



LIMITED LIFETIME PRODUCT WARRANTY EASTERN REGION | REPLACEMENT PRODUCT

RESIDENTIAL: LIFETIME FOR MAINFRAME | 20 YEARS FOR IGU & COMPONENTS
COMMERCIAL: 10 YEARS FOR MAINFRAME, IGU & COMPONENTS
ALL: 2 YEARS SKILLED LABOR & SHIPPING | TRANSFERABLE

Coverage. This Warranty provides exclusive coverage for windows and doors ("Product") manufactured by MI Windows and Doors, LLC ("MI") as replacement product in its Eastern Region¹ after July 1, 2019. It attaches to the Product at the time of sale by MI and is provided to the initial purchaser of the Product. The Warranty transfers to all subsequent Product owners, and the selling owner should provide this document to a buyer before or at the time of sale.

Upon proper notice of a claim by the Product owner ("Owner") received during the warranty period and per the terms stated herein ("Claim"), MI will provide replacement parts ("Parts") to correct a nonconformity in material or workmanship causing a significant impairment in usage of the Product or an obstruction of vision through the insulated glass unit ("IGU") (collectively "Nonconformity").

Residential Dwelling. MI will provide Parts to correct a Nonconformity for a Claim made by an Owner of an Owner-Occupied Residential Dwelling² as follows: Mainframe: at no charge for a Claim made during the lifetime of the Product. IGU & components: at no charge for a Claim made within 20 years of the date of manufacture ("Manufacture Date").

Commercial Application. MI will provide Parts at no charge to correct a Nonconformity in the mainframe, IGU or components for a Claim made within 10 years of the Manufacture Date by an Owner of a structure other than an Owner-Occupied Residential Dwelling.

Labor & Shipping. MI will provide Skilled Labor³ necessary to repair the Product and pay shipping costs for two (2) years from the Manufacture Date. Owner is responsible for the cost of all non-skilled labor, and for any labor or shipping costs for a Claim received more than two (2) years after the Manufacture Date. A fee will be charged for inspections requested more than two (2) years after Manufacture Date.

MI shall not be responsible for the cost of labor or materials required for repairing or restoring any material or surfaces beyond the Product. MI is not responsible for any labor when a complete replacement unit is provided. Owner must provide access to the interior and exterior of the Product, and provide any scaffolding or lift equipment necessary to reach Product not accessible with a 15' extension ladder. Where safe and practical access is not available, MI shall be required to provide only the Parts and will not be responsible for labor. If Owner fails to appear for a scheduled appointment, MI may leave the Parts and/or charge a separate fee to return and complete the service.

Modified Coverages. Laminated and painted frames: 10 years for peeling, blistering, or excessive ultraviolet discoloration. Blinds between the glass and integral shades: 10 years for obstruction of vision or significant impairment in usage. Simulated divided light: 10 years for Nonconformity. Laminated and impact IGUs: Five (5) years for Nonconformity. Stress Cracks: One (1) year. Insect screens: Two (2) years for Nonconformity. Hardware in coastal applications: Two (2) years for corrosion.

Warranty Claim Process. Submit claims to: MI Customer Care, P.O. Box 370, Gratz, PA 17030 | W: www.miwindows.com | E: CustomerCare@miwd.com | P: (717) 365-2500 | F: (717) 365-3780. MI shall have no obligation under this Warranty without prior notice as provided herein. Owner must submit a claim during the coverage period and within 30 days of discovering the perceived Nonconformity. Notice must include contact information, order number, and description of the issue. Photographs are required unless unobtainable. MI shall investigate and respond in a timely manner per the terms of this Warranty, including inspecting the Product at its option. Parts may not be an aesthetic match to the original. MI reserves the right to discontinue or modify its products. When that occurs, MI shall substitute parts or product of equal value or quality. MI may elect to provide a complete replacement unit or refund the price of the affected Product in full satisfaction of its obligations.

Disclaimers & Limitation of Remedies. The remedies herein shall be the buyer's exclusive remedy regardless of MI's negligence. MI makes no warranty for Product sold as replacement product in its Eastern Region beyond that contained in this writing. **ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY WITH RESPECT TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ARISING FROM THE COURSE OF PERFORMANCE COURSE OF DEALING OR USAGE OF TRADE ARE**