



Window Warranties

An E-book series from Quality Window & Door

Window Warranties

In this guide, we will walk through everything you need to know about window warranties. If you have any questions about a particular brand or series of windows, do not hesitate to reach out to our knowledgeable representatives. We service and install nearly all brands of windows listed on our website and can ensure that you make a smart and informed decision for your window replacement project.

Generally, There Are Two Types of Warranties:

Implied Warranties are based on state law which are unwritten promises that say consumers are entitled to get what they have paid for.

Express Warranties are promises actually stated to the consumer. They could be written, for example, in a contract or in an advertisement, or they could be oral, such as a sales representative's statement to a buyer about how a window will not leak for 10 years.

In this guide, we will walk you through everything you need to know about window warranties. If you have any questions about a particular brand or series of windows, do not hesitate to reach out to our knowledgeable technicians. We service and install nearly all brands of windows and can ensure that you make a smart and informed decision for your window replacement project.



Warranty Act

The Magnuson-Moss Warranty Act

The Magnuson-Moss Warranty Act is the federal law governing written warranties on consumer products and is overseen by the Federal Trade Commission. The act only applies to warranties on goods, and only applies to consumer sales.

The Magnuson-Moss Warranty Act United State Federal Law Enacted in 1975

Warranty coverage should:

- Be described in a single, easy to read document
- Explain what is and is not covered by the warranty
- State how long the warranty lasts
- Clarify how a claim is made to the manufacturer



Compare & Contrast

Full vs Limited Warranties

Under the Magnuson-Moss Warranty Act, the warranty must be titled “full” or “limited.”

A full warranty must meet five requirements:

- 1. It must be fully transferable to later owners of the purchased goods.**
- 2. Service calls must be made without any charge to the consumer.**
- 3. If the contractor cannot repair the problem, consumers can choose to get their money back or obtain a complete replacement of the damaged part.**
- 4. To make a claim, the consumer merely has to notify the contractor of the problem and request warranty coverage.**
- 5. The full warranty must not limit any implied warranties the consumer may be entitled to under state law.**

If the warranty is not “full,” then by default it must be “limited.” Limited warranties will always have restrictions. You also may have some parts of a warranty under a full warranty and other parts under a limited warranty.





Considering Warranties

Considering Warranties When Purchasing Warranties

Warranties are typically written by the attorneys of the manufacturers to protect the manufacturer, not the consumer. Beware of lifetime warranties. If they are too good to be true, then usually they are. Oftentimes, new or unknown manufacturers offer warranties that they cannot fulfill, in order to compete in the marketplace.

Do not purchase a product just because you think it has a great warranty. Typically reputable manufacturers will offer competing or similar warranties that are commonplace in the industry.

This guide is for informational purposes only and should not be construed as legal advice. If you have a warranty issue, you should consult with your attorney.

Weather Shield Limited Warranty Example ▶



Weather Shield®
Windows & Doors

WEATHER SHIELD® LIMITED WARRANTY

Subject to the conditions, exclusions and limitations that follow, the manufacturer of WEATHER SHIELD products, WEATHER SHIELD Mfg., Inc. (WEATHER SHIELD) warrants WEATHER SHIELD products (Weather Shield® LincusShield®, EnduraShield®, ProShield®, Custom Shield®, HR175®, Weather Shield Aspire Series™, Weather Shield Signature Series™, Weather Shield Premium Series™) to be free from defects in material and workmanship as noted below. All referenced times are in relation to date of manufacture Warranty effective date: August 1, 2012.

WARRANTY COVERAGE

Window and Patio Door Product – Twenty Years
WEATHER SHIELD warrants that its products and installed glass shall be free from defects in material or workmanship for a period of TWENTY (20) YEARS unless specified below.

Should any WEATHER SHIELD products or components of products be determined by WEATHER SHIELD to contain defects in material or workmanship within the applicable warranty period, WEATHER SHIELD will, at its option, repair the products or components at no charge, or provide replacement products or components at no charge, or refund the original purchase price of the products containing the defective components. Decisions as to whether to repair, replace or refund shall be made by WEATHER SHIELD in its sole discretion. Replacements will be the closest equivalent current product and may not exactly match the original. Replacements will be delivered to the original point of purchase with no shipping charges. If shipment direct to the consumer is requested, normal shipping and handling charges will apply.

