Warranty

OKNA Windows Lifetime Limited Warranty

This warranty is fully transferable one time to the next homeowner.

Frame and Sash Members

All uPVC extrusions and components used in the windows and doors are warranted to be free from manufacturing defects that might result in blistering, peeling, flaking, corroding, and fading of the window or door for as long as you own your home.

Insulated Glass

OKNA Windows warrants that the sealed insulated glass unit, including internal grids, will be free of defects resulting in material obstruction of vision from film formation caused by dust or moisture between the panes of glass (seal failure). Glass quality will be consistent with industry standards:
ASTM C1036-16, ASTM C1376-15, ASTM C1172-14, ASTM C1048-12 and ASTM E2190. For more information, refer to ***OKNA Windows' IGU Inspection Criteria***.

Hardware

OKNA Windows warrants that the hardware shall remain in good operating condition for as long as you own your home.

- Specified metal hardware for coastal applications is limited to a ten-year warranty.

Exterior Paint

If the exterior of the product and screen are factory painted with standard or custom colors, it will be free from peeling, cracking or blistering and significant ultraviolet discoloration caused by natural environmental atmospheric conditions for a period of ten years.

Commercial Application

OKNA Windows' products installed in a building used for commercial purposes (such as schools, churches, apartment complexes, government owned structures, or any property other than an owner-occupied single-family residence) will limit this warranty to ten (10) years and is not transferable.

Product Changes

OKNA Windows, at its discretion, reserves the right to discontinue or change any of the products or parts utilized in any of its windows and doors. If any product or component originally installed is not available at the time of any claim under this warranty, OKNA Windows reserves the right to substitute any component at their discretion.

Procedure and Conditions of Warranty Remedy

The actual determination for acceptance of OKNA Windows products by the certified dealer shall take place on customer site prior to the removal of existing window(s) when it is appropriate to remove OKNA Windows packaging and the certified dealer can perform a visual inspection prior to installation and a full operational inspection following installation. The property owner must notify the dealer/distributor within thirty days after the defect has first appeared. OKNA reserves the right to inspect any window or door that a warranty claim has been made.

Procedure and Conditions of Warranty Remedy (cont.)

Photos of the defect must be submitted to the certified dealer and/or the OKNA Windows service department for evaluation. If a product meets requirements of this warranty, OKNA Windows, at its discretion, will supply replacement parts or product at no charge to the certified dealer in which the product was originally purchased from. If the certified dealer is no longer in business, OKNA Windows will make every effort to ship replacements parts or product to the closest available certified dealer. This limited warranty does not cover the cost of labor, shipping, or re-installation.

Maintenance and Cleaning

A mild solution of household cleaner such as liquid dishwashing detergent may be used to clean the windows and doors by applying to a soft cloth, wiping clean, and rinsing with water. For more information, refer to ***OKNA Windows' How to Operate and Maintain Vinyl Windows***.

- Avoid using harsh chemicals and abrasive materials.
- Inspection and maintenance of sealants (such as caulking) is the **required** responsibility of the property owner. Sealants should be inspected yearly and repaired as needed to avoid major or long-term damage.
- It is **required** to inspect all bay/bow/garden windows yearly and immediately address any concerns to avoid major or long-term damage.
- It is **required** to inspect the threshold of patio doors and keep it clear of debris or other buildup. Maintain your patio door as needed to keep up with use and seasonal/environmental changes in your area.

Window Opening Control Device Safety and Testing

Window Opening Control Devices (WOCDs) shall not be considered a substitute for supervision. Adult supervision of children and pets is required around windows even with a WOCD installed. WOCDs should be tested monthly to ensure effectiveness. For more information and instructions on how to test your WOCD, refer to ***OKNA Windows' WOCD Information***.

Warranty

OKNA Windows Lifetime Limited Warranty

Exclusions & Limitations

Product Tolerances

All sash, frame, and screen dimensions have a 1/16" tolerance.

Improper Handling and Installation

Sealants (such as caulking) are part of installation and are not covered under this limited warranty. It is the responsibility of the property owner to inspect and maintain sealants on the products. Any damage or malfunction caused by the use of improper sealants, failure to maintain the sealants, improper handling, storage, misuse, installation, overuse of spray foam or fiberglass insulation, or structural defects caused by settlement of the building is not covered under this limited warranty.

