



Advanced Energy Panels

LIMITED WARRANTY

JANUARY, 2008

WINDOW INSULATING PANELS FROM KITS

A. WHO IS COVERED

Advanced Energy Panels (formerly Windo-Therm) (hereinafter collectively referred to as "Manufacturer") warrants only to the original owner of the insulating system at the original installation location (hereinafter "Owner") for a period of ten (10) years on base parts as specified in section B. The coverage is restricted to the insulating system used in the United States of America.

B. WHEN IT IS COVERED

The insulating system is warranted against defects in material and workmanship only when installed, operated and maintained in accordance with the printed instructions accompanying the insulating system.

C. WHAT THE MANUFACTURER WILL DO AND THE PERIOD OF COVERAGE

1. If the original component from the date of original installation of the insulating system because of a defect in material or workmanship which is proven to Manufacturer's satisfaction:

- For a period of 10 years – Metal frame, clips and joining hardware.
- Excluded from this warranty – Polyolefin film and weather stripping.

Manufacturer or its representative will furnish to such original Owner a new component of Manufacturer's then prevailing system.

If governmental regulations prohibit Manufacturer or its representative from furnishing a comparable unit or component under this warranty, the Owner will be furnished with a new insulating system or comparable component as permitted by such governmental regulations. However, the Owner will be charged for the additional value of the item(s) that Manufacturer has incorporated in the replacement insulating system that does not comply with such governmental regulations. If any serviceable component part proves to Manufacturer's satisfaction to be defective in material or workmanship, Manufacturer will provide customer with a replacement for, or repair of the defective part(s).

2. Limitation of Warranty Period - The respective warranty period for replacement of the insulating system or component parts is limited in duration of the unexpired term of the original warranty period applicable to the replaced insulating system or component parts. A new warranty will not be furnished with the replacement unit.

3. Return of Defective Component Parts - Manufacturer reserves the right to examine the alleged defect in the insulating system component part(s), and it will be the Owner's obligation to return the insulating system and/or component part(s) to the Manufacturer or its representative. Contact Manufacturer for proper procedure before making a return.

4. When returning a complete insulating system, it must include all original component parts.

5. Verification of Date of Original Installation - When Owner cannot verify or document the original date of installation, the company may unilaterally determine such.

D. WHAT THIS LIMITED WARRANTY DOES NOT COVER

1. THIS LIMITED WARRANTY SHALL BE THE EXCLUSIVE WARRANTY MADE BY THE MANUFACTURER AND IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (WHETHER WRITTEN OR ORAL), EXCEPT THE IMPLIED WARRANTIES WHICH INCLUDE BUT ARE NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WHICH ARE LIMITED IN DURATION TO THE PERIODS SPECIFIED ABOVE IN THIS LIMITED WARRANTY.

2. Manufacturer shall not be liable for any incidental, consequential, special or contingent damages or expenses, arising, directly or indirectly, from any defect in the insulating system or the use of the insulating system.

3. Manufacturer shall not be liable for any damage arising, directly or indirectly, from any defect in the insulating system or component part(s) or from its use. Further, manufacturer shall not be liable under this warranty if, including but not limited to,
(a) the insulating system or any of its component parts have been subject to misuse, alteration, neglect or accident, or
(b) The insulating system has not been installed in accordance with the applicable building code(s) and/or regulation(s) or
(c) The insulating system is not installed, operated and maintained in accordance with the manufacturer's printed instructions.

4. The OWNER, and not the Manufacturer, or his representative, shall be liable for and shall pay for all field charges for labor or other expenses incurred in the removal, repair (except when Manufacturer elects to repair the insulating system or component part(s) in

accordance with paragraph C (2) above,) or replacement of the insulating system or any component part(s) claimed to be defective or any expense incurred by the owner in order to remedy any defect in the product. Such charges may include, but are not necessarily limited to:

- (a) All freight, shipping and delivery costs of forwarding a new insulating system or replacement part to the owner.
- (b) All costs necessary or incidental in removing the defective insulating system or replacement part.
- (c) any material required to complete, and/or permits required for, installation of a insulating system or replacement part, and
- (d) All costs necessary or incidental in returning the defective insulating system or component part(s) to a location designated by Manufacturer or its representative.

E. HOW STATE LAW MAY RELATE TO THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SIMILARLY, SOME STATES DO NOT ALLOW THE 'EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSION MAY NOT APPLY TO YOU. FURTHER, THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE.

PLEASE CALL 1-800-819-9463
Or visit our website at
www.AdvancedEnergyPanels.com

For ALL installation, warranty,
and product questions.

**PROPER
INSTALLATION
IS CRITICAL**

**WHAT YOUR
WARRANTY
WILL AND
WILL NOT
COVER**

Incorrect assembly or installation of this window insulation system will most likely result in failure to properly insulate the area covered.

Read the entire instructions for proper assembly and installation. Updates to specifications or instructions may be found on our website: www.AdvancedEnergyPanels.com

Your warranty is designed to protect you from defects in workmanship for a period of **10 years from date of installation.**

We will provide, at no cost to customer, replacement material for any defective component upon receipt of same from customer (customer pays shipping to us).

If your unit was purchased as a **kit** (components only for "do-it-yourself" assembly), or was **NOT assembled or installed directly by AEP**, then **only the defective component** will be replaced. Shipping costs to us are the customer's responsibility (nominal, for glazing material), and we shall pay for shipping costs to the customer.

Sizing errors by customer are NOT eligible for warranty coverage.

However, failure by AEP to provide materials according to sizes provided by customer are covered.

Customer must notify AEP within 30 days of receipt of materials.

While the glazing film can withstand significant impact, a sharp object can damage it. Warranty is not eligible for such occurrence, as well as misuse, mishandling or the like. The glazing film may be safely cleaned using a soft cloth. Window cleaning liquids commonly used to remove dirt from glass windows (e.g. Windex®) may be used with confidence. Abrasive compounds or liquids should not be used and will void the warranty.

Advanced Energy Panels provides a toll-free telephone service that will help you with any questions or problems. Our goal is a happy customer. Trained customer service consultants can help you get started on a quick and trouble-free installation and assist your installation representative.

**CALL TOLL FREE 1-800-819-9463
OR VISIT OUR WEBSITE
WWW.AdvancedEnergyPanels.com**