

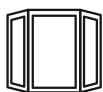


At Moeller Door & Window, we are committed to quality and stand behind both our products and our workmanship. All Alliance Window Systems products are backed by the manufacturer's warranty, protecting against defects in materials and workmanship. Manufacturer warranties do not cover labor, but Moeller Door & Window provides a separate labor warranty to ensure that both your product and our installation workmanship are protected. All warranties issued by Moeller Door & Window are non-transferable and apply exclusively to the original purchaser, except as noted in the manufacturer's transfer provisions.

#### QUICK REFERENCE SUMMARY

Component	Coverage	Notes
Vinyl Extrusion	Lifetime	Covers cracking, warping, or peeling
Hardware	Lifetime	Locks, latches, balances
Insulated Glass Seal	Lifetime	Against moisture/fog between panes
Coated Exterior Finish	10 years	Against chipping, peeling, discoloration
Labor (MDW Install)	5 years	Full labor coverage for repairs
Warranty Transfer	20 years	Transferable once by original owner

#### ORDER NUMBER



WINDOW WARRANTY

## PRODUCT COVERAGE

Alliance Window Systems' Assurance Plus® Lifetime Warranty covers the following for as long as you own your home:

- Vinyl Extrusion: Lifetime warranty against chipping, cracking, warping, or peeling.
- Hardware: Lifetime warranty on operational parts and balances.
- Insulated Glass Seal: Lifetime warranty against seal failure causing moisture or film between panes.
- Balances: Lifetime coverage on spring and sash balance systems.
- Coated Exteriors: 10-year warranty from shipment date for painted or coated finishes against chipping, peeling, blistering, or UV discoloration ( $\Delta E \leq 5$  units).

If a defect is verified under warranty, Alliance (via Midway Windows & Doors) may repair, replace, or refund the defective component at its discretion. Refunds will not exceed the original purchase price of the product

## FINISH

The factory-applied coatings on Alliance products are covered for 10 years from shipment against:

- Chipping, peeling, blistering, or significant UV discoloration.
  - Normal weathering within  $\Delta E \leq 5$  color change units is acceptable per industry standards.
- Exclusions: This coating warranty does not cover damage from acidic washes, harsh chemicals, tapes, yard sprays, or power washing. Surface abrasion, foreign object impact, or environmental corrosion, and minor touch-up variations after installation are excluded.

## LABOR

Moeller Door & Window provides a 5-year labor warranty to mirror Alliance's Assurance Plus® Protection. This covers 100% of labor costs for repairs or replacements within the first 5 years of purchase. After that, manufacturer material coverage continues for the life of the product, while labor costs become the homeowner's responsibility.

Years	% of Labor Covered by MDW	% of Labor Covered by Customer	\$100.00 (i.e. Covered by MDW)
0 - 4.99	100%	0%	\$100.00
5 - 9.99	50%	50%	\$50.00
10+	0%	100%	\$0.00

## WARRANTY TRANSFER

Alliance offers a 20-year transferable warranty from the date of original installation. The original owner may transfer coverage to a new homeowner once within the 20-year period. Transfer includes material repair or replacement coverage; labor is not transferable

## EXCLUSIONS & LIMITATIONS

This warranty applies only to standard residential installations and excludes:

- Improper installation, misuse, or failure to maintain the product.
- Accidents, vandalism, fire, flood, wind, hail, or acts of nature.
- Condensation on interior glass surfaces (a humidity imbalance, not seal failure).
- Painting, alteration, or chemical cleaning not approved by manufacturer.
- Normal weathering or color variance within industry tolerance.
- Any consequential or incidental damages beyond repair or replacement of defective parts.

## WARRANTY CLAIM PROCEDURE

To file a warranty claim, scan the QR code to fill out this form or visit [www.moellerdoorandwindow.com/warranty](http://www.moellerdoorandwindow.com/warranty)