Laminated Glass – Five Years
Laminated glass shall be free from defects in material and workmanship for a period of FIVE (5) years.

Decorative Glass – Five Years
Decorative glass shall be free from defects in material and workmanship for a period of FIVE (5) years.

Wood Exterior Products – One Year
Primer/unprimed (anodized) wood products shall be free from defects in material and workmanship for a period of ONE (1) year.

Unfinished Cedar or Mahogany – Two Years
The cedar or mahogany wood components shall be free from defects in material and workmanship for a period of TWO (2) years.

Accentalls™ Color System (Pre-finish)
Accentalls Color System (Pre-finish) on any wood surfaces is warranted for TEN (10) years from peeling, flaking, cracking, blistering or delaminating unless punctured, marred or caused by joint separation.

Factory-Applied Interior Finishes – One Year
Factory-applied interior finish or stain, other than Accentalls Color System, is warranted against peeling, checking, or cracking for ONE (1) year. Standard factory-applied primer is not a finish coat.

Manufacturer-Applied Finishes – outside 2 miles of the seacoast Aluminum and Fiberglass
WEATHER SHIELD's standard finishes (meeting AAMA 2603 or 623 requirements) or high-performance finishes (meeting AAMA 2603 or 623 requirements) and anodizing on aluminum shall be warranted for TWENTY (20) years not to crack, pit, corrode, peel, blister or flake.

Manufacturer Applied Finishes within 2 miles of the seacoast Aluminum and Fiberglass
WEATHER SHIELD's high-performance finish (meeting AAMA 2603 or 623 requirements) and anodizing on aluminum installed within two miles of a corrosive environment (seacoast/salt air) shall be warranted for TEN (10) years for abnormal corrosion with the below conditions/exclusions. Abnormal corrosion means cracking, pitting, corroding, peeling, blistering or flaking.

- Exterior surfaces must be cleaned with a mild detergent soap and water at least every two months, and more frequently if necessary to prevent build-up of salt and/or other corrosive materials. Any breaches in the exterior paint coating, such as scratches, chips or abraded areas, must be repaired immediately.
- All determination as to whether there is abnormal corrosion, and whether it is the result of a manufacturing defect shall be made by Weather Shield and those determinations shall be final.
- Because the environment within two miles of an ocean coastline and any area subject to acid rain can be extremely harsh and corrosive, it is normal for windows and doors installed in these environments to deteriorate more than those installed in other environments, even with proper maintenance. This warranty only covers abnormal corrosion.

Hardware Finish – Ten Years
Corrosive-resistant finishes and seacoast hardware packages installed within two miles of a corrosive environment shall be warranted for TEN (10) years unless marred or scratched. The above conditions/exclusions apply.

Glass Stress Cracks – One Year
Stress Cracks are warranted for ONE (1) year.

Transferability – Ten Years
This warranty is transferable to subsequent owners. This transferred warranty to the lesser of TEN (10) years or the period specified from the date of manufacture.

NON COVERAGE

- Normal wear and tear, weathering and natural variations in wood color or texture are considered normal and not a product defect.
- Normal wear and tear of hardware and hardware finishes that can naturally occur (e.g. corrosion, tarnishing) or damage at construction site.
- Minor scratches, slight glass curvature or glass imperfections are natural variances in glazing and do not impair structural integrity or significantly obscure normal vision.
- Repairs, refinishing or similar activities involved when skilled labor installs or replaces products.
- Condensation and any related water damage (such as mold or wood rot due to water or ice build up), which occur as a result of humidity within the property or changes in the interior exterior temperatures, do not constitute a defect. Contact a heating/cooling specialist to assist.
- Products installed in a non-vertical position, discoloration of non-visible parts, or failures or operating difficulties due to accident, acts of God, abuse, misuse, alteration, exposure to the elements, improper or insufficient handling, storage, maintenance or service including, but not limited to, obstruction of weep holes. Installation of units must be finished and operated in accordance with our installation instructions attached to each unit.

