



Limited Warranty (Residential)

Last Updated: December 1, 2025

1. **Applicability.** This Limited Warranty ("Warranty" or "Limited Warranty") is made by Trautman Operations, LLC d/b/a Finestra Window & Door ("Finestra"), and applies to the windows and doors sold by Finestra to you for use in residential dwellings ("Products"). By installing or using such Products, you are acknowledging that this Warranty is part of the terms of such sale. All warranty periods described below begin on the date of manufacture of the Products. This Warranty is not transferrable or assignable.
2. **Limited Warranty on Vinyl Frame and Sash Members.** Finestra warrants that under normal conditions, the vinyl extrusions and vinyl components used in Finestra's windows are warranted to be free from defects that might result in blistering, peeling, flaking, corroding and fading of the window for 20 years. This Warranty on the vinyl frame and sash members shall remain in effect only if normal cleaning practices are followed. This Warranty shall be null and void if harmful solvents are used to clean the vinyl frame and/or sash members, if frame and/or sash members are painted or coated in any way, or if shims are not used on the installation of the windows.
3. **Limited Warranty on Insulating Glass.** Finestra warrants that under normal conditions, the insulating glass units contained in the windows will not have seal failures caused by moisture in the glass panes for 20 years. For Products labelled as having Low-E insulating glass, such Products shall be free from distortion caused by Low-E distortion for 20 years. All glass is warranted against stress cracks for 1 year. This Warranty does not cover glass breakage for any reason. This Warranty does not apply to special glazing.
4. **Limited Warranty on Hardware.** Finestra warrants that under normal conditions, hardware shall remain in good operating condition for 20 years.
5. **DISCLAIMERS.**
 - a. **Use.** This Warranty applies only with respect to Products used strictly for the purpose for which they were intended.
 - b. **Limited Warranty.** EXCEPT FOR THIS LIMITED WARRANTY, FINESTRA MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE PRODUCTS, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; OR (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY AND FINESTRA'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY.
 - c. **Limitation of Liability.** IN NO EVENT SHALL FINESTRA BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OF USE, REVENUE OR PROFIT OR DIMINUTION IN VALUE, OR FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES WHETHER ARISING OUT OF BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE AND WHETHER OR NOT FINESTRA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL FINESTRA'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS WARRANTY, WHETHER ARISING OUT OF OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEED THE TOTAL OF THE AMOUNTS PAID TO FINESTRA FOR THE PRODUCTS.
 - d. **Replacement Parts or Repairs.** Finestra reserves the right to discontinue or change any of its Products or the parts utilized in any of its Products at its sole discretion. If any Product or component originally installed is not available at the time of any claim under this Warranty, Finestra reserves the right to substitute any other model or component as a replacement.
6. **EXCLUSIONS FROM WARRANTY COVERAGE.** The following, including any resulting damage, injury or defect, are excluded from coverage under this Warranty:
 - a. Any damage caused by exposure to sunlight, air pollutants and normal atmospheric conditions.
 - b. Any defect, malfunctions or failure to perform, which has occurred because of unreasonable use, improper application or failure to perform reasonable, necessary maintenance.
 - c. Any damage to the Products or components of the Products caused by faulty building design, settlement or structural defects of the home in which they are installed, including without limitation, installation in structures that do not allow for appropriate water or moisture drainage.
 - d. Water or air infiltration that is not the result of a product defect.
 - e. Any damage caused by wind, hail, lightning or other acts of nature.



- f. Any damage caused by intentional acts, accidents, negligence, exposure to harmful chemical or pollutants, or acts caused by third parties beyond Finestra's control.
- g. Broken glass or torn screening from any cause whatsoever.
- h. Minor blemishes in the glass that do not significantly impair the structure or vision through the glass.
- i. Any Product which has been repaired or attempted to have been repaired or modified by any person other than an authorized representative of Finestra.
- j. Condensation.
- k. Window or property damage as a result of improper installation.
- l. Any damage caused by exposure to heat in excess of 150 degrees Fahrenheit.
- m. Any damage caused by storing or installing a window in a horizontal position.
- n. Any damage caused by craning the windows in wall components or by stacking windows more than five windows deep.
- o. Any damage caused by installing windows in a modular building or rectangular structure before such modular building or rectangular structure is transported and delivered to its intended site or caused by installing windows into wall panels before such wall panels are erected.
- p. Failure to use shims or failure to properly install shims.
- q. Failure to follow Finestra's care and maintenance instructions.

7. **Argon Gas.** For Products manufactured by Finestra that contain argon gas, Finestra injects argon gas during the production of the Product. Finestra's process is verified by certification and maintained by advanced quality control measures. It is known that argon within the insulating units dissipates over time. The manner of use, conditions of installation and handling will affect the rate of dissipation of argon. The migration of argon is a natural process that occurs over time and is not a defect. Finestra makes no warranty or claim regarding the rate of dissipation of argon or the amount of argon remaining in the Product at any time after manufacturing.

8. **Corrosive Environments.** "**Corrosive Environment**" means any State which touches an ocean or saltwater body. In Corrosive Environments, there is a greater than normal risk of corrosion or deterioration, which shall not be Finestra's responsibility. Notwithstanding anything to the contrary set forth elsewhere in this Warranty, unless otherwise expressly agreed to by Finestra in writing in its sole discretion, all glass and hardware installed in a Corrosive Environment shall have a warranty period of 5 years.

9. **Continuation of Warranty After Repair or Replacement.** In the event of repair or replacement pursuant to the terms of this Warranty, the original Warranty shall apply to the repair or replacement Product and will extend for the balance of the Warranty period in effect at the time the Products were proved defective.

10. **Maintenance & Cleaning.** The surfaces of Finestra Products will over time collect a layer of surface dust. Normal dusting with a damp cloth will remove this accumulation of surface dust. A mild solution of household cleaner, such as liquid dishwashing detergent, may be used to clean the Products; do not use harsh abrasives on vinyl. Sill, tracks and weeps should be cleaned monthly. This Warranty shall be null and void in the event that these cleaning procedures are not followed.

11. **Labor.** This Warranty applies to the Products only and is not a labor warranty. Finestra is not responsible for any costs incurred in the removal, replacement, installation, re-installation or repair of Products or adjacent materials.

12. **Storage and Handling.** All windows must be stored and installed in a vertical position. Windows may be damaged by laying in a flat or horizontal position. Failure to comply voids this Warranty.

13. **Installation.** There are several different methods for Product installation in practice in each state (i.e., AAMA, ASTM, Local Building Codes, etc.). There can be different local and state codes that apply in each location. It is important to check your local and state requirements prior to installation. Finestra does not oversee any job site installation inspections, nor does Finestra install any Products. Finestra is not responsible and cannot be held liable for any installation practices or any damage to the Product or property during or after installation as a result of improper installation.

14. **Payment; Proof of Purchase.** This Warranty is null and void in the event that the original purchaser did not pay in full for the Products supplied. Verification of the purchase is required for this Warranty to be applicable.



15. **Procedures and Conditions of Warranty Remedy.** In the event that Finestra's obligation under this Warranty is sought, Finestra must be notified within 30 days after the defect first appeared. For this Warranty to be valid, the Warranty Claim Notice attached hereto as Exhibit A must be filled out and returned to Finestra within 30 days after the defect first appeared.

EXHIBIT A

Warranty Claim Notice

<u>Purchaser Information (please print)</u>	<u>Product Information (please print)</u>
Name:	Purchase Date:
Address:	Installation Date:
City:	Finestra Order Number:
State and Zip Code:	Distributor/Vendor:
Number:	
Email:	
<u>Description of the Defect (please print)</u>	