



Glass Breakage Warranty

EcoShield Window Systems offer a new glass breakage warranty to the original purchaser of the vinyl windows for the home. If at any time the glass is broken due to stress cracks or someone accidentally hitting the window glass, EcoShield Window Systems will send a new insulated glass unit to the original purchaser. EcoShield Window Systems will not pay for installation costs, special packaging, or shipping charges of such unit.

This glass breakage warranty is to the original purchaser and cannot be transferred to a new home owner. The life of the warranty is to the original purchaser as long as the original purchaser owns the home that the windows were originally installed. EcoShield Window Systems reserves the right to change the glass design or eliminate certain glass designs over time.

This glass breakage warranty does NOT apply to Patio Doors. See Patio Door warranty for glass coverage.

Terms and Conditions

This warranty is intended to cover individual homeowners and does not apply to products purchased by or installed in commercial applications. In the event the original purchaser sells the property in which the vinyl windows and doors are installed, the coverage provided by this warranty will be limited to the next subsequent owner and will be ten (10) years from the date of manufacture.

This warranty covers materials and manufacturing defects specified herein, and does not include defects or damage as a result of installation, acts of God, fire, flood, explosion, misuse or neglect. EcoShield Window Systems will not assume responsibility for labor costs for repair, shipping, removal or reinstallation of a unit or any component part thereof; although the contractor or service technician may have the right to charge a service fee.

EcoShield Window Systems

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A Quality Product of Kasson Keller Company

Operation & Cleaning

To Tilt-In Your Windows

1. Unlock the security lock(s) at the meeting rail.
2. Raise the bottom sash until it clears the sill track.
3. Depress the tilt latches which allows you to tilt the top of the sash in toward you.
4. Be sure to tilt the sash in at least 90 degrees. This will lock the balance shoes, keeping the bottom of the sash in place.
5. Lower the top sash from the head frame. Depress the tilt latches and tilt in the sash for easy cleaning.
6. Reverse the procedure to return the sash to the closed position.

To Use the Ventilation Lock Feature

1. Most EcoShield Window Systems vertically sliding windows have ventilation locks on the top sash vertical rails. Since they are spring-loaded, simply push in against the lock and slide upwards. The lock will protrude out as pressure is taken off.
2. Unlock the security lock(s) and raise the bottom sash until it catches the ventilation lock.

To Remove Screens

1. The aluminum screen frames are spring-loaded on one side and have a small pull-handle on the opposite side.
2. Depress the screen toward the side where the springs are located. The pull-handle rail will come out of the track, allowing removal of the screen.

Your windows have half or full screens manufactured with strong aluminum screen frame with fiberglass screen wire. Screens are intended to prevent insect penetration, not to prevent forced entry or to keep people or objects from falling through an open window.

To Clean Your Windows

Use any glass cleaner or ammonia/water solution to clean glass surfaces, and a mild cleaning agent or window glass cleaner to clean any parts of the window frame. Strong detergents or abrasive cleaners may cause slight damage to or diminish the gloss of the PVC material.

Vinyl Window Warranty

Vinyl Master Frame and Sash

The rigid PVC vinyl in the window master frame and sash of the basic window unit will be warranted against cracking, warping, peeling, flaking, blistering or corroding for the lifetime of the product to the original purchaser.

Insulating Glass Unit

EcoShield Window Systems will warrant the insulating glass to be free from material obstruction which restricts vision resulting from film formation, moisture or dust collection between the interior glass surfaces for the lifetime of the product to the original purchaser.

Window Operating Parts

The moving parts of the basic window unit, consisting of the counterbalances, shoes, locks, and latches shall be free of defects for the lifetime of the product to the original purchaser.

Conditions Not Covered

Condensation (or sweating) on either the glass or frame section of window units is determined by the difference in temperature between the exterior and interior sections of the unit along with the level of humidity present in a house. Because of the variability of temperature/humidity conditions from house to house, EcoShield Window Systems is unable to give a consumer warranty regarding condensation.

Patio Door Warranty

Vinyl Door Frame and Sash

The rigid extrusions shall not, under normal atmospheric conditions, chip, crack, blister or peel for a period of fifteen years from date of purchase. This warranty does not cover the possible fading of the PVC extrusions.

Insulated Glass

EcoShield Window Systems will warrant the insulating glass to be free from material obstruction which restricts vision resulting from film formation, moisture or dust collection between the interior glass surfaces for a period of five years from date of purchase.

Door Operating Parts

Parts such as rollers, handles, locks and latches shall be free of defects for a period of five years from date of purchase.

Conditions Not Covered

Condensation (or sweating) on either the glass or frame section of the window units is determined by the difference in temperature between the exterior and interior sections of the unit along with the level of humidity present in a house. Because of the variability of temperature/humidity conditions from house to house, EcoShield Window Systems is unable to give a consumer warranty regarding condensation.

Submitting Claims

All claims must be in writing, and submitted within 60 days after discovery of the claimed defect. All claims should be mailed to the original place of purchase, or if no longer in operation, to EcoShield Window Systems. EcoShield Window Systems, or its appointed representative, shall be allowed to make a reasonable inspection of the claim.

EcoShield Window Systems requires the following information prior to mailing replacement parts. Most of this information can be found on the label inside the head of your window.

Order Number _____

Lot Number _____

Customer Name _____

Customer PO _____

Order Date _____

Window Type _____

Window Size _____

Provide the following only if the homeowner is making the claim directly to EcoShield Window Systems.

Home Owner Name _____

Address _____

Daytime Phone _____

Any claims made after the warranty period or as a result of breakage outside the guidelines of the warranty, shall be honored by the purchaser paying current material costs and shipping charges. EcoShield Window Systems reserves the right to change or delete products or component parts of said products.

This warranty effects windows manufactured after August 1, 2007.

