MILGARD®
WINDOWS and DOORS

NEW CONSTRUCTION LIFETIME LIMITED WARRANTY

for original purchasers while they own and occupy the Dwelling

NEW CONSTRUCTION 10-YEAR LIMITED WARRANTY

for All Other Owners, including commercial properties

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

This Warranty attaches to the Product at the time of sale by Milgard and provides the exclusive coverage for windows, doors and moving glass wall systems sold by Milgard Manufacturing LLC after November 1, 2026 for installation in new construction in the United States ("Product"). Products with a purchased warranty upgrade reflected on the sales order and products purchased for installation into an existing opening have a different warranty. Visit www.milgard.com to find your warranty.

Who is Covered. The Lifetime Limited Warranty is provided to the first purchaser of a newly constructed single-family detached home, townhome or condominium unit ("Dwelling") for as long as they own and occupy the Dwelling as their personal residence ("Residential Dwelling Owner"). The 10-Year Limited Warranty is provided to all other owners of Product installed into new construction including, but not limited to, commercial property owners, HOAs that own or have a responsibility to maintain the Product pursuant to CC&Rs or bylaws, non-settlor trustees or beneficiaries of a Dwelling, owners of a Dwelling unit used as a rental, all subsequent owners, and dealers/distributors and builders while they own the Product ("All Other Owners"). This Warranty is transferable, and each Product owner ("Owner") is responsible for passing this Warranty to the next Owner before or at the time of sale.

What is Covered & For How Long. Upon notice of a claim by the current Owner received during the warranty period and per the terms stated herein ("Claim"), Milgard warrants that it will, at its sole option, offer replacement parts or repair the Product ("Remedy") to address the conditions below provided that Milgard determines the condition exists, arose during the coverage period, resulted solely from Milgard's original manufacturing process or materials, and is not otherwise excluded by these terms. The coverage periods described below start on the date of Product manufacture ("Manufacture Date").

Frame & Panel Material. For as long as the Residential Dwelling Owner owns and occupies the Dwelling as their personal residence, 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. The coverage period is limited to 10 years for All Other Owners.

Insulated Glass Units ("IGU"). For 10 years, Milgard will offer a Remedy to address (1) 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); (2) delamination in a laminated or impact IGU; or (3) a nonconformity in material or workmanship of blinds between the glass or simulated divided lites causing a material obstruction of vision through an IGU. For 1 year, Milgard will offer a Remedy to address a stress crack.

Frame & Panel Finishes. For 10 years, Milgard will offer a Remedy to address (1) excessive peeling, checking, cracking, chalking, fading or color change in a painted or powdercoat finish; (2) nonuniform or nongradual color change, or excessive cracking, pitting, chipping, peeling, blistering or corrosion in a Capstock finish; or (3) non-uniform or non-gradual color change, excessive pitting, chalking or fading in an anodized finish.

Components. For 10 years, Milgard will offer a Remedy to address a nonconformity in material or workmanship of hardware affecting normal use and operation of Product. For 1 year, Milgard will offer a Remedy to address a nonconformity in material or workmanship affecting normal use and operation of weatherstripping, screens, and electronic hardware; or 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. Notice must include contact information, order number, description of each Product and the condition, and photographs (unless unobtainable). 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 complete claim is submitted.

Labor & Shipping. For windows, doors and vinyl moving glass wall systems, Milgard will provide Skilled Labor necessary to complete the Remedy or pay shipping costs for Claims made within 10 years of the Manufacture Date (or for the coverage period noted if less than 10 years) if the structure is located within Milgard's Service Territory at the time of Product purchase. Skilled Labor and shipping are limited to 1 year for aluminum moving glass wall systems. "Skilled Labor" is work that, in Milgard's sole judgment, requires special knowledge or skills not possessed by an Owner or the use of tools not available to an Owner. All other labor (e.g. replacing hardware) is not covered under this Warranty. An Owner within the Service Territory is responsible for the cost of all non-skilled labor, and for any inspection, labor, disposal/recycling and shipping costs for a Claim received more than 10 years (or for the coverage period noted if less than 10 years) after the Manufacture Date. An Owner outside the Service Territory is responsible for all inspection, labor, disposal/recycling and shipping costs at any time. Milgard's Service Territory can be viewed at www.milgard.com/serviceterritory.

Milgard has sole discretion to decide whether an onsite inspection is needed to respond to a Claim. Milgard will not provide or pay for labor or materials to repair or restore any material or surface beyond the Product. Milgard will not provide or pay for any labor when a complete replacement unit is provided. Reasonable access to the interior and exterior of the Product must be provided at the Owner's own expense including, but not limited to, removing window décor and security alarms, moving furniture, and providing scaffolding or lift equipment necessary to reach Product not accessible with a 15' extension ladder. Where safe and practical access is not available, Milgard will provide the parts only and not labor. If the Owner fails to appear for a scheduled appointment, Milgard may leave the parts and/or charge a separate fee to return and complete the service.

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 it is unable to provide a replacement product and repair is not commercially practicable or cannot be timely made, Milgard may elect to refund the purchase price of the affected Product in full satisfaction of its obligations.

What is Not Covered. A Remedy will not be provided for nonconformities, damage, or conditions caused in whole or part by:

- installation; 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; or 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 Product. "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.
- glass breakage (other than stress cracks occurring within 1 year); 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.
- 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; or aluminum components having direct contact with concrete, steel, or copper treated wood (e.g. Alkaline Copper Quaternary).
- 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.
- any intrusion (e.g., air, water, dust) or condition arising from the failure to design or otherwise provide building protections sufficient to prevent intrusion beneath or through flat or low profile sills on doors or moving glass wall systems.

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.

DISCLAIMERS & LIMITATION OF REMEDIES AND ACTIONS. This Warranty provides the sole and exclusive remedies for the Product and Owner waives any other claim regardless of legal theory. Milgard makes no warranty for the Product beyond this writing and disclaims any conduct or mockup apart from these terms. **ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. MILGARD WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR SPECIAL DAMAGES.** Milgard's liability will not exceed the price of the affected Product. Milgard makes no representation regarding the useful life of its Product. Some state and federal laws may not allow disclaimers on implied warranties or exclusions of incidental and consequential damages, so these limitations or 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.

MILGARD AND OWNER AGREE THAT EACH CLAIMED CONDITION FOR WHICH RELIEF MAY BE AVAILABLE UNDER THESE TERMS AND MILGARD'S RESPONSE OR REMEDY TO ANY CLAIM IS UNIQUE AND ISOLATED. ANY LEGAL ACTION ARISING IN CONNECTION WITH THIS WARRANTY SHALL ONLY BE ASSERTED BY A CURRENT OWNER ON AN INDIVIDUAL BASIS AND NOT THROUGH REPRESENTATIVE OR CLASS ACTION PROCEEDING. FURTHER, MILGARD AND OWNER WAIVE ANY RIGHT TO RECOVER ATTORNEY FEES RELATED TO ANY PROCEEDING INVOLVING A BREACH OF WARRANTY CLAIM.

Any Remedy offered by Milgard does not create a new warranty, nor does it extend, revive or otherwise modify the terms of this Warranty. This Warranty may only be modified by a writing signed by an authorized director of Milgard. 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.