



## LIFETIME LIMITED WARRANTY

Congratulations on selecting NT Window products for your home. We pride ourselves on offering the very best in home improvement products and are determined to back them up with a strong warranty and unbeatable customer service.



NTwindow®

# LIFETIME LIMITED WARRANTY

Residential & Commercial  
New Construction and Replacement  
Valid for purchases made April 2, 2024 and later



## NT Window, Inc.® Window & Door Lifetime Limited Warranty

*Congratulations on your purchase of windows & doors manufactured by NT Window for installation into your property either during new construction or as a replacement product. NT Window, Inc. is proud to support these products and will respond to your notice of product issues according to the terms and conditions set forth below. This warranty only applies to products purchased within the USA.*

### The NT Window Promise:

**Single Family Home:** For as long as you own and reside in your owner-occupied single family home, NT Window will, upon notice as required herein, either repair or provide replacement components as needed to correct conditions directly caused by a defect in the product as manufactured.

**Commercial and Multi-Family:** For a period of ten (10) years from date of product sale, NT Window will, upon notice from the property owner as required herein, either repair or provide replacement components as needed to correct any of the below conditions when directly caused by a defect in the product as manufactured. This shall apply to all products installed in properties other than owner-occupied single family homes.

### Application and Transfer:

**Single Family Home Warranty** is made solely to the original consumer purchaser who both owns and resides in the single family home at the time NT Window products are installed and continues for such time as both that ownership and residence are maintained. In the event of a sale of the home within ten (10) years of initial product installation, this warranty shall transfer to the first subsequent purchaser without limitation. No rights under the warranty may be otherwise transferred or assigned.

**Commercial and Multi-Family Warranty** is made solely to the owner of the property on the date of sale of NT Window products and is neither transferable nor subject to assignment.

### Coverage:

**Application:** Warranty applies only to products purchased directly from an authorized NT Window Dealer or Distributor. Purchases made outside of our authorized dealer network, such as through donation centers, second-hand shops, online marketplaces, etc. are not covered under our product warranty.

**Frame:** Will be free of defects such as chipping, cracking, peeling and blistering under normal conditions subject to the limitations and considerations listed herein.

**Insulated Glass Unit:** Will be free of defect causing impairment or obstruction of vision caused by dust or condensation within the glass unit due to seal failure under normal conditions subject to the limitations and considerations listed herein.

**Hardware & Parts:** Will be free of defects that under normal conditions and use render the product unserviceable subject to the limitations and considerations listed herein.

**Insect Screens:** Will be free of defects such as frame rust or mesh pattern. NT Window will replace any window screen frame or mesh that is defective in workmanship for a period of one (1) year after date of manufacture; however, punctures or tears are not warranted beyond the opportunity to inspect at initial receipt. This coverage does not include labor for screen replacement.

**CAUTION:** *Insect screens are not designed as a safety restraint.* Window screens are not safety devices; they do not prevent falls. For more information about window safety visit [ntwindow.com/safety](http://ntwindow.com/safety).

**Limitations of Scope:** NT Window shall have no obligation to address any condition not directly caused by a defect in its product as manufactured. Excluded conditions include, but are not limited to, those affected by: Acts of God or nature, lack of or improper product maintenance, misuse, mishandling, or damage to the product; extraordinary application of product, improper installation or reinstallation; alterations or modifications including but not limited to, the application of films, non-approved coatings, security systems or window treatments; atmospheric conditions, aging, fading or weathering; inert gas fill or retention, conditions which exceed product capacity, Code compliance, specific building requirements, building settlement, construction defects; slight curvature of glass, glass deflection due to temperature or barometric pressure, glass imperfections allowable under ASTM C1036 or C1048, and any other element outside of NT Window control.

**Discontinued Products:** NT Window may discontinue or change any product or component without notice. NT Window may provide substitutes for discontinued parts or components when a defect is apparent subject to the limitations and considerations listed herein. The choice of replacement or repair shall be at the sole discretion of NT Window.

**Required Notice:** Owner must individually provide written notice under this warranty to: NT Window, Inc., Attention Warranty Claims Dept., 2900 W Seminary Drive, Fort Worth TX 76133, or a warranty submission must be sent through [ntwindow.com/warranty](http://ntwindow.com/warranty) and to the NT Window dealer through whom the purchase was originally made. The name(s) of owner(s), property identification, and proof of status as owner, a description of the product and a description of the issue must be included. NT Window shall have no obligation whatsoever without proper notice from owner and an opportunity to respond.

