

# Vinyl Window Solutions For Life.

**paradigm**  
Window Solutions For Life.



## We Stand Behind Our Products 100%

CONGRATULATIONS! ...and thank you for your recent purchase of Paradigm windows. You can feel confident that you have made a wise decision. *You're purchased your window from a company that has changed the standards of vinyl windows.* And your window is backed by the strongest warranty in the industry, plus with Paradigm's 20 years of experience, you won't find more superior craftsmanship anywhere.

For over 20 years, Paradigm Window Solutions, a family owned business located in Portland, Maine, has manufactured high quality vinyl windows. Today we have raised the standards by which all vinyl windows will be measured. These new standards were derived, not from within, but from the careful guidance and input from consumers, architects and contractors.

## It's As Easy As 1-2-3!

Simply call our 1-877-9WINDOWS 24/7 Customer Service Department.

### Higher Standard Program

Our field service department representative will contact you within 48 hours. To review your complaint, verify information, and when needed, schedule an appointment for an in-home window evaluation.

Our field representative is prepared, in most cases to preform your service work upon arrival. In the event that parts need to be ordered, Paradigm will commit to a follow-up service visit to complete repairs as soon as possible. This service is offered at no cost to the original homeowner for the first five years from the date of installation.

### Higher Standard lifetime Warranty™

Because Paradigm Windows are manufactured to a higher standard, ... yours, we proudly offer our comprehensive warranty. Simply put if a baseball smashes the glass of a Paradigm window during a great front yard game, or you discover a manufacturing defect, Paradigm will repair or replace your window at no charge. See our Higher Standard Lifetime Warranty™ for details.

### Care and Cleaning

Use a common glass cleaner with lintless cloth, sponge or chamois to clean the glass. The use of a rubber squeegee will speed glass drying. To clean the sash and frame of Paradigm vinyl windows, a mild household solution may be used.

Single-hung and double-hung jamb balance tracks should be cleaned periodically to prevent dirt buildup. A light spray of clear, dry teflon lubricant may help improve operation.

The bottom sash of both single-hung window also tilts in for easy cleaning. To tilt in bottom sash, raise it 1"-2" from sill. Release tilt latches on the top of the sash while cleaning.

The upper sash of the double-hung window also tilts in. While bottom sash is tilted in, lower the upper sash 4"-5" from top of window frame. Next, release tilt latches at the upper sash corners and tilt in. Again, support sash while cleaning. When through, snap sash back into place.

For cleaning the operable sash of a single glider (one sash operable) or double glider (both sashes operable) window, simply slide window open. Snugly grasp the operable sash on right and left edges. Then lift it up as far as possible while swinging the bottom sash inward out of its track. Replace sash in a reverse manner. For a double glider, both operable sashes can be removed in this manner for easy cleaning of both surfaces.

For your safety, the fixed lite of a single-hung or a single glider should be cleaned from the outside.

The picture window (where fitted) has a fixed glass and will required cleaning from inside and outside separately.

Awning windows are best cleaned from the inside and outside separately.

### Replacement of Broken Glass

Should the glass in your Paradigm window get broken, Paradigm recommends that you contact your original installer or distributor, who may be able to get you a replacement insulated unit, or locate a glass service by referring to local yellow pages directories under "Glass - Auto Plate, Window, Etc." For operable sashes, you can remove the entire sash with broken glass and have the installer or glass service make and repair the glass. For the fixed lite or single-hung or single glider window, the glass service would have to be done in your home.

To remove the bottom sash of a single-hung or double-hung window, raise it 1"-2", release tilt latches, tilt sash in 90 degrees and lift sash to disengage lower pivot bars. If upper sash glass of a double-hung window is broken. Tilt bottom sash in, lower upper sash 4'-5" and follow directions from above to remove upper sash. Clear window from frame. Sash can be repaired and replaced in reverse order.

Picture windows are best replaced by a professional due to size, weight and difficulty.

To remove broken glider sash simply slide window open. Snugly grasp operable sash on right and left edges. Then lift it up as far as possible while swinging the bottom of sash inward out of its track. It replaces in a reverse manner. If the outer operable sash is broken, first remove the inner sash to get access to the outer operable sash, which can be removed in the same manner.

For a replacement casement or awning window, remove the sash by unclipping the operator arm from the bracket and, if applicable, remove the roller arm from the track. With the sash free to move, pop the hinge arms away from their respective tracks. Slide the sash out of the hinge track, taking care to maintain control of the heavy sash. Reinstall the sash with the new glass by reversing the previously outlined steps.

