



**VECTOR**  
WINDOWS SINCE 1995

# Lifetime Limited Warranty

Vector Windows (“Vector”), hereby offers a warranty (the “Warranty”) pursuant to the specific terms and provisions in this Warranty Document below.

## Warranty

Pursuant to the terms, provisions, and limitations set forth in this Warranty Document, Vector hereby guarantees to the original consumer purchaser (“Original Purchaser”) of Products (as defined below) that Vector will repair or replace any such Products that are defective in materials or workmanship and will pay the costs of all parts related to such repair or replacement and will pay the costs of all labor for the first two years. Whether Products are to be repaired or replaced will be determined by Vector, in its sole discretion. If repair is not commercially practical or cannot be made in a timely fashion, then Vector will replace any defective Products with replacement Products. Additionally, Vector, at its sole discretion, reserves the option to refund the purchase price for the Products rather than to repair or replace the Products. Vector reserves the right to modify or discontinue any of its Products. For the repair or replacement of modified or discontinued Products, Vector will have the right to substitute current Products and components of equal quality and as similar in appearance as possible.

## Covered Products

For purposes of this Warranty Document, “Products” mean any of the following: Vector windows or doors installed in a single family home (a “Home”) by the builder as new construction or by the Original Purchaser as replacements.

## Persons & Times Covered

The Warranty starts on the date of purchase of the Home as new construction or the installation of Products in the Home as replacements (the “Start Date”) and remains effective as long as the Original Purchaser owns and resides in the Home. Additionally, if the Original Purchaser sells the Home before ten (10) years has elapsed after the Start Date, the Warranty will be **automatically transferred** to the new owner(s) of the Home and any subsequent owners, based on the schedule of coverage listed in the paragraph below. The Warranty shall only be enforceable during the Warranty time periods described in this paragraph, the chart below, and the paragraph describing coverage for subsequent homeowners, and by the Original Purchaser or subsequent owner(s) that are provided rights under the Warranty in this paragraph and the chart below.

Homes Owned & Occupied by the Original Purchaser	
Coverage	Duration
Insulated Glass Unit (Seal Failure)	Lifetime
Vinyl Frame & Sash	Lifetime
Hardware	Lifetime
Product Related Labor (Excludes any installation or removal costs)	2 Years

## Coverage for Subsequent Homeowners

For owners subsequent to the Original Purchaser, insulated glass units are warranted against hermetic seal failure resulting in moisture between the glass panes at 100% of the material cost for the first ten (10) years, and at 50% of the material cost for years 11–20. Hardware and vinyl frame and sash parts are warranted against material defects at 100% of the material cost for ten (10) years. Labor coverage is included for the first two (2) years.

## Registration

**The Warranty must be registered within 90 days of the Start Date** (the “Registration Period”). The only way to register the Warranty is online at [VectorWindows.com/Warranty/Registration](http://VectorWindows.com/Warranty/Registration) or to mail the Warranty card to Vector before the end of the Registration Period. **If the Warranty is not so registered with Vector within the registration period, the Warranty coverage will default to the coverage provided to subsequent homeowners as described in the chart above, notwithstanding anything in this Warranty Document to the contrary.**

## Exceptions For Screens

Notwithstanding anything in this Warranty Document to the contrary, the Warranty will cease and end on the one (1) year anniversary of the Start Date for the following components of the Products: window screen frames, window screen mesh, door screen frames, and door screen mesh.

## Exclusions From Coverage

Notwithstanding anything in this Warranty Document to the contrary: (a) the Warranty does not cover damage or defects relating to misuse, abuse, the use of applied tints or films, damage resulting from acid wash, alterations including but not limited to customer-applied finishes, normal wear and tear, broken glass, natural weathering of exterior finishes, acts of God (for example, fires, hurricanes, tornadoes, storms, etc.), building settling, structural failures of walls or foundations, improper installation, improper storage, improper handling, or failure to properly care for and maintain the Products; and (b) normal wear, including discoloration, on hardware component finishes is not a defect and is not covered by the Warranty; and (c) for Products with argon gas-filled insulating glass, the gradual dissipation of insert gas that occurs naturally over time is not a defect and is not covered by the Warranty; and (d) wood and wood veneered extension jambs are not covered by the Warranty. (e) Insulated glass with blinds between the glass is not covered under this warranty. Manufacturer's warranty available upon request.

