Your Warranty

Thank you for selecting Marvin products. Marvin follows a unique made-to-order manufacturing philosophy. Your windows and/or doors are built according to your specifications, with careful craftsmanship and attention to detail. We are committed to bringing you products of the highest quality and value. We are just as committed to standing behind our products, with quick responsive service and a comprehensive warranty. The terms and conditions of our warranty are set forth below

The Marvin Windows and Doors Ten-Year Limited Warranty.

YOUR WARRANTY.

This limited warranty is extended to all end users of Marvin Windows and Doors. Your Marvin product is warranted to be free from defects in manufacturing, materials and workmanship. If such a defect appears during the term of this warranty, Marvin will, at its option (1) repair the defective product, (2) replace the defective materials or (3) refund your purchase price. If replacement is elected, Marvin will not be responsible for installation or refinishing of replacement parts.

This limited warranty is valid for ten (10) years from the date your Marvin product was originally purchased and is subject to the further conditions and exclusions set forth below. The warranty of replacement products (including upgrades thereto) furnished pursuant to this warranty will be limited to the remainder of the warranty period of the original product.

Twenty (20) Year Insulating Glass Limited Warranty

The insulating glass in your Marvin products is warranted against visible obstruction thru the glass caused by a failure of the insulating glass air seal for a period of twenty (20) years from the date of original purchase. In the event visible obstruction occurs within the twenty (20) years, Marvin will, at its option, provide replacement insulating glass with or without associated sash. Marvin will not be responsible for installation or refinishing of these replacement parts.*

*Stress cracks are warranted against manufacturing defects for 10 years from original purchase date.
CLAIMS UNDER THESE WARRANTIES MUST BE MADE WITHIN 60 DAYS OF THE APPEARANCE OF A DEFECT.

CONDITIONS AND EXCLUSIONS.

Marvin builds its windows and doors to be durable and long lasting. There are certain conditions or applications, however, over which Marvin has no control. Defects or problems as a result of such conditions or applications are not the responsibility of Marvin. They include:

- **THIS LIMITED WARRANTY DOES NOT APPLY TO MARVIN WINDOWS & DOORS INSTALLED IN STRUCTURES *THAT DO NOT ALLOW FOR PROPER MANAGEMENT/DRAINAGE OF MOISTURE*. FOR EXAMPLE, EXTERIOR INSULATION AND FINISH SYSTEMS ("EIFS"), ALSO KNOWN AS "SYNTHETIC STUCCO", WITHOUT AN ENGINEERED DRAINAGE SYSTEM.**
- Improper installation, field finishing or maintenance.
- Finish failures or corrosion of aluminum cladding or other components due to environmental conditions such as air pollutants, acid rain or other corrosive substances, except as specified in the "Marvin Windows and Doors Special Limited Warranty for Marvin Clad Products in Coastal Salt Water Environments."
- Corrosion, wear, or failure of standard hardware in seacoast applications. (See your local Marvin dealer for corrosion resistant hardware options.)
- Normal wear or discoloration of finishes, including the tarnishing of brass.
- Any misuse, modification or alteration.
- Variations in the color and grain of natural wood parts.
- Environmental conditions or use exceeding design standards.
- Special glass or glazings.
- Electric operators. (Please see separate warranty for electric operators.)
- Warpage of 1/4" or less of door stiles and rails.
- Minor glass imperfections that do not affect normal vision or product performance, including curvature of glass due to atmospheric conditions.
- Condensation or frost on exposed surfaces of your Marvin windows or doors. Condensation or frost is not a defect in the product, but a result of excessive humidity. For more information about condensation and what you can do to keep it to a minimum, write to Marvin Windows and Doors, P.O. Box 100, Warroad, Minnesota 56763.
- Commercial Door. (Please see separate warranty for commercial door hardware components, sills, and steel frames.)

YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. WE SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND NO PERSON (INCLUDING ANY EMPLOYEE, AGENT, DEALER OR REPRESENTATIVE) IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY CONCERNING THIS PRODUCT, EXCEPT TO REFER PURCHASERS TO THIS WARRANTY. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE BUT ONLY A WARRANTY TO REPAIR/REPLACE OR REFUND.

IF YOU HAVE A WARRANTY CLAIM.

Your local Marvin distributors and dealers are equipped to handle your warranty claim quickly and efficiently. Because they are located near you, and are familiar with your purchase and/or project, your local Marvin dealer or distributor can best expedite the solution to your claim.

If you have a warranty claim with your Marvin window or door, call the dealer or distributor from whom the products were purchased. If you don't know the name of the dealer or distributor, call 1-800-346-5128 to locate the one nearest you.

If, after 5 days, your local Marvin dealer or distributor has not responded to your complaint, send a written complaint to Marvin Windows and Doors, P.O. Box 100, Warroad, Minnesota 56763, Attn: Warranty Department. Include the following information in your letter: date you purchased your product; the dealer or distributor from whom your product was purchased, description of product, specific definition of problem or defect; action that you've taken or contact you've made with your local dealer or distributor; and your name, address and phone number. Once we've received your letter, we'll respond to your claim within 2 working days.

