

10-YEAR LIMITED WARRANTY

ON MILGARD QUIET LINE™ SERIES WINDOWS

Purchased in Certain Territories in Western Canada after January 1, 2020

Milgard Manufacturing Incorporated ("Milgard") guarantees to the original purchaser ("Original Purchaser") of Milgard Quiet Line™ Series windows (hereafter referred to as "Products") installed in any residential or commercial building as new construction or as replacements (a "Covered Building") that Milgard will replace any Products that are found to be defective in materials or workmanship during the ten (10)-year warranty period defined below ("Warranty Period") provided that Milgard receives prompt notice of such defective materials or workmanship. Milgard will pay the costs of parts and labor, except that the Original Purchaser or subsequent owners, as the case may be, must provide upon Milgard's request at Milgard's sole option any scaffolding or lift equipment that may be required to repair or replace the Product at no cost to Milgard (e.g., because of the height or location of the Covered Building). If repair or replacement is not commercially practical or cannot timely be made, then Milgard will refund the purchase price. THE FOREGOING REMEDIES ARE THE EXCLUSIVE REMEDIES FOR BREACH OF THIS WARRANTY.

PERSONS COVERED AND DEFINITION OF WARRANTY PERIOD

This Warranty extends to the Original Purchaser of the Products installed in a Covered Building. The Warranty Period starts on the date of purchase of a Covered Building as new construction or the date of purchase of the Products that are installed as replacements ("Start Date") and expires ten (10) years after the Start Date. In addition, if the Original Purchaser sells a Covered Building before ten (10) years has elapsed after the Start Date, Milgard will automatically extend full coverage under this Warranty (subject to the same limitations, exceptions and exclusions as the Original Purchaser) to the new owner and any subsequent owners of the Covered Building, until the tenth (10th) anniversary of the Start Date.

TERRITORY EXCEPTION TO 10-YEAR LIMITED WARRANTY

The 10-Year limited warranty extends only to Products installed in a Covered Building located within a 100-kilometer radius of the Milgard certified dealer on the Canadian mainland from whom such Products were purchased (a "Certified Dealer Territory"). The Certified Dealer Territory applies to Vancouver Island, Gabriola Island, Salt Spring Island, Quadra Island, Denman Island, Pender Island, Kuper Island and Thetis Island in their entirety. Any Products installed in a Covered Building located outside of the applicable Certified Dealer Territory have different warranty coverage as follows: Milgard will provide replacement parts with respect to such Products that are defective in materials and workmanship at no charge to the Original Purchaser for a period of five (5) years after the Start Date. Labor is excluded from such coverage.

EXCLUSIONS FROM COVERAGE

This Warranty does not cover damage or defects relating to misuse, abuse, the use of applied tints or films, broken glass, alterations including but not limited to customer-applied finishes, minor imperfections in glass that do not affect the Products structural integrity or significantly obscure vision, natural weathering

of exterior finishes, broken glass, acts of nature (e.g. from fire, hurricane, etc.), condensation (i.e., moisture or ice forming on the surface of the glass or frame) or damage as a result of condensation (except to the extent such condensation or damages from such condensation are caused by failure of the Product), improper storage, handling, installation or field mulling of the Products, or failure to properly care for and maintain the Products*. Normal wear and tear, including discoloration, on hardware component finishes is not a defect and is not covered by this Warranty. Loss of functionality of hardware in highly corrosive environments, which includes any Covered Building located within two miles of salt water is also excluded from coverage. This Warranty does not apply to any Products that are installed in a Covered Building that has a non-drainable EIFS or DEFS siding product. Milgard reserves the right to modify or discontinue any of its Products. For the repair or replacement of modified or discontinued Products, Milgard will have the right to substitute current Products and components of equal quality and as similar in appearance as possible. Milgard will not be obligated to replace discontinued Products and components for which no similar alternatives are available.

EXCEPTIONS TO 10-YEAR WARRANTY COVERAGE

Window or door screen frame and mesh parts are not covered by the ten (10)-year Warranty Period. Milgard will replace such parts that are defective in materials or workmanship at no charge to the Original Purchaser for a period of one (1) year after Start Date.

LIMITATION ON DURATION OF IMPLIED WARRANTIES

Some provinces do not allow limitations on how long an implied warranty lasts, so the below limitation may not apply to you. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THIS WARRANTY, WHICHEVER IS SHORTER.

LIMITATION OF SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES

Some provinces do not allow the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. MILGARD SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, TORT, OR OTHERWISE.

ADDITIONAL RIGHTS

This Warranty gives you specific legal rights, and you may also have other rights which vary from province to province.

CONTACT US

To obtain service under this Warranty, contact us at 1-800-Milgard or access Milgard's website at www.milgard.com. Please keep this certificate for your files.

PROPER CARE AND MAINTENANCE

Please see the Care and Maintenance Instructions on the back side of this certificate or go to Milgard's website at www.milgard.com.



