

Glass Block Windows 10-Year Limited Warranty



The Arndt & Herman Building Products® Window Warranty is extended to original purchasers of Arndt & Herman Glass Blocks. Our windows are warranted in two ways:

Arndt & Herman Building Products Ten (10) Year Limited Warranty on Glass Block Window Units

The glass block units are warranted to conform with Arndt & Herman Building Products 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, Arndt & Herman Building Products will provide, at its option, replacement glass block single units or panels to the dealer specified by the original purchaser at no cost. Arndt & Herman Building Products will not be responsible for installation or labor costs.

Arndt & Herman Building Products Ten (10) Year Limited Warranty on Window Frame and Panel Assembly

The vinyl frame and window panel are warranted to conform with Arndt & Herman Building Products 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, Arndt & Herman Building Products will, at its option, repair or replace the product or return the purchase price to the original purchaser. If replacement is elected, Arndt & Herman Building Products will not be responsible for installation or labor costs.

General conditions and exclusions

The Arndt & Herman Building Products 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 Arndt & Herman Building Products has no control. Defects or problems as a result of such conditions or applications are not covered by the Arndt & Herman Building Products 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 Arndt & Herman Glass Block Windows.

ARNDT & HERMAN BUILDING PRODUCTS 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 ARNDT & HERMAN BUILDING PRODUCTS WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO YOUR PURCHASE OR USE OF ARNDT & HERMAN BUILDING PRODUCTS. ARNDT & HERMAN BUILDING PRODUCTS 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.

The Arndt & Herman Building Products Warranty for Glass Block Windows is backed by Pittsburgh Corning Corporation, 800 Presque Isle Drive, Pittsburgh, PA 15239-2799

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 Arndt & Herman Building Glass Block Window was purchased. If after thirty (30) days, you have received no response to your complaint, then write to: Arndt & Herman Building Products, P.O. Box 130, North Wilkesboro, NC 28659.

Please include the following in your letter:

- 1) Identify the Arndt & Herman Building Products' 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, Arndt & Herman Building Products will respond within sixty (60) days. Arndt & Herman Building Products 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 Arndt & Herman Building Products Warranty, no inspection fee will be charged.



For more information, contact 1-866-204-3139 or visit www.arndtandherman.com