



*Replacement Windows  
Warranty*

**WINCORE**<sup>®</sup>  
WINDOWS & DOORS  
*The way it should be.*



## Operating Your Vinyl Windows and Doors

Wincore® windows and doors are designed to be thermally efficient, easy to operate and virtually maintenance free. For easy access during cleaning, double-hung sash tilt in and slider sash lift out.

### Follow these steps to tilt the sash on a Double Hung window:

- Unlock the sash and raise (bottom sash) or lower (top sash) it approximately 2" from the frame.
- Slide the tilt latches toward the lock and carefully tilt the sash in toward you. Be sure to support the sash while tilting or cleaning it.
- To return the sash to the operating position, tilt it up and snap it into place. Make sure the tilt latches engage fully.
- To remove the sash completely, tilt the sash in to a 90-degree angle, then lift the bottom of the sash up and out of the frame. When reinserting the sash, be sure to fully insert both pivot bars (on the bottom of the sash) into the balance shoes.

### Follow these steps to remove an operable Slider sash:

- Unlock the sash and slide it past the sash retainer insert located in the head.
- Lift the sash up and into the head, then pull the bottom of the sash toward you.

### Follow these steps to operate a Casement window:

- To open, unlock the sash and turn the handle on the bottom of the frame until the sash is in the desired position.
- To close, turn the handle in the opposite direction. Make sure the sash is fully closed before locking the window.

### Follow these steps to lock a Patio Door:

- Close the operable panel securely against the door frame.
- Lock the door by turning the hand latch at the handle.

# Lifetime Limited Warranty

## 7700 and 5400 Replacement Windows

Wincore® Window Company LLC (referred to herein as Wincore®), manufacturer of the 5400 and 7700 windows, warrants to the original resident property owner where the product is installed, that any 5400 or 7700 product manufactured by Wincore® is free of manufacturing and material defects. This warranty applies for the lifetime of the product under normal use and service, subject to the conditions and limitations listed herein, and as long as the original purchaser resides in the home in which the products were installed. If 5400 or 7700 products are installed in multi-family, commercial, or rental properties, refer to the Commercial Applications section of this warranty.

This warranty covers only manufacturing and material defects as specified herein and does not include damages caused by improper installation; normal weathering; accident, fire, flood, acts of God, vandalism, riot, or civil disorder; acts of terrorism or war; misuse; abuse by harmful fumes, vapors, solvents, chemicals, or chemical pollutants in the atmosphere; mildew; building settlement or structural failures of walls or foundations; stresses resulting from localized heat that causes excessive temperature differentials; or incidents beyond Wincore's® control.

### Vinyl – Lifetime Warranty

The vinyl components of 5400 and 7700 products are warranted against peeling, flaking, chipping, blistering, and corrosion for the life of the product. If such defects occur, Wincore® will provide replacement parts at no charge. Color-matching of parts cannot be guaranteed. The warranty on the vinyl becomes void if the vinyl is painted or stained, or if the surface is altered in any way.

### Factory-applied Exterior Coating

For Products purchased with a factory-applied exterior coating on the vinyl components, the factory-applied exterior coating is warranted to the Residential Warranty Holder against peeling, flaking, chipping, blistering, and corrosion, and for significant ultraviolet fading or discoloration caused by natural environmental conditions (subject to below limitations), for the applicable Warranty Period of ten (10) Years (three [3] Years non-Residential). If such defects occur, manufacturer will, at its option, provide the Warranty Holder factory-authorized repair at no charge, or provide replacement parts only at no charge to the Warranty Holder (assembly and labor not included), or refund the purchase price of the Product or component (the lesser of the original Product or component purchase price or the original catalog list price at the time of purchase). Repaired or replaced Products or components are NOT guaranteed to match the color of the original Product or component or of other windows or doors in the premises, due, in part, to the normal effects of weathering over time on exterior coating or finishes.

*This Limited Warranty does not include non-conformities or damage attributable to or arising from:*

1. ANY painting, staining, or other alteration of the factory-applied paint surface of the Product
2. Chemicals or solvents applied to the surface, including by example, stucco leach or acidic brick washes, or any damage resulting from use of mechanical cleaning implements (i.e. power washers).
3. Harsh natural environmental conditions, including by example, salt spray or airborne pollutants.
4. Excessive artificial temperature buildup or exposure, including by example, from using storm doors or windows, or shutters.
5. Damage from windborne or other debris, high wind or severe storm events or other forces of nature (including by example, hurricane, earthquakes, tornadoes, etc.), or external contact due to accident, crime or vandalism.

