

MAINTENANCE & CARE FOR YOUR AERIS WINDOW OR PATIO DOOR

Painted or Stained Finishes:

1. To clean, wash with mild soap and water, rinse with clear water and wipe dry.
2. Keep weatherstrip clean of dirt and grit for proper seal. Wash with mild soap and water, rinse with clear water and wipe dry. Apply a light coat of wax (Lemon Pledge®) and wipe off excess.
3. For scuff marks on painted finishes, use mild liquid cleanser (such as Soft Scrub® by Clorox), rinse with clear water and wipe dry.
4. If finish is accidentally scratched or chipped, clean as recommended above and use touch-up paint supplied or standard wood finish repair crayon.
5. To protect finish, spray and wipe with protectant (such as Armor All®).

Vinyl Finish:

1. To clean, wash with mild soap, such as Fantastic® and water. Heavy dirt and stains require stronger cleaning compounds such as vinyl siding cleaner. The surface can be wiped down with solvents such as turpentine, naphtha, nail polish remover (acetone), and alcohol. Take care as some cleaners may mar or scratch vinyl.
2. Abrasive cleaners will scratch the surface and are not recommended.
3. To protect finish, spray with vinyl protector such as Armor-All®.

Hardware:

1. Much like sterling silver even the finest brass will react naturally to the elements surrounding it. To maintain, polish with a nonabrasive automotive or furniture wax. By keeping your hardware cleaned and maintained you will be rewarded with a long-lasting finish.
2. Tighten screws when necessary.
3. Lightly oil as needed. Wipe off excess.

Caution:

DO NOT USE paint thinners, lacquer thinner, gasoline, kerosene or any other harsh chemical to clean surfaces or hardware.

AERIS
COLLECTION

WARRANTY



Place
Stamp
Here

ProVia
2150 State Route 39
Sugarcreek, OH 44681

Warranty Transfer Instructions:

- 1 - Fill out the reverse side of this card.
- 2 - Include a check or money order for \$50.00 made out to ProVia.
- 3 - Enclose this Warranty Transfer Certificate and the check or money order in an envelope and mail to:

ProVia
2150 State Route 39
Sugarcreek, OH 44681

AERIS™, 900 SERIES WINDOWS, 800 SERIES WINDOWS, & 700 SERIES WINDOWS, 9500 SERIES PATIO DOORS &500 SERIES PATIO DOORS

ProVia Door, Inc., hereinafter "ProVia", warrants to the original consumer purchaser, that under normal use this product will be free from defects in material and workmanship for as long as the purchaser owns and lives in the single family residence, hereinafter "Home", in which the product was installed. The details of the warranty are as follows:

BASIC WINDOW OR PATIO DOOR UNIT - LIFETIME TRANSFERABLE

The resin composite or rigid vinyl in the window or patio door is warranted against chipping, cracking, peeling, pitting, or blistering, for as long as you own and live in the Home in which the product was originally installed. This warranty is transferable to one subsequent purchaser.

PONDEROSA PINE PAINT/STAIN FINISH - 10 YEAR

ProVia further warrants the factory-applied paint or stain finish on the Ponderosa Pine interior against flaking, checking, blistering or peeling and defects in material and workmanship for a period of ten (10) years from date of installation. Damage to the paint or stain finish caused by condensation and normal wear are not covered.

HARDWARE - LIFETIME

ProVia further warrants the moving parts, such as balances on double-hung windows and locking mechanisms in all units, for as long as the original purchaser owns and lives in the Home in which the product was originally installed, if those parts are not free from defects in material and workmanship under conditions of normal use and wear.

INSULATED GLASS - LIFETIME

ProVia further warrants the insulated glass unit of its resin composite or vinyl windows or patio doors against defects resulting in material obstruction of vision as the result of film formation between the interior glass surfaces caused by failure of the air-tight seal, for as long as the original purchaser owns and lives in the Home in which the product was originally installed. Small spots, marks, lint, and scratches not exceeding applicable glass manufacturing specifications imposed by Federal Specification 1036-90 will not constitute defects under this warranty.

