

**Suggested Cleaning of Gentek Vinyl Window System  
Sash Frames and Main Frame**

The exterior surface of the window sash frames and main frame of the Gentek Vinyl Window System will be exposed to airborne dirt depending on atmospheric conditions which may be prevalent in the area. Rainfall may be adequate to remove surface dirt. In areas not accessible to rain, the vinyl window sash frames and main frame can be washed periodically. If you desire to do a more thorough cleaning, or where dirt collection conditions occur, follow these simple instructions.

For hard-to-remove dirt such as soot and grime, wipe the vinyl window sash frames and main frame down with a solution consisting of the following ingredients:

- 1/3 cup powdered detergent (Tide, Fab or the equivalent)
- 2/3 cup household cleaner (Soilax, Spic & Span or the equivalent)
- 1 gallon water

**CAUTION: WHEN USING ANY OF THE ABOVE CHEMICAL CLEANING AGENTS, FOLLOW THE PRODUCT MANUFACTURER'S PRECAUTIONARY SAFETY RECOMMENDATIONS ON CONTAINER LABEL. PROTECT AGAINST CONTACT OF THE SOLUTION WITH EYES OR SKIN.**

**GREATER CONCENTRATIONS MAY CAUSE DAMAGE TO THE VINYL WINDOW SASH FRAMES AND MAIN FRAME. DO NOT USE CLEANSERS CONTAINING ABRASIVE PARTICLES, SOLVENT OR PAINT REMOVER FOR CLEANING THE VINYL.**

This cleaning information is suggested in an effort to be of assistance; however, the Manufacturer can assume no responsibility for results obtained which are dependent on the solution chemicals as prepared and method of application.

ISSUED TO

ORIGINAL PURCHASER—PRESENT PROPERTY OWNER

PROPERTY ADDRESS

CITY STATE ZIP

PHONE DATE OF WINDOW INSTALLATION

BUILDER/CONTRACTOR

NUMBER AND TYPE OF WINDOW(S) PURCHASED

# LIMITED WARRANTY ASSURANCE

GENTEK NEW CONSTRUCTION VINYL  
WINDOWS AND PATIO DOORS

Gentek Builder Series®



For more information, please visit  
[www.gentekinc.com](http://www.gentekinc.com) or  
call 1.800.489.1144.



# LIMITED WARRANTY ASSURANCE

## GENTEK BUILDER SERIES® NEW CONSTRUCTION VINYL WINDOWS AND PATIO DOORS

Gentek, the Manufacturer of Gentek Builder Series® Vinyl Windows and Patio Doors, makes available to the Original Purchaser this Limited Warranty, warranting the Gentek Builder Series Vinyl Windows/Patio Doors for as long as the Property Owner shall own the property at the stated property address, from date of window installation, under normal use and service, against specified defects in material and workmanship of the Gentek Builder Series Vinyl Windows/Patio Doors, occurring as a direct result of the manufacturing process, and subject to the terms and conditions of this Limited Warranty.

### **Vinyl Sash Frame and Vinyl Main Frame**

The rigidized vinyl in the window/patio door sash and main frame are warranted against blistering, corroding, flaking or peeling, for a period of Twenty (20) Years from the date of window installation under conditions of normal use and service.

### **Moving Parts of the Basic Window Unit**

The moving parts of the basic window/patio door unit, consisting of the balance to raise and lower the window sash, the brass wheels to slide the sash, and the locking mechanism to secure the window or patio door sash are warranted against manufacturing defects in material and workmanship for a period of Five (5) Years from the date of installation.

### **Fiberglass Screening and Screen Frame**

The fiberglass screening material used in the window/patio door screen and the material for manufacture of the screen frame are warranted against manufacturing defects resulting in rotting or rusting, for a period of Twenty (20) Years from the date of installation. Should such a manufacturing defect occur, the Manufacturer agrees to furnish new screen material and/or new screen frame material to the Property Owner, transportation charges payable by the Property Owner.

### **Insulated Glass Unit**

The hermetically sealed insulated glass unit of the Gentek Builder Series Vinyl Window/Patio Door System is warranted for a period of Twenty (20) Years from the date of window installation against development of material obstruction of vision occurring from manufacturing defects, resulting from film formation or dust collection between the interior glass surfaces, caused by failure of the hermetic seal, under conditions of normal use and service.

