



Limited Warranty Information:

Full Replacement:

Any Manufacturer Defects outside of industry tolerance levels including any visible defect on aluminum, steel, iron, or UPVC frames, panels and tracks claimed within 6 months of purchase. Any manufacturing defects on any and all glass including single pane, double pane, low "e", auto frost glass (SwitchGlass), any textured glass, tempered glass, and insulated glass with or without argon within 6 months of purchase.

Defects in materials and workmanship in all of our products within 5 years of purchase. Defects in paint not caused by improper handling or abuse.

Any peeling, blistering or flaking of paint not caused by mishandling or abuse included in warranty for 5 years. (almost impossible with our process)

Any defects in any mechanical or non-mechanical parts including weather stripping not misused or abnormal usage.

Failure of glass seals properly cared for within a 5 year period

Lifetime limited structural warranty – which includes any sort of structural defect including welds, warping, cracked welding, hinge breakage that is not caused by abuse or mishandling.

What is not covered:

Merchandise that faults due to the installation method, or lack of a professional and proper installation.

Broken glass after pick up or delivery of merchandise

Scratches, dents or chips visible after delivery or pick up of merchandise caused by mishandling of merchandise.

Any items that are modified or altered in any way.

How to obtain service:

Warranty is transferable one time. In the event of a claim please contact us to schedule an inspection of the product where our field representative will determine how to proceed. In order to transfer the warranty, please supply us with the name being transferred to within 6 months of purchase.

In the event of a defect that requires replacement, we will provide the merchandise out of our inventory, or will set a delivery date if the merchandise needs to be re-made.

Please email info@phoenixianwindows.com for any additional information on warranty.

Limitation on Liability:

Phoenician Doors and Windows LLC., or its affiliates shall not be responsible for any incidental or consequential damages.

No other express warranty applies.