

The Pittsburgh Corning LightWise[®] Window Warranty is extended to original purchasers of Pittsburgh Corning LightWise[®] Windows. Our windows are warranted in two ways:

Pittsburgh Corning Ten (10) year Limited Warranty on Glass Block.

The glass block units are warranted to conform with Pittsburgh Corning Corporation's specifications and to be free from manufacturing defects for a period of ten (10) years from the date of purchase. The glass block units, under normal conditions and use, will retain their original insulating value for a period of ten (10) years from the date of purchase.

If the glass block units fail to perform as warranted, Pittsburgh Corning Corporation will provide, at its option, replacement glass block single units or panels to the dealer specified by the original purchaser at no cost. Pittsburgh Corning Corporation will not be responsible for installation or labor costs.

Pittsburgh Corning Ten (10) year Limited Warranty on Window Frame and Panel Assembly.

The window frame and window panel are warranted to conform with Pittsburgh Corning Corporation's specifications and to be free from manufacturing defects for a period of ten (10) years from the date of purchase. The frame is warranted against chipping, cracking, peeling, pitting, or blistering and the window panel is warranted against leaks, discoloration or separation for a period of ten (10) years from the date of purchase.

If the window frame or panel fails to perform as warranted, Pittsburgh Corning Corporation will, at its option, repair or replace the product or return the purchase price to the original purchaser. If replacement is elected, Pittsburgh Corning Corporation will not be responsible for installation or labor costs.

General Conditions and Exclusions.

The Pittsburgh Corning LightWise[®] Window Warranty is valid for ten (10) years from the date of original purchase, is not transferable, and is subject to these general conditions and exclusions:

There are certain conditions or applications over which Pittsburgh Corning Corporation has no control. Defects or problems as a result of such conditions or applications are not covered by the Pittsburgh Corning LightWise[®] Window Warranty.

What is not covered:

- Damage caused by improper installation, use, applications or maintenance
- Damage caused by environmental conditions or use which exceed design standards
- Damage caused by accidents, Acts of God, abuse, vandalism or any other external forces
- Damage caused by water leakage which is not caused by a defect in the product
- Damage or discoloration due to atmospheric pollution or residue deposited on window or use of improper cleaning agents
- Minor scratches or glass imperfections which do not impair structural integrity or obscure normal vision
- Finishing, painting or staining

The limited warranties set forth are the only warranties (whether written or oral) applicable to Pittsburgh Corning LightWise[®] Windows.

PITTSBURGH CORNING CORPORATION MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED AND MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE REMEDIES STATED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDY AND PITTSBURGH CORNING WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO YOUR PURCHASE OR USE OF PITTSBURGH CORNING PRODUCTS. PITTSBURGH CORNING CORPORATION'S LIABILITY SHALL IN ALL INSTANCES BE LIMITED TO REPAIR, REPLACEMENT OR REFUND OF YOUR ORIGINAL PURCHASE PRICE OF THE WINDOW.

This warranty is only applicable in the United States and Canada. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

How to get help if you have a Warranty Claim.

To obtain help with a warranty claim, contact the dealer, distributor or window retailer where the Pittsburgh Corning LightWise[®] Window was purchased. If after thirty (30) days, you have received no response to your complaint, then write to:

Pittsburgh Corning Corporation
Customer Service Department
800 Presque Isle Drive
Pittsburgh, PA 15239-2799

Please include the following in your letter:

- 1) Identify the Pittsburgh Corning Product, date and place of purchase, and purchase price (proof of purchase will be required)
- 2) Describe the problem (photographs or sketches are helpful)
- 3) Describe any action that you have taken or those persons contacted in attempt to correct the problem
- 4) Give your name, phone number and address where the product can be inspected

Once we have received your letter, Pittsburgh Corning will respond within sixty (60) days. Pittsburgh Corning may charge an inspection fee for any onsite inspection that is required or requested by you. If it is determined that the product has a problem that is covered by the Pittsburgh Corning LightWise[®] Window Warranty, no inspection fee will be charged.

