



# Transferable Lifetime Limited Warranty Replacement Products

## SERIES 8700 DOUBLE HUNG, PICTURE WINDOW AND SLIDER

At Atrium we are proud of the quality and workmanship of our windows and patio doors and want you to be satisfied with them. We are pleased to offer you the following Transferable Lifetime Limited warranty on our products for materials and workmanship from the date of installation at no additional cost to you!

Of course, as you would expect, our warranty does not cover normal wear and tear, or damages resulting from misuse, abuse, neglect or improper maintenance, and alterations or damages caused by others.

### Unit Components



Atrium Windows and Doors warrants to the original single-family homeowner that products manufactured by Atrium will be free of defects in parts (including screens) and workmanship under normal use and service for as long as you own and reside in the home in which the products were installed.

### Insulated Glass



The insulated glass portion of the window is warranted not to "fail" for a lifetime from the date of purchase. A "failed" unit is one that develops a significant obstruction of vision resulting from a moisture film formation or dust collection between the interior glass surfaces of the unit caused by failure of the hermetic seal. Small marks, scratches and spots which do not exceed company standards or federal government specifications DD-G-451D or ASTM C1036 Standard Specification for Flat Glass, do not make insulated glass units defective.

### Insulated Glass Warranty Coverage

Should the glass fail after year 25 as a result of defects described above, then Atrium Windows and Doors will charge you a fixed percentage of the company's selling price for insulated glass at that time, according to the following schedule.

Years	Required Payment Percentage
0-25	0%
26-40	25%
41-Life	50%

### Transfer of Warranty

This warranty is transferable one time only by the original single family homeowner to a successor owner of the property. If this warranty is transferred, it will remain in effect for 10 years after the date of the transfer or to the conclusion of the original warranty, whichever comes first. Atrium must receive written notice of the transfer of title to such property within thirty (30) days after the date of transfer of ownership. Failure to timely furnish such notice and payment to Atrium will result in the immediate termination of the warranty coverage.

### Repair Procedure

This warranty is limited to Atrium, at its option, repairing and/or replacing defective parts (color matching not guaranteed) in lieu of repair or replacement. Atrium, in its sole discretion, reserves the right to refund the amount paid by the original single-family homeowner for the window product (excluding installation cost).

### Product Changes

Atrium reserves the right to discontinue or change any product it manufacturers. If the part or component of the product originally installed is not available and Atrium determines to make replacement, Atrium shall have the right to substitute such part or component designated by Atrium to be of equal quality and price.

### Commercial Applications

If Atrium products are installed in non-owner multi-family occupied dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc., then this warranty will be limited to 10 years.

### Limitations

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM

OF THIS LIMITED WARRANTY. ATRIUM EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OR REFUND OF ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty.

This limited warranty is only applicable in the USA. This limited warranty gives you specific legal rights, and you may also have other rights, which may vary, from state to state.

This limited warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers.

### Condensation, Mold & Mildew

Condensation on the glass surface is a natural result of excess moisture in the house and does not indicate a defective product or faulty installation. Maintaining proper household humidity levels may prevent problems such as mold, mildew and related health risks. In no event shall Atrium be liable for any damages, including special, incidental or consequential damages, resulting from condensation, mold or mildew.

IF YOU BECOME AWARE OF PERSISTENT CONDENSATION ON YOUR WINDOWS, YOU SHOULD TAKE IMMEDIATE REMEDIAL ACTION TO PREVENT WATER, MOLD AND/OR MILDEW DAMAGE TO YOUR PROPERTY AND POTENTIAL HEALTH RISKS.

### Color

Color change due to normal weathering is excluded from this warranty. Normal weathering is defined as any exposure to ultraviolet (sun) light, weather and atmospheric conditions which will cause any colored or painted surface to fade, darken, chalk or acquire a surface accumulation of dirt or stains. The severity of these conditions depends on air quality, location of your home and other local conditions.

### Damage Related Exclusions

- Improper installation, use or maintenance
- Product failure or damage due to improper installation or modifications including: adjustments or corrections due to improper installation
- Failures due to product modifications or window shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated window coverings, etc.)
- Units improperly assembled and/or improperly mulled by others
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship
- Glass or metal damage caused by others (e.g., brick wash, sanding or improper washing, chemicals or airborne pollutants such as salt or acid rain). Corrosion-resistant hardware is available for installations exposed to salt water or acid rain
- Delivery damage by companies other than Atrium
- Accidents or Acts of God
- Normal wear and tear

### General Exclusions

- Tarnish, corrosion or discoloration of hardware finishes
- Caulking is a maintenance responsibility of the homeowner after installation and is not covered under the warranty
- Defects in exterior laminate coverage limited to 10 years.

### Labor Related Exclusions

- Labor is NOT included in any portion of this warranty
- Replacement of sash panels, glass or other components
- Removal and disposal of defective product
- Painting or staining of repaired or replaced product, component, trim or other carpentry work that may be required
- Service trips to provide instruction on product use

**PLACE APPLICATION IN ENVELOPE AND  
MAIL TO:**

**Atrium Windows and Doors  
Attn: Warranty Department  
300 Welcome Center Blvd.  
Welcome, NC 27374**

**Register warranty on-line at [www.atrium.com](http://www.atrium.com). Click on Our Story and see warranty registration box at bottom of page.**

For further information or to make a claim, please contact the Atrium retailer/dealer who supplied you with the Atrium product. If unavailable or unknown to you, you may contact us at:

Warranty Department  
Atrium Windows and Doors  
300 Welcome Center Blvd.  
Welcome, North Carolina 27374

You may also contact us using the Contact Us section of our web site at [www.atrium.com](http://www.atrium.com).

