



# Lifetime Limited Warranty

Windows  
& Doors



**B.F. Rich** warrants all vinyl new construction and replacement residential windows and patio doors against manufacturer's defects in material or workmanship under normal use and service under the terms and conditions described below, after installation, for as long as the original purchaser (the "Customer") owns and resides in the home in which the products were installed (the "Residence"), subject to transfer as set forth below. If B.F. Rich products are installed in multi-family, commercial or rental properties, refer to the "**Commercial Applications**" section of this Warranty.

**Finish:** B.F. Rich warrants factory-applied finishes against flaking, cracking, or blistering and warrants that vinyl products will not pit, corrode, or crack under normal use and service for so long as the Customer owns and resides in the Residence, except as limited herein. **Ten Year Warranty:** Colors of painted exterior windows and patio door finishes are warranted for ten (10) years from the date of purchase. **Five Year Warranty:** Colors of cap-stock exterior window and finishes are warranted for five (5) years from the date of purchase. This warranty excludes damage related to harsh or corrosive cleaning products, the application of aftermarket paints, improper installation and uniform fading or color change due to weathering.

**Glass:** B.F. Rich warrants that insulated glass, including internal grids, will be free from obstruction between the glass, including film formation, including moisture, on the internal glass surfaces caused by failure of the hermetic seal and including small spots, marks, dust and scratches which exceed the federal specifications ASTM C1036-06 for so long as the Customer owns and resides in the Residence. This warranty excludes seal failure due to broken glass (unless covered under "Glass Breakage" warranty described below). Condensation on the glass is not a defect and is not covered under this warranty. Condensation is a natural result of humidity within the house or building area and interior/exterior temperature differential. **Glass Breakage:** B.F. Rich warrants insulated glass against breakage under normal use and service for Lifetime excluding breakage due to causes specified below under "Exclusions and Limitations" and further provided that B.F. Rich is not obligated to replace the glass more than twice in the same window or door during the term. **Five Year Warranty:** Glass with internal blinds are warranted against seal failure for five (5) years from date of purchase and are excluded from the "Glass Breakage" warranty set forth above. **One Year Warranty:** Coming glass and wire glass are warranted against seal failure for one (1) year from date of purchase and are excluded from the "Glass Breakage" warranty set forth above.

**Parts:** B.F. Rich warrants that vinyl window parts will be free from manufacturer's defects in material and workmanship for so long as the Customer owns and resides in the Residence and complies with Window and Door Care schedule, except as follows: **Five Year Warranty:** Blinds between the glass are warranted to be free from manufacturer's defects in material and workmanship for five (5) years from the date of purchase. **One-Year Warranty:** Hardware with brass finishes, patio door lock sets and screens are warranted to be free from manufacturer's defects in material and workmanship for one (1) year from the date of purchase.

**Transferability:** This warranty is transferable ONE TIME ONLY during the period that is ten (10) years from the date of purchase if the Residence is sold, under the following terms: 1. Only the original Customer may transfer this warranty. 2. The new homeowner's warranty term will be limited to the shorter of (a) the remainder of the applicable warranty term, or (b) five (5) years from the closing date of the sale of the Residence, for items subject to a lifetime warranty. 3. To transfer, the Customer or the new homeowner must send written notice to B.F. Rich within thirty days of the closing, stating (i) names of the Customer and the new homeowner, (ii) closing date, (iii) job number (from this certificate), and (iv) name of B.F. Rich dealer from whom the product was purchased. The transfer will not extend the warranty period.

**Exclusions and Limitations:** This warranty excludes products exceeding B.F. Rich's maximum size specifications. This warranty excludes: installation-related defects, structural failure of walls or foundations, damage occurring in a construction area or caused by acts of God, severe weather, vandalism, terrorism, war, riot or civil disorder, fire, airborne pollutants, vapors, salt or acid rain, negligence or misuse and failure to provide reasonable and necessary maintenance. Metal hardware in seacoast areas is limited to a (10) ten year serviceability warranty and must be maintained according to our recommendations on reverse side of warranty. Glass or hardware not manufactured or supplied by B.F. Rich is excluded. Self-cleaning or low maintenance glass coatings are limited to a (10) ten year warranty. Eye-Watch™ products and windows or doors in commercial applications are not eligible for the glass breakage warranty. B.F. RICH MAKES NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, REGARDING ITS PRODUCTS, INCLUDING WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. This warranty EXCLUDES INCIDENTAL OR CONSEQUENTIAL DAMAGES resulting from any defect. Some states do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages. If implied warranties may not be disclaimed in your state, the length of any implied warranty term shall not exceed the minimum term required by law or, if no minimum term is required, shall not

exceed one (1) year from the date of purchase. This warranty gives you specific legal rights; you may have other rights, which vary from state to state.

**General Terms:** Dealers are not authorized to modify or expand this warranty. B.F. Rich's sole liability under this warranty is, at its option, either to repair defective parts or products or to supply replacements for installation by an authorized dealer. B.F. Rich reserves the right to change its product line and to substitute the nearest equivalent product for discontinued items. B.F. Rich shall have no responsibility or liability for installation or associated labor costs, or for shipping or freight charges. If B.F. Rich supplies labor and/or installation services, B.F. Rich may charge a fee commensurate with fees charged by its authorized dealers in comparable markets.

