

# E X P O R T WARRANTY

## ON MILGARD PRODUCTS INSTALLED OUTSIDE THE UNITED STATES AFTER 01/01/2009

Milgard Windows (Milgard) guarantees it will provide replacement parts for any Milgard window which is defective in materials or workmanship. This warranty is subject to the following terms and conditions:

A five (5) year warranty is offered to the owner of Milgard Windows in markets outside of the United States and Canada. Coordination and execution of service and costs incurred for shipping, handling, transfers, insuring, transport and installation are the responsibility of the distributor, exporter or dealer.

If Milgard is unable to provide a replacement or a replacement is not suitable, then Milgard will refund the original Milgard invoice purchase price.

Milgard is not liable for damage caused by independent shipping contractor, improper handling, glass breakage, failure due to misuse, the use of applied tints or films, any alterations to the window including customer-applied paint finishes, or improper installation.

Milgard is not liable for acts of nature including earthquake, wind, fire or flood, natural weathering of exterior finishes and corrosion.

Milgard is not liable or responsible for any regional or local building codes relating to thermal value, fire codes or other structural codes and ratings.

Milgard is not liable for incidental or consequential damage.

To obtain service, contact your Milgard distributor, exporter, or dealer. A copy of the original Milgard invoice, purchase order, or production identification number found on the glass unit spacer bar is required.

PURCHASE DATE

SALES ORDER No.

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**Your Milgard windows and patio doors will continue to perform well if given some simple, routine Care and Maintenance Instructions. With proper care, your windows and doors will continue to operate at their best and look great. Milgard's Full Lifetime Warranty (see reverse side or access Milgard's website at [www.milgard.com](http://www.milgard.com)) does not cover damage or defects related to a failure to follow the Care and Maintenance Instructions below.**

#### GLASS CARE

Proper care of your window and door glass is important to gain the maximum effectiveness of insulating, low-e or reflective glass. Any of the "Don't" actions listed below can damage the glass surface or destroy the insulating glass seal.

**Don't** use any petroleum-based cleaners or caustic chemicals on your glass.

**Don't** use a razor blade, abrasive pad or putty knife to clean the glass.

**Don't** use a high-pressure spray nozzle when rinsing your glass after washing.

**Do** clean glass with a mild dish soap and water. Rinse completely with clean water and wipe dry with a soft cloth to avoid water spots.

**Avoid** washing glass in direct sunlight for best results.

**Do** clean screens by first removing, then washing on a clean, flat surface with a mild soap and water solution using a soft brush. Rinse, dry and reinstall.

#### MOLD AND CONDENSATION

Water condensation can occur on your window and door interior surfaces if certain conditions exist. Often it's a warning to you that excessive moisture exists in your home that may facilitate mold growth. Condensation on interior window surfaces results from higher moisture content in the air contacting lower temperature surfaces on the glass or frames. The higher your home's interior humidity and the lower the outside air temperature, the more condensation can occur.

**Do** check all window sashes for smooth and regular operation. Increase interior home ventilation and air exchange devices if needed.

**Do** use your exhaust fans, especially when showering.

**Do** consider installing a dehumidifier. Use ceiling fans to improve air circulation.

**Do** open windows and doors when practical to allow interior moisture to escape.

#### SMOOTH OPERATION

**Do** lubricate the moving parts of window and door hardware if not operating smoothly. Use only a spray silicone product to lubricate moving parts, being careful not to apply excessive amounts. Wipe up any drips or spills. In salt-air environments, monthly cleaning and lubrication may be necessary to preserve function (see text of warranty on reverse side for the exclusion of warranty coverage for functionality of hardware in corrosive environments).

**Do** inspect weather stripping on operable windows and doors to be sure it seals evenly when closed.

**Do** make certain that the track area is kept clean. Frequent vacuuming will clear any accumulated dirt and dust.

**Do** adjust sliding door rollers for proper height clearances. Door rollers are adjusted with a screwdriver through access holes in either the end or side of the sliding panel, located near the bottom of the panel.

**Do** adjust rolling screen doors to slide smoothly. Use a screwdriver, in all four corners, to make adjustments.

**Do** check on the sliding door lock strike placement if you adjust the door rollers. Adjustment is made by loosening screw fasteners, moving strike plate and tightening. Re-check for proper lock operation.

#### DRAINAGE SYSTEMS

Windows and doors use a simple drainage system or 'weep' holes designed in the frame itself. These water drainage pathways must be kept clean and clear of any obstructions to operate effectively.

It's normal for water to accumulate in the sill or track area during a period of wind-driven rain. The weep system is designed to allow the water to drain to the outside as water builds up, or outside wind pressure subsides. Clogged weep holes may prevent excess water from draining. Over time standing water can damage your window or door and lead to structural damage from mold, mildew and wood rot if water enters your wall cavities.

**Do** keep all sill or track surfaces clean of dirt and debris.

**Do** make sure that exterior weep holes are clear of any debris, stucco, sand or other obstructions.

**Do** use a small, soft brush (such as an old toothbrush) to clear openings.

**Do** regularly inspect the exterior perimeter of your window and door frames for any cracks, or cracks in the adjacent siding material that can cause moisture to penetrate. If a crack appears, seal with a good grade of sealant according to the sealant manufacturer's instructions.

#### IMPORTANT DO'S AND DON'TS

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| <b>DO:</b>    | Clean the frame surfaces with mild soap and water.           |
| <b>DON'T:</b> | Use razor blades, putty knives or abrasive scrub pads.       |
| <b>DO:</b>    | Use a commercial glass cleaner or mild soap and water.       |
| <b>DON'T:</b> | Use ANY petroleum-based cleaners or solvents.                |
| <b>DO:</b>    | Clean window & door tracks and weep holes.                   |
| <b>DON'T:</b> | Use oil-based lubricants or damage weep hole covers/baffles. |
| <b>DO:</b>    | Regularly check weather stripping and hardware performance.  |
| <b>DON'T:</b> | Add films or attachments to the glass.                       |
| <b>DO:</b>    | Read and understand your Full Lifetime Warranty.             |