

LIFETIME REGISTERED  
LIMITED WARRANTY



**GRANDURA®**

*for the way you live*

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*Congratulations on choosing **Grandura** vinyl windows and patio door products. Through extensive research and development, quality assurance and computerized manufacturing, we are confident that our products are completely free of any manufacturer defects. As a result, our products are backed by one of the strongest warranties in the industry.*

- All vinyl components are warranted against defects such as peeling, flaking, chipping, blistering, and corrosion
- **Grandura** will repair or replace any product that fails to meet our warranty
- If you sell your home, the warranty will cover the new owner
- The warranty includes coverage for accidental glass breakage and screens

***Grandura's** lifetime, transferable, limited warranty certifies our commitment to total customer satisfaction.*

## GRANDURA PRODUCTS

**Grandura** Products ("Product") includes the vinyl and hardware components, hardware, glass and screens. This Limited Warranty applies only when all of these parts are genuine **Grandura** components.

## COVERAGE:

Subject to the limitations and exclusions below, and for the duration of the applicable Warranty Period of the Residential Warranty Holder or Commercial/Multi-Resident Warranty Holder (as defined below), **Grandura** (hereinafter, "**Grandura**"), warrants that the Product will be free from non-conformities in material and workmanship.

**Grandura** will repair or replace any Product that fails to meet the Limited Warranty of a Residential Warranty Holder that is installed up to an elevation of not more than three stories; provided in either case, **Grandura** may refund the purchase price (the lesser of the original Product/component purchase price or the original catalog list price) if in **Grandura's** opinion such repair or replacement is not commercially practical or reasonable or cannot timely be made.

## VINYL:

REPLACEMENT PRODUCTS: Lifetime - Residential; 10-Years Commercial/Multi-Resident

The vinyl components are warranted against peeling, flaking, chipping, blistering and corrosion for the applicable Warranty Period. If such defects occur, **Grandura** will provide replacement parts at no charge to the Warranty Holder. This Limited Warranty on vinyl is void if the vinyl is painted, stained or if the surface is altered in any way.

## HARDWARE:

REPLACEMENT PRODUCTS: Lifetime - Residential; 10-Years Commercial/Multi-Resident

The Product hardware (locking mechanisms, fasteners, rollers, balances, etc., excluding the finish on brass door handles) is warranted against defects such as peeling, flaking, rusting, blistering, corrosion and breaking for the Warranty Period (two (2) years for hardware components installed within two (2) miles of any body of salt water). If such defects occur, **Grandura** will provide replacement parts at no charge to the Warranty Holder. The finish on brass door handles is NOT warranted.

## GLASS:

REPLACEMENT PRODUCTS: Lifetime - Residential; 10-Years Commercial/Multi-Resident

The installed and sealed insulating glass unit is warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space for the Warranty Period. If such defects occur, **Grandura** will replace the insulating glass unit at no charge to the Warranty Holder.

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 permanent and material obstruction of vision from film formation caused by dust or moisture in the air space for the Warranty Period. If such defects occur, **Grandura** will provide a replacement insulating glass unit at no charge to the Warranty Holder. This Limited Warranty for Glass does not include: Minor variations in glass color or imperfections that do not affect the glass's structural integrity or do not permanently and materially obstruct vision, glass covered with after-market window films, coatings or other products not originally supplied by **Grandura**, condensation, frost or mold resulting from humidity within the building or interior/exterior temperature differentials, stresses from localized heat which caused excessive temperature differentials over the glass, post-manufacture dissipation of inert gases (as Argon), or the amount of gas in Products with inert gas-filled insulating glass units, scratches or other imperfections not readily observable beyond four feet away, and mineral deposits.

## GLASS BREAKAGE:

REPLACEMENT PRODUCTS: Lifetime Residential

If the component of the Product (including Products made with tempered glass)

breaks during the Warranty Period of a Residential Warranty Holder, **Grandura** will replace the glass component at no charge to the Warranty Holder. (This Lifetime Glass Breakage Limited Warranty does not include: Specialty glass such as glass with grid patterns that have been cut into the glass surface, glass breakage following a transfer of the premises on which the Product is installed to a Commercial/Multi-Resident Warranty Holder, breakage arising from "certain environmental conditions" as set forth below or breakage arising from riot or civil disorder, building settlement or structural failures to walls or foundations.)

