

Lifetime Warranty*

Zenith Series • Serene Series • Elegance Series • Timeless Series

*(conditions, exclusions and limitations may apply)

Warranty

Premium Windows and Doors takes pride in the quality and craftsmanship of its products. Effective November 1, 2025, the company is pleased to offer the following lifetime, limited, conditional warranty on the above-referenced series of windows and doors, covering both materials and labor, beginning on the date of purchase, at no additional cost to the homeowner.

Single-Family Residential Dwellings

When installed in a new custom single-family home or a single-family remodeling/replacement project (which is not within 15,840 feet of a shoreline or body of salt water), Premium Windows and Doors products are warranted to be free from defects in materials that unreasonably affect performance under normal use. Premium Windows and Doors at its sole discretion will repair or replace any defective product, part, or component (or issue a refund in some circumstances) at no charge to the original purchaser for as long as the original purchaser owns and occupies the home[†] (in which the products were originally installed subject to exclusions and limitations).

If the home is sold or transferred or the original purchaser dies or if ownership is changed from the original purchaser to a separate entity or other person, Premium Windows and Doors will continue to warranty the products for the new homeowner for up to 10 years from the original purchase date, provided that the new homeowner owns and occupies the home and registers the warranty transfer with Premium Windows and Doors within 30 days of purchase (visit www.premiumwindows.com for registration form).

[†](Proof acceptable to the company will be required)

Commercial, Multifamily and Tract Housing

Products installed in commercial buildings, multifamily housing, or new construction in tract housing are warranted to be free from defects in materials that unreasonably affect performance under normal use for 10 years from the original product purchase date. This includes coverage on the frame, seals, hardware, and labor. This warranty excludes glass breakage for commercial buildings, multifamily and tract housing.

Scope of Coverage

Frame

The vinyl sash and frame members are warranted to be free from defects such as cracking, peeling, flaking, or blistering under normal use for the lifetime of the product. Note: Capstock frame is warranted for 10 years only from the original purchase date, regardless of original homeowner.

Glass Breakage

Insulated glass in all series is covered against accidental breakage only.

Note: Exclusions include glass breakage caused by installation, construction, storage, handling, or natural events (e.g. fire, earthquake, structural failures, building settling or civil disorder). Also excluded are specialty glass, tempered, garden window glass and laminated glass.

Note: Condensation on standard glass surfaces is a natural result of humidity levels and is not considered a product defect or the result of faulty installation. Premium Windows and Doors is not responsible for any injuries or damages, including incidental or consequential damages, caused by condensation, mold, or mildew. Homeowners are responsible for maintaining proper indoor humidity levels to help prevent such issues.

Insulated glass

Insulated glass (or, IGU) is a special kind of glass made of two or more glass panes sealed together with a spacer and an airtight seal. IGU carries a lifetime warranty against moisture buildup between the panes. In such cases, Premium Windows and Doors, at its discretion, will supply either replacement glass or a full replacement panel.

Integrated Blinds

Integrated blinds have a 10 year warranty for insulated glass component of product and on operation of the blind, insulated glass seal and external control mechanism attached to the glass.

Screens

Window and door screens are excluded from a lifetime warranty but are warranted against defects in materials for one (1) year from the date of purchase. Replacement screens will be delivered to the nearest Premium Windows and Doors dealer or distributor. Will-call pickup is also available at the nearest manufacturing facility.

WINDOWS AND SCREENS ARE NOT SAFETY OR PROPERTY PROTECTION DEVICES! Window screens are designed solely for insect protection. They are not intended to prevent falls, restrict entry, or support weight nor are they intended security measures including to prevent intruders from entry. Premium Windows and Doors fully disclaims any protection or warranty against such events. For enhanced safety, homeowners are encouraged to consider window opening control devices specifically designed to help prevent falls and accidents. All window and door systems should be properly installed and maintained to meet safety needs.

Laminate Exterior Color

The exterior laminate finish is warranted against defects such as checking, cracking, or peeling for 10 years from the date of purchase.

Note: If laminate defects occur, Premium Windows and Doors may, at its discretion, provide refinishing of the affected area instead of replacement.

Pet Doors

Premium Windows and Doors provides a limited 2 year warranty on pet doors against defects in materials and labor.

Note: This warranty does not cover water or wind intrusion, damage caused by animals, people, or children entering/exiting through the pet door or use of the closing panel as a security feature. The pet door is designed for convenience but is not weatherproof or security-rated. Premium Windows and Doors is not responsible for damages, injuries, or other consequences resulting from the installation or use of the pet door.

Stainless steel hardware

Stainless steel hardware is warranted to be corrosion-free for 1 year. Products installed in coastal areas, including any location within 15,840 feet of a shoreline or body of salt water, are fully excluded from all warranty coverage of any kind.

Labor

Labor warranty applies only within Premium Windows and Doors' official delivery and service geographic areas as noted below.

Service Areas

Warranty services are available only within Premium Windows and Doors' official delivery and service geographic areas identified as within a 100-air-mile radius of the Premium Windows and Doors manufacturing facility in Corona, CA. For services outside this radius, Premium Windows and Doors reserves the right to contract an independent service provider and, in such case, some charges to the purchaser may apply.