GLASS BREAKAGE - LIFETIME

ProVia further warrants the glass in its resin composite or vinyl windows or patio doors against breakage as follows: (1) If the glass in a properly registered and warranty covered unit breaks as the result of a manufacturing defect; (2) In the event of an accident in the Home that is not covered by insurance or is of an amount that is within the insurance policy deductible, ProVia will replace the glass free of charge, for as long as the original purchaser owns and lives in the Home in which it was originally installed.

INTERNAL BLINDS - 10 YEAR

Internal blind units are warranted against seal failure and defects in material and workmanship for a period of ten (10) years from date of installation.

SCREENS - LIFETIME

Further, ProVia will replace under conditions of normal use, for as long as the original purchaser owns and lives in the Home in which the product was originally installed, the fiberglass screening if it is not free from rotting, staining, or rusting.

TRANSFERABLE WARRANTY

The Warranty on the basic window or patio door unit is transferable by the original purchaser to one subsequent purchaser for purchaser's personal residence provided ProVia receives the Warranty Transfer Certificate within thirty (30) days after the date of transfer of ownership, and provided such notice is accompanied by a check or money order in the amount of \$50.00 per home.

NON-RESIDENTIAL

Where the structure in which the product is installed is not a single family residence occupied by the purchaser, or is owned by a public or private corporation for profit or non-profit, an unincorporated association or other business entity of any type recognized by law, a church, a school, a governmental or public authority, the time periods stated in this warranty shall be limited as follows: Basic Window or Patio Door Unit – 5 Year (non-transferable); Hardware - 1 Year; Insulated Glass – 10 Year (glass breakage not included); Internal Blinds – 5 Year; Screens – 5 Year; and Finishes – 1 Year.

WARRANTY CONDITIONS

No warranty herein covers natural weathering or fading of surfaces, torn screening, damages resulting from improper installation, abuse, negligence, abnormal or unreasonable use (including failure to provide reasonable and necessary maintenance), damage resulting from fire or lightning, windstorms, earthquakes, wind-borne objects, strain applied to the unit by movement of the building, inadequate provision for expansion or contraction of framing members, installation in ships or vehicles, installation outside the Continental United States, seal failure, if the seal has been subject to immersion in water, acts of God, or other causes beyond the control of ProVia except as expressly warranted, whether similar or dissimilar to the foregoing.

Condensation on units may occur as the natural result of humidity within the house or building area. This natural result may come from changes in interior or exterior temperatures and does not indicate a defect in the unit. This warranty does not cover condensation, nor frost or freezing from condensation on the unit.

On some installations, caulking is used to seal the frames or trim packages against water or air penetration. Caulking is not considered a part of the window or door, and therefore, is not covered under this Warranty. Caulking is normally considered a maintenance responsibility of the purchaser.

The procedure for obtaining performance of the obligations of this warranty is as follows: if you believe your unit to be defective, contact the contractor for inspection. If the contractor determines the unit or parts thereof to be defective, the manufacturer at its exclusive option will repair, provide a new product or part of a product after having determined that it does not conform to the limited warranties contained herein. The manufacturer reserves the right to discontinue or make changes in any of its products. If the products covered by this warranty are not available, the manufacturer shall have the right to substitute a product that is of equal quality or value. The manufacturer will ship the replacement product or part to the nearest authorized dealer and the purchaser must pay for any and all labor necessary to install such product or part and for the transportation from the nearest authorized dealer to his/her residence.

Any claim must be accompanied by a copy of the Warranty certificate and a copy of the contract evidencing purchase of the ProVia products.

PROVIA SHALL NOT BE LIABLE TO PURCHASER FOR CONSEQUENTIAL DAMAGES, SUCH AS, BUT NOT LIMITED TO, DAMAGES OR LOSS TO OTHER PROPERTY OR EQUIPMENT, LOSS OF USE, OR CLAIMS OF SERVICE INTERRUPTION, FOR BREACH OF ANY WRITTEN OR IMPLIED WARRANTIES ON ITS PRODUCT.