## SCREENS:

REPLACEMENT PRODUCTS: Lifetime - Residential, 10-Years Commercial  
The Product's screen frame is warranted to the Residential Warranty Holder against peeling, flaking, blistering and corrosion for the Warranty Period. The fiberglass screen mesh is warranted to the Residential Warranty Holder against insect damage, accidental punctures and tears for the Warranty Period. If such defects occur, **Grandura** will ship via common carrier replacement screens at no charge to the Residential Warranty Holder. (This Limited Warranty does not include: Screen material damage caused by domestic or wild animals, bent screen frames due to improper installation or removal, or installation and the cost of labor for screen replacement.)

## WARRANTY PERIOD:

For Residential Warranty Holder (Replacement Products): The Lifetime Limited Warranty is transferable by the original Residential Warranty Holder once either (a) to a subsequent Residential owner and the Residential Warranty Period will continue or (b) to a subsequent Commercial/Multi-Resident owner and the Commercial Warranty Period will apply only until the 10th anniversary of the transfer, and in either case only if the warranty has been properly transferred following the procedure described under warranty transfer.

For Commercial/Multi-Resident Warranty Holder (Replacement Products): 10 Years from the earlier of the date Product was shipped from **Grandura** or an authorized dealer; transferable to successor non-Residential owners during and for any balance of the 10 year Warranty Period and only if the warranty has been properly transferred following the procedure described under warranty transfer.

## WARRANTY TRANSFER:

Any warranty transfer described above will be deemed effective only if the following procedures are completed: (1) written notice of transfer (see backside warranty for application for transfer) is provided to **Grandura** within 30 days after the transfer of ownership of the premises where the Products are installed, (2) accompanied by a copy of this Limited Warranty, the product order number (bar code located in the sash head, sill or jamb of each Product, and a certified check in the amount of \$50 made payable to **Grandura**.

## WARRANTY HOLDER CLASSIFICATIONS:

Residential Warranty Holders: If the Product is installed in (i) a new residential dwelling and the first occupant owns the dwelling or (ii) an existing owner-occupied residential dwelling, and in each case, at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a "dwelling") in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit and is also responsible for Product replacement, then that owner is a Residential Warranty Holder; however, if the owner is not the first occupant or if someone else other than the owner (for example, the condominium association) is responsible for Product replacement, then the owner is not a Residential Warranty Holder.

Commercial/Multi-Resident Warranty Holders: If the Product is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above,

then the Warranty Holder is the owner of the dwelling or building in which the Product has been installed at the time of installation (and its builder and contractor). That owner is classified as a Commercial/Multi-Resident Warranty Holder. For example, this includes owners of commercial or investment buildings, or multi-resident premises in which the occupant is not responsible for Product replacement whether or not the occupant owns the residential dwelling unit in the premises (including by example, certain condominiums, town homes, duplexes, apartments, cooperatives).

This Limited Warranty is further subject to the limitations and exclusions below:

#### BAW AND BOW WINDOW PRODUCTS

All products making up a Bay or Bow window are covered under this Limited Warranty ONLY if the use, installation, finishing and maintenance are consistent with **Grandura's** recommendations and written instructions that are generally available in **Grandura's** Installation Instructions as updated by bulletins or other written communications or on **Grandura's** Worldwide website [www.GranduraLiving.com](http://www.GranduraLiving.com).

However, without limiting the foregoing the following installation procedures are emphasized and failure to do so will void the Limited Warranty:

A roof must be built over all Bay or Bow windows after installation as the top of the Bay or Bow window is not designed to prevent water penetration as manufactured, without the help of a roof.

- A cable system must be used to help support from above all Bay or Bow windows.

- Knee braces must be utilized and must be secured to studs to help support from below all Bay or Bow windows.

- All joints must be checked and caulked with caulking compound because handling of the Product during installation may cause factory sealed joints to be compromised.