ADDITIONAL

- Insulated units with capillary tubes will not have inert gas fill.
- ADA-compliant sills or telescoping, pocket and bolted patio door systems are not designed nor are they intended to manage moisture or water infiltration. The determination of proper building design and moisture management (through an overhang or otherwise) is the responsibility of your building designer, architect or contractor.
- Warping of a door shall not be deemed to be a product defect unless the warping is in the door panel itself and then only if the warping is more than one quarter inch. The amount of warp shall be determined by placing a taut wire or string or straightedge across the face of the installed door panel (bought to be concrete) and measuring the amount of warp at the point of the greatest distance between the bottom of such wire, string or straightedge and the face of the door panel. WEATHER SHIELD may, at its option, defer action on a warping claim for a period of not more than ONE (1) year from the date of the claim to permit the door panel to adjust to temperature and humidity in its installed position.
- The performance of windows and doors may be affected by factors beyond WEATHER SHIELD'S control. Examples include handling and installation, construction details of the building, exposure conditions, maintenance, normal wear and tear, and migration of inert gas. Structural or thermal ratings are for comparison purposes only. While WEATHER SHIELD products are warranted to meet or exceed published ratings, it is not possible to guarantee that they will meet or exceed those ratings after they have been installed.
- WEATHER SHIELD is not responsible for removing any defective products from the structure to which they are installed, or for installing any replacement products or components provided by WEATHER SHIELD pursuant to this limited warranty, or for any painting, refinishing or other work necessary to complete the installation of replacement products or components, all of which shall be the consumer's responsibility.

GENERAL PROVISIONS

Selection and purchase of WEATHER SHIELD products which conform to all applicable building codes and local ordinances is the sole responsibility of the architect, building contractor or homeowner. WEATHER SHIELD assumes no responsibility for compliance with local building codes or ordinances, or for calculation and design of support mullions, structural support, or flashing required for installation. Consult with your local building code officials and/or a qualified contractor, architect or engineer for specific requirements.

THESE ARE NO OTHER EXPRESS WARRANTIES EXCEPT AS SET FORTH HEREIN. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSES ARE LIMITED IN DURATION TO THE PERIODS OF COVERAGE OF THE EXPRESS WARRANTIES SET FORTH IN THIS LIMITED WARRANTY. THE EXPRESS WARRANTIES SET FORTH IN THIS LIMITED WARRANTY SHALL NOT BE LIABLE FOR APPLICABLE TAXES OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OR LOSS TO PERSONS OR OTHER PROPERTY.

Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and 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.

NO DISTRIBUTION, SALES-PERSON, DEALER, RETAILER OR OTHER REPRESENTATIVE OF WEATHER SHIELD PRODUCTS HAS THE AUTHORITY TO ALTER OR CHANGE THESE WARRANTIES OR TO MAKE ANY OTHER WARRANTY EITHER ORALLY OR IN WRITING.

Effective date: August 1, 2012

About Quality Window & Door

The Replacement Window Experts in Washington, DC, Maryland & Virginia

Our vision began with the company's owner and president, Bob Neidig (photo and quote box), who founded Quality Window & Door in 1989 on the idea that every customer should love the finished product for years to come.

The desire to consistently deliver an unparalleled customer experience is the foundation of our company, and we look forward to extending our award-winning services to every customer we meet and work with. We carry a wide selection of top-quality products from manufacturers you know and trust.

Our motto is to always put yourself in the customer's shoes and do everything like you were working on your own home – providing a first class experience when working with our company.

New and replacement windows, we've got it all. No matter what style, material, or design, our expert team will educate you on all the options available and recommend products that match your preferences. We want you to be more than satisfied with your new windows.

Quality Window & Door works with many window manufacturers to offer our customers a wide selection of the best windows on the market. One of our top partners is Weather Shield—window products featured in this E-book are from Weather Shield's selection of high quality, beautiful windows.



“Whether you are a homeowner, architect, or contractor, I believe you will find our approach unique. Our sales and marketing philosophy revolves around providing an educative approach to offering a non-proprietary distribution from multiple brands of windows and doors. The more you know about windows and doors, the more likely you are to buy them from Quality Window & Door.”

– Bob Neidig, President



Beltsville Showroom
6700 Distribution Drive
Beltsville, MD 20705

Merrifield Showroom
2820 Dorr Avenue
Merrifield, VA 22031