

ALCON WINDOWS LIMITED WARRANTY



Alcon Windows and Doors warrants to the original owner, that any window **MANUFACTURED** by Alcon shall be free of defects in material and/or workmanship, for the period specified below. This warranty is limited to products, which receive normal use and service and are subject to the conditions and limitations. Original owner must have on hand invoice or invoice number to serve as verification of purchase, if not warranty will be void until owner can provide proof of purchase. Alcon's LIABILITY UNDER THIS WARRANTY, SHALL BE LIMITED TO THE REPLACEMENT OR REPAIR, AT ITS DISCRETION, OF A PRODUCT OR PART(S), WHICH ARE DEEMED NONCONFORMING. Alcon SHALL NOT BE LIABLE, FOR ANY LOSS OF, OR DAMAGE TO, PROPERTY OCCASIONED BY THE MALFUNCTION OF, OR DEFECT IN, THE PRODUCT. ANY REPAIR DONE UNDER THE WARRANTY PERIOD WILL NOT EXTEND THE ORIGINAL WARRANTY PERIOD. Alcon is not liable:

- Damage due to improper installation or modification causing product failure, installed by a third party.
- Failures due to modifications to the glass (e.g., glass tinting, security systems, improper painting or staining, insulated coverings, etching, etc.)
- Normal wear and Tear
- Condensation is not a product defect, but the result of excess humidity. Condensation, frost, mold, mildew, or fungus on product surfaces is not covered by the Limited Warranty.
- Installation that is not in conformance with Alcon's installation instruction and applicable building codes.
- Installation or use in applications exceeding design standards. Structural settlements, movement, vibration or design pressures.
- Minor imperfections in glass, aluminum, and components that do not affect the product's structural integrity or significantly obscure vision. All minor imperfections need to meet ASTM standards in order to be acceptable.
- Any product not manufactured by Alcon Windows and Doors.

Covered under this Warranty:

GLASS:

- Alcon warrants against stress cracks in glass panels, for a period of two (2) year's from the date of purchase. This spontaneous glass breakage is when the glass develops a crack without sign of impact or added stress to glass. In cases of bona fide stress cracks, Alcon will replace the glass at no charge, Alcon reserves the right to determine the authenticity of the claim for stress cracked glass.
- Laminated glass is warranted to be free of defects resulting in visual obstruction or delamination for a period of five (5) years from the date of purchase.
- Alcon extends a limited warranty for a period of ten (10) years from the date of purchase for seal failure causing impaired vision due to moisture, film or particles between the glass.

Non-Glass Modules:

- The aluminum frame and sash members are warranted to be free of defects in materials and workmanship, for a period of three (3) years from the date of purchase. Products are warranted against peeling, flaking, chipping, blistering and corrosion. All material will meet ASTM 2603.
- Hardware is warranted to be free of defects in materials and workmanship, for a period of three (3) years from the date of purchase. In corrosive environments such as product being used within one (1) mile from the coast stainless steel hardware is required for warranty.
- Screens shall be warranted for a period of three (3) years, against defects in material and/or workmanship, from the date of purchase by Alcon. Screens are not designed to, and will not prevent falls.

How to make a claim:

To start a claim contact us via phone 305-553-0229 or visit our office at 7240 Nw 46th st Miami, FL 33166, we will need an invoice number or some type of proof of purchase to verify the date of purchase and window details. If purchased through a dealer or contractor please contact them for order details, without proof of purchase this warranty will be void.