### **Property Owner Claim Procedure and Other Warranty Provisions**

Any claims for defects under this Limited Warranty should be made in writing to Gentek, P.O. Box 110, Akron, Ohio 44309, Attention: Window Warranty Services, promptly after discovery of the claimed defect, describing the defect claimed and referring to this Warranty and date of window installation, together with the name of contractor, proof of purchase and proof of property ownership as requested. Please allow a reasonable time for inspection purposes (if determined to be necessary).

If the windows or patio doors do not conform to this warranty and any such manufacturing defect occurs within the time period specified, according to the provisions of this warranty, then Gentek agrees, at its option, to repair or replace the defective part or component of the window or patio door. Upon prepayment of any applicable shipping charges then due from the Original Purchaser/Present Property Owner, Gentek will provide the necessary parts or components.

Replacement parts or components furnished by the Manufacturer under this Warranty will have the standard color available at that time. A color variance may occur between the new replacement part or component in comparison to the original window or patio door due to weathering exposure and would not be indicative of defects in the part or component.

Gentek reserves the right to discontinue or change any Gentek Vinyl Window or Patio Door System as manufactured. If the part or component of the window or patio door originally installed is not available and Gentek determines to make replacement, Gentek shall have the right to substitute a compatible part or component.

The Manufacturer does not warrant installation nor defects caused by the installation. This Warranty covers only the specific manufacturing defects as specified herein. This Warranty does not cover any other damages or material failure including, but not limited to, normal weathering of sash frames and main frame, and screen and screen frame, oxidation, accidents or intentional damage, or fire, flood, windblown objects, hail, lightning, earthquake or other Acts of God, chemical pollutants, mildew, negligent maintenance, fading, misuse or abuse, building settlement or structural defects, or if subjected to stresses resulting from localized heat sources which cause excessive temperature differentials over the glass surfaces or edges, or any other causes or occurrences beyond the Manufacturer's control. This Warranty does not apply if the windows/patio doors are painted, varnished or coated with any other substance.

Normal weathering may cause any surface to oxidize, chalk or accumulate surface dirt or stains due to varying exposures to sunlight, weather and atmospheric conditions. The geographic location, the quality of the atmosphere and other local factors in the area, over which the Manufacturer has no control, contribute to the severity of these conditions.

This Limited Warranty does not include labor costs and the Manufacturer will not be responsible for any costs incurred in the removal or replacement, installation or reinstallation of the window or of any part or component of the window/patio door, or of any repaired or replacement part or component furnished by the Manufacturer under this Warranty for the window/patio door. This Warranty does not cover breakage of glass or torn screening from any cause whatsoever.

Condensation on windows or patio doors may occur as the natural result of humidity within the house or building area and changes in interior/exterior temperatures, and does not indicate a defect in the window or patio door. This Warranty does not cover condensation nor frost or freezing from condensation on the windows and patio doors.

This Limited Warranty shall be for the benefit of the Original Purchaser/Property Owner only, shall not be transferable, and is limited to the Manufacturer's furnishing repaired or replacement parts or components of the window or patio door, free of charge, within the time period specified, or as applicable, upon payment in advance of any prorata amount then due from the Property Owner, according to the provisions of this Warranty, on the Manufacturer receiving from the Property Owner any such claimed defective parts or components of the window or patio door, and with return transportation charges for any repaired or replacement window or patio door part or component being at the Property Owner's responsibility, as provided in this Warranty.

THE WARRANTY STATEMENTS CONTAINED IN THIS LIMITED WARRANTY SET FORTH THE EXPRESS WARRANTIES EXTENDED BY GENTEK AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF GENTEK AND SHALL BE THE PROPERTY OWNER'S EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. GENTEK SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY.

Some states do not allow the exclusion or limitation of implied warranties and incidental or consequential damages so the above limitations 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.

Gentek Builder Series Vinyl Windows and Patio Doors are manufactured and warranted by Gentek Building Products, Inc., P.O. Box 110, Akron, Ohio 44309.

For warranty questions,  
please call 1.800.489.1144.