

**WARRANTY CLAIMS**  
**SIMONTON WINDOWS**  
 PO BOX 1646  
 PARKERSBURG WV 26102-1646



PLACE  
 FIRST-CLASS  
 POSTAGE  
 HERE

## CARE AND MAINTENANCE OF YOUR VINYL WINDOWS AND DOORS

Congratulations on choosing windows and doors that offer the easy care and maintenance of vinyl. Vinyl won't pit, peel or flake over time. As a result, with only simple care and cleaning, your windows can keep their beautiful appearance for years to come.

Like any surface exposed to outside elements, your windows or doors will get dirty from time to time, but cleaning them is a snap. Often, heavy rains will wash the vinyl clean, but if the rain isn't enough, you can restore the splendor of the windows or doors by following these simple instructions.

- Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush. **Do not wash the windows or doors with a high pressure spray. The extreme pressure could crack or destroy the caulking around the window or door.**
- For difficult to remove dirt and stains use the readily available household cleansers listed on the chart. Follow the manufacturer's instructions on use of the cleansers.
- In some cases you may wish to use a mildly abrasive cleanser such as Soft Scrub®, but the use of any abrasive material could scratch the surface of the glass and window or door frame.
- Do not use liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleansers containing chlorine bleach. These items could affect the surface appearance of the vinyl.

### \*CLEANSERS TO REMOVE STAINS FROM VINYL WINDOW AND DOOR FRAMES

Bubble Gum	Fantastik®, Murphy Oil Soap®, solution of 30% vinegar and 70% water, Windex®
Crayon	Lestoil®
DAP (oil based caulk)	Fantastik®
Felt-tip pen	Fantastik®, water based cleansers
Grass	Fantastik®, Lysol®, Murphy Oil Soap®, Windex®
Lipstick	Fantastik®, Lysol®, Murphy Oil Soap®
Lithium Grease	Fantastik®, Lestoil®, Murphy Oil Soap®, Windex®
Mold and Mildew	Fantastik®, solution of 30% vinegar and 70% water, Windex®
Motor Oil	Fantastik®, Lysol®, Murphy Oil Soap®, Windex®
Oil	Soft Scrub®
Paint	Brillo® Pad
Pencil	Soft Scrub®
Rust	Fantastik®, Murphy Oil Soap®, Windex®
Tar	Soft Scrub®
Top Soil	Fantastik®, Lestoil®, Murphy Oil Soap®

*\*Cleaning materials are listed in alphabetical order*

## OPERATION OF YOUR VINYL WINDOWS AND DOORS

Along with being virtually maintenance free, your windows and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. For easy access during cleaning, all Double Hung sash tilt in, Casement sash open by turning the handle and Garden Doors feature a continuous, anodized aluminum geared hinge.

*To tilt in the operable sash on Double Hung windows, you must:*

- Unlock the sash and raise (or lower) it approximately 2" above (or below) the frame.
- Firmly grasp the impact tilt latches. Disengage the latches by moving the latches inward toward the cam lock. Gently push the sash forward, lift and pull the sash toward you. **CAUTION:** The Simonton StormBreaker® and Simonton StormBreaker Plus® window sash are extremely heavy. A firm grasp must be maintained on the tilt latches when tilting the sash to prevent possible injury or damage to the sash.



*To operate Casements:*

- Lift the handle on the side of the frame to unlock the sash. Turn the handle on the bottom of the frame to open the sash to the desired position.
- Turn the handle in the opposite direction to close the sash. To lock the window, make sure the sash is fully closed then lower the handle on the side of the frame.



*Balance Shoe*

*To lock doors:*

- Close the operable panel and make sure it is fully against the frame.
- Lock the panel by pulling upward on the operating handle.

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# Warranty

# Simonton StormBreaker® and Simonton StormBreaker Plus® Lifetime Limited Warranty

Simonton Windows® (hereinafter, "Simonton"), manufacturer of Simonton StormBreaker® and Simonton StormBreaker Plus® vinyl products, warrants to the original resident purchaser/property owner, that any Simonton StormBreaker® or Simonton StormBreaker Plus® product is free of manufacturing and/or material defects. This Warranty applies for the lifetime of the product under normal use and service, subject to the conditions and limitations herein listed, and as long as the original resident purchaser resides in the home in which the products were installed. If Simonton StormBreaker® or Simonton StormBreaker Plus® products are installed in multi-family, commercial or rental properties refer to the "Commercial Applications" section of this Warranty.

