# MAINTENANCE & CARE FOR YOUR VINYL WINDOW OR PATIO DOOR

Maintenance of your window or patio door is important to keep it operating at its fullest potential. Here are some important steps to take throughout the year to keep your windows and doors looking beautiful.

- Keep sill track clean of dirt and debris so water can freely flow outside.
- Keep all weep holes free of obstructions so water can freely flow outside.
- Inspect exterior caulking regularly and replace when necessary.
- Clean and check operation of hardware and weatherstripping regularly and repair if necessary.
- Keep weatherstrip clean of dirt and grit for proper seal. Wash with mild soap and water, rinse with water and wipe dry. Apply a light coat of wax (Lemon Pledge®) and wipe off excess.
- Determine the source of any moisture that you see around your windows or doors and stop its entry and accumulation.
- Immediately dry out any areas around the interior of your windows and doors that you observe are wet (immediate action is necessary to mitigate any damage to your home). The use of a dehumidifier, fan or any warm air source will help dry out affected area.
- Maintain relative humidity at moderate levels.

## STAINED OR PAINTED WOOD INTERIOR FINISHES

- To clean, 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.
- For scuff marks on painted finishes, use mild liquid cleanser, rinse with clear water and wipe dry.
- If finish is accidentally scratched or chipped, clean as recommended above and use standard wood finish repair crayon or touch-up paint supplied.

PAINT & STAIN PEN TOUCH-UP INSTRUCTIONS

## PAINTED VINYL EXTERIOR FINISHES

ProVia vinyl windows are painted with a factory-applied finish, ensuring no peeling, flaking or blistering occurs; however, natural contaminants such as dirt or bird droppings should be removed as soon as possible.

To clean, wash with mild soap and water. Rinse with clear water and wipe dry. DO NOT use any harsh chemicals or abrasives, including power washers, as this may discolor or damage the painted surface.

PAINT BOTTLE TOUCH-UP INSTRUCTIONS

## VINYL INTERIOR AND EXTERIOR FINISHES

To clean, wash with mild soap and water. Heavy dirt and stains may require stronger cleaning compounds such as a vinyl siding cleaner. The surface can be wiped down with solvents such as turpentine, naphtha, nail polish remover (acetone) and alcohol.

**CAUTION: Some cleaners may mar or scratch vinyl. Abrasive cleaners will scratch the surface and are not recommended.**

## LAMINATED VINYL FINISHES

Laminated components can be effectively cleaned using water and a neutral detergent, soap, or a non-concentrated mild liquid soap, applied with a soft sponge or cloth. No additional maintenance is required. To preserve the integrity of the laminate, avoid using abrasive cleaners, scrubbers, or rough cloths.

TOUCH-UP PAINT TIPS VIDEO

## HARDWARE

- 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.
- Tighten screws when necessary.
- Lightly oil as needed. Wipe off excess.
- Temperature changes from warm to cold may make it more difficult for weatherstripping to compress. To help alleviate this, it is recommended to keep hardware locked when not in use.

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

ProVia
THE PROFESSIONAL WAY

DOORS | WINDOWS
SIDING | STONE | ROOFING

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# Aeris™ Endure™ & Aspect™ Windows & Patio Doors

Lifetime Limited Transferable
**WARRANTY**

# AERIS™, ENDURE™ & ASPECT™ WINDOWS & PATIO DOORS

**PLEASE REMEMBER TO REGISTER YOUR WARRANTY**

For all warranty-related matters, including registering and transferring an existing warranty, scan this QR Code or visit www.provia.com/warranty.

ProVia LLC, hereinafter "ProVia", warrants to the original consumer purchaser, that under normal use, our vinyl windows and patio doors, hereinafter "Product(s)", 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 rigid vinyl and factory-applied wood components of the Aeris, Endure or Aspect window or patio door (not including factory installed jamb extensions), are warranted against chipping, cracking, peeling, pitting, blistering, warping or delamination 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.

**PAINT/STAIN FINISH - 15 YEAR / 10 YEAR**

ProVia further warrants the factory-applied paint on vinyl window components against cracking, pitting, peeling, blistering or suffering from non-uniform fading discoloration (non-uniform fading discoloration resulting from unequal exposure of surfaces to the sun and elements is not covered by this warranty) and defects in material and workmanship for a period of fifteen (15) years from date of installation.

ProVia further warrants the factory-applied paint or stain finish on interior wood components 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.

**PATIO DOOR HANDLES LIFETIME / 1 YEAR**

ProVia further warrants all patio door handles with a Bright Brass, Satin Nickel or Aged Bronze finish against tarnishing for as long as you own and live in the Home in which the Product was installed.

Patio door handles with a painted finish, Flat Bronze, Modern Bronze or Antique Brass finish are warranted against flaking, checking, blistering or peeling for a period of (1) year from date of installation.

**INSULATED GLASS UTILIZING SUPER SPACER® - LIFETIME**

ProVia further warrants the insulated glass units utilizing Super Spacer (most Decorative glass, Art Glass, Privacy Glass, DC, DLA, TLA, and TLK glass) in its 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.

**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.

**GLASS BREAKAGE - LIFETIME**

ProVia further warrants the insulated glass units utilizing Super Spacer (most Decorative glass, Art Glass, Privacy Glass, DC, DLA, TLA, and TLK glass) in its 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.

Glass breakage is not covered for insulated glass units with internal blinds or insulated glass units in Garden Windows.

**SCREENS - LIFETIME**

Further, ProVia will replace under normal conditions of use, for as long as the original purchaser owns and lives in the Home in which the Product was originally installed; for manufacturing defects, if the fiberglass, aluminum or stainless steel screening is not free from rotting, staining, or rusting. No warranty herein covers torn screen mesh caused by abnormal use, negligence, or other means not controlled by ProVia.

**FLEXSCREENS - LIFETIME**

Further, ProVia will replace under normal conditions of use, for as long as the original purchaser owns and lives in the Home in which the Product was originally installed; for manufacturing defects, if the fiberglass screening is not free from rotting, staining, or rusting. No warranty herein covers torn screen mesh caused by abnormal use, negligence, or other means not controlled by ProVia.

**BAY, BOW & GARDEN WINDOWS - 10 YEAR**

Bay and Bow windows (frames and roof kits) and Garden Windows (frames, sashes, hardware and insulated glass units) are warranted against defects in material and workmanship for a period of ten (10) years from date of installation. Garden windows are not available in the Aeris series.

**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 the warranty transfer is completed within thirty (30) days after the date of transfer of ownership. Warranty transfers must be completed online at www.provia.com/warranty.

**NON-RESIDENTIAL & MULTI-FAMILY APPLICATIONS**

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.

**COASTAL APPLICATIONS**

For Products that are installed in a Coastal region the time periods stated in this warranty shall be limited as follows: Non stainless steel hardware mechanisms in Casement Window & Patio Door units - 5 year mechanical warranty; Aged Bronze, Bright Brass or Satin Nickel Patio Door Handles – 10 Year Finish.

Definition of Coastal Regions: For information and maps of Coastal regions please go to www.provia.com/coastalwarranty.

**WARRANTY CONDITIONS**

No warranty herein covers natural weathering or fading of surfaces, torn screening, non-factory applied finishes (e.g. customer applied tints, films or paint finishes), damages resulting from customer applied tints, films or paint finishes, 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 registration and shall not be valid or enforceable if you cannot prove that the windows and/or patio doors were so installed. To establish a record of your purchase please register your warranty online at www.provia.com/warranty.

**Important Note: Failure to fill out the online warranty registration form 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.

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