# LIFETIME LIMITED WARRANTY

**NT Window Response:** Upon proper notice, NT Window shall be afforded the opportunity to inspect or take other action necessary to formulate a response. Any external defects must be reported by homeowner within one (1) week of installation. Owner agrees to pay a fee for the costs of an inspection which reveals that no action is called for under this warranty. If action is required, NT Window shall proceed with resolution to repair or replace covered part or component by following the below defined labor provisions:

- During the one (1) year period from date of product installation, NT Window will provide the labor at no charge for any warranted repair required subject to the limitations and considerations listed herein.
- During the subsequent periods from the above, NT Window shall be responsible for providing, free of charge, replacement parts or components only and no other costs.

Replacement parts or components furnished by NT Window under this warranty cannot be guaranteed to color match. A color variance may occur between replacement part and component compared to original.

Installation, parts, and components related to installation, such as sealants, fasteners, and coil wrap, are not covered by this warranty.

In the event of any warranty claim, the homeowner agrees to allow NT Window the opportunity to perform appropriate corrective action to address the issue effectively and satisfactorily. This cooperation is essential to ensure a prompt resolution and uphold the terms of this warranty.

A repair or replacement by NT Window shall not create a warranty but rather this warranty shall continue according to its terms. In no event shall NT Window be liable for the costs of repair not provided by NT Window or any shipping costs.

**Imperfection versus Defect:** An "imperfection" refers to a minor flaw or irregularity in a product that does not significantly affect its functionality but might involve appearance or minor deviations from perfection. Conversely, a "defect" represents a significant issue that compromises the product's intended function or performance, rendering it less effective or unusable. Product defects listed within this document are covered under our lifetime limited product warranty.

**Please be aware that the following factors can impact the performance and warranty coverage of our window, door and sunroom products:**

**Notice for Plantation Shutters:** Please note that if plantation shutters are installed on our windows, any required servicing or maintenance may be impeded or prevented due to their presence. The installation of plantation shutters might limit our ability to access the windows for necessary repairs or adjustments. Should the removal of plantation shutters be necessary in order for NT to perform service under this Warranty, the removal and reinstallation of the shutters shall be performed by a third party and NT shall not be responsible for any associated costs.

**Spray Foam and Brick Wash:** The application of spray foam insulation or abrasive cleaning methods like brick wash directly onto the window frames or glass can potentially affect the integrity of the product and void the warranty.

**Aftermarket Window Films:** The installation of aftermarket window films that alter the original design or thermal properties of the windows may result in compromised performance and could nullify warranty coverage.

**Installation Screws in Sill:** Inserting installation screws or hardware directly into the window sill, beyond manufacturer recommendations, might damage structural components and void warranty protection.

**Aftermarket Painting:** Applying aftermarket paint or coatings to the window frames or glass can adversely impact functionality and nullify warranty coverage.

## Additional Terms and Conditions:

**Glass Only:** Any insulated glass unit manufactured by NT Window and installed in any window, door, or glazing application not provided by NT Window (i.e. 3rd party fenestration product or condition) is warranted only for one (1) year and does not include any related shipping or labor costs.

**VividColor Coated Exteriors:** Will be free of defects such as chipping, cracking, peeling and blistering under normal conditions subject to the limitations and considerations listed herein for a period of fifteen (15) years. Please note that due to the natural fading process, colors of NT Window's VividColor™ may slightly change over time, adding to its unique character. This natural fading is a normal occurrence and does not affect the performance or durability of the product.

**Evaluation and Remedy:** NT Window will evaluate the submitted warranty claim, including the provided photographs. We will determine whether supplying touch-up paint will sufficiently address the issue or if an alternative remedy is required.

**Reporting Cosmetic Scratches:** Report any cosmetic scratches within seven (7) days of window/door installation by submitting a warranty claim at [ntwindow.com/warranty](https://ntwindow.com/warranty). Please include photographs of the cosmetic scratches for assessment.

**Stress Cracks:** Will be covered for a period of 90 days after installation if directly related to a stress fracture caused by a product defect. Glass breakage will not be covered for any other reasons.

**Glass Breakage Warranty:** This warranty may require a separate purchase as an optional add-on. This warranty is effective 90 days after homeowner occupies the residence for new construction applications, and is not for commercial or multi-family use. This warranty does not cover damages caused by vandalism, Acts of God or nature, such as natural disasters or extreme weather conditions. This warranty is non-transferable and applies only to the original homeowner who purchased the product. Please refer to the specific terms and conditions of the purchase agreement for more details. This warranty is valid for a single occurrence per unit, providing coverage for the specified warranty period and is valid for the homeowner only and does not extend to the installer or any subsequent owners of the property. Please note that this warranty does not cover labor costs or shipping charges, if applicable, for repair or replacement services.



