularly with a soft, damp cloth. If necessary, a mild detergent or soap solution in lukewarm water may be used. Avoid use of bleach, polishes, abrasive or organic solvent cleaners.

Alside  
P.O. Box 2010  
Akron, Ohio 44309

For warranty questions call: 1-800-489-1144

**Want to know more?**

Visit our website at [www.alside.com](http://www.alside.com)

Warranty effective date 6-1-10

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Window

Factory-Applied Exterior Colors

# Limited Warranty Rider

Supplement to Alside Window Systems  
Lifetime Limited Warranty

RESIDENTIAL 10 YEAR LIMITED WARRANTY  
COMMERCIAL 3 YEAR LIMITED WARRANTY

**ISSUED TO**

ORIGINAL PURCHASER – PRESENT PROPERTY OWNER

PROPERTY ADDRESS

CITY

STATE

ZIP

PHONE

DATE OF WINDOW INSTALLATION

DEALER'S NAME

NUMBER AND TYPE OF WINDOW PURCHASED





# Factory-Applied Exterior Colors Limited Warranty Rider

## Supplement to Alside Window Systems Lifetime Limited Warranty

**RESIDENTIAL 10 YEAR LIMITED WARRANTY  
COMMERCIAL 3 YEAR LIMITED WARRANTY**

*This Factory-Applied Exterior Color Limited Warranty Rider ("Rider") supplements the applicable Alside Window Systems Lifetime Limited Warranty for manufactured windows and patio doors.*

### **The Factory-Applied Exterior Color of Alside Windows and Patio Doors Is Covered By The Following Limited Warranty:**

#### **Vinyl – 10 Year Residential Applications; 3 Year Commercial Applications**

Subject to the limitations and exclusions set forth in the Limited Warranty and this supplemental Rider, the Alside factory-applied exterior coating on the Product is warranted against peeling, flaking, chipping, delaminating, blistering and corrosion, and for significant ultraviolet fading or discoloration (greater than 5 Delta E units) caused by natural environmental conditions, from the date of Product purchase for a period of 10 years for the Original Purchaser/Present Property Owner (3 years for Commercial Applications as defined in the Limited Warranty) and is subject to the transferability limitations set forth in the Limited Warranty.

#### **What This Rider DOES NOT Cover and When This Rider May Be Void**

This Warranty Rider DOES NOT include non-conformities or damage attributable to or arising from:

- ANY painting, staining, or other alteration of the factory-applied exterior surface of the Product - unless specifically directed by Alside as part of warranty resolution
- Minor scratches or minor visual or mechanical imperfections within the Product's standard manufacturing and quality specification parameters. For questions or to obtain a touch-up kit, contact 1-800-489-1144
- Damage to the factory-applied exterior coating occurring after the Product is transferred from Alside's facility, whether arising during pre-installation handling or storage (including inadequate shelter or inadequate venting of shipping wrap), installation, maintenance, or otherwise
- Minor scoring or scratching of the factory-applied exterior coating surface due to normal operation of the Product is not considered a manufacturing defect
- Chemicals or solvents, including by example, acidic brick washes, or stucco leach

- Cleaning inconsistent with the Care and Cleaning recommendations set forth in this rider
- Excessive artificial temperature buildup or exposure, including by example but not limitation, occurring from the use of storm doors or windows or shutters under certain conditions
- Installation in locations or a manner that exceeds or deviates from product design standards and/or testing and certified performance specifications, and/or not in compliance with building codes
- Fading, discoloration, or color change of the factory-applied color finish that equals or is less than five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2, effective on the date the Product is manufactured, and which covers less than a material portion or the exterior profile components of the Product. Color change will be measured on an exposed colored surface of the Product that has been cleaned of soils, and the corresponding values measured on the original or unexposed colored surface. Non-uniform fading or color change is a natural occurrence if the exterior surfaces of the Product are not equally exposed to the sun and other environmental conditions.
- Any event, action, condition, or situation stated in the Limited Warranty as limiting, restricting, or voiding the Limited Warranty
- Consequential, special, or indirect losses or damages of any kind, including without limitation, shipping/freight expenses to return the Product or component to Seller

**FOR A COPY OF THE ALSIDE WINDOW SYSTEMS LIMITED WARRANTY** contact an authorized Alside Window Dealer, or contact Alside: P.O. Box 2010, Akron, OH 44310 or call 1-800-489-1144.

THE WARRANTY STATEMENTS CONTAINED IN THIS LIMITED WARRANTY SET FORTH THE ONLY EXPRESS WARRANTIES EXTENDED BY ALSIDE FOR THE WINDOWS, IN LIEU OF ALL OTHER WARRANTIES, AND THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF ALSIDE AND THE PROPERTY OWNER'S EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. ALSIDE SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE WINDOWS.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary, from state to state.