This Warranty covers only those manufacturing and material defects, as specified herein and does not include defects or damages attributable to faulty or improper installation; normal weathering; defects caused by accident, fire, flood, acts of God such as lightning, tornado or hurricane; vandalism, riot or civil disorder; 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 which causes excessive temperature differentials over the glass surface edges or occurrences beyond Simonton's control.

It is not a manufacturing or material defect if the window glass shatters, or the screen is damaged when impacted by high winds and /or wind-borne debris and the glass remains adhered to the interlayer. There is also no manufacturing or materials defect if flying glass or wind-borne debris damages the frame or screen. It is not a manufacturing or material defect if the window glass shatters or the screen is damaged when impacted by high winds and wind-borne debris that exceed the established parameters in the below mentioned codes.

Simonton StormBreaker Plus® window and door products are manufactured to meet or exceed codes mandated by legislation for areas where high winds may occur. When properly installed according to the published instructions, all Simonton StormBreaker Plus® products have been tested and certified to meet the following recognized standards for areas where high winds and wind-borne debris become a factor.

- **American Society for Testing and Materials (ASTM) - E1886 & E1996**
- **Southern Building Code Congress International (SBCCI) - SSTD 12**
- **Texas Department of Insurance (TDI) - TDI 1-98**

This Warranty does not cover damage caused by natural forces that exceed the established parameters set forth in the above-mentioned codes.

## Vinyl — Lifetime

The vinyl components of Simonton StormBreaker® and Simonton StormBreaker Plus® products are warranted against peeling, flaking, chipping, blistering and corrosion for the life of the product. If such defects occur, Simonton will provide replacement parts at no charge. Warranty on the vinyl becomes void if vinyl is painted, stained or if the surface is altered in any way.

## Hardware — Lifetime

The Simonton StormBreaker® and Simonton StormBreaker Plus® hardware (locking mechanisms, fasteners, rollers, balances, etc., excluding the finish on brass door handles) is warranted against peeling, flaking, rusting, blistering and corrosion for the life of the product. If such defects occur, Simonton will provide replacement parts at no charge.

## Screens — Lifetime

The Simonton StormBreaker® and Simonton StormBreaker Plus® aluminum screen frame is warranted against peeling, flaking, blistering and corrosion for the life of the product. The fiberglass mesh screen is warranted against insect damage, punctures and tears for the life of the product. If such defects occur, Simonton will provide replacement parts at no charge.

## Glass

The installed and sealed Simonton StormBreaker® and Simonton StormBreaker Plus® insulating glass unit is 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, Simonton will provide a replacement insulating glass unit at no charge for a period of (20) twenty years. If the glass should fail after the (20)

twenty-year period then Simonton will cover a fixed percentage of the company's selling price for the insulating glass unit. Insulating glass units containing capillary tubes (recommended for use in insulating glass units traveling through or being installed in areas with elevations 7,000 feet or more above sea level) are warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the air space. If such defects occur, Simonton will provide a replacement insulating glass unit at no charge for a period of twenty (20) years. If the glass should fail after the designated time period for full replacement, then Simonton will charge the full selling price for the insulating glass unit.

Condensation on windows or doors, which may occur as the natural result of humidity within the house or building and interior/exterior temperature differentials, does not indicate a defect in the window or door and is not included in this Warranty. Additional information concerning condensation is available upon request at 1-800-SIMONTON.

The alteration or application of any aftermarket films, coatings, tints or other similar products not originally supplied by Simonton Windows® will unconditionally void this Warranty.

## Transferable Warranty

The Simonton StormBreaker® and Simonton StormBreaker Plus® Lifetime Limited Warranty is transferable by the original property owner to one subsequent owner provided Simonton receives notice of transfer of title of the registered property within thirty (30) days after the date of transfer of ownership, and provided such notice is accompanied by a copy of this Warranty, the order number and a certified check in the amount of \$50.00. The transfer will not extend the warranty period. The transferable portion of this Warranty covers only those products sold and installed in the 48 contiguous states. The transferable portion will not be valid on any product sold or installed as an export product to any area outside of those defined above.

## Claims

Any claims for defect under this Warranty should be submitted in writing promptly after discovery to the contractor who installed the Simonton StormBreaker® or Simonton StormBreaker Plus® product. The claim must refer to the product order number (located in the head of product) and specify the defect claimed. Allow a reasonable time for inspection.

Homeowners who have Simonton StormBreaker Plus® windows installed in their homes and have experienced windborne debris, should contact their builder or contractor if they have concerns about storm damage to their windows, screens or doors. It is the responsibility of the homeowner to notify and inform the company providing the insurance coverage as to any potential problems that may exist. Although each window and door may appear to be in good working condition, the effects of the previous event(s) may affect the ability of the product to provide subsequent protection against another high-wind event. Please see the Homeowner Checklist below. This list should be used to inspect each window and door following a high-wind event.