# LIFETIME LIMITED WARRANTY

**Minor Scratches:** The terms and conditions of the VividColor Coated exteriors section of this warranty notwithstanding minor scratches are a natural occurrence in all painted surfaces and are a part of normal usage. For Aluminum and VividColor products, touch-up paint is included with each order. To request additional paint, please contact our warranty department at [service@ntwindow.com](mailto:service@ntwindow.com). For Vinyl products, refer to our care and cleaning guide at [ntwindow.com/care](http://ntwindow.com/care) for detailed information.

**Condensation:** The formation of condensation anywhere other than the interior of the insulated glass unit is the result of relative humidity and is not a product defect or impairment. Learn more about condensation at [ntwindow.com/condensationfacts](http://ntwindow.com/condensationfacts).

**Grid Rattling in Large Windows:** When windows or insulated glass units vibrate, the grids may come into contact with the glass, leading to a rattling noise. The noise intensity depends on the window's size and grid pattern and is more noticeable in larger windows. It's important to understand that the noise does not indicate a glass or window defect.

**Heat Buildup:** Windows featuring Low-E glass coatings are engineered to reflect a significant portion of infrared heat radiation. As a result, during sunny or high-temperature periods, it's possible to experience a noticeable increase in the temperature of the glass surface and the immediate surrounding area. This phenomenon is a natural consequence of the glass effectively reflecting heat away from your living space. It is not a product defect, but rather an indication that the Low-E glass is performing as intended.

**Bi-Stable Tempered Glass:** Occasionally, bi-stable tempered glass might exhibit phenomena known as Oil Canning and Soft Center Glass. These occurrences result from the complex process of heating and cooling glass during tempering, becoming more noticeable in larger or square glass pieces. This could lead to slight deflection or movement in the glass center (Soft Center Glass) or temporary deformation and rebound (Oil Canning). It's important to understand that these characteristics are still safe and meet all safety glass requirements, as bi-stable tempered glass maintains its strength and durability.

**Exclusive Remedy:** This warranty is the exclusive owner remedy. It shall operate in lieu of all other remedies warranties or claims irrespective of source and NT Window negligence.

**LIMITATIONS:** THIS WARRANTY REPRESENTS THE ENTIRETY OF NT WINDOW'S PRODUCT WARRANTY. NT WINDOW MAKES NO IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NT WINDOW EXCLUDES AND WILL NOT PAY ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY IN ALL INSTANCES WILL BE LIMITED TO REPAIR, REPLACEMENT, OR REFUND OF THE ORIGINAL, WHOLESALE DEALER PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

**Additional Disclaimer:** Course of dealings, custom and usage, statements, labels, advertising and product representations of any kind shall not expand the scope of this warranty. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the full extent of the law. Owner agrees that any obligation of NT Window with respect to its products is contingent upon notice as defined herein and an NT Window opportunity to respond.

Some states limit the exclusion of incidental or consequential damages, so the above exclusion may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state.

This warranty may not be altered or modified, either orally or in writing, by any representative of NT Window, its distributors or dealers. Any alteration of this warranty must be made in writing and must be signed by an executive officer of NT Window, Inc.

**Arbitration Clause:** Any dispute, claim, or controversy arising out of or relating to this product warranty or its breach shall be resolved through binding arbitration in accordance with the Texas Arbitration Act. The arbitration shall be conducted in Texas by a single arbitrator selected jointly by the parties or, if they cannot agree, by an arbitrator appointed by the appropriate court. The decision of the arbitrator shall be final and binding, and judgment upon the award rendered may be entered in any court having jurisdiction thereof. The prevailing party shall be entitled to recover reasonable attorneys' fees and costs incurred in connection with the arbitration.

**Product Ratings:** NT Window products are often designed and tested in accordance with required standard procedures established by industry associations such as the American Architectural Manufacturer's Association (AAMA) and the National Fenestration Rating Council (NFRC). These measure performance of sample products in a laboratory-type setting. In pursuit of consistency, NT Window manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes, however, involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.



NTwindow®

800-969-8830

2900 W Seminary Dr, Fort Worth TX 76133

[ntwindow.com](http://ntwindow.com)

©2024 NT Window, Inc. This warranty is valid for purchases made April 2, 2024 and later. This warranty supercedes all previous warranties.

# SERVICE REQUEST

For your convenience there are 2 easy ways to request service.

1. Contact your dealer
2. Submit your request online

Please provide the information below when inquiring.

Dealer Name: \_\_\_\_\_

Homeowner Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Order Number: \_\_\_\_\_

Installation Date: \_\_\_\_\_



Scan here to begin

When submitting a claim for warranty service please take note that you will need information from the manufacturing label located on the window. Follow three easy steps to retrieve the information you need for service.

1.

Open the operating sash on the window to locate the label.

2.

Next locate the manufacturing label on the sash.

3.

Retrieve the following information from the label:  
Production Date, Dealer Name, Order #,  
Line Item #, Series and PO#.