Insulated Glass

Minor scratches, markings, variations in glass color, slight glass curvature, or other imperfections that do not affect the product's structural integrity, significantly obscure normal vision, and meet the standard ASTM specifications are not covered under this warranty. Stress cracks are covered for one year from the installation date only. The optional gas fill levels may decline over time and are not covered under warranty. Condensation may occur on interior and exterior of windows as a natural result of humidity within the house or building and changes in the outside/inside temperature. Frost, mold, mildew, or fungus on product surfaces due to condensation are not covered by the limited warranty. For more information, refer to ***OKNA Windows' Window Condensation***.

Patio Doors

Damage from failure to inspect the threshold of the patio door, clear debris or other buildup, and not maintain the product as needed to keep up with use and seasonal/environmental changes in your area is not covered.

- Patio door screen hardware is warranted for ten (10) years from date of installation.

Mini Blinds

Glass units containing internal mini blinds are warranted for a period of ten years and guaranteed to be free from premature failure and defects that would impair proper function and operation of the blinds. For more information, refer to ***OKNA Windows' Mini Blind Operation, Maintenance, and Troubleshooting***.

Bay, Bow, & Garden Windows

OKNA Windows is not responsible for any product containing unprotected wood unless you seal or otherwise protect the exposed wood within ten (10) days after installation. Rot, mold, water damage, etc. caused from failure to properly seal, protect, or maintain exposed wood is not warranted. Even after exposed wood is sealed, prolonged contact with condensation may result in discoloration of the wood or finish. Improper use or failure to use manufacturer supplied cable and/or chain support systems as required for any installation of a product with an extension past the outside wall of more than six (6) inches is not warranted. Roofing is required above all bay and bow windows. Failure to inspect product yearly and immediately address any concerns voids this limited warranty.

Screens

Damage or breakage to the screen mesh is not covered under this limited warranty. Screens used on OKNA Windows' products are not designed to keep persons or animals in or out or prevent from falling. Screens are not a substitute for supervision and do not function as a security feature. OKNA Windows shall not be responsible for any damage or injuries resulting from screen failing to keep persons or animals in or out or prevent from falling.

Exterior Paint

This limited warranty shall be void if harmful solvents/products are used and damages the factory applied exterior paints, or if the product is repainted or coated with a non-manufacturer supplied paint. Normal wear and tear marks and uniform fading or color change due to weathering is not covered.

Maintenance and Cleaning

Damage caused by the use of corrosive cleaning products, harsh abrasives, high pressure sprays/guns/hoses, brick wash, razors, or other harmful and damaging cleaning products and methods is not covered under this limited warranty.

Non-Factory Modifications

Damage caused by any non-factory modification or additional installation such as, but not limited to, blinds, security systems, air conditioning units without proper support, glass shading/tinting films, storm windows, plastic wrapping, or other similar insulated coverings shall void warranty coverage.

Specific Additional Exclusions

- Any damage caused by wind, hail, lightning, acid rain, or other acts of God, intentional acts, accidents, negligence, civil unrest, or exposure to harmful chemicals or pollutants.
- Installation or use of product near high moisture areas without proper ventilation and moisture management such as, but not limited to, pools, hot tubs, saunas, bathrooms, or greenhouses.
- Damage connected with warping or distortion due to excessive temperature exposure or unusual heat sources such as, but not limited to outdoor grills, cooking units, or interior and exterior reflective surfaces.
- Any window, which has been repaired or attempted to have been repaired or modified by any person other than an authorized representative of OKNA Windows.
- Products exposed to conditions beyond specified testing shall not qualify as a manufacturing defect. It is at OKNA Windows' discretion to determine if the product has been exposed to conditions exceeding the specified testing.
- Everyday wear and tear, scratches, and marks.
- Any product that has not been paid in full.
- OKNA Windows' liability is limited solely and exclusively to repair or replace components at its discretion. Under no circumstances will OKNA Windows be liable for incidental or consequential charges such as, but not limited to, labor cost for any purpose (including labor to replace or repair components, removal or disposal of old product, or service trips to do such), shipping charges, inconvenience, damage, injury to persons/property, or any other expense.

