

Your Warranty

05/97 - 06/99

Thank you for selecting Marvin products. Marvin follows a unique made-to-order manufacturing philosophy. Your windows and/or doors are built according to your specifications, with careful craftsmanship and attention to detail. We are committed to bringing you products of the highest quality and value. We are just as committed to standing behind our products, with quick responsive service and a comprehensive warranty. The terms and conditions of our warranty are set forth below.

The Marvin Windows & Doors Ten-Year Limited Warranty.

YOUR WARRANTY.

This limited warranty is extended to all end users of Marvin Windows & Doors. Your Marvin product is warranted to be free from defects in manufacturing, materials and workmanship. If such a defect occurs, Marvin will, at its option (1) repair the defective product, (2) replace the defective materials or (3) refund your purchase price. If replacement is elected, Marvin will not be responsible for installation or refinishing of replacement parts.

This limited warranty is valid for ten (10) years from the date your Marvin product was originally purchased and is subject to the further conditions and exclusions set forth below. The warranty of replacement products (including upgrades thereto) furnished pursuant to this warranty will be limited to the remainder of the warranty period of the original unit.

CONDITIONS AND EXCLUSIONS.

Marvin builds its windows and doors to be durable and long lasting. There are certain conditions or applications, however, over which Marvin has no control. Defects or problems as a result of such conditions or applications are not the responsibility of Marvin. They include:

- **THIS LIMITED WARRANTY DOES NOT APPLY TO MARVIN WINDOWS & DOORS INSTALLED IN STRUCTURES THAT DO NOT ALLOW FOR PROPER MANAGEMENT/DRAINAGE OF MOISTURE. FOR EXAMPLE, EXTERIOR INSULATION AND FINISH SYSTEMS ("EIFS"), ALSO KNOWN AS "SYNTHETIC STUCCO", WITHOUT AN ENGINEERED DRAINAGE SYSTEM.**
- Improper installation, field finishing or maintenance.
- Corrosion, wear, or failure of standard hardware in seacoast applications. (See your local Marvin dealer for corrosion resistant hardware options.)
- Normal wear or discoloration of finishes, including the tarnishing of brass.
- Variations in the color and grain of natural wood parts.
- Environmental conditions or use exceeding design standards.
- Special glass or glazings. (Please see separate Viracon warranty for switchable privacy glass units.)
- Electric operators. (Please see separate warranty for electric operators.)
- Warpage of 1/4" or less of door stiles and rails.
- Minor glass imperfections that do not affect normal vision or product performance, including curvature of glass due to atmospheric conditions.
- Condensation or frost on exposed surfaces of your Marvin windows or doors. Condensation or frost is not a defect in the product, but a result of excessive humidity. For more information about condensation and what you can do to keep it to a minimum, write to Marvin Windows & Doors, P.O. Box 100, Warroad, Minnesota 56763.

YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. WE SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES, AND NO PERSON (INCLUDING ANY AGENT, DEALER OR REPRESENTATIVE) IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY CONCERNING THIS PRODUCT, EXCEPT TO REFER PURCHASERS TO THIS WARRANTY.

IF YOU HAVE A WARRANTY CLAIM.

Your local Marvin distributors and dealers are equipped to handle your warranty claim quickly and efficiently. Because they are located near you, and are familiar with your purchase and/or project, your local Marvin dealer or distributor can best expedite the solution to your claim.

If you have a warranty claim with your Marvin window or door, call the dealer or distributor from whom the products were purchased. If you don't know the name of the dealer or distributor, call 1-800-346-5128 to locate the one nearest you.

If, after 5 days, your local Marvin dealer or distributor has not responded to your complaint, send a written complaint to Marvin Windows & Doors, P.O. Box 100, Warroad, Minnesota 56763, Attn: Warranty Department. Include the following information in your letter: date you purchased your product; the dealer or distributor from whom your product was purchased, description of product, specific definition of problem or defect; action that you've taken or contact you've made with your local dealer or distributor; and your name, address and phone number. Once we've received your letter, we'll respond to your claim within 2 working days.

