



PLEASE FILL OUT AND RETURN WITHIN THE NEXT 10 DAYS

Please complete & return within the next 10 days. The top portion of this card is not a condition or requirement for warranty coverage, however, your comments will help us with improvements to better our products.

1. How would you rate your windows?

- Excellent, would buy again
Satisfactory, might consider again
Unsatisfactory, would not buy again

2. Would you recommend your retailer to others?

- Yes No

3. Please check the 2 most important factors influencing your selection of this product:

- Brand Name, Prior Experience, Price, Quality, Features, Warranty/Service, Ease of Operation, Design/Appearance, Other

4. Which of the following products do you intend to purchase within the next 24 months?

- Security Storm Doors, Siding, Entry Door, Roofing, Enclosure, Security System, More Windows, None

5. Which two product features are most important to you?

- Ease of Cleaning, Welded Windows, Style, Crown Molding on Sash, Ventilation Latches, Insulated Glass, Interlocking Rails, Other

6. Marital Status

- Married, Divorced / Separated, Widowed, Single / Never Married

7. Occupation

- Homemaker, Professional / Technical, Executive / Administrator, Middle Management, Sales / Marketing, Clerical or Service Worker, Trades / Machine Operator, Retired, Student, Self Employed / Business Owner

8. How long have you lived at the current address?

- Under 1 year, 1-5 years, 6-10 years, 11-15 years, 16-20 years, Over 21 years

9. Which group describes your annual family income:

- Under \$15,000, \$15,000 - \$19,999, \$20,000 - \$24,999, \$25,000 - \$29,999, \$30,000 - \$34,999, \$35,000 - \$39,999, \$40,000 - \$44,999, \$45,000 - \$49,999, \$50,000 - \$59,999, \$60,000 - \$74,999, \$75,000 - \$99,999, \$100,000 & over

FOLD AND TAPE

FOLD AND TAPE

Original Homeowner Warranty Certificate

Property Owner Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Product Purchased From:

Contractor's Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Date and year of installation:

Manufacturer's Invoice No.: _____

Comments. . . . _____



Transferable Lifetime Non-Prorated Limited Warranty For As Long As You Live In Your Home

Original Inv. # _____
Date Installed _____

Glass Breakage - Lifetime

Should for any reason the glass break or crack in your Innovations, HomeStar, Home Guard windows (when installed in residential buildings only) a sealed unit, exclusive of sash members, will be forwarded at no charge to the distributor nearest to your home. It is then the responsibility of the consumer to pick up the new sealed unit and install it in the existing sash members. This lifetime glass breakage warranty does not apply to acts of God (i.e. flood earthquake, etc.)

CONDENSATION

Condensation on any window is the natural result of excessive moisture in the house and does not indicate a defective or faulty installation. It is even possible for frost to appear on a window as a result of excessive condensation in cold weather. No window can prevent condensation if the humidity level in your home is too high. CONDENSATION IS NOT THE RESULT OF A DEFECTIVE OR FAULTY INSTALLATION IT IS THE RESULT OF EXCESS HUMIDITY. Additional information concerning condensation is available upon request.

COLOR

The vinyl will maintain its manufactured color closely as it ages, however, atmospheric pollution and residues deposited on the window can temporarily discolor it. Some color variance may occur due to exposure to ultraviolet light and these atmospheric conditions. Periodic cleaning of the exterior vinyl surfaces with a mild soap or detergent will prolong the original color and protect the vinyl from excessive color change.

PROCEDURE

The procedure for obtaining performance of the warranty obligation is simple. If any part of the product described above should fail, just forward that part prepaid to our corporate headquarters. Upon inspection of this part to make sure it failed because of manufacturing defects, a new replacement part will be forwarded to you at no charge. However, some parts are impractical to ship to our factory for inspection, such as insulated glass or structural vinyl members of the product. Please consult Home Guard Industries, Inc. customer service department for a determination as to whether or not sash components need to be shipped to our factory. The manufacturer reserves the right for final approval on warranty claims involving such components. A visual inspection by an authorized representative of the manufacturer may or may not be required. If an inspection is necessary and substantiates that the material has failed, and is covered under the warranty, a replacement part will be shipped to our designated distributor closest to you at no charge, except for the freight involved. Then the obligation of the consumer is to pick up the part at our distributor's location.

HOME GUARD INDUSTRIES, INC.

warrants to you, the original purchaser of Innovation, HomeStar, or Home Guard windows that this product will be free from defects in material and workmanship for as long as you own and reside in the home in which the products were installed as follows:
BASIC WINDOW UNIT - LIFETIME
The ridged vinyl in the window is warranted against chipping, cracking, peeling, pitting or blistering for as long as you own and reside in the house in which these products were installed. This limited warranty does not apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, abuse, vandalism or other external forces.

