

Window Makers

Limited Warranty

Window Makers is committed to standing behind the quality of its products. Our years of experienced craftsmanship and constant research and development in new products brings peace of mind in your purchase and confidence in the company you hired. Our confidence in our products and our people, allows us to offer one of the best warranties in the industry. Our warranty rivals that of major nationally recognized window manufactures and goes far beyond that of our competitors.

What is Covered:

New components shall be free from defect in materials or workmanship for (10) years from install date.

Window Makers shall provide labor and install for warranty claims related to component failure on all Window Makers components for the terms of this warranty.

New wood sashes with glass supplied and installed by Window Makers are covered for Seven(7) years.

New IG units (insulated glass) supplied and installed by Window Makers are covered for ten (10) years against seal failure by the manufacturer

Examples of Defects in Materials or Workmanship:

Evidence of decay or rot during the warranty period but only if proper maintenance by the homeowner or 3rd party has been performed.

Deterioration of cosmetic filler or putty used in the restoration.

Please note that exterior grade putties and Fillers are used for cosmetic finishes only and are NEVER used as a substitute for window components.

What is NOT Covered:

The advertised “life-time“ guarantee means that only synthetic components (PVC) shall be free from rot for the life of the window. The life-time guarantee does not cover labor or any other component provided by Window Makers that is not a PVC component.

The appearance of decay on any original sash or frame component inclusive of the interior metal cladding of the jamb of a restored unit that is not repaired or replaced by Window Makers during the restoration process.

The reappearance of decay on any restored unit after the warranty period has expired.

The entrance of water into the interior of the residence where such condition was present prior to restoration work.

The entrance of water into the home under extreme and for unusual weather conditions.

The deterioration of the window frame or sash caused by damage or defects in surrounding materials and surfaces.

Finish painting, priming, caulking, paint prep or any other work performed by others after restoration work had been completed.

Field repairs of any kind to an original sash.

Adhesion of paint and caulk, or the performance of such materials for any period of time.

Sealants and caulking applied during restoration are not warranted.

Regular annual maintenance is required by the homeowner or 3rd party.

Cracked or broken glass prior to, or after Window Makeover™ completes and leaves a job is not warranted. Homeowners must report damage to

Window Makeover™ at final approval of work.

Failed glass thermal seals of ANY re-used and for existing insulated glass unit which occur during or after restoration is not warranted.

The thermal performance, quality, and integrity of a window is not improved, nor altered by the restoration process and is not warranted.

Mechanical hardware, weather-strip, or any other non-wood components of the unit are not altered during the restoration process and are not

warranted. The mechanical operation of the unit may be improved under the normal restoration process. However, mechanical defects that are present

prior to restoration may remain and are not warranted. It is the responsibility of the homeowner to have reasonable knowledge of the operation of their

windows prior to having work performed.