Note: Premium Windows and Doors provides service coverage (either that which is provided directly or through an independent service provider) only within specified areas of California, Nevada, and Arizona. For residential dwellings located outside of this service territory, replacement parts will be supplied at no charge to correct a defect, provided the dwelling is a single-family residence occupied by the original owner. Inspection, labor, shipping costs and any other costs associated for residential dwellings located outside of this service territory are the full responsibility of the owner. For glass breakage, coverage is limited to replacement parts only for residential dwellings located outside of this service territory.

Replacements

Premium Windows and Doors may, at its option, repair and/or replace defective parts or components instead of providing a full product replacement. Discontinued items will be replaced with products of similar appearance and specifications. New products, parts, or components supplied under warranty will only carry the balance of the original warranty period.

Note: Color matching on replacement parts is not guaranteed. Premium Windows and Doors also reserves the right, at its sole discretion, to refund the original purchase price (or a prorated portion thereof), excluding installation costs, if no viable solution as determined by Premium Windows and Doors is available.

Care and Maintenance

Premium Windows and Doors products are manufactured with high-quality materials to deliver long-term performance. Proper cleaning and maintenance are required to ensure optimal function and appearance. Failure to follow maintenance guidelines voids this warranty at Premium Windows and Doors' sole discretion.

Basic Maintenance:

- Keep tracks clean: Regularly clean the lower sill channel to prevent dirt and debris buildup.
- Lubricate moving parts: Apply a small amount of spray lubricant to rollers on operable windows and doors. Wipe away any excess.
- Clean gently: Use a mild soapy solution and rinse with clean water to clean glass and frame surfaces. Do not use steel wool, abrasive cleaners, wire brushes, petroleum-based solvents, corrosive materials, acetone, or paint thinners.
- Maintain screens: Vacuum screens or wash them gently with a soft brush and mild soap.
- Inspect painted surfaces: Clean periodically with a soft brush or cloth and soapy water.
- Keeping weep-holes clear: Use a soft brush (like an old toothbrush) to remove debris and ensure proper drainage through exterior weep holes.

CAUTION! Do not use petroleum-based or corrosive materials on insulated glass surfaces. This includes oil-based lubricants, which may damage the insulated seal and void your warranty. Avoid tinting or applying reflective film on the interior side of windows and doors, as this can cause excessive heat buildup and damage the insulated glass.

Limitation of Warranty and Remedies

The terms and conditions of this lifetime, limited, conditional express warranty is the sole and exclusive warranty provided by Premium Windows and Doors. No individual or entity is authorized to make additional or other warranties on behalf of the company. All other express or implied warranties, including the implied warranty of merchantability or design and the implied warranty of fitness for a particular purpose, are disclaimed and not given. To the fullest extent of the law, Premium Windows and Doors is not liable for incidental, consequential, direct, indirect loss or damage, or punitive or exemplary

damages or injuries arising from its products, services or this warranty, its materials or labor or from any delay in reporting a condition or defect to the company.

Exclusions from Warranty

The warranty does not cover issues outside Premium Windows and Doors' control, including but not limited to:

- Improper installation/installation performed by a non-certified or approved contractor, use, or maintenance, repair or alteration, as well as workmanship by installers not affiliated with Premium Windows and doors.
- Use of non-company parts or accessories, modifications to the product, or installation of window shading devices (such as glass tinting, security systems, or insulated coverings).
- Minor cosmetic imperfections like small scratches, marks, slight glass curvature, or natural weathering.
- Damage from water infiltration not caused by manufacturing defects, corrosion in coastal environments, chemical damage from harsh cleaning agents, normal wear and tear or environmental issues (ex. iron content, dirt, moisture, etc.)
- Damage or defects caused by purchaser alterations, accidents, abuse, third-party transit or installation damage, vandalism, natural disasters (fires, floods, storms, earthquakes, lightning), house settling, pets, insects, or other acts of God.

Note: First-party transit damage requires a claim made upon delivery.

- Costs related to scaffolding or lifts, incorrect product sizing due to customer-provided dimensions, and improper use of residential products in commercial settings (or vice versa). Customers and their agents are solely responsible for ensuring compliance with local and State building codes.
- Any other causes beyond the reasonable control of Premium Windows and Doors.

The warranty does not cover or apply to motor vehicles, watercraft, recreational vehicles, houseboats or any property or structure not fixed or stationary.

Return Material Authorization (RMA)

All returned parts or products for repair must have a written (RMA) number or Service Case Number for evaluation under warranty. No exceptions will be made. An RMA can be obtained by reaching out to service@premiumwindows.com.

Warranty Claim/Record Requirements

Unless otherwise specified herein, all purchaser requests for repair, replacement and/or refund shall be made to service@premiumwindows.com within a reasonable time after discovery of the condition or defect and accompanied by the following minimum information: Purchase date, sales order number, dealer/distributor name, dealer/distributor phone number, homeowner name (original or new registered), homeowner address, homeowner phone number, documentation establishing ownership, installation date, installer name.

In all circumstances, Premium Windows and Doors shall have a reasonable opportunity to repair, replace or issue a refund under this warranty, but in no event less than 40 business days from the purchaser's request before any action can be taken by purchaser to enforce this warranty. Venue for any disputes under or arising out of this warranty shall be the County of Riverside, State of California. Should any term of this warranty be unlawful or unenforceable, it shall be stricken and the remaining terms enforced to the fullest extent.

Customer Support and Warranty Assistance

For service, warranty support, or additional care instructions:

-Contact us directly: Premium Windows and Doors | 15 Longitude Way, Corona, CA 92881 | Phone: 562.630.9696 ext. 4806 | Email: service@premiumwindows.com