

## Single Custom Homes & Remodeling

At Ecotech Windows & Doors, we are proud of the quality and craftsmanship, of our windows and doors, and are pleased to offer you the following Full Lifetime Warranty on our products for materials and 2 year labor from the date of purchase at no additional cost to you.

Ecotech windows and doors, when installed in your new custom\* home or remodeling/replacement application, are warranted to be free of defects in materials that may unreasonably affect their performance in normal use. This warranty is to the original purchaser for as long as they own and occupy their single family home. In the event the original homeowner sells their home, Ecotech will offer this warranty to the new homeowner for up to ten (10) years from the original purchase date of the product; provided the subsequent purchaser continues to own and occupy the home.

\*NOTE: This warranty does not cover windows and doors that are sold for the following use: commercial buildings, multifamily housing or any type of new construction installation in tract housing. Product used in these types of installations will be warranted for ten (10) years from the original purchase date of the product.

## Exclusions

Every effort is made to ensure that your new Ecotech windows and doors remain trouble free year after year. Of course, some circumstances are beyond Ecotech's control and are not covered by this warranty. The following items are not covered by this warranty:

- Improper installation, use or maintenance
- Small scratches, marks, slight glass curvature or other minor imperfections in the glass or vinyl
- Failures due to product modifications or window shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated window coverings, etc.)
- Water infiltration other than as a result of a defect in manufacturing or materials
- Normal wear and tear (e.g., natural fading, etc.) This includes natural weathering of exterior color finishes
- Corrosion of hardware and painted surfaces in coastal areas
- Incidental and consequential damage
- Chemical burns/yellowing due to use of harsh cleaning products of other agents
- Damage caused by earthquakes, floods, wind or other "acts of God"
- Damage caused by misuse, house settling or vandalism
- Any costs associated with the use of scaffolding or lifts
- Any painted finish on vinyl installed in Desert Areas.

## Coverage

### Frame: Lifetime

Ecotech warrants that the vinyl sash and frame members will be free from defects such as cracking, peeling, flaking or blistering. NOTE: Any exterior painted finish on vinyl and the finish on aluminum is limited to ten (10) years only.

### Glass: Lifetime

Ecotech warrants that the insulated glass will not develop a build-up of moisture between the panes of glass. Ecotech, at its discretion, will supply either replacement glass or a full panel.

### Glass Breakage: Lifetime

Your GS Series Ecotech windows are warranted against accidental glass breakage. NOTE: Glass breakage does not cover tempered or specialty glass and does not cover Galaxy, Luxury and Imperial series.

### Screens: 1 year

Screens are warranted against defects in material for a period of one (1) year. Replacement screens will be delivered to the nearest Ecotech dealer/distributor.

### Installation: 2 years

Installation of your Ecotech window or door is warranted for a period of two (2) years from the date of the original installation, installation must of been performed by an Ecotech Pro installer. During this period should your Ecotech window or door fail to perform according to our specifications due to improper original installation, we will bring the workmanship up to our professional standards at no cost to you.

*Lifetime Warranty valid on Ecotech products purchased after January 1st, 2013*



Ecotech Windows & Doors  
2295 Main Street San Diego CA 92154  
[www.Ecotech.us](http://www.Ecotech.us)

## Repair/Replacement Procedure

This warranty is limited to Ecotech, at its option, repairing and/or replacing defective parts (color matching not guaranteed) in lieu of repair or replacement. Ecotech, in its sole discretion, reserves the right to refund the amount paid by the original single-family homeowner for the product (excluding installation cost).

## Product Changes

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

## Condensation, Mold and Mildew

Condensation on the glass is a natural result of excessive moisture in the house and does not indicate a defective product or faulty installation. Maintaining proper household humidity levels may prevent problems such as mold, mildew and related health risks. In no event shall Ecotech be liable for any damages, including special incidental or

IF YOU BECOME AWARE OF PERSISTENT CONDENSATION ON YOUR WINDOWS, YOU SHOULD TAKE IMMEDIATE REMEDIAL ACTION TO PREVENT WATER, MOLD AND/OR MILDEW DAMAGE TO YOUR PROPERTY AND POTENTIAL HEALTH RISKS.

## Limitation of Remedies

THIS EXPRESS WARRANTY IS IN LIEU OF ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ECOTECH EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OR REFUND OF ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages or implied warranties. This warranty is only applicable in the contiguous U.S.A. This warranty gives you specific legal rights, and you may also have other rights, which may vary, from state to state. This warranty may not be changed or modified by any representative of the manufacturer or its dealers.

### Caring For Your New Windows and Doors

Ecotech uses high quality materials, parts and workmanship, providing outstanding windows and patio doors. Proper usage, cleaning and maintenance will result in many years of "like new" performance.

- Keep the lower sill channel clean and free of dirt and debris
- Apply a small amount of spray lubricant to rollers on movable window/door panel(s), wiping off any excess
- Clean glass and frame members with a mild soapy solution and rinse with clean water (a mild glass cleaner may be used) DO NOT USE steel wool, abrasive cleaners, wire brushes, petroleum base solvents, corrosive materials, acetone or thinner
- Screens may be vacuumed to remove dust or may be washed with a soft brush and a mild soapy solution, then rinsed with clean water
- As with all painted finishes, natural weathering will occur over time. Use a soft wet brush or absorbent cloth to carefully remove debris from painted surfaces and periodically wash with mild soap solution and water
- Sliding door rollers may be adjusted for proper height clearances. These rollers can be adjusted with a screwdriver through access holes in either the end or side of the sliding panel bottom part
- Check sliding door lock strike placement after adjusting the door rollers. This adjustment can be made by loosening screw fasteners, moving strike plate and tightening. Re-check for proper lock operation.
- Make sure exterior weep holes are not obstructed by debris
- Use a small soft brush, like an old toothbrush, to clear weep hole openings as needed

#### CAUTION

- Use of any petroleum based or corrosive materials on insulated glass surfaces is not recommended. This includes oil based lubricants. These products may damage the insulating properties used in the window and may void all warranties.
- Tinting or placing foil on internal side of doors and windows can cause excessive heat gain and can result in damaging insulated glass and may void all warranties.

### How To Get Help

For further information or to make a claim, please contact the Ecotech dealer/distributor who supplied you with the Ecotech products. If unavailable or unknown to you, contact us:

Ecotech Windows & Doors  
2295 Main Street  
San Diego CA 92154  
Phone: 858.800.3800  
Email: info@ecotech.us

All claims must include the following information:

- Description of the product such as the exterior color, unit size or inside visible glass measurements
- Name and address of dealer/distributor
- Name and address of installer
- A detailed description and pictures of the suspected defect and where the product is installed
- Proof of purchase and date of purchase
- Your name, address and telephone number

### Warranty Request Required Information

Purchase Date: \_\_\_\_\_

Sales Order /Contract Number: \_\_\_\_\_

Dealer or Distributor Name: ☐ Ecotech Windows & Doors Main ☐ Other: \_\_\_\_\_

Installer: ☐ Ecotech Pro ☐ Unknown ☐ \_\_\_\_\_

Dealer/Distributor Phone number: \_\_\_\_\_

Homeowner Name: \_\_\_\_\_

Homeowner Address: \_\_\_\_\_

Homeowner Phone Number: \_\_\_\_\_

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Windows

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Doors

Issued By: \_\_\_\_\_