No Class Action or Jury Trials

This Lifetime Limited Warranty shall be interpreted by the state of Pennsylvania. OKNA Windows is not liable for indirect, consequential, or incidental damages. By purchasing OKNA Windows' products, you agree that you have the right to declare disputes against OKNA Windows on an individual basis only and waive all rights to proceed as a member of a class action or arbitration. You also agree to waive the right to a jury and agree that all disputes shall be presented to and disputed only by the state court or federal judge. Any legal proceedings will be located in Bucks County, Pennsylvania.

Certified Dealer Name_____ Installation Date_____

OKNA Order Number(s) _____

Window Condensation

What Is Condensation and What Causes It?

Condensation is the little water droplets that you see on a cold drink in the summer or on your car in the morning. It is excess moisture collecting on cooler surfaces from water vapor in the air. If warm air filled to capacity with moisture comes into contact with a cooler surface, the excess moisture that cannot be held in the air will condense onto that surface.

What is Humidity?

Humidity is the name we use for water vapor or moisture in the air. You usually cannot see humidity unless it condenses enough to be seen, like fog or steam. Whether you can see it or not, all air has a certain level of moisture in it. Cold air holds less moisture than warm air. Relative humidity is the term used to describe the percentage of moisture that is currently being held in the air at a specific temperature. If the air contains the full amount of water vapor that it can hold, the air is at a relative humidity of 100%. Keep in mind that the humidity level given in a weather report is for outside humidity. You can measure humidity levels in your home with different measuring instruments such as hygrometers or thermostats.

Bay & Bow Condensation

Bay and bow windows may accumulate more condensation than other window types for a couple of reasons. Interior air circulation is more restricted due to the structure of these windows projecting outward away from the insulated wall, causing them to be cooler in temperature. Also, fully enclosing your bay or bow window with drapes or blinds may lead to a buildup of moisture which, if not controlled, can cause damage to any sealed or non-sealed wood components on the window.

Summer Condensation

As the temperature and humidity levels rise outside, we turn the air conditioner on to make things more comfortable inside. Lowering the temperature inside helps with the relative humidity levels in your home, but it will also lower the temperature of the glass surface of your windows. Summer condensation can occur when the temperature of the glass surface is colder than the outside air temperature/relative humidity (dew point.) We are used to the idea of condensation forming on objects like cold drinks, cars, or grass in the morning. But, not our windows. The only way to reduce the risk of summer condensation is to warm the inside surface of the window, which simultaneously warms the outside surface. You could raise the thermostat setting to achieve this goal. Other options that can help reduce summer condensation are exterior shutters or any form of shade such as trees.

Winter Condensation

We automatically think that because it is cold outside that our windows are safe from condensation. This is not always the case. Winter condensation can occur when the temperature of the glass surface is colder than the inside air temperature/relative humidity. For example, if the outside temperature is 30 degrees, and the inside temperature is 70 degrees with a relative humidity higher than 58%, condensation can occur on a double pane energy efficient window. In comparison, a single pane window with the outside temperature at 30 degrees and the inside temperature at 70 degrees could start to see condensation when the relative humidity is greater than 32%.

In the tables below, you will see some general comparisons of different glass combinations and what relative humidity you would potentially start to see winter condensation form on the glass surface if the outside temperature was 30 degrees, as well as suggested relative humidity levels for a selection of winter temperatures to reduce the risk of having condensation in the colder months.

GLASS TYPE	RELATIVE HUMIDITY FOR POTENTIAL CONDENSATION AT 30°
SINGLE PANE	**32% >**
DOUBLE PANE	**58% >**
TRIPLE PANE	**72% >**

OUTSIDE AIR TEMPERATURE	INSIDE RELATIVE HUMIDITY
-20° F OR BELOW	**≤ 15%**
-20° F TO -10° F	**≤ 20%**
-10° F TO 0° F	**≤ 25%**
0° F TO 10°	**≤ 30%**
10° F TO 20° F	**≤ 35%**
20° F TO 40° F	**≤ 40%**

Window Condensation

Why Do My New Windows Have Condensation?