For new construction casement and awning windows, the hardware must be removed, so it is best for a professional to remove the sash.

While the window is being repaired, plastic can be taped to the outside to lessen the risk of weather damage to your home.



# LIFETIME LIMITED WARRANTY

## What and Who is Covered and for How Long?

This warranty covers Paradigm windows sold only in the contiguous forty-eight states of the United States of America.

Paradigm Windows, subject to the conditions and limitations set forth below, warrants its **VINYL WINDOWS** to be free from manufacturing defects during the lifetime of the original purchaser so long as he/she retains ownership of the property in which the windows were installed.

Paradigm, subject to the conditions and limitations below, warrants its **WINDOWS UTILIZING WOODEN SEAR BOARDS** to be free from manufacturing defects for ten (10) years following installation.

### Diamond Dealer Lifetime Full-Coverage Warranty for Vinyl Windows:

For original Purchasers who complete and return the warranty registration card and subject to the limitations and conditions below, Paradigm will repair or replace (including the cost of removal of the defective product and/or installation of replacement product), at Paradigm's sole option but at no cost to purchaser, any Paradigm vinyl window proven to be defective during the lifetime of the original purchaser so long as he/she retains ownership of the property in which the Paradigm vinyl windows were installed. Paradigm's maximum liability under the full coverage warranty will be equal to the reasonable cost to repair or replace the defective product at the then-current cost. Including labor in connection with the repair or removal of the original product and/or installation of the replacement product. Subject to the limitations and conditions below, Paradigm also will replace up to one (1) broken Paradigm window pane in each calendar year during the lifetime of the original purchaser so long as he/she retains ownership of the property in which the Paradigm vinyl windows were installed, at no cost to the original purchaser and no matter what the cause of the breakage; Paradigm's liability for replacement of broken window panes shall not be cumulative and any claim not made in any calendar year shall be void in subsequent calendar (i.e., Paradigm will not replace 7 broken window panes in year 7 of the lifetime warranty period.)

In the event of repair or replacement pursuant to terms of this warranty, the warranty coverage in effect at the time the warranty claim was made shall continue to apply to the repaired or replacement product for the balance of the warranty period in effect at the time the warranty claim was made.

**Warranty Coverage for Windows Utilizing Wood Seat Boards, Vinyl Windows in Non-Residential Applications, to Subsequent Purchasers and for Windows without Warranty Registration:** Subject to the limitations and conditions below, Paradigm will repair or provide replacement product, at Paradigm's sole option, free of charge for the repair or the replacement product, for any Paradigm window proven to be suffering from a manufacturing defect during the applicable warranty period up to a maximum liability equal to the cost of the window required to replace the defective product. Paradigm shall in no event be liable for labor charges or other expenses whatsoever in connection with removal of the original product or installations of the replacement product. However in lieu of replacement or repair, Paradigm, at its sole discretion, reserves the right to refund the manufacturer's suggested retail price of the window at the time the window was purchased by the original purchaser.

In the event of repair or replacement pursuant to terms of this warranty, the warranty coverage in effect at the time the warranty claim was made shall continue to apply to the repaired or replacement product for the balance of the warranty period in effect at the time the warranty claim was made.

## Limitations and Conditions:

In the event the original purchaser sells the property in which the **VINYL WINDOWS** are installed, the coverage provided by this warranty will be limited to only the next subsequent owner and will be twenty (20) years ( or ten (10) years for a **WINDOW UTILIZING A WOODEN SEAT BOARD**) from the date of product installation. Furthermore, the lifetime coverage offered by this warranty is applicable only to individual homeowners and does not apply to products installed in commercial construction or any other types of building not used by individual homeowners as their residence. For purchasers of **VINYL WINDOWS** to whom the lifetime warranty does not apply, the warranty period will be twenty (20) years following the date installation.

Paradigm shall have no liability whatsoever under this warranty for:

**A.** Any damage or failure caused by improper handling or storage or by installation not in strict adherence with Paradigm's written instructions.

**B.** Any damage to the product caused by impact of foreign objects (except to window panes as provided above), extremes of weather or other acts of God, or by fire, explosion or other casualty, by insects or other vermin.

**C.** Windows that have been painted, varnished or similarly coated over the original Vinyl surface.

**D.** Damage Caused by failure to protect wood surfaces against moisture.

**E.** Defects or damage caused by the effect of air pollution exposure to harmful chemicals or normal weathering caused by exposure to elements.