#### WHAT THIS LIMITED WARRANTY DOES NOT COVER

##### (a) Generally

This Limited Warranty does not include non-conformance or damages attributable to or arising from minor scratches or minor visual imperfections; Negligence, vandalism, riot or civil disorder, acts of terrorism, improper use, installation, finishing maintenance or operation inconsistent with **Grandura's** recommendations and written instructions that are generally available in **Grandura's** installation instructions as updated by bulletins or other written communications or on **Grandura's** Worldwide website [www.GranduraLiving.com](http://www.GranduraLiving.com); Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations; Misapplications or faulty building design or construction, including inadequate flashings or caulking; building settlement or structural failures of walls or foundations; Subjection to improper temperature, humidity, or other environmental conditions including by example, harmful fumes, vapors, solvents, chemicals, or pollutants in the atmosphere; Normal wear and tear, including without limitation, wear and tear to weatherstripping or door bottom gaskets; The caulking used to seal the frames or trim packages; labor costs are not included under this warranty and neither **Grandura** nor its distributors will be responsible for any costs incurred in the removal, replacement, installation or reinstallation of the **Grandura** product or any part thereof, furnished by **Grandura** under the warranty.

##### (b) Certain Environmental Conditions

This Limited Warranty does not guarantee safety for persons or property, nor make a premise hurricane-proof or impact-proof. Follow weather and news reports in order to assess severe weather situations and obey local authorities' shelter and evacuation orders. This Limited Warranty does not cover damage attributable to or caused by acts of nature that include, but are not limited to stresses, high winds, floods, fire and other conditions that exceed Product designs that are test evaluated and certified as referenced in **Grandura's** published literature. Certification approval, rating, and references to other performance standards mean that the Product meets the established specification parameters of the certification process or standard testing at the time the Product is manufactured. However, with exposure over time to environmental conditions, including by example, high-wind events and other forces of nature, the

Product will be subjected to normal and abnormal wear and its performance capability may change. Consult local building code laws, and the certification and rating agencies' published materials and website, for guidelines on the standards necessary to meet all regulations and codes in your area. Product features designed to help address pressurization of a building during high-wind or other severe storm events are not a guarantee against water and air infiltration. **Grandura** is not responsible for claims or damages caused by water or air infiltration or improper installation. Product selection is the sole responsibility of the Warranty Holder.

##### (c) Damage From Failure to Inspect Product Following Each High-Wind or Impact Event

Product that is subject to any high-wind event or the possibility of having been impacted by windborne debris should be promptly inspected by the Warranty Holder or by a building professional if the Warranty Holder cannot perform this inspection themselves or if there is concern about Product damage. Proper care and maintenance of the Product is the responsibility of the Warranty Holder and failure to do so may void the Limited Warranty. Although a Product may appear to be in good working condition, the effects of such an event(s) may have adversely affected the ability of the product to provide subsequent protection against another such event.

#### THIS LIMITED WARRANTY'S EXCLUSIVE REMEDY

If the Product or any components fail to meet this Limited Warranty, **Grandura's** sole obligation is, to either (as **Grandura** elects): a) repair the component (color matching not guaranteed); or b) provide replacement component(s) to the Warranty Holder or the **Grandura** dealer designated (color matching not guaranteed); or c) refund the Warranty Holder's purchase price (the lesser of the original Product/component purchase price or the original catalog list price); the cost of labor is **Grandura's** obligation only as expressly provided under "Coverage." Repaired or replaced components are warranted only on the same terms and for the remainder of the Warranty Period. **Grandura** reserves the right to discontinue or change any Product. If the Product or component is not available, **Grandura** may select and provide a replacement product or component of equal quality and price. This is the Warranty Holder's sole and exclusive remedy for the product under the Limited Warranty. By example but not limitation, the Limited Warranty does not cover the following costs and expenses; (i) except as expressly set forth in the Limited Warranty, labor for removing, reinstalling, refinishing Product (or other materials that are removed, reinstalled or refinished to repair or replace the Product); (ii) shipping/freight expenses to return the Product to **Grandura**; (iii) normal maintenance; or (iv) consequential, special, or indirect losses or damages of any kind.

#### DISCLAIMER OF WARRANTIES

THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, EXPRESSED OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW, SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. **GRANDURA** DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH PRODUCTS.