## Glass Breakage & Stress Cracks

As referenced above, the Warranty does not extend to glass breakage, with the exception of Stress Cracks as determined by a Vector representative. Stress Cracks are covered for a period of 2 years.

## No Other Warranties & Exclusive Remedy

**The Warranty and the liabilities and obligations thereto are in lieu of all other warranties, liabilities, and obligations, including all warranties of merchantability, of fitness for a particular purpose or otherwise, expressed or implied, in fact or by law. The Warranty states Vector's entire and exclusive liability and the exclusive remedy of the Original Purchaser and any subsequent owner of the Home for any claim in connection with the Products.**

## Limitations

**In no event will Vector be liable for any direct, indirect, special, incidental or consequential damages whatsoever, whether based on breach of express or implied warranty, breach of contract, negligence, strict liability or any other legal theory; and Vector's liability, under no circumstances, will exceed the purchase price for the defective Products under Warranty.**

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# Warranty Registration

Please Print



Name \_\_\_\_\_ Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_ Phone No. \_\_\_\_\_ - \_\_\_\_\_

Job No. \_\_\_\_\_ Purchase Location \_\_\_\_\_ Date of Purchase \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Warranty must be registered within 90 days of the Start Date.**

# Care Instructions

By following these routine care instructions, your Vector windows & doors will continue to operate at their best and look great. The Vector Lifetime Limited Warranty does not cover damage or defects related to a failure to follow the routine care instructions.

## Glass

Proper care of window glass allows the window to perform at its maximum effectiveness, whether it is clear or LoE. Avoid the cautions to prevent damaging the glass surface or destroying the insulating glass seal.

### Guidelines

**Clean glass** with a mild dish soap and water. Rinse completely with clean water and wipe dry with a soft cloth to avoid water spots.

### Cautions

**DO NOT USE** any petroleum-based cleaners or caustic chemicals on the glass.  
**DO NOT** clean glass with a razor blade, abrasive pad or putty knife.  
**AVOID** washing glass in direct sunlight.

## Vinyl Surfaces

Proper care of vinyl surfaces will ensure a lifetime of beauty and performance for your Vector products. Avoid the cautions to prevent damage.

### Guidelines

**Wash the vinyl** using a soft cloth or ordinary soft bristle brush.

### Cautions

**DO NOT USE** cleaners containing aggressive organic solvents, such as chlorine bleach, liquid grease remover, nail polish remover, and oven cleaners, because they could affect the surface appearance of the vinyl.

## Water Drainage System

Your Vector product incorporates a low-point, high pressure weep system, which uses small holes in the sill to route water to the exterior face of the window or door.

### Guidelines

**If holes become** plugged with excess dirt and debris, use a piece of wire or a piper cleaner to clear debris from the exterior weep holes.  
**In severe cases**, the snap-in sill track may be removed with an allen wrench to expose the small unclogged openings in the sill frame.

## Hardware

Proper care of window hardware allows the window to perform at its maximum effectiveness.

### Guidelines

**Lubricate moving parts** of hardware if not operating smoothly. Use a spray silicone product and avoid applying excessive amounts. Wipe up any drips/spills. In salt-air environments, monthly lubrication may be necessary to preserve function.

**To clean screens**, first remove, then wash them on a clean flat surface with a mild soap and water solution using a soft brush. Rinse, dry, and reinstall.

**Inspect weather stripping** on operable windows to ensure it seals evenly when closed.

**Ensure the track area** is kept clean. Vacuum accumulated dirt and dust.

## Mold & Condensation

Water condensation is often a warning that there is excessive moisture in your home that may facilitate mold growth. Condensation on window interior surfaces results from higher moisture in the air contacting low temperature surface on the glass. The higher the interior humidity and the lower the external temperature, the more condensation can occur.

### Guidelines

**Check all window sashes** for smooth and regular operation. Increase interior home ventilation and air exchange devices if needed.

**Use exhaust fans**, especially when showering.

**Consider installing** a dehumidifier. Use ceiling fans to improve air circulation.

**Open windows & doors** when practical to allow interior moisture to escape.