



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 and Doors Ten-Year Limited Warranty.**

### **YOUR WARRANTY.**

This limited warranty is extended to all end users of Marvin Windows and Doors. Your Marvin product is warranted to be free from defects in manufacturing, materials and workmanship. If such a defect appears during the term of this warranty, 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 product.

### **Twenty (20) Year Insulating Glass Limited Warranty**

The insulating glass in your Marvin products is warranted against visible obstruction through the glass caused by a failure of the insulating glass air seal for a period of twenty (20) years from the date of original purchase. In the event visible obstruction occurs within the twenty (20) years, Marvin will, at its option, provide replacement insulating glass with or without associated sash. Marvin will not be responsible for installation or refinishing of these replacement parts.\*

\*Stress cracks are warranted against manufacturing defects for 10 years from original purchase date.

**CLAIMS UNDER THESE WARRANTIES MUST BE MADE WITHIN 60 DAYS OF THE APPEARANCE OF A DEFECT.**

### **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 AND 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
- Finish failures or corrosion of aluminum cladding or other components due to environmental conditions such as air pollutants, acid rain or other corrosive substances, except as specified in the “Marvin Windows and Doors Special Limited Warranty for Marvin Clad Products in Coastal Salt Water Environments.”
- 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
- Any misuse, modification or alteration
- Variations in the color and grain of natural wood parts
- Environmental conditions or use exceeding design standards
- Special glass or glazings

- 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 and Doors, P.O. Box 100, Warroad, Minnesota 56763
- Commercial Door (Please see separate warranty for commercial door hardware components, sills, and steel frames.)
- Marvin SillGuard™ (Please see separate warranty for Marvin SillGuard.)

**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.**

**THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY GIVEN BY MARVIN AND SUPERSEDES ANY PRIOR, CONTRARY, ADDITIONAL, OR SUBSEQUENT REPRESENTATIONS, WHETHER ORAL OR WRITTEN. MARVIN DISCLAIMS AND EXCLUDES TO THE GREATEST EXTENT ALLOWED BY LAW ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY IMPLIED WARRANTIES OTHERWISE ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE. NO PERSON (INCLUDING ANY EMPLOYEE, AGENT, DEALER, OR REPRESENTATIVE) IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY CONCERNING THIS PRODUCT, EXCEPT TO REFER YOU TO THIS LIMITED WARRANTY. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE BUT ONLY A WARRANTY TO REPAIR/REPLACE OR REFUND.**

### **IF YOU HAVE A WARRANTY CLAIM.**

Your local Marvin distributors and dealers are equipped to handle your warranty claim in a timely and efficient manner. Because they are located near you and are familiar with your purchase and/or project, your local Marvin dealer or distributor can best expedite a response 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 do not know the name of the dealer or distributor, or if you feel that the timeliness of the response was not adequate, please contact Marvin Windows and Doors to initiate the service request resolution. You may contact Marvin at 1-800-346-5128 or visit us at our website at [www.marvin.com](http://www.marvin.com) and select "Contact Marvin" on the home page. You will receive a response from Marvin within 48 hours of submitting your request.

When contacting your distributor, dealer, or Marvin Windows and Doors, having the following information available at the time of your contact would be helpful:

- Special glass or glazings
- Date product was purchased
- Dealer or distributor from whom the product was purchased
- Description of the product
- Specific definition of the problem or situation
- Your name, address and telephone number and/or email address

If written correspondence is more convenient for you, please send the above information to:

**Attn: Service Department  
Marvin Windows and Doors  
P.O. Box 100  
Warroad, MN 56763**