



LIMITED WARRANTY NEW CONSTRUCTION PRODUCTS

At Champion we are proud of the quality and workmanship of our windows and patio doors and want you to be satisfied with them. We are pleased to offer you the following warranty on our products for materials and workmanship from the date of homeowner purchase, at no additional cost to you.

Of course, as you would expect, our warranty does not cover normal wear and tear, or damages resulting from misuse, abuse, neglect or improper maintenance, and alterations or damages caused by others. For service please contact our customer service team at 281-440-7000.

UNIT COMPONENTS

Champion Window warrants to the original homeowner that products manufactured by Champion will be free of defects in parts and workmanship under normal use and service for a period of one year from the date of purchase, provided that the installation is in accordance with the manufacturer's specification.

INSULATED GLASS

The insulated glass portion of the window is warranted not to "fail" for a period of ten years from the date of purchase. A "failed" unit is one that develops a significant obstruction of vision resulting from a moisture film formation or dust collection between the interior glass surfaces of the unit caused by failure of the hermetic seal. Small marks, scratches and spots which do not exceed company standards or federal government specifications DD-G-451D or ASTM C1036 Standard Specification for Flat Glass, do not make insulated glass units defective. In addition, all installed windows must have the glass unit covered during the construction phase so as not to render the warranty void.



INSECT SCREENS

Champion Window's obligation with respect to insect screens is limited to providing screen material. Insect screens are intended to impede intrusion by insects and are not intended to keep persons or animals in or out. Champion Window makes no warranty that insect screens will keep persons or animals in or out and shall have no responsibility for any damages or injuries arising or resulting from a failure of insect screens to keep persons or animals in or out.

COVERAGE DURING 1ST YEAR

Champion will repair or replace any defective window components or parts at no charge (including labor), during the first year after purchase by the original homeowner.

INSULATED GLASS COVERAGE AFTER THE 1ST YEAR

Should the glass fail after year one as a result of defects described above, then Champion Window will replace the failed unit by shipping the replacement unit to the shipping point nearest the installation; and shall not be liable for cost of removal or installation of, or any incidental, consequential, or other damages in connection with the failed unit.

REPAIR PROCEDURE

This warranty is limited to Champion, at its option, repairing and/or replacing defective parts (color matching not guaranteed) in lieu of repair or replacement. Champion, in its sole discretion, reserves the right to refund the amount paid by the original homeowner for the window product (excluding installation cost).

PRODUCT CHANGES

Champion reserves the right to discontinue or change any product it manufactures. If the part or component of the product originally installed is not available and Champion determines to make replacement, Champion shall have the right to substitute such part or component designated by Champion to be of equal quality and price.

COMMERCIAL APPLICATIONS

If Champion products are installed in non-owner multi-family occupied dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc., then this warranty will provide the same coverage provided that the installation is in accordance with the manufacturer's specification.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM OF THIS LIMITED WARRANTY. CHAMPION EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OR REFUND OF ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty.

This limited warranty is only applicable in the USA. This limited warranty gives you specific legal rights, and you may also have other rights, which may vary, from state to state.

This limited warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers.

CONDENSATION, MOLD AND MILDEW

Condensation on the interior glass surface is a natural result of excess moisture in the house and does not indicate a defective product or faulty installation. Maintaining proper household humidity levels may prevent problems such as mold, mildew and related health risks. Condensation on the external surfaces of the window and/or glass, which may occur as the natural result of humidity and interior/exterior temperature differentials does not indicate a defective product or faulty installation. In no event shall Champion be liable for any damages, including special, incidental or consequential damages, resulting from condensation, mold or mildew.

IF YOU BECOME AWARE OF PERSISTENT CONDENSATION ON YOUR WINDOWS, YOU SHOULD TAKE IMMEDIATE REMEDIAL ACTION TO PREVENT WATER, MOLD AND/OR MILDEW DAMAGE TO YOUR PROPERTY AND POTENTIAL HEALTH RISKS.

COLOR

Color change due to normal weathering is excluded from this warranty. Normal weathering is defined as any exposure to ultraviolet (sun) light, weather and atmospheric conditions which will cause any colored or painted surface to fade, darken, chalk or acquire a surface accumulation of dirt or stains. The severity of these conditions depends on air quality, location of your home and other local conditions.

DAMAGE RELATED EXCLUSIONS

- Improper installation, use or maintenance
- Product failure or damage due to improper installation or modifications including: adjustments or corrections due to improper installation
- Stresses caused by building defects or settlement or movement of the structure
- Failures due to product modifications or window shading devices (e.g. glass tinting, security systems, improper painting or staining, insulated window coverings, etc.)
- Units improperly assembled and/or improperly mulled by others
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship
- Glass or metal damage caused by others (e.g. brick wash, sanding or improper washing, chemicals or airborne pollutants such as salt or acid rain).
- Delivery damage by companies other than Champion
- Accidents or Acts of God
- Normal wear and tear

GENERAL EXCLUSIONS

- Non-transferable
- Glass breakage for any cause or any reason
- Tarnish, corrosion or discoloration of hardware finishes
- Screens are not covered under the warranty
- Caulking is a maintenance responsibility of the homeowner after installation and is not covered under the warranty
- Any costs associated with the use of scaffolding or lifts
- Applicable taxes and freight

LABOR RELATED EXCLUSIONS

- All labor is excluded after the first year of warranty
- Disposal of defective product
- Painting or staining of repaired or replaced product, component, trim or other carpentry work that may be required
- Service trips to provide instruction on product use

HOW TO GET HELP

For further information or to make a claim, please contact Champion Window directly at:

Champion Window
12427 Duncan Road
Houston, Texas 77066
281-440-7000

All claims must include the following information:

- Description of the products such as the exterior color, unit size or inside visible glass measurements
- A detailed description of the suspected defect and where the product is installed
- Date of original installation; and/or proof of purchase and date
- Your name, address, telephone number



12427 Duncan Road
Houston, Texas 77066

1320 Industrial Drive
New Braunfels, Texas 78130

959 Profit Drive
Dallas, Texas 75247

www.ChampionWindow.net