### Hardware – Lifetime Warranty

The 5400 and 7700 hardware, including locking mechanisms, fasteners, rollers, balances, etc. (excluding the bright brass, antique brass, satin nickel and bronze finishes on any window and door hardware), is warranted against peeling, flaking, blistering, rusting, and corrosion for the life of the product. If any such defects occur, Wincore® will provide replacement hardware at no charge. Color-matching of parts cannot be guaranteed.

## Screens – Lifetime Warranty

Series 7700 and 5400 screen frames and screen mesh is warranted to be free from material defects such as frame or mesh discoloration as well as cracking or peeling of the screen frame for the lifetime of the product. If such defects occur, Wincore® will provide a replacement screen at no charge. Cutting, tearing or ripping of screen mesh is not covered under this warranty.

## Glass

The installed and sealed 5400 and 7700 insulating glass units are warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the air space of the sealed unit. If such defects occur, Wincore® will provide a replacement insulating glass unit at no charge for a period of twenty (20) years. If the glass should fail after the twenty (20) year period, then Wincore® will cover a fixed percentage of the company's selling price for the insulating glass unit based on the age of the product, as listed below:

| 5400                       |          |           |           |
|----------------------------|----------|-----------|-----------|
| Age of product             | 0-20 yrs | 21-30 yrs | 31-50 yrs |
| Percentage of cost covered | 100%     | 75%       | 50%       |
| 7700                       |          |           |           |
| Age of product             | 0-20 yrs | 21-50 yrs | 51+yrs    |
| Percentage of cost covered | 100%     | 75%       | 50%       |

Condensation on windows and doors as the natural result of humidity within the house or building and interior/ exterior temperature differences does not indicate a defect in the product and is not included in this warranty.

## Blinds

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.

## Transferable Warranty

The Wincore® 5400 and 7700 lifetime limited warranty is transferable by the original property owner to one subsequent owner. The property owner must notify Wincore® of the transfer of the title to the registered property within 30 (thirty) days after the transfer of ownership and provide a copy of this warranty, the order number, and a certified check in the amount of \$50.00. Such a transfer does not extend the warranty period.

## Repair

If an inspection indicates that the claim is valid in accordance with the provisions of this warranty, Wincore® agrees, at its option, to repair or replace any defective part or component as warranted herein, free of charge to the warranty holder, when said defective part or component is returned to Wincore®. The warranty holder shall pay return transportation charges.

## Labor

Labor costs are not included in this warranty. Neither Wincore® nor its distributors will be responsible for any costs incurred in the removal, replacement, installation, or reinstallation of any product or part furnished by Wincore® under this warranty.

## Warranty Extension

Repair or replacement of any part shall not extend the original warranty period. Any remaining warranty time period, under the terms and conditions described herein, shall continue in effect and shall include the replacement parts.

## Product Changes

Wincore® reserves the right to change or discontinue any product it manufactures. If a warranted replacement part or component of the product originally installed is not available, Wincore® shall have the right to substitute a part or component determined by Wincore® to be of equal quality and price.

## Commercial Applications

If 5400 or 7700 products are installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, churches, apartment complexes, government-owned structures, office buildings, etc., warranty coverage for all items except Factory-applied Exterior Coatings is limited to 10 (ten) years on all materials and is not transferable. Warranty coverage on Factory-applied Exterior Coatings is limited to 3 (three) years and is not transferable.

## Other Warranty Considerations

Caulk is used in some installations to seal the frames or trim package against water or air penetration. This caulking is not a part of the 5400 or 7700 product and therefore is not covered under this warranty. This warranty shall be void if accessory products not manufactured by Wincore® are installed and subsequently cause defects to occur in the Wincore® products.

The warranty statements contained in this certificate set forth the only express warranties extended by Wincore® for 5400 and 7700 products, and the provisions herein shall constitute the warranty holder's exclusive remedy for breach of this warranty given under this certificate. Wincore® shall not be liable to the property owner for incidental or consequential damages for breach of any written or implied warranty of 5400 and Series 7700 products. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitations of incidental or consequential damages, therefore this limitation/exclusion may not apply.

This limited warranty gives specific legal rights. There may be other rights which may vary from state to state.

Corporate Headquarters:  
Wincore® Windows and Doors  
250 Staunton Avenue  
Parkersburg, WV 26104



## Care and Maintenance of Your Vinyl Windows and Doors

Vinyl windows and doors offer easy care and maintenance. Since vinyl does not pit, peel, or flake over time, simple care and cleaning can keep your windows and doors looking beautiful for years to come.