MOVING PARTS - LIFETIME

Moving parts, such as balances that are used on double hung windows and locking mechanisms used in all windows are warranted for as long as you own and reside in the house in which the products are installed. This limited warranty does not apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, abuse, vandalism or other external forces.

FIBERGLASS SCREENS - LIFETIME

The materials used in manufacturing screens are warranted for as long as you own and reside in you present home. This warranty does not apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, abuse, vandalism or other external force. The warranty shall be limited to providing you with new screen material and/or frames or spline for any manufacturing defect in the screen.

BAY OR BOW WINDOWS

Proper installation and installation are especially important for all products that project beyond the exterior wall of your home. We recommend that all bay and bow windows that extend over 8" should be either knee braced or installed with our cable support system attached to the roof joists. In order to minimize the risk of condensation, insulation is required above and below bay and bow windows. All bay and bow units require weatherization protection in the form of a roof or enclosure with the existing overhang in order to prevent damage to the headboard.

INSULATED GLASS UNIT - LIFETIME

The sealed insulated glass unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the dead air space of the sealed unit for as long as you own and reside in the resident in which the windows are installed. (Mini Blinds - 10 yrs.) Should the glass fail, Home Guard Industries, Inc. will provide you with a replacement sealed glass unit at no charge. Upon sale of the home, and if a warranty transfer took place (within 60 days of the sale), the new homeowner will be covered for ten years from original window purchase date. Should the glass fail after year ten, as described above then Home Guard Industries, Inc. will charge a fixed percentage of the companies selling price for insulated glass at that time.

CAULKING
On some installations caulking is used to seal the product frame or trim packages against water and/or air penetration. Caulking is not considered part of the product, and therefore is not covered under this warranty. Caulking is normally considered a maintenance responsibility of the homeowner. NOTE: Some states do not allow limitations on how long an implied warranty or the exclusions and limitations of incidental or consequential damages lasts, so the above limitations or exclusions may not apply to you. This lifetime limited warranty may be validated by having the Registration Certificate signed by the original Purchaser -Property Owner and the dealer and mailing it to Home Guard Industries, Inc. within (30) days of the completed installation.

COMMERCIAL APPLICATIONS:
If the building in which the Home Guard window is installed is owned by an entity other than an individual resident owner, whether by corporation, partnership, an unincorporated association, or by a government or public entity including without limitation, a church or school, then the warranty period shall be a Twenty (20) year pro-rated limited warranty from the date of window installation, applicable to all window parts and components, under the pro-rated basis of this Warranty.

PAINTED EXTERIORS ON ALL HOME GUARD WINDOWS ARE WARRANTED AGAINST CRACKING, BLISTERING OR PEELING FOR A PERIOD OF 15 YEARS. FADING AND NATURAL DISCOLORATION MAY OCCUR SLIGHTLY AS A RESULT OF EXPOSURE TO SUNLIGHT AND NOT COVERED BY THIS WARRANTY.

Warranty Transfer:
To transfer this warranty from the original homeowner to the second homeowner, see the attached transfer certificate

PO Box 39
Grabill, IN 46741

Revised 8/2017

Second Homeowner Transfer Certificate

Property Transferred From: _____

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Property Transferred To:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Date & Year of transfer: _____ Warranty must be transferred within 60 days of property transfer.

Congratulations . . .

You have selected the most advanced replacement windows on the market today from Home Guard Industries, Inc. These windows have been designed to virtually seal out water and air, and provide excellent thermal protection for the life of your home. The material used in this window is UPVC, virtually eliminating conduction of cold or heat.

Never Paint Again . . .

Your replacement windows will never require painting. To clean, simply use soap and water. Other cleaners include turpentine or denatured alcohol. For stubborn stains you may use a common household cleaner.

Never Remove Screens . . .

Your screens are manufactured of the finest materials. Rain, snow or constant sunshine will not affect the frame or mesh. They will never need to be removed unless you desire.



HOME GUARD, DOORS & WINDOWS
PO Box 39
Grabill, IN 46741

Transfer of Warranty Certificate

When transferring warranty from original homeowner to second property owner, please complete the reverse side, enclose \$50 transfer fee and mail to:

Home Guard Industries, Inc.
PO Box 39
Grabill, IN 46741
ATTN: Window Warranty Dept.



HOME GUARD, DOORS & WINDOWS
PO Box 39
Grabill, IN 46741

**LIFETIME
LIMITED
WINDOW
WARRANTY
FOR AS LONG AS YOU
LIVE IN YOUR HOME**

INSTALLED BY:

(Dealers Name)

(City) (State) (Zip)

ISSUED TO:

(Property Owner)

(Property Address)

(City)

(State) (Zip)

**Registration Certificate
for Original Owner**

Home Guard Industries, Inc.
PO Box 39
Grabill, IN 46741

ATTN: Window Warranty