Normal weathering is defined as exposure to sunlight, weather and atmosphere which will cause any colored surface to gradually fade or accumulate dirt or stain. The severity of any condition depends on the cleanliness of the air in the area and other influences over which Paradigm has no control.

Paradigm shall have sole discretion to determine, whether the product has experienced normal weathering. If the product weathers to a degree determined by Paradigm to be beyond normal, Paradigm shall select, at its sole option, one of the options noted in the fourth paragraph of this warranty.

Condensation on windows may occur as the natural result of humidity within the house or building and interior/exterior temperature differentials and does not indicate a manufacturing defect. The damage caused by condensation is not covered by this warranty.

Paradigm reserves the right to discontinue or modify any of its products, including the color thereof, without notice, and shall not be liable as a result such discontinuance or modification, nor shall Paradigm be liable in the event replacement material may vary in color or gloss in comparison to the original product as a result of normal weathering. If Paradigm replaces any product under this warranty, it may substitute products designated by Paradigm to be of comparable quality or price range in the event the product begin replaced has been discontinued or modified.

**THIS WARRANTY IS GRANTED IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL PARADIGM BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY NATURE, INCLUDING ANY DAMAGE TO THE BUILDING OR ITS CONTENTS, RESULTING FROM THE BREACH OF ANY WARRANTY SET FORTH HEREIN. NO FIELD REPRESENTATIVE OR DISTRIBUTOR OR DEALER OR PARADIGM IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR THE WAIVER OF IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.**

In the event any of the exclusions or limitations in this warranty are prohibited by any applicable state law the prohibited provisions shall be deemed void as if never included herein and the balance of this warranty shall remain in full force and effect. This warranty gives you specific legal rights and you may also have other right which vary from state to state.

## How to Make a Claim:

The property owner must promptly notify in writing the contractor or builder who installed the window in order to provide an opportunity to investigate the claim and examine the product claimed to be defective.

Paradigm will be notified of the claim by copy of the contractor/builder's report to the distributor. Paradigm will then investigate the claim. If a defect covered by this warranty is confirmed, Paradigm shall, within reasonable amount of time after inspection, either repair or replace the defective window or refund that amount paid by the original purchaser for the window, per terms of this warranty. Your Paradigm fabricator is:

**Paradigm Windows Solutions**  
P.O. box 10109  
Portland, ME 04104-0109  
1-877-9WINDOW

This warranty is effective on windows installed subsequent to January 1, 2001. Failure to return the attached warranty registration certificate shall not void the warranty terms, except that the lifetime warranty and the 5-year full-coverage warranty shall be applicable only to customers who return the attached warranty registration certificate to verify who is the original purchaser and the date of installation.

## Operating Instructions

Paradigm high performance windows are designed to provide style, thermal efficiency and long-lasting performance. Only a little care and common sense are needed to keep them in top operating condition for many years.

Sills should be kept clean and when practical, windows locked for maximum weather seal security.

Glider window sills should be kept clean so they glide easily and seal tightly. Drain holes located in each glider track should be kept open. Should there ever be a need to get under the glider track, remove sash and use a crochet needle to hook the drain hole and pull the glide track up and out.

Urban areas generally have varying degrees of air pollution. To ensure smooth, continuous service, all hinges and operators should be protected annually with a clear dry teflon spray lubricant.

A nite-vent (when fitted) allows some ventilation with an element of security. Recognize that any open window invites possible risk, however. To use the nite-vent, with window shut, press on nite-vent and let it pop out. Open sash against stop for ventilation.

Screens (when fitted) should be washed as needed. Wire screening may be shellacked, varnished or coated with boiled linseed oil. Synthetic screening needs no preservative.

Paradigm double-hung vinyl windows are fitted with an easy-lift balance system. Whatever position the sash is in, the window will only need minimal pressure to open or close. No window should be slammed.

While casement and awning windows side vents provide excellent ventilation, you should be aware that under high wind situations, the window could be damaged if left open.

Paradigm vinyl windows are thermally efficient, and so the insulated glass and chambered vinyl frame should be virtually free of condensations. Should you experience condensation, that could be a signal that your home's interior humidity level exceeds the maximum recommended by building authorities (like the National Warm Air Heating Association.)

The chart below shows the maximum recommended interior humidity levels, based on 70°F interior temperature.

Outside Temp.	Inside Relative Humidity
-20°F AND BELOW	15%
-10°F TO -20°F	20%
0°F TO -10°F	25%
10°F TO 0°F	30%
20°F TO 10°F	35%
40°F TO 20°F	40%

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