



LIMITED LIFETIME WARRANTY PINNACLE REPLACEMENT WINDOWS AND PATIO DOORS

Basic Warranty

Each HomeRite Distinction Series Replacement window and door will be free from defects in materials or workmanship that substantially impair operation or performance in the building in which they are originally installed for the applicable period below.

Lifetime Parts and Frame Warranty

HR will provide the original owner a Lifetime Warranty on all frame materials, mechanical parts (locks, latches, balances), and non-glass components. Insulated glass panels are warranted for 20 years from date of purchase.

How To Request Assistance

If you have a problem with your HomeRite product, use the contact information below:

Local Contact:

Mail: HomeRite Windows and Doors
4801 Executive Park Court
Building 200 Suite 207
Jacksonville, FL 32216
904-296-2515

National Contact:

Warranty Service
P.O. Box 370
Gratz, PA 17030
Fax: (717) 365-3780
Phone: (800) 949-3818

What We Will Do

HR will acknowledge receipt of your claim (generally within three business days), investigate your claim and take appropriate action (generally within 30 days after notification). If the product does not have a defect covered by the warranty, HR may charge an inspection fee for any onsite inspection that is required or that you request. Because manufacturing materials, techniques, and model series can change, replacement part(s) may not be an aesthetic match to the original. If repair is not practicable and replacement is not reasonably available, then HR in its discretion may choose to refund the purchase price of the affected unit. In no event shall HR's liability hereunder exceed the purchase price of the affected products. HR shall have no obligation whatsoever unless you make a request under this warranty during the warranty period, and upon receipt HR shall have the right to perform under this warranty.

Special Conditions

Replaced or repaired products are covered for the balance of the original warranty period only. This warranty does not include repainting or refinishing labor or materials. Window and door screens are warranted for one (1) year after the manufacturing date only. Loss of functionality of hardware (except as provided below for stainless steel hardware) in highly corrosive environments, which includes any dwelling located within two miles of salt water and any dwelling located in the state of Hawaii or the Caribbean Islands is excluded from warranty coverage. HR reserves the right to refund the purchase price in lieu of repair or replacement as stated herein. Laminated glass (whether insulated or noninsulated) is warranted for a period of five years after date of purchase only. The warranty for any HR StormArmor product is modified by the StormArmor Warranty Rider, a copy of which is furnished with StormArmor products.

Additional Features

This warranty covers only defects in material or workmanship of HR products. Without limitation, HR is not liable for defects, conditions or damage related to:

- Normal wear and tear, natural weathering of surfaces and/or hardware finishes (i.e. corrosion).
 - HR will replace at no charge (under terms of the warranty) stainless steel hardware that loses functionality in highly corrosive environments within one (1) year after the date of product purchase. Note that stainless steel hardware must be ordered on the original product purchase for the coverage to apply.
 - Glass breakage; failure due to misuse or abuse, and damage caused by failure to provide maintenance, by alteration or modification to the window. Alterations and/or modifications include, but are not limited to reinstallation, tints and/or films applied by others, paint finishes applied by others, and installation of security systems.
 - Any cause beyond HR's control, such as fire, flood, earthquake, other natural causes, or criminal acts.
 - Installation that is not in conformance with HR's recommended installation procedures or good building practices; or damage related to water and/or air infiltration as a result of defects or limitations in building design or construction (without limitation, damage resulting from engineered drainage systems or cladding systems that do not manage and drain incidental water or water forward of the nailing flange), and/or installation that is not in compliance with local building codes.
 - An application or condition that exceeds product design standards and/or certified performance specifications (including without limitation any damage or defect resulting from localized application of heat)
 - Condensation: Unless due to moisture within the sealed glass units as a result of seal failure; the majority of condensation problems are related to excessive humidity levels in a structure. Condensation on exposed surfaces is not covered by this warranty.
 - Any building that has been moved (after completion of construction), put under excessive strain or subjected to settling.
 - Failure or absence of perimeter caulking used to seal frames or trim packages against water or air penetration (caulk is not part of the product and is a maintenance responsibility of the building owner).
 - Inadequate maintenance; use only mild soap or diluted detergent to restore vinyl color which can be affected by environmental conditions. Glass surface should be cleaned only with approved solutions. HR makes no claims or warranty relative to the percentage of fill of inert gases (Argon, Krypton etc.) in any insulated glass units, or the performance of any low emissivity coating over time.
- Special care should be used to remove a sash or glass from a window or door! Follow installation instructions closely!

Commercial (and all non-owner occupied and multifamily residences):

For commercial buildings, multi-family dwellings, apartments, and other types of buildings that share more than two common walls, the warranty applies to frame materials, mechanical parts and non-glass components and is effective for ten (10) years following the product purchase date. Insulated glass and other components are warranted for 10 years.

Important Legal Information

HomeRite WINDOWS AND DOORS, INC. ("HR") SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THE NATURE OF THE CLAIM OR WHETHER OR NOT OCCASIONED BY HR'S NEGLIGENCE. IN NO EVENT SHALL THE LIABILITY OF HR EXCEED THE PURCHASE PRICE OF THE AFFECTED PRODUCTS. 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. Some States do not allow limitations on how long an implied warranty lasts, so any limitation herein on the time period of an implied warranty 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.

This warranty shall not be extended, altered or varied except by a written instrument signed by HomeRite Windows and Doors, Inc. This warranty is effective for all HR branded replacement products manufactured on or after 1/1/07. This warranty, together with the HR product specification sheet and installation instructions for the specific product set out the entire liability of HR with regard to the product. The HR product specification sheet and installation instructions contain important information related to the HR products. If these materials have not been provided, they should be obtained from your distributor, by writing to the address above or by visiting www.homeritewd.com.