**Commercial Applications:** If B.F. Rich products are installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, churches, apartment complexes, government owned structures, office buildings, etc., then this Warranty will be limited to ten (10) years on all materials, except those specifically outlined in "**Exclusions and Limitations**" and will not be transferable.

**Claim Procedure:** To initiate a warranty claim, contact an authorized B.F. Rich dealer within the applicable warranty term. If the dealer does not respond after ten (10) days, write to B.F. Rich at PO Box 6031, Newark, DE 19714-6031, ATTN: Service Dept. Include a description of the product and the alleged defect; your name and address; the date you purchased the product; the dealer name and date(s) of contact; and a copy of this certificate. The dealer or B.F. Rich will inspect the reported defect to determine whether your claim is valid under this warranty. If your claim is not covered under this warranty, B.F. Rich may charge an inspection fee or service charge for its on-site inspection. Warranty Claims may also be submitted at the B.F. Rich Corporate web site, [www.bfrich.com/warranty\\_claim\\_form.html](http://www.bfrich.com/warranty_claim_form.html).

Dealer: \_\_\_\_\_

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

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

Date of Installation: \_\_\_\_\_

BFRich Job#: \_\_\_\_\_

No. of Windows: \_\_\_\_\_

No. of Doors: \_\_\_\_\_

## HOMEOWNER INFORMATION

Congratulations on choosing B.F. Rich Windows and Doors for your home. B.F. Rich Windows and Doors are energy efficient, easy to use and are low maintenance.

**GLASS SURFACES** can be cleaned with ordinary household glass cleaners. Initial cleaning may require the use of a non-abrasive cleaner or an alcohol based product to remove residue or glue.

**VINYL (PVC) PRODUCTS** can be cleaned with a solution of mild soap and water. Use a non-abrasive cleaner such as Soft Scrub® for tough jobs. DO NOT use solvents, abrasive particles, paint removers or sharp objects to clean your windows. DO NOT paint vinyl with after-market paints.

## WINDOW & DOOR CARE

To provide the optimum service life, it is required that the operating hardware be cleaned and re-lubricated semi-annually. Operating hardware should be cleaned with a mild detergent and water mixture to loosen stubborn dirt and remove excess salt deposits. Always rinse the hardware with clean water. Allow the hardware to dry completely before lubricating. Windows with sub-sills, which may include double-hung, sliders and stationary, must have open weep holes to provide drainage. It is the homeowner's responsibility to periodically check these weep holes for obstructions and clean as necessary. Failure to do so may result in water overflowing the window track to the inside of the house.

**Cleaners to avoid:** Citrus based cleaners and industrial strength and/or abrasive cleaners. Glass cleaners and brick/siding washes, with these ingredients must not come in contact with the hardware. These types of cleaners will not only remove the lubricants from the hardware, they can also remove the corrosion resistant coatings.

**Lubrication:** After the hardware is clean and dried it must be lubricated to restore smooth operation, and in some cases corrosion resistance. There are a number of commercially available products which can be used. It is recommended that the replacement lubricant be similar to what was removed. Because of its waterproofness properties, lithium grease is recommended for all gear drives such as operators and locks. Commercially available food grade spray lubricants can be used on all sliding or rotating joints such as hinges & rollers. Do not wash windows or doors with a high pressure spray.

## WINDOW OPERATION

### Tilt and clean Double Hung windows:

- Unlock and raise the bottom sash approximately 3".
- Slide the tilt latches toward the center of the window and gently tilt the sash in. Repeat for top sash. *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.

### Remove the sash to clean Slider windows:

- Slide the sash to the middle of the frame. Lift the sash up into the head and pull the bottom of the sash towards you. Repeat for outer sash. When finished cleaning, install removed sash in reverse.

### Tilt the sash to clean Tilt N' Slide windows:

- Unlock the sash and open it approximately 3".
- Activate the tilt locks levers toward the track and swing the sash in. Repeat for outer sash.
- When finished cleaning, swing the sash in and snap the latches into place. Make sure the tilt locks levers are securely engaged.

**INTERIOR CONDENSATION** on windows is caused by excess interior humidity in your home. It is your responsibility to control your home's relative humidity.

**EXTERIOR CONDENSATION** on the exterior glass surface can result from the right set of atmospheric conditions. For more information on the causes and cures of condensation visit [www.BFRich.com](http://www.BFRich.com) / FAQ's-Glossary.

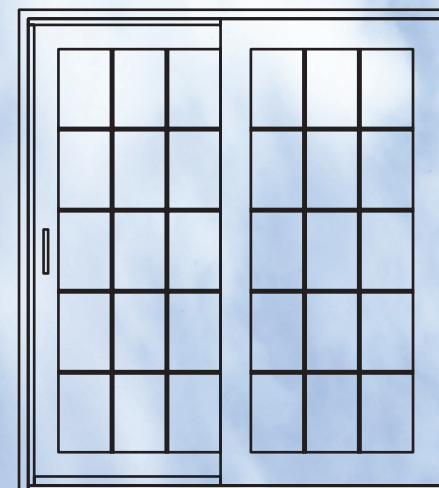
To learn more about your B.F. Rich Windows or Doors visit our web site at [www.BFRich.com](http://www.BFRich.com)



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*Quality First...*

*Service second to none!*



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