MILGARD®
WINDOWS and DOORS

# FULL LIFETIME WARRANTY UPGRADE

**IMPORTANT: Read this Warranty carefully as it provides remedies, affects legal rights, and includes other important information.**

This Warranty is an optional warranty upgrade for certain lines of Milgard Manufacturing LLC ("Milgard") products sold for installation within Milgard's Service Territory (www.milgard.com/serviceterritory). It is not available for all Milgard products or for all geographic locations. The upgrade must be purchased at the time of the original product sale and be reflected in Milgard's order documents for this Warranty to apply. Where unavailable or not selected at the time of sale, Milgard's standard warranty for new construction or replacement product will apply. When selected and paid for, this Full Warranty applies and provides the exclusive coverage for windows and doors manufactured by Milgard after November 1, 2026, for installation in new construction or purchased as replacement products in Milgard's Service Territory ("Product").

**Who is Covered, What is Covered & For How Long**. This Warranty is provided for the natural lifetime of the original consumer owner as long as they own and reside in a residential dwelling into which Milgard Products are first installed ("Owner"). The Lifetime Coverage extends for as long as that owner owns and resides in the dwelling. The modified coverages are available for the periods detailed below. The coverages in this Warranty cannot be assigned or transferred. If the original consumer sells the dwelling, uses the dwelling for rental or commercial purposes, or ceases to reside in the dwelling, this Full Lifetime Warranty coverage shall lapse and any warranty remedies available for the Products will be determined under the terms for "All Other Owners" in Milgard's New Construction Limited Warranty or Replacement Product Limited Warranty, as applicable.

Upon notice of a claim by the Owner received during the warranty period and per the terms stated herein ("Claim"), Milgard warrants that it will repair the Product ("Remedy") to address the conditions below provided that the condition exists, arose during the applicable coverage period, resulted solely from Milgard's original manufacturing process or materials, and is not otherwise excluded by these terms.

## FULL LIFETIME COVERAGE

Frame & Panel Material. Milgard will offer a Remedy to address excessive blistering, chipping, cracking, peeling, corroding or pitting of the frame or panel material affecting normal use and operation of the Product throughout their ownership.

Insulated Glass Units ("IGU"). Milgard will offer a Remedy to address a material obstruction of vision through the glass due to accumulation of dust, moisture or chemical outgassing on an internal surface of the IGU (standard, laminated or impact glass) throughout their ownership.

Glass Breakage. Milgard will offer a Remedy to address non-specialty broken or cracked glass during their ownership so long as such breakage did not result from unreasonable use, including failure to provide reasonable and necessary maintenance. See page 2 for exceptions.

Hardware. Milgard will offer a Remedy to address a nonconformity in material or workmanship of hardware affecting normal use and operation of Product throughout their ownership.

**Modified Coverages**. For 10 Years from the Product manufacture date, Milgard will offer a Remedy to address delamination in a laminated or impact IGU; a nonconformity in material or workmanship of blinds between the glass or simulated divided lites causing a material obstruction of vision through an IGU; excessive peeling, checking, cracking, chalking, fading or color change in a painted or powdercoat finish; and nonuniform or nongradual color change, or excessive cracking, pitting, chipping, feeling, blistering or corrosion in a Capstock finish. For 1 Year from the Product manufacture date, Milgard will offer a Remedy to address a nonconformity in material or workmanship affecting normal use and operation of Product weatherstripping and screens, or to address corrosion or oxidization in stainless steel hardware.

**Warranty Claim Process**. Owner must submit claims to www.milgard.com/service-request or 1-800-MILGARD (1-800-645-4273) within 30 days of discovering the perceived condition. Your contact information, address and order number is required to confirm warranty upgrade applicability. It is also helpful to provide a description of each Product, the condition, and photographs. Milgard will review and respond in a timely manner per the terms of this Warranty. Milgard has no obligation to provide any Remedy under this Warranty until a claim is submitted.

Labor & Shipping. Milgard will provide all labor necessary to complete the Remedy and pay shipping costs during the coverage period. Reasonable access to the Product must be provided by owner, including removing window décor and security alarms, and moving furniture near the Product opening. Any Remedy offered by Milgard does not extend, revive or otherwise modify the terms of this Warranty.