Clearly the best.™

Purchase Date _____

Sales Order No. _____



Your Milgard windows and patio doors will continue to perform well if given some simple, routine Care and Maintenance Instructions. With proper care, your windows and doors will continue to operate at their best and look great. Milgard's Warranty (see reverse side or access Milgard's website at www.milgard.com) does not cover damage or defects related to a failure to follow the Care and Maintenance Instructions below.

GLASS CARE

Proper care of your window and door glass is important to gain the maximum effectiveness of insulating, low-e or reflective glass. Any of the "Don't" actions listed below can damage the glass surface or destroy the insulating glass seal.

Don't use any petroleum-based cleaners or caustic chemicals on your glass.

Don't use a razor blade, abrasive pad or putty knife to clean the glass.

Don't use a high-pressure spray nozzle when rinsing your glass after washing.

Do clean glass with a mild dish soap and water. Rinse completely with clean water and wipe dry with a soft cloth to avoid water spots.

Avoid washing glass in direct sunlight for best results.

Do clean screens by first removing, then washing on a clean, flat surface with a mild soap and water solution using a soft brush. Rinse, dry and reinstall.

MOLD AND CONDENSATION

Water condensation can occur on your window and door interior surfaces if certain conditions exist. Often it's a warning to you that excessive moisture exists in your home that may facilitate mold growth. Condensation on interior window surfaces results from higher moisture content in the air contacting lower temperature surfaces on the glass or frames. The higher your home's interior humidity and the lower the outside air temperature, the more condensation can occur.

Do check all window sashes for smooth and regular operation. Increase interior home ventilation and air exchange devices if needed.

Do use your exhaust fans, especially when showering.

Do consider installing a dehumidifier. Use ceiling fans to improve air circulation.

Do open windows and doors when practical to allow interior moisture to escape.

PREMIUM EXTERIOR VINYL FINISHES

As with all painted finishes, natural weathering will occur over extended periods of time. Proper care of your painted surfaces is important in maintaining the luster and color of the finish. Over extended periods of exposure to the elements, Milgard windows may require professional touch up or re-application of the finish. Please consult a painting professional when you are ready to re-apply Milgard Premium Vinyl Finishes.

Do Use a soft wet brush or absorbent cloth to carefully remove debris stuck to the painted finish.

Do periodically wash Milgard finishes using warm water, and a mild detergent on a soft absorbent cloth.

Never use solvents or solvent based cleaners of any kind on Milgard finishes.

Never use a dry cloth or hard bristle brush to clean Milgard finishes.

SMOOTH OPERATION

Do lubricate the moving parts of window and door hardware if not operating smoothly. Use only a spray silicone product to lubricate moving parts, being careful not to apply excessive amounts. Wipe up any drips or spills. In salt-air environments, monthly cleaning and lubrication may be necessary to preserve function (see text of warranty on reverse side for the exclusion of warranty coverage for functionality of hardware in corrosive environments).

Do inspect weather stripping on operable windows and doors to be sure it seals evenly when closed.

Do make certain that the track area is kept clean. Frequent vacuuming will clear any accumulated dirt and dust.

Do adjust sliding door rollers for proper height clearances. Door rollers are adjusted with a screwdriver through access holes in either the end or side of the sliding panel, located near the bottom of the panel.

Do adjust rolling screen doors to slide smoothly. Use a screwdriver, in all four corners, to make adjustments.

Do check on the sliding door lock strike placement if you adjust the door rollers. Adjustment is made by loosening screw fasteners, moving strike plate and tightening. Re-check for proper lock operation.

DRAINAGE SYSTEMS

Windows and doors use a simple drainage system or 'weep' holes designed in the frame itself. These water drainage pathways must be kept clean and clear of any obstructions to operate effectively.

It's normal for water to accumulate in the sill or track area during a period of wind-driven rain. The weep system is designed to allow the water to drain to the outside as water builds up, or outside wind pressure subsides. Clogged weep holes may prevent excess water from draining. Over time standing water can damage your window or door and lead to structural damage from mold, mildew and wood rot if water enters your wall cavities.

Do keep all sill or track surfaces clean of dirt and debris.

Do make sure that exterior weep holes are clear of any debris, stucco, sand or other obstructions.

Do use a small, soft brush (such as an old toothbrush) to clear openings.

Do regularly inspect the exterior perimeter of your window and door frames for any cracks, or cracks in the adjacent siding material that can cause moisture to penetrate. If a crack appears, seal with a good grade of sealant according to the sealant manufacturer's instructions.

IMPORTANT DO'S AND DON'TS

DO:	Clean the frame surfaces with mild soap and water.
DON'T:	Use razor blades, putty knives or abrasive scrub pads.
DO:	Use a commercial glass cleaner or mild soap and water.
DON'T:	Use ANY petroleum-based cleaners or solvents.
DO:	Clean window & door tracks and weep holes.
DON'T:	Use oil-based lubricants or damage weep hole covers/baffles.
DO:	Regularly check weather stripping and hardware performance.
DON'T:	Add films or attachments to the glass.
DO:	Read and understand your Warranty.