

Lifetime Warranty

Zenith Series • Serene Series • Elegance Series • Timeless Series

Residential Dwelling

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

When installed in a new custom home or a remodeling/replacement project, Premium Windows and Doors products are warranted to be free from defects in materials that unreasonably affect performance under normal use. At its discretion, Premium Windows and Doors will repair or replace any defective product, part, or component at no charge for as long as the original purchaser owns and occupies the home in which the products were originally installed.

This warranty is extended to the original purchaser for as long as the purchaser owns and lives in the single-family home, subject to exclusions and limitations. If the home is sold, Premium Windows and Doors will continue to warranty the products for the new homeowner for up to ten (10) years from the original purchase date, provided that the subsequent homeowner owns and occupies the home and registers the warranty transfer with Premium Windows and Doors within 30 days of purchase.

Note: Products installed in commercial buildings, multifamily housing, or new construction in tract housing are warranted for ten (10) years from the original product purchase date. This includes coverage on the frame, seals, hardware, and labor. Excludes Glass Breakage for Commercial Buildings, Multifamily 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 10Years.

Glass Breakage

Insulated glass in all series is covered against accidental breakage.

Note: Exclusions comprise glass breakage caused by installation, construction, storage, handling, or natural events (e.g. fire, earthquake, Structural failures, building settling or civil disorder).

Specialty glass, tempered, garden window glass, laminated glass and Integrated blinds. (Integrated blinds have ten years for insulated glass component of product and on operation of the blind, insulated glass seal and external control mechanism attached to the glass.

Insulated glass

Insulated glass is warranted 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.

Note: Condensation on 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 damage, including incidental or consequential damage, caused by condensation, mold, or mildew. Homeowners are responsible for maintaining proper indoor humidity levels to help prevent such issues.

Screens

Window and door screens are warranted against defects in materials for one (1) year. 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. Screens are excluded from lifetime coverage.

Labor

The lifetime labor warranty applies only within Premium's official delivery and service geographic areas.

Service Areas

Warranty services are available 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. Some charges may apply.

Note: Premium Windows provides service coverage only within California, Nevada, and Arizona. For residential dwellings located outside of this service territory, replacement parts will be supplied at no charge to correct a nonconformity, provided the dwelling is occupied by the original owner. Inspection, labor, shipping costs and any other cost associated are the responsibility of the owner. For glass breakage, coverage is limited to replacement parts only.

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 carry the balance of the original warranty period.

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

Laminate Exterior Color

The exterior laminate finish is warranted against defects such as checking, cracking, or peeling for ten (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.

Limitation of Remedies

This warranty is the sole and exclusive warranty provided by Premium Windows and Doors. No individual or entity is authorized to make additional warranties on behalf of the company. All implied warranties, including merchantability and fitness for a particular purpose, are disclaimed to the maximum extent permitted by law. In jurisdictions that do not allow such limitations, implied warranties are limited to the shortest period allowed. Premium Windows and Doors is not liable for incidental, consequential, indirect, or punitive damages arising from any warranty claim.

Pet Doors



Premium Windows and Doors provides a limited two (2) year warranty on pet doors against defects in materials and workmanship.

This warranty does not cover: Water or wind intrusion, Damage caused by animals, people, or children entering/exiting through the pet door, 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 damage, injury, or consequences resulting from the use of the pet door.

Stainless steel hardware

Hardware corrosion-free for 1-year. Products installed in coastal areas, including any location within three (15,840 feet) of a shoreline or body of salt water, are excluded from warranty coverage.

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 may void the warranty. **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.

- Not safety devices: Window screens are designed solely for insect protection. They are not intended to prevent falls, restrict entry, or support weight. Premium Windows and Doors provide no guarantee 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.

Exclusions

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

- Improper installation/installation performed by non-certified contractor, use, or maintenance, repair or alteration, as well as workmanship by installers not affiliated with Premium Windows.

- Use of non-factory 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 your alterations, accidents, abuse, transit or installation damage, vandalism, natural disasters (fires, floods, storms, earthquakes, lightning), house settling, pets, insects, or other acts of God. **Note:** Transit damage requires claim at 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 responsible for ensuring compliance with local building codes.

- Any other causes beyond our reasonable control

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.

Warranty Claim/Record Requirements

Purchase Date, Sales Order Number, Dealer/Distributor Name, Dealer/Distributor Phone Number, Homeowner Name, Homeowner Address, Homeowner Phone Number, Installation Date, Installer Name.

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

Legal Claim Notice

Before initiating legal action against Premium Windows and Doors, the homeowner must submit a formal Notice of Legal Claim in writing to: Legal@premiumwindows.com The notice must include all relevant details and allow a minimum of 40 days from submission before legal proceedings may begin. This period allows both parties the opportunity to resolve the issue without litigation. Should any term of this Conditional, Limited Lifetime Warranty be unlawful or unenforceable, it shall be stricken and the remaining terms enforced to the fullest extent.