GENERAL PAINTING & STAINING INSTRUCTIONS

Finish paint on primed or bare wood windows and doors must be applied **immediately** following installation and repainted periodically to avoid damage to the wood parts. LAP THE FINISH COAT 1/16" ONTO THE GLASS FOR A PROPER MOISTURE SEAL. Marvin factory applied primer is designed to provide a good base for field applied paints. Lacquer and varnishes should not be used over primed parts.

WHEN APPLYING PAINT OR OTHER FINISH TO WINDOWS OR DOORS IT IS EXTREMELY IMPORTANT THAT YOU DO NOT PAINT: weatherstripping; vinyl, plastic, or other non-wood parts; sills; pile weatherstripping; hardware, handles, rollers, etc.; or any surface which has an abrasive or sliding contact with another surface. Paints, stains and varnishes contain solvents which cause plastics or vinyls to dry out and become brittle. Once brittle, they will need to be replaced.

Abrasive cleaners or solutions containing solvents should not be used on Marvin products.

The exterior surfaces of Marvin clad wood windows and doors come to you with a low maintenance exterior finish. However, the interior must be painted or stained and varnished by carefully following these instructions.

Before finishing, bare wood window and door surfaces must be clean and dry. Remove handling marks, debris, or effects of exposure to moisture by sanding lightly with 220 or 320 grit sandpaper and clean before applying your choice of finish.

EXTERIOR

PAINTING: Use only a high-quality oil base or latex paint. To provide good adhesion of paint, a prime coat should be applied. Paint with sash open (or removed) and do not close until thoroughly dry. Apply one coat of primer (if not factory primed) and two coats of top quality paint according to the paint manufacturer's instructions. **NOTE: DO NOT PAINT OVER MARVIN CLAD.**

STAINING: We do not recommend the use of stain or clear coat finishes on exterior surfaces.

INTERIOR

PAINTING: Use only a high-quality oil base or latex paint. To provide good adhesion of paint, a prime coat should be applied. Paint with sash or panels open (or removed) and do not close until thoroughly dry. Apply one coat of primer and two coats of top quality paint according to the paint manufacturer's instructions. **NOTE: DO NOT PAINT OVER MARVIN CLAD.**

STAINING: Apply stain according to the manufacturer's instructions. Apply as many coats of stain as necessary to achieve the desired color. After the stain is thoroughly dry, apply at least two coats of sealer (ie: varnish, polyurethane).

REMOVING LABELS FROM GLASS

Remove labels and adhesive residue from glass as soon as possible after installation for best results. Caution should be exercised when using solvents, as contact with weatherstrip and finishes will cause damage. Use extreme care when using a safety scraper not to scratch or score the glass surface. Do not clean glass when glass is exposed to direct sunlight.

The following information may help:

1. Soak the label thoroughly with isopropyl alcohol (rubbing alcohol). Rub the alcohol into the label with a gentle motion until the adhesive and label are removed.
2. Soak the label thoroughly with acetone (nail polish remover) and peel the label off after a few minutes.
3. After removing labels and residue apply a mild soap or detergent to the glass either by spraying or using a clean, grit-free cloth or sponge. Complete coverage of the area to be cleaned is a necessity. Clean the glass in a circular motion, applying light to moderate pressure.
4. Rinse the glass surface immediately with generous amounts of clean water, removing any cleaning solution from the glass surface. Using a squeegee or clean, lint-free cloth, remove water from the glass surface.

GLASS CLEANING INSTRUCTIONS

REMEMBER: Do not clean glass when glass is exposed to direct sunlight.

IMPORTANT: Do not allow strong detergents, ammonia, solvents, chemicals or other harsh cleaning substances to come in contact with clad exterior surfaces as they can cause damage. A mild detergent and warm water should be used for cleaning.

Glass should be cleaned by starting at the top of the building, systematically working down to glass installed on lower levels. This technique reduces the possibility of residue and cleaning solution rundown on glass previously cleaned.

CAUTION: Use extreme care when using a utility knife for glass cleanup not to score the glass surface.



MARVIN WINDOWS & DOORS / WARROAD, MINNESOTA 56763 / 218-386-1430