EFFECTIVE April 1, 2005
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GENERAL PAINTING / STAINING and CARE INSTRUCTIONS

ATTENTION: Immediately following installation, all bare wood windows must have a top quality finish applied to exterior and interior surfaces. Periodically repaint the exterior or refinish the interior as needed to avoid damage to the wood parts.

CAUTION: When applying a finish, it is imperative that you do not come in contact with weatherstrip, vinyl, plastic, metal or any other non-wood parts. Do not apply a finish to any surface which has an abrasive or sliding contact with another surface. Solvents in paints, stains and varnishes will cause plastic or vinyl parts, in particular, to become brittle and require replacement.

Do not use cleaners containing abrasives or solvents on Marvin products. Clean with mild detergent and warm water.

IMPORTANT: Clean and dry bare wood surfaces before applying your choice of finish. Remove handling marks, debris, or effects of exposure to moisture by sanding lightly with 220 or 320 grit sandpaper.

Do not paint over aluminum cladding.

Stain or clear coat finishes are not recommended for exterior wood window and door surfaces. Do not apply lacquer or varnishes over primed parts.

Marvin treats exposed millwork on windows and doors with a water repellant wood preservative. If any portion of the millwork is cut off or otherwise disturbed, untreated wood will be exposed to the elements and may deteriorate. **Untreated wood must be protected** by a water repellant wood preservative which contains at least 0.5% IPBC. Apply as recommended by the treatment manufacturer. Failure to retreat properly or adequately voids warranty.

EXTERIOR

PAINTING: Apply one coat of primer (if not factory primed) and two coats of top quality exterior paint according to the paint manufacturer's instructions. Paint with sash or panels open (or removed) and do not close until thoroughly dry. Lap the finish coat 1/16 "onto the glass for a proper moisture seal. This does not apply to SDL (simulated divided lite) or ADL (authentic divided lite).

INTERIOR

Paint with sash or panels open (or removed) and do not close until thoroughly dry.

PAINTING: Apply one coat of primer (if not factory primed) and two coats of top quality paint according to the paint manufacturer's instructions.

STAINING: Apply stain according to the manufacturer's instructions with additional coats of stain applied until the desired color is achieved. Care should be taken to keep the stain from wicking behind the muntin bar or into the glass rabbet. After the stain is thoroughly dry apply at least two coats of sealer.

REMOVING LABELS FROM GLASS

CAUTION: Do not remove labels when exposed to direct sunlight. Cleaning agents are not to come in contact with weatherstrip or finishes.

For best results, labels and adhesive residue should be removed from glass as soon as possible after installation. The following information may help in removing labels:

1. Soak the label thoroughly with isopropyl alcohol (rubbing alcohol). Rub the alcohol into the label with a gentle motion until the adhesive and label are removed.
2. Soak the label thoroughly with acetone (nail polish remover) and peel the label off after a few minutes.
3. After removing labels and residue, apply a mild soap or detergent to the entire glass surface by either spraying or using a clean, grit-free cloth or sponge. Clean the glass in a circular motion, applying light to moderate pressure.
4. Rinse the glass surface immediately with generous amounts of clean water to remove cleaning solution from the glass surface. Using a squeegee or clean lint-free cloth, remove water from the glass surface.

GLASS CLEANING INSTRUCTIONS

WARNING: DO NOT USE SCRAPERS FOR CLEANING GLASS. GLASS SCRATCHED BY A SCRAPER IS NOT COVERED UNDER THE MARVIN WINDOW AND DOOR WARRANTY.

CAUTION: Do not clean glass when it is exposed to direct sunlight.

Start cleaning glass at the top of the building and continue to lower levels. Soak the glass surface with a clean water and soap solution to loosen dirt and debris. Then use a mild, non abrasive commercial window cleaning solution. Dry all cleaning solution from window gaskets, sealants and frames.

CONDENSATION

Warm air carries larger amounts of water than cold air. When warm moisture laden air contacts a cool surface the moisture in the air will form on that cooler surface.

WHAT SHOULD I DO? Determine how much moisture is in your home with an inexpensive Hygrometer from your local hardware store. Place the Hygrometer in your home for a few days and record the readings each day. Then compare this data to the following chart:

As outside temperatures drop, the indoor relative humidity level of your home should be decreased. For homes equipped with at least insulating glass in their windows, the University of Minnesota Agriculture Extension Service gives the following levels that can be maintained without causing window condensation.

Outside Air Temperature		Inside relative humidity for 70° F (21° C) indoor air temperature
-20 degrees F	-29 degrees C	15 to 20 percent humidity
-10 degrees F	-23 degrees C	20 to 25 percent humidity
0 degrees F	-18 degrees C	25 to 30 percent humidity
+10 degrees F	-12 degrees C	30 to 35 percent humidity
+20 degrees F	-7 degrees C	35 to 40 percent humidity

If your relative humidity is higher than this chart, write to Marvin Windows and Doors for our free "Home Moisture and Condensation" brochures. If your relative humidity is within the range of the table, contact the closest Marvin window and door dealer, set up an appointment for us to visit your home. Please keep your recorded humidity data handy as this is important information needed by our customer service representative.

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MARVIN WINDOWS AND DOORS / WARROAD, MINNESOTA 56763 / 218-386-1430