#### LIMITATION OF LIABILITY

**GRANDURA'S** SOLE LIABILITY UNDER THIS LIMITED WARRANTY IS REPLACEMENT, REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE (AND LABOR AS EXPRESSLY SET FORTH ABOVE). IN NO EVENT, WILL **GRANDURA** BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF PRODUCT USE, REINSTALLATION, LABOR, REMOVAL, REFINISHING (EXCEPT TO THE EXTENT EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY), TEMPORARY OR PERMANENT RELOCATION OF RESIDENTS OR PROPERTY, LOSS OF PROFITS/REVENUE, INTEREST, LOST GOODWILL, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS OR WORK, INCREASED OPERATING EXPENSES, EMOTIONAL DISTRESS CLAIMS, OR CLAIMS OF THIRD PARTIES FOR SUCH DAMAGES, WHETHER BASED ON CONTRACT,

WARRANTY, TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE) OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS BUT WARRANTY HOLDER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED IN ITS ESSENTIAL PURPOSE, IN NO EVENT WILL **GRANDURA'S** ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE NON-CONFORMING COMPONENT'S PURCHASE PRICE.

#### **CLAIMS**

Claims must be initiated during the Warranty Period. To initiate a claim, please contact the builder, dealer or contractor who installed or sold the Product. If the party is unknown or unreachable, contact **Grandura**, 1195 Prince Hall Drive, Beloit, WI 53511 or 1-877-262-7238 or at [www.GranduraLiving.com](http://www.GranduraLiving.com). Claimant will be required to provide proof of premises ownership, the date of Product purchase, the order number (bar code located on the sash head, jamb or sill of each Product), and specify the alleged defect. **Grandura** reserves the right to inspect the Product, and may be required to return the Product or component to **Grandura** (at Claimant's expense).

#### **Product Changes**

**Grandura** 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 **Grandura** determines to make replacement, **Grandura** shall have the right to substitute such part or component designated by **Grandura** to be of equal quality and price.

#### **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 **Grandura** 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 by **Grandura** are used, but shall be void if accessory products not manufactured by **Grandura** are installed which cause defects to occur in the **Grandura** products.

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

Corporate Headquarters:  
**Grandura**  
1195 Prince Hall Drive  
Beloit, WI 53511

#### **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. All operable sash on Double Hung and Single Hung windows

tilt in, Slider sash lift out, Casements open by turning the handle and patio doors feature corrosion-resistant rollers.

To tilt in the operable sash on Double Hung and Single Hung windows, you must: Unlock the sash and raise (or lower) it approximately 4" above (or below) the frame.

Slide the tilt latches toward the cam lock and gently tilt the sash in. Always support tilted sash while cleaning.

When finished cleaning, tilt the sash up and snap the tilt latches into place. For safety, make sure the tilt latches are securely engaged.

If it becomes necessary to remove and reinsert the sash, tilt the sash inward to a 90-degree angle and lift the bottom of the sash up and out of the frame. To reinsert the sash into the frame, make sure both pivot bars (located at the bottom of the sash) are fully inserted into the balance shoes.

To remove a Slider sash, simply:

Unlock the sash and slide it past the sash retainer insert located in the head. Note: Some windows may have a sash retainer clip instead of an insert that must be removed before opening the sash.

Lift the sash up into the head and pull the bottom of the sash towards you.

To operate Casement:

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.

To lock Patio Doors:

Close the operable panel and make sure it is fully against the frame. Lock the panel with the lever located on the handle.

## CARE & MAINTENANCE

*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 and doors can keep their beautiful appearance for years to come.*

Like any surface exposed to outside elements, your windows and 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 and 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.

Cleaning materials are listed in alphabetical order.

Brillo® Pad is a registered trademark of Church & Dwight Co., Inc.  
Fantastik® is a registered trademark of S. C. Johnson & Son, Inc.  
Lestoil® and Windex® are registered trademarks of The Clorox Company  
Soft Scrub® is a registered trademark of The Dial Corporation  
Lysol® is a registered trademark of Reckitt Benckiser Inc.  
Murphy Oil Soap® is a registered trademark of Colgate-Palmolive Company

### Cleaners 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®