Like any surface that's exposed to the outdoors, your windows and doors will get dirty. Heavy rains will keep the vinyl fairly clean, but if that's not enough, you can clean them yourself by following these simple guidelines.

- **Do not use a high-pressure spray to clean your vinyl windows and doors.** The pressure could damage the caulking and cause it to leak. Use a mild detergent and a soft cloth or a soft brush instead.
- For dirt and stains that are more difficult to remove, try the household cleaners listed below. Follow the manufacturer's instructions to make sure you're using the products properly.
- If you choose to use a mildly abrasive cleaner such as Soft Scrub®, be aware that abrasive cleaners can scratch the glass and frame. Do not use liquid grease removers, strong soaps or detergents containing organic solvents, nail polish remover, furniture polish, or cleaners containing chlorine bleach, as these products can affect the surface appearance of the vinyl.

### Recommended Cleaners for Vinyl Window and Door Frames

| For                 | Try   |
|---------------------|---|
| Bubble gum          | Fantastik®, Murphy Oil Soap®, Windex®, or a solution of 30% vinegar and 70% water |
| Crayon              | Lestoil®  |
| DAP oil-based caulk | Fantastik®  |
| Felt-tip pen        | Fantastik®, water-based cleaners  |
| Grass               | Fantastik®, Lysol®, Murphy Oil Soap®, Windex®                                     |
| Lipstick            | Fantastik®, Lysol®, Murphy Oil Soap®  |
| Lithium grease      | Fantastik®, Lysol®, Murphy Oil Soap®, Windex®                                     |
| Mold and mildew     | Fantastik®, Murphy Oil Soap®, Windex®, or a solution of 30% vinegar and 70% water |
| Motor oil           | Fantastik®, Lysol®, Murphy Oil Soap®, Windex®                                     |
| Oil                 | Soft Scrub®   |
| Paint               | Brillo® Pad   |
| Pencil              | Soft Scrub®   |
| Rust                | Fantastik®, Murphy Oil Soap®, Windex®   |
| Soil                | Fantastik®, Lestoil®, Murphy Oil Soap®  |
| Tar                 | Soft Scrub®   |

Wincore® is a registered trademark and The way it should be.™ is a trademark of Wincore Window Company LLC. Brillo® Pad is a registered trademark of Church & Dwight Co., Inc. Fantastik® is a registered trademark of DowBrands, Inc. Lestoil® and Soft Scrub® are registered trademarks of The Clorox Company. Lysol® is a registered trademark of Sterling Drug, Inc. Murphy Oil Soap® is a registered trademark of Colgate-Palmolive. Windex® is a registered trademark of S.C. Johnson & Son, Inc.

©2018 Wincore Window Company LLC. All rights reserved. Printed in U.S.A.

WINREPWINDWARB 2662.NH.5K.0618

## PRODUCT INFORMATION

(please print)

Installation Date \_\_\_\_\_

Order No. \_\_\_\_\_

Your order number can be found on the label affixed in the head of any operation unit.

743573-1

Sched: 117

Batch: 1

1

Test Windows  
DH500-FR  
35.75 W X 59.75 H  
WH, 409S, 409S,

07/01/18



Number of Windows Purchased \_\_\_\_\_

Number of Doors Purchased \_\_\_\_\_

Windows or Doors Purchased (check one)  7700  5400

## HOMEOWNER INFORMATION

(please print)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

## CONTRACTOR/DEALER/DISTRIBUTOR INFORMATION

(please print)

Contractor Name \_\_\_\_\_

Dealer /Distributor Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

# WINCORE

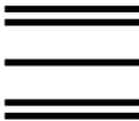
WINDOWS & DOORS

*The way it should be.™*

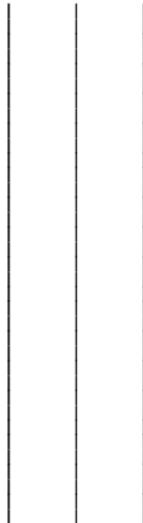
*Replacement Windows*

**LIFETIME LIMITED WARRANTY ACTIVATION CARD**

To activate Warranty, complete and mail this card within 30 days of installation, or activate online at [www.wincorwindows.com](http://www.wincorwindows.com).



Postage  
Required.  
Post Office will  
not deliver  
without proper  
postage.



WARRANTY CENTER  
WINCORE WINDOWS & DOORS  
250 STAUNTON TPKE  
PARKERSBURG WV 26104-9500