All claims must include the following information:

- Description of the product such as the exterior color, unit size or inside visible glass measurements
- A detailed description of the suspected defect and where the product is installed
- Product identification number (PIN), which is a unique eight-digit "warranty I.D." number located in the top portion of each product
- Proof of purchase and date
- Your name, address, and telephone number

Replacement products may be provided to the homeowner at no cost, but there could be labor charges for the removal of defective products and for installation of replacement products, if not removed and installed by the homeowner. The manufacturer has no responsibility, liability or obligation for, nor will it pay, any removal or installation costs for the replacement products.

Replacement products will be delivered to the nearest Atrium location. Delivery to the actual installed location is the responsibility of the homeowner.

When warranty coverage is unclear, Atrium may charge an inspection fee of \$100.00 for any on-site inspections. If the inspector determines the Atrium product has a defect covered by this warranty, the inspection fee will be waived.

This warranty applies to:

## SERIES 8700

# 25-Year Glass Breakage Warranty

This warranty is extended to the original single family homeowner identified in this warranty certificate ("Certificate") and the attached Warranty Registration Card, by Atrium Windows and Doors. Subject to the terms and conditions put forth in this certificate, Atrium Windows and Doors makes the following warranties to the original single family homeowner regarding the insulated glass panels of the replacement window(s) installed on the property identified in this certificate and Warranty Registration Card.



If a panel of insulated glass manufactured by Atrium Windows and Doors and installed in one of its replacement windows registered herein should break for a period of 25 years from the date of purchase, Atrium Windows and Doors will furnish a replacement panel at no charge.

This warranty is limited to the furnishing of replacement insulated glass panels and does not cover or include any labor costs. Atrium Windows and Doors will not be responsible for any costs incurred in the removal or reinstallation of the insulated glass panels or window. Additionally, this warranty does not cover damages resulting from fire, flood, earthquake, lightning, ice, windstorms, hail or other acts of God. This warranty is not applicable for products installed in non-owner multi-family occupied dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc.

The warranties put forth in this certificate are the only express warranties extended by Atrium Windows and Doors in connection with glass breakage. The remedies set forth in this certificate shall constitute the

original homeowner's exclusive remedies, and Atrium Windows and Doors shall not be liable to the homeowner for incidental or consequential damages for the breach of any express or implied warranties in connection with the insulated glass panel or windows. This limited warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers.

## WARRANTY REGISTRATION AND CLAIMS

In order for the homeowner to be eligible for coverage under this warranty, the attached warranty registration card must be completed and signed by the original single family homeowner and the dealer that installed the windows covered by this warranty. The warranty registration card must be returned to Atrium Windows and Doors within thirty (30) days after completion of the installation. This warranty is limited to the original single family homeowner only and is not transferable.

For warranty claims please contact either the dealer or Atrium Windows and Doors.

Attn: Warranty Department  
300 Welcome Center Blvd.  
Welcome, NC 27374

The claim must include the homeowner's name, address, date of installation and a copy of this certificate. Additionally, the homeowner must provide the Proof of Purchase, for each covered window. In order to qualify for warranty coverage, the homeowner must do this within thirty (30) days of the date the glass breakage is first discovered.

12-15 supersedes 11-13

Please Cut Along Dotted Line

**Note: This is not a Warranty Registration.  
Please use for a Warranty Transfer only.**

## Atrium Windows and Doors Warranty Transfer Application

**MAIL TO: Atrium Windows and Doors  
ATTN: Warranty Department  
300 Welcome Center Blvd.  
Welcome, NC 27374**

Name of New Owner \_\_\_\_\_  
(Please Print)

Name of Original Owner \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Date of Installation \_\_\_\_/\_\_\_\_/\_\_\_\_ Date of Title Transfer \_\_\_\_/\_\_\_\_/\_\_\_\_

Installed By \_\_\_\_\_

Please Cut Along Dotted Line

### Registration for Glass Breakage Warranty

(To be completed by Homeowner)

Name of Homeowner \_\_\_\_\_  
(Please Print)

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Address Installed \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Date Installed \_\_\_\_\_

Dated copy of Proof of Purchase \_\_\_\_\_

Product Identification Number (PIN) Each Window \_\_\_\_\_

\_\_\_\_\_

I have read and agree to the terms of the Glass Breakage Warranty and have received the Warranty Certificate attached to this card.

Signature of Homeowner \_\_\_\_\_ Date \_\_\_\_\_

- To be completed by Selling Dealer -

Company Name \_\_\_\_\_

(Please Print)  
Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

This warranty registration card must be completed and signed by you and the dealer that installed the windows covered by this warranty. Mail to Atrium Windows and Doors, Attn: Warranty Department, 300 Welcome Center Blvd., Welcome, NC 27374 within 30 days after installation has been completed. This Warranty will be registered but not acknowledged unless specifically requested.

Signature of Dealer \_\_\_\_\_ Date Installed \_\_\_\_\_