PURCHASER'S EXCLUSIVE REMEDY SHALL BE THE REPLACEMENT OF DEFECTIVE FINISH, COMPONENTS, OR PARTS, ALL AS PROVIDED HEREIN. IN ANY EVENT, THE LIABILITY OF PROVIA WITH RESPECT TO ANY CONTRACT, OR ANYTHING DONE IN CONNECTION THEREWITH SUCH AS THE PERFORMANCE OR BREACH THEREOF OR FROM THE MANUFACTURE, SALE, DELIVERY, RESALE, INSTALLATION OR TECHNICAL DIRECTION OF INSTALLATION, REPAIR OR USE OF ANY WINDOW, PATIO DOOR, COMPONENT OR PART COVERED BY OR FURNISHED UNDER THIS CONTRACT WHETHER IN CONTRACT, IN TORT, UNDER ANY WARRANTY, OR OTHERWISE, SHALL NOT, EXCEPT AS EXPRESSLY PROVIDED HEREIN, EXCEED THE PRICE OF THE WINDOW, PATIO DOOR, PART OR COMPONENT ON WHICH SUCH LIABILITY IS BASED.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to purchaser.

THIS WRITING CONTAINS THE ENTIRE AGREEMENT BETWEEN PROVIA AND PURCHASER, DEALERS, CONTRACTORS, APPLICATORS, OR DISTRIBUTORS OF PROVIA PRODUCTS HAVE NO AUTHORITY TO GIVE WARRANTIES ON PROVIA'S BEHALF, THAT ARE DIFFERENT FROM OR EXCEED THOSE LISTED HEREIN. PURCHASER SHOULD THEREFORE EXAMINE THIS LIMITED WARRANTY CAREFULLY.

ALL WARRANTIES, WHETHER EXPRESSED OR IMPLIED, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE TERMS HEREOF.

Some states do not allow limitations on how long an implied warranty lasts; so the above limitations may not apply to purchaser.

This Lifetime Limited Warranty extends only to the windows and/or patio doors which were originally installed in your Home or other structure as recorded on the warranty certificate and shall not be valid or enforceable if you cannot prove that the windows and/or patio doors were so installed. It will help us if you will fill out the Certificate of Registration setting out the date and address of the Home or structure which you had the windows and/or patio doors installed if you experience any warranty problems.

Important Note: Failure to return the Certificate of Registration will not affect your rights under the warranty if you can show the date of purchase and the location the windows and/or patio doors were installed in a reasonable way. (Your receipt of purchase and the receipt from the contractor who made the installation in your Home showing the address is one such way. Please keep them in a safe place.)

This warranty gives purchaser specific legal rights and he or she may also have other rights which vary from state to state.

08/01/2010 - 1.0

Warranty Transfer Certificate

Aeris Windows & Patio Doors

Property Transferred From:

Name	Transfer Date	
Street Address		
City	State	Zip Code
Signature	Date	
Property Transferred To:		
Name		
Street Address		
City	State	Zip Code
Signature	Date	

In order to transfer warranty to second homeowner under terms of limited warranty, this form must be completed and signed by both the original owner and the new owner and be accompanied by a check or money order in the amount of \$50.00 per home.

1/09

(Mail within 30 days of Installation)

Aeris Product Certificate of Registration

Name	Street Address	City	State	Zip Code
Age of Homeowner: <input type="checkbox"/> 20-30 <input type="checkbox"/> 41-50	<input type="checkbox"/> 31-40 <input type="checkbox"/> 51+Plus	Age of Home _____	Years _____	
What was/were the major factor(s) that made you decide on this Aeris product?	<input type="checkbox"/> Quality <input type="checkbox"/> Color Selection <input type="checkbox"/> Dealer Recommended <input type="checkbox"/> Energy Efficiency <input type="checkbox"/> Security <input type="checkbox"/> Other _____	<input type="checkbox"/> Price <input type="checkbox"/> Style Selection <input type="checkbox"/> Value <input type="checkbox"/> Size Selection <input type="checkbox"/> Warranty	Dealer: _____	Comments: _____
Signature of Homeowner				Date

I have read the Lifetime Limited Transferable Warranty and conditions set forth on the attached page and agree with the terms.