**DISCLAIMERS & LIMITATION OF REMEDIES AND ACTIONS**. This Warranty provides the sole and exclusive remedies for the Product. Milgard makes no warranty for the Product beyond this writing and disclaims any conduct or mockup apart from these terms. Milgard makes no representation regarding the useful life of its Product. **MILGARD WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR SPECIAL DAMAGES.** Some state laws may not allow exclusions of incidental and consequential damages, so these exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Remediation Conditions. Replacement parts may not be an aesthetic match to the original. Milgard reserves the right to discontinue or modify its products. When that occurs, Milgard will substitute parts or products it deems to be of equal value or quality. If Milgard is unable to repair the Product after a reasonable number of tries, at the consumer's option, Milgard will provide a replacement product or a refund of the purchase price of the affected Product.

**When a Remedy is Not Available.** A Remedy is not available where a reported condition occurs, in whole or in part, after the Product was sold and does not relate to Milgard's materials or manufacturing. Examples are below but also include damage or conditions caused by unreasonable use of the Product during the Owner's possession, as well as the failure to provide reasonable and necessary maintenance.

- Failure to follow Milgard's published installation recommendations; an application or configuration exceeding the capacity of the Product design or in violation of applicable codes, plans, specifications, or good building practices; jobsite or trades; mishandling or storage of Product; failure to properly incorporate the Product into the building envelope; installation in inappropriate openings; building settlement or failure of walls or foundations; off-site construction, lifting or transportation of preassembled walls or units; failure to notify Milgard of a condition that should have been reported upon initial delivery of the Product.

- Normal wear and tear, aging, normal weathering, corrosion or otherwise abnormal environments (except as provided for stainless steel hardware); lack of product maintenance, misuse or abuse; lack of use of operable Product (panels should be opened and closed monthly); interior moisture or condensation; or insect intrusion around or through window. "Normal weathering" includes the gradual fading, chalking, or darkening of any colored surface as well as tarnish, corrosion, oxidization or discoloration of hardware finishes or component parts.

- Alterations or modifications of the Product, including reinstallation or the application of tints, films, sealant, caulk or paint finishes; field assembly or fabrication of Product; installation of security systems or window coverings; environmental or applied elements that exceed the tolerances of the Product or its components' performance ratings; water intrusion caused by wind-driven rain due to high wind events.

- Any application of force or materials, including power washing or the use of harsh chemicals such as brick wash, acids, salts, abrasive cleaners, or solvents; acts of nature; vandalism, riot or civil disorder; or any other condition or cause beyond Milgard's control.

Glass conditions and breakage exclusions. Remedies under this Warranty are not available for glass blemishes, scratches or other imperfections allowable for Quality 3 flat glass per ASTM C 1036, heat treated flat glass per ASTM C 1048, and laminated architectural flat glass per ASTM C 1172; reflection of heat (e.g. sunlight) off the Product; or minor curvature of a glass panel or insulated glass unit as these all can arise from natural conditions of glass. Milgard is not responsible for glass breakage or cracking caused by storage, handling, installation, construction, acts of nature (e.g. fire, earthquake), civil disorder, building settlement, or structural failures of walls or foundations. There is no glass breakage coverage for specialty glass (e.g. V-Groove, laminated glass, blinds in glass) or glass in garden windows.

Caulking. Caulking or sealants between the Product and exterior cladding or trim is not part of the Product and is not covered by this Warranty. It is a maintenance item that is the responsibility of the owner.

Certifications/Field Testing. Many Milgard products are tested in accordance with procedures established by NAFS and NFRC. These tests measure the performance of sample products in a laboratory setting. Milgard manufactures its products using the methods and materials used in fabrication of the tested product, however, products involve a range of tolerances that can cause unique variance with tested values. Installation and in-field evaluation of a product can affect test results as well. For these reasons, Milgard does not warrant its test results or certifications. Milgard's Field Testing Policy provides further details on its position regarding field testing. Milgard is not responsible for determining the suitability of its products for surrounding building components or wall design.

Thermal. The thermal performance of some product is enhanced by inserting gas into the inner space of the IGU. Given the nature of these gases and technology used to manage them, Milgard does not warrant specific gas retention or fill levels and performance variation may occur.

Window Safety. Screens on Milgard products are not intended to provide security or for the retention of persons or objects. Fall prevention devices are available from Milgard or others and can be installed on windows to help lessen the risk of accidental falls if used properly.

This Warranty may only be modified by a writing signed by an authorized director of Milgard. Any act or omission of Milgard does not create a new warranty or extend the term of this Warranty. If any term of this Warranty is deemed invalid or unenforceable in a judicial proceeding that term shall be severed, while all other terms shall remain in full force and effect.

Milgard's Care and Maintenance Instructions, Field Testing Policy, and product documents are available at www.milgard.com.