



**LIMITED WARRANTY  
FOR  
5000 SERIES REPLACEMENT WINDOW PRODUCTS  
*Valid for products purchased before May 1, 2019 only***

Paradigm Window Solutions (referred hereto as "the Company" or "Paradigm") warrants to the Original Purchaser- Property Owner all products, from their installation date, to be free of defect in material and workmanship occurring as a direct result of the manufacturing process, specific to the structural parts and mechanical components of the basic window unit, under normal use and service, subject to the terms and conditions stated in this Warranty Certificate.

**Insulated Glass – 20 Year Warranty:** Paradigm warrants that, from the installation date, under normal use and service, the insulated glass unit will not develop any material obstruction as a result of film formation or dust collection between the interior glass surfaces, caused by the failure of the hermetic seal. (Window condensation will occur on interior surfaces when extreme temperature differences and/or high humidity levels are present, and is a result of conditions beyond manufacturer's control.) This warranty does not ever cover glass or screen breakage.

**Vinyl – Lifetime Warranty:** Paradigm warrants that, from the installation date, under normal use and service, the vinyl components will be free from peeling, flaking, chipping, blistering, rotting, pitting, and corrosion for the life of the vinyl. Remedy for a defective extrusion is limited to repair or replacement of the vinyl, or a refund of the purchase price at the sole discretion of the Company. This warranty becomes void if vinyl is painted, stained or if the surface is altered in any way.

**Hardware Components – 5 Year Warranty:** Paradigm warrants that, from the installation date, under normal use and service, the hardware components will remain free from manufacturing defects for no less than 5 years. If such a defect occurs, Paradigm will provide replacement parts at no charge.

**Claims:** Any claims for defect under this Warranty should be submitted in writing promptly after discovery to the contractor who installed the product. Allow a reasonable time for inspection. Claims should be mailed to Customer Service Department, Paradigm Window Solutions, 56 Milliken Street, Portland, ME 04103. 207.878.9701. [www.paradigmwindows.com](http://www.paradigmwindows.com)

**Repair Procedure:** This Warranty is limited to Paradigm, and it's option, repairing and/or replacing defective parts (color matching not guaranteed) free of charge to the warranty holder. If, after inspection, it is determined that the claim is valid under the Warranty provisions, Paradigm agrees, at its option, to repair or replace any defective part or component as warranted when defective part or component is returned to Paradigm. Purchaser/property owner shall pay return transportation charges.

**Labor:** Labor costs are not included under this Warranty and neither Paradigm nor its distributors will be responsible for any costs incurred in the removal, replacement, installation, or reinstallation of any product or any part thereof, furnished by Paradigm.

**Warranty Extension:** The original Warranty period shall not be extended by any such repair or replacement, but any remaining Warranty time period will continue in effect under the terms and conditions of this Warranty.

**Product Changes:** Paradigm reserves the right to discontinue or change any product it manufactures. If the part or component of the product originally installed is not available and Paradigm determines to make replacement, Paradigm shall have the right to substitute such part or component designated by Paradigm to be of equal quality and price.

This warranty shall be for the benefit of the Original Purchaser/ Property Owner only. This Warranty is valid only if products manufactured by Paradigm are used, and shall be voided if products not manufactured by Paradigm are installed which are deemed to cause the defect. The Warranty statements contained in this certificate set forth the only express warranties extended by Paradigm Window Solutions for 5000 Series Replacement window products, and the provisions hereof shall constitute the purchaser's exclusive remedy for breach of this Warranty given under this certificate. Paradigm shall not be liable to property owner for incidental or consequential damages for breach of any written or implied warranty for said products.