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Warranty Information

Lifetime Limited Warranty

Heartland Windows warrants you, the original purchaser of the vinyl replacement window, that our windows will be free from defects in material and workmanship for as long as you **own and reside in the home** in which the windows were installed. This limited warranty does NOT apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, vandalism, or other external forces. The following items are covered under our Lifetime Limited Warranty:

Basic Window Unit

Our rigid vinyl in the window is warranted against chipping, cracking, peeling, pitting, or blistering.

Moving Parts

We warrant all moving parts, such as balances that are used on double hung windows and locking mechanisms.

Aluminum Screens

We warrant the materials used in manufacturing screens but shall be limited to providing you with new screen material and/or frames or spline for any manufacturing defect in the screen.

30 Year Warranty

Insulated Glass Unit

The sealed, insulated glass unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the dead air space of the sealed unit, for a period of 30 years from date of installation. Should the glass fail prior to year 10, then we will provide you with a replacement sealed glass unit at no charge. Should the glass fail after year 10, as a result of defects described above, then we will charge you a fixed percentage of the company's selling price for insulated glass at that time, according to the following formula:

Years 10 through 15	60%
Years 15 through 20	70%
Years 20 through 25	80%
Years 25 through 30	90%

Other Information

Condensation

Condensation on any window is the natural result of excessive moisture in the house, and does not indicate a defective or faulty installation. Additional information concerning condensation is available upon request.

Color

The vinyl will maintain its manufactured color as it ages; however, atmospheric pollution and residues deposited on the windows can temporarily discolor it. Mild soaps or detergents are usually all that are necessary to restore its brilliant manufactured color.

Caulking

On some installations caulking is used to seal the window frames or trim package against water or air penetration. Caulking is not considered part of the window, and therefore is not covered under this warranty. Caulking is normally considered as maintenance responsibility of the homeowner.

Warranty Procedures

The procedure for obtaining performance of the warranty obligation is simple. If any part of the window described above should fail, just mail that part, prepaid, to our [corporate headquarters](#). Upon inspection of this part to make sure it failed because of a manufacturing defect, a new replacement part will be forwarded to you at no charge. However, some parts of a window are impractical to ship to our factory for inspection, such as insulated glass or structural vinyl members of the window. Therefore, to obtain satisfaction of warranty claims for those products, visual inspections will be made by a Heartland Windows' representative. If the inspection substantiates the warranty, a replacement part will be shipped to our designated distributor closest to you at no charge, except for the freight involved. Then the obligation of the consumer is to pick up the part at our nearest distributor's location. Neither we nor our distributors will be liable for any labor involved in replacing any parts described in this warranty. This life-of-your-home limited warranty is made in lieu of all other express warranties, and extends only to the original consumer's purchase. In no event shall we be liable for special, incidental, or consequential damages, or for any delays in the performance of this warranty due to circumstances beyond our control.

Transfer of Warranty

In order to transfer the warranty to the second property owner, completed the [Certificate of Transfer of Warranty](#) and mail to our corporate office within 30 days of the sale of the home, along with a money order or certified check for \$75.00 made payable to Heartland Co. for warranty transfer handling costs.

Some States do not allow limitations on how long an implied warranty lasts, or the exclusions limitations of incidental or consequential damages, so that the above limitations or exclusions may not apply to you.

Heartland Windows makes no other express or implied representation or warranty of any kind regarding the product, whether as to merchantability, fitness for a particular purpose or use of any other matter.

In particular, Heartland Windows assumes no responsibility for glass breakage, improper usage, failure of product, or if the unit is subject to stresses resulting from localized application of heat which causes excess temperature differentials, or if strain is applied to the unit by movement of the building.

In the event that the product fails to conform to the warranty described, Heartland will, at its option, furnish the purchaser with another product, FOB Heartland Window.



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