If you recently replaced your older windows and are now experiencing condensation, you should not be alarmed as this does not mean there is an issue with your windows. In fact it means the opposite. Your older windows may have allowed moisture to escape outside, not showing condensation on the window itself. Your new, better insulated, and energy-efficient windows are airtight and do not allow humidity to escape. Therefore, condensation may appear on the window as a natural result of humidity within the house or building area and changes in the outside/inside temperature.

Health and Damage:

Even though it is normal, continuous buildup of condensation can damage your windows, house, and even your health. The excess moisture can cause mold to grow, water damage, and even rot on untreated wood. Keeping humidity levels between 30% and 50% helps decrease the changes of these issues, as bacteria and viruses grow in air that is above 60% relative humidity.

Steps To Reduce Condensation:

The best option to reduce humidity in your home is to adjust the areas in your home that create moisture and increase ventilation. Here are some tips to help do that.

- Utilize exhaust fans in the kitchen, laundry room, and bathrooms.
- Vent the gas burners and clothes dryers outside.
- Turn off humidifying devices, such as a furnace humidifier.
- Open fire-place dampers and attic/basement/crawl space ventilating louvers.
- Air out your home or turn on ceiling fans for air circulation.
- Open the drapes/blinds (winter condensation).
- Blow air across the window (winter condensation).
- Raise the temperature inside your home (winter condensation).

Mini Blinds

Operation, Maintenance, & Troubleshooting

The following information in this file comes directly from Blink Blinds + Glass, the manufacturer of our mini blind panels.

Operation and Maintenance:

Blinds typically require 24-48 hours to acclimate for proper performance. This time will vary depending on geographical location, air pressure and temperature. Recent changes in any of these conditions will lengthen the acclimation time.

To ensure years of smooth, easy operation of your blinds, follow these simple instructions:

- Slide the operator up and down to position the blind to the desired height. Some blinds have a separate tilt control; slide it up or down to tilt the blinds to the desired angle.
- For ease of operation, ensure the glass surface is clean. Dirty glass can impede operator movement, thus requiring more force to operate the blinds.

Troubleshooting:

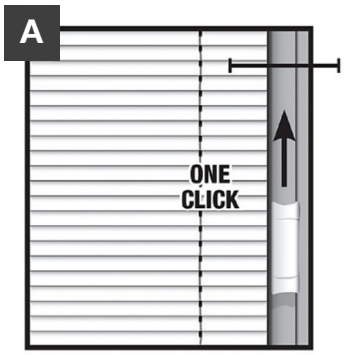
How to Re-Engage the Blinds Operator

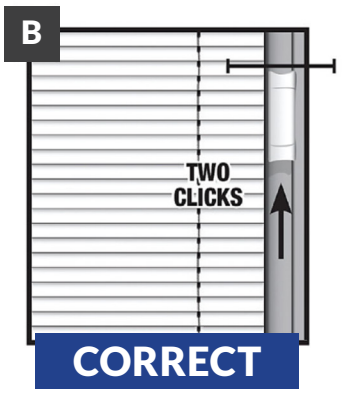
Blinds between glass raise and lower with the use of magnets inside the glass and on the external operator. Occasionally, the operator can come loose from the internal magnets, causing the blind to not operate properly. If your operator comes loose, the operator magnets have become disengaged.

To re-engage the operator:

1. With the operator against the glass, raise the operator up at a moderate speed to the top of the unit.
2. You will hear and feel a click as the magnets begin to re-engage.
3. Continue to slide the operator upward until you hear a second click. The second click tells you the operator is now re-engaged.

NOTE: You must feel or hear two clicks to fully re-engage the magnets. (Diagrams A and B)





How to Exercise the Blinds for Proper Lowering

If the blinds between glass in your window or door have been in a raised position for a long time, the blinds might not lower properly when first lowered. "Exercising" the blinds will correct this issue. To exercise your blinds:

1. Make sure the blinds are tilted fully open.
2. Fully lower the blinds at a moderate speed and fully raise the blinds. Repeat several times until the blind functions properly.

How to Level the Blinds

Occasionally when operating blinds between glass, the blind might become out-of-level, with one side of the blind being higher than the other. To adjust your blinds back to a level position:

1. Simply raise the blinds at a moderate speed to a fully open position and then fully lower them.
2. Repeat if necessary and the blinds will adjust themselves and level.

For more help, visit www.blinkblinds.com.