

10 YEAR COMMERCIAL WARRANTY

(This is not a Consumer Warranty)

Monte Verde Windows & Doors fully warrants to the original purchaser ("Purchaser") of Monte Verde and Bay View vinyl windows, vinyl patio doors, and screens ("Products") installed in (i) buildings used for commercial, governmental, fraternal or religious purposes or (ii) non-owner occupied single or multi-family homes ("Commercial Buildings") as replacement or new construction, that for a period of 10 years from the Beginning of Coverage Monte Verde Products will be free from defects in materials or workmanship and that Monte Verde will repair or replace any Monte Verde Products that are defective in materials or workmanship. This warranty includes the costs of all parts, including shipping, and labor, except the costs associated with scaffolding or lifts that may be necessary due to the location of the defective Monte Verde Product. If it is not commercially practical to repair the Products or the repair can not be made in a timely manner, Monte Verde will, at Monte Verde's option, either replace defective Monte Verde Products or refund the purchase price. These remedies are the exclusive remedies for breach of this warranty. This warranty applies to all Monte Verde Products manufactured on or after March 1, 2009 and installed in a Commercial Building in the 48 contiguous United States.

WHO IS COVERED

This warranty extends to the original Purchaser and ONE (1) subsequent owner of a Commercial Building with Monte Verde Products for a period of 10 years from the Beginning of Coverage.

COVERAGE

The "Beginning of Coverage" is the date of installation of Monte Verde Products in the Commercial Building. The length of coverage is set forth below.

	Parts	Labor
Purchaser and ONE (1) Subsequent Owner of a Commercial Building	10 years	10 years

WHAT IS NOT COVERED:

This warranty does not cover:

- Damage or defects related by improper installation, storage or handling or failure to properly care for and maintain the Monte Verde Product.

- Damage or defects related to abuse, misuse, vandalism, natural catastrophe, acts of God, normal wear and tear, or natural weathering of finishes.
- Damage or defects caused by paint, solvents, chemicals, after market films/tints, customer applied finishes, fumes, vapors, mildew, air pollution, normal weathering, or corrosion from a salt-air environment.
- Damage or defects caused by building settlement or structural failures of walls or foundations.
- Damage to Monte Verde Products that occur before installation is complete.
- Loss of function of hardware in Monte Verde Products installed in Commercial Buildings located within 2 miles of the ocean or a body of salt water.
- Monte Verde Products that are installed in buildings that have a non-drainable EIFS or DEFS siding product.
- This is not a Consumer Warranty.

LIMITATIONS ON REMEDIES

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY AND MONTE VERDE EXPRESSLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL MONTE VERDE BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND (OTHER THAN LABOR AND PARTS TO REPAIR OR REPLACE MONTE VERDE PRODUCTS UNDER THIS WARRANTY), INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS OR ANY PERSON, RESULTING FROM THE BREACH OF ANY WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL THEORY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THE STATUTE OF LIMITATIONS FOR ALL CLAIMS ARISING UNDER THIS WARRANTY SHALL BE ONE (1) YEAR FROM THE DATE THE CLAIM ACCRUES.

This warranty can only be modified, revised or changed by a writing signed by a duly authorized Officer of Monte Verde.

TO OBTAIN COVERED SERVICES:

If you believe that you have a claim under this full warranty, you may either notify the contractor or builder that installed the Monte Verde Product or contact Monte Verde directly. Monte Verde's contact information is provided below. The contractor, builder or Monte Verde will examine the Product for defects and make covered repairs and/or replacements free of charge.

Mail: P.O. Box 3867 Pinedale, CA 93650

Phone: 1-800-899-4896

Purchaser Name: _____

Dealer / Builder: _____

Dealer / Builder Phone: _____

Monte Verde Order Number: _____

Date of Installation/Completion: _____



Monte Verde
Windows & Doors™

Proper Care and Maintenance

For Monte Verde Vinyl Windows and Doors

Frame Cleaning:

- Vacuum dirt from sill and track areas before washing.
- Clean window and door frames with a mixture of mild dish soap and water.
- Abrasive or caustic cleaners or solvents are NEVER recommended.
- Always rinse completely with clean water and wipe dry.

Drainage Systems:

- Check to make certain the drainage or “weep holes” are always clear of dirt, stucco, sand or building materials, both inside and outside the window or door in the bottom of the frame.
- It's normal for water to accumulate in the sill or track area with wind driven rain. The water is intended to drain to the outside as water builds up or outside pressure subsides.
- Keep sill or track areas clean of dirt or debris.
- Use a small, soft bottle brush to clear openings.

Glass Care:

- Clean glass with mild dish soap and clean water.
- Avoid washing glass in direct sunlight.
- Never use any petroleum-based cleaners or caustic chemicals on your glass.
- Never use a razor blade, putty knife or abrasive pad to clean the glass.
- Never use a high pressure spray nozzle when rinsing your windows and doors after washing.
- Abrasive or caustic cleaners are NEVER recommended because they might cause permanent damage to the finish/coating or the glass.

Screens:

Clean screens by first removing, then washing on a flat, clean surface with mild dish soap and water and a very soft brush. Rinse, wipe dry and reinstall.

Condensation & Mold:

- Condensation can be a natural occurrence in the home.
- Check all windows and doors for airtight seals.
- Open windows and doors whenever practical to allow interior moisture to escape.
- Regularly use ceiling fans to circulate the air.
- Use exhaust fans in rooms with high humidity (bathrooms/kitchen).
- Use dehumidifiers to reduce the amount of moisture inside homes with high humidity.

KEY DO'S AND DONT'S

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| DO: | Clean the frame surfaces. |
| DON'T: | Use a razor blade, putty knife or abrasive pad. |
| DO: | Use a glass cleaner or mild dish soap. |
| DON'T: | Use any petroleum-based cleaners or solvents. |
| DO: | Clean tracks and “weep holes.” |
| DON'T: | Use oil-based lubricants. |
| DO: | Check weather stripping and hardware. |
| DON'T: | Live with poor performing components. |
| DO: | Clean your insulated glass with proper cleaning agents. |
| DON'T: | Add attachments to the glass or frame without approval from window manufacturer. |
| DO: | Choose CERTIFIED (NFRC/AAMA) window and door products. |
| DON'T: | Settle for products that do not meet important water, air infiltration, structural and thermal performance standards. |
| DO: | Read and understand your manufacturer's warranty and install per AAMA/manufacturer's instructions. |

