



# LIMITED LIFETIME WARRANTY

for LABOR and MATERIALS provided by BM Windows Inc.

BM Windows Inc. warrants to the original purchaser, from the date of contract, a Limited Lifetime Warranty on all LABOR and MATERIALS used for the installation of windows and doors by BM Windows Inc.

## ACCIDENTAL GLASS BREAKAGE

The BM Windows guarantee also includes an **Accidental Glass Breakage Program**. If the glass in your window is broken for any reason, BM Windows will replace the glass at NO CHARGE. Limit 4 glass insulated units per event.

## SCREENS

The BM Windows Inc. guarantee includes FREE LIFETIME SCREEN MESH REPLACEMENT on any window or door installed by BM Windows Inc. to the original purchaser from the date of contract.

## REPLACEMENT

BM Windows warrants to the original purchaser, from the date of contract, a Limited Lifetime Warranty for NO CHARGE replacement, **when not repairable**, of:

- Hardware for patio doors (handles, rollers, etc.)
- Window screen frames and mesh
- Patio Door screen frames and mesh

## SPECIAL COVERAGE FOR COASTAL HOMES

The BM Windows warranty covers patio door hardware, screen frames, and screen mesh, **even for homes located in coastal areas**. BM Windows will repair or replace (when not repairable) damaged materials at NO CHARGE.

## EXCLUSIONS

*(What is NOT covered under this warranty)*

- Damage caused by natural disasters or extreme weather, such as hurricanes, floods, lightning, or hail
- Screens damaged by excessive animal abuse
- Any Hinged French Door or upgraded hardware and any color coated products
- Ordinary maintenance of windows and doors, including, but not limited to, cleaning and caulking
- Any condition caused by normal weathering, or normal wear and tear
- Windows and doors that have been subjected to acts of God, fire, civil disorders, war, or unreasonable use, abuse, or misuse
- Special types of glass (laminated, tempered, dissimilar), windows larger than 5'x5', and glass in doors are not eligible for the Accidental Glass Breakage Program

THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE CONTAINED HEREIN. THERE ARE NO WARRANTIES OF ANY TYPE OR NATURE WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

## TO OBTAIN COVERED SERVICE

If you believe you have a claim covered by this warranty, contact BM Windows Inc. by email at [bmwindows@gmail.com](mailto:bmwindows@gmail.com), or by phone at (858) 621-6287.

Purchaser Name: \_\_\_\_\_

Dealer/Builder: \_\_\_\_\_

Dealer/Builder Phone: \_\_\_\_\_

BM Windows Order Number: \_\_\_\_\_

Date of Installation/Completion: \_\_\_\_\_



# PROPER CARE AND MAINTENANCE

for BM Windows vinyl Windows and Doors

## FRAME CLEANING:

- Vacuum dirt from sill and track areas before washing.
- Clean window and door frames with a mixture of mild dish soap and water.
- Abrasive or caustic cleaners or solvents are NEVER recommended.
- Always rinse completely with clean water and wipe dry.

## DRAINAGE SYSTEMS:

- Check to make certain the drainage or “weep holes” are always clear of dirt, stucco, sand or building materials, both inside and outside the window or door in the bottom of the frame.
- It’s normal for water to accumulate in the sill or track area with wind driven rain. The water is intended to drain to the outside as water builds up or outside pressure subsides.
- Keep sill or track areas clean of dirt or debris.
- Use a small, soft bottle brush to clear openings.

## GLASS CARE:

- Clean glass with mild dish soap and clean water.
- Avoid washing glass in direct sunlight.
- Never use any petroleum-based cleaners or caustic chemicals on your glass.
- Never use a razor blade, putty knife or abrasive pad to clean the glass.
- Never use a high pressure spray nozzle when rinsing your windows and doors after washing.
- Abrasive or caustic cleaners are NEVER recommended because they might cause permanent damage to the finish/coating or the glass.

## SCREENS:

- Clean screens by first removing, then washing on a flat, clean surface with mild dish soap and water and a very soft brush. Rinse, wipe dry and reinstall.

## CONDENSATION & MOLD:

- Condensation can be a natural occurrence in the home.
- Check all windows and doors for airtight seals.
- Open windows and doors whenever practical to allow interior moisture to escape.
- Regularly use ceiling fans to circulate the air.
- Use exhaust fans in rooms with high humidity (bathrooms/kitchen).
- Use dehumidifiers to reduce the amount of moisture inside homes with high humidity.

## KEY DO'S AND DON'T'S

**DO:** Clean the frame surfaces.

**DON'T:** Use a razor blade, putty knife or abrasive pad.

**DO:** Use a glass cleaner or mild dish soap.

**DON'T:** Use any petroleum-based cleaners or solvents.

**DO:** Clean tracks and “weep holes.”

**DON'T:** Use oil-based lubricants.

**DO:** Check weather stripping and hardware.

**DON'T:** Live with poor performing components.

**DO:** Clean your insulated glass with proper cleaning agents.

**DON'T:** Add attachments to the glass or frame without approval from window manufacturer.

**DO:** Choose CERTIFIED (NFRC/AAMA) window and door products.

**DON'T:** Settle for products that do not meet important water, air infiltration, structural and thermal performance standards.

**DO:** Read and understand your manufacturer’s warranty and install per AAMA/manufacturer’s instructions.