### Homeowner Checklist for Impact Windows Affected by a High-Wind Event or Hurricane

1. Check for visual damage on each window. Is the glass broken or cracked as the result of the event? Are vinyl or aluminum members of the frame or sash cracked or damaged as a result of the event?
2. Ensure the window is still functional. **USE EXTREME CAUTION WHEN OPERATING WINDOWS IN CASE THE SASH IS NOT SECURED IN THE FRAME!**
  - a. Will the sash move freely up and down?
  - b. Will the Casement sash crank in and out?
  - c. Will a door swing out and in? Will a sliding door move freely back and forth?
  - d. Will a Slider (glider) sash move freely to the left and right?
  - e. Picture windows are non-operational and will not require this test.
  - f. Test the locking system. Are you able to lock the window or door?

If the answer is "NO" to ANY of these questions, call your insurance company to assess the damage.

## Repair Procedure

This Warranty is limited to Simonton, at its option, repairing and/or replacing defective parts (color matching not guaranteed) free of charge to the warranty holder. If, after inspection, it is determined that the claim is valid in accordance with the provisions of this Warranty, Simonton agrees, at its option, to repair or replace any defective part or component as warranted above when said defective part or component is returned to Simonton. Purchaser/property owner shall pay return transportation charges.

## Labor

Labor costs are not included under this Warranty and neither Simonton nor its distributors will be responsible for any costs incurred in the removal, replacement, installation or reinstallation of the Simonton StormBreaker® or Simonton StormBreaker Plus® product or any part thereof, furnished by Simonton under this Warranty.

## Warranty Extension

The original warranty period shall not be extended by any such repair or replacement, but any remaining warranty time period shall continue in effect and be applicable under the terms and conditions of this Warranty to the repaired part or component of the Simonton StormBreaker® or Simonton StormBreaker Plus® product.

## Product Changes

Simonton reserves the right to discontinue or change any product it manufactures. If the part or component of the product originally installed is not available and Simonton determines to make replacement, Simonton shall have the right to substitute such part or component designated by Simonton to be of equal quality and price.

## Commercial Applications

If Simonton StormBreaker® or Simonton StormBreaker Plus® 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 will be limited to ten (10) years on all materials and will not be transferable.

## Other Warranty Considerations

On some installations, caulking is used to seal the frames or trim package against water or air penetration. Caulking is not considered a part of the Simonton StormBreaker® or Simonton StormBreaker Plus® product, and therefore, is not covered under this Warranty. Caulking is normally considered a maintenance responsibility of the homeowner.

This Warranty is valid only if products manufactured by Simonton are used, but shall be void if accessory products not manufactured by Simonton are installed that cause defects to occur in the Simonton products.

**The warranty statements contained in this certificate set forth the only express warranties extended by Simonton Windows® for Simonton StormBreaker® and Simonton StormBreaker Plus® products, and the provisions hereof shall constitute the purchaser's exclusive remedy for breach of this Warranty given under this certificate. Simonton shall not be liable to property owner for incidental or consequential damages for breach of any written or implied warranty on the Simonton StormBreaker® and Simonton StormBreaker Plus® products.**

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitations of incidental or consequential damages, so that the above limitation or exclusion may not apply.

This Limited Warranty gives specific legal rights. There may be other rights that may vary from state to state.

Corporate Headquarters  
Simonton Windows®  
5300 Briscoe Road  
P.O. Box 1646  
Parkersburg, WV 26102-1646



To activate your Warranty please complete and mail this card within 30 days of installation, or register online at [www.simonton.com](http://www.simonton.com).

## PRODUCT INFORMATION

Installation Date \_\_\_\_\_

Order No. \_\_\_\_\_

*(Your order number can be found on the label affixed in the head of any operating unit. Sample label shown below.)*



Windows or Doors Purchased *(circle one)*

StormBreaker® 100VL      StormBreaker Plus® 300VL

Number of Windows Purchased \_\_\_\_\_

Number of Doors Purchased \_\_\_\_\_

## HOMEOWNER INFORMATION *(please print)*

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

## DEALER INFORMATION *(please print)*

Company Name \_\_\_\_\_

Dealer Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

SIMONTON STORMBREAKER® AND STORMBREAKER PLUS® LIFETIME LIMITED WARRANTY ACTIVATION CARD

<b>Simonton StormBreaker® and Simonton StormBreaker Plus® Windows and Doors</b>	<b>100%</b>	<b>75%</b>	<b>50%</b>
	0-20 Years	21-50 Years	51 Years-Lifetime