

REGISTER YOUR WARRANTY

Upward believes that with continued training and expectation of excellence, our products will continue to be the best in the industry. We are so sure of this we offer strong warranties to back every product.

Register your windows or doors here:

UPWARD ORDER

INSTALLATION BY:

Dealer's Name

City, State & Zip

ISSUED TO:

Property Owner

City, State & Zip



LIFETIME LIMITED WARRANTY



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Upward Window and Door by C&L Ward ("Upward") warrants the windows installed at the premises listed on the warranty registration, to be free of defects in materials and workmanship for as long as the purchaser resides at or owns the home.



LIFETIME TRANSFERABLE

This warranty may be transferred to a second property owner and remain in duration for 15 years to the 2nd property owner(s) under the terms listed throughout for Lifetime Limited Warranty. Under such assignment, the terms and conditions of this lifetime limited warranty will remain in effect and not be prorated or reduced, unless lesser durations or terms are noted otherwise. The assignment will only be effective with respect to warranty products located in the dwelling in which the warranty products were originally installed. To transfer the warranty to the second owner(s), Upward Window and Door by C&L Ward must be notified by mail with original order number within 60 days from transfer of title date.

VINYL WINDOW AND PATIO DOOR

Upward Window and Door by C&L Ward warrants that the rigid vinyl in this product will be free of defects such as a chipping, cracking, blistering, peeling, or pitting.

INSULATED GLASS UNIT (IGU)

The sealed insulated glass unit is warranted against defects in materials and/or workmanship resulting in material obstruction of vision caused by film formation due to dust or moisture in the dead air space of the sealed insulated glass unit for life. Condensation on any window does not indicate any seal failure but may be the result of moisture in the house and does not indicate a defective window, door, or faulty installation. Any interior grid is warranted against slipping and sagging for the duration of the original homeowner's residency. Upward Window and Door by C&L Ward does not warranty or carry any responsibility regarding any IGU where a non-Upward manufacturing film or coating has been applied. Nor will Upward bear any responsibility for deflection in glass surface due to temperature changes. Any IGU with internal blinds are subject to original equipment manufacturer's (OEM) stated warranty.

SCREEN

Under normal conditions of use, Upward will warrant any screen frame whose operation is significantly impaired via rusting, rotting, or staining. Upward makes no warranty that screens will keep people or animals in or out and as such are not responsible for any damage caused by an event of this nature.

EXTERIOR PAINT OR LAMINATION FINISH

Upward warrants that finish on vinyl components shall not crack or peel and will be free of manufacturing defects in material or workmanship. Upward makes no warranty regarding fading that occurs due to uneven exposure to the ultra-violet rays. Upward will also not warranty any windows whose vinyl, paint, or lamination finish has been altered due to chemical or solvents applied to the surface.

MOVING PARTS/ HARDWARE

Upward warrants that the hardware operating system (including locking mechanisms, balancing coils and covers), within its vinyl windows or patio doors will be free from defects that significantly impair their operation and usage.

COMMERCIAL APPLICATION

Upward Window and Door by C&L Ward will provide parts at no charge using terms listed in this warranty for 10 years from date of delivery by an owner of a structure other than an Owner-Occupied Residential dwelling.

HOW TO ENACT YOUR WARRANTY BENEFITS

To obtain performance under this warranty because of concern that the window or door is defective, the buyer must immediately contact the installing contractor or authorized dealer for an inspection. If buyer's contractor believes the window or door is defective, buyer's

contractor should then immediately contact Upward and provide pertinent information along with original Upward order number. Upon Upward's determination that the product is defective, Upward will replace the unit on the basis indicated in the paragraphs above, F.O.B. factory. Upward, however, will not be responsible for any other costs in making the replacements, including, but not limited to any costs for labor or materials incurred in the removal, installation, or reinstallation of any part of parts.

The warranty presented above is the only warranty applicable to this purchase. Warranty durations listed apply from delivery date. All other warranties, express or implied, including, but not limited to the implied warranties of merchantability and fitness for a particular purpose are disclaimed.

It is understood and agreed that Upward's liability, whether in contract, in tort, under any warranty, in negligence or otherwise shall not exceed the return of the amount of the purchase price paid by purchaser and under no circumstances shall Upward be liable for special, indirect, or consequential damages. The price stated for the items purchased is a consideration in limiting Upward's liability. No action, regardless of form, arising out of the transactions under this agreement may be brought by the purchaser more than one year after the cause of action occurred.

With respect to the above, some states do not allow limitations on how long any implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages or the limitation of remedies for breach of warranty, so the above limitations or exclusions may not apply. This warranty gives specific and legal rights, and the purchaser may also have other rights that may vary from state to state. This limited warranty will become effective upon completion of said installation of products unless otherwise noted.

WHAT THIS WARRANTY DOES NOT COVER

- Typical wear and tear – scratches and small visual imperfections
- Installation or maintenance using non-Upward products; improper pre-installation storage
- Negligence, misuse, abuse, or alterations to any operating features.
- Improper use of Upward products
- Vinyl window units inadequately assembled or mulled by contractors/dealers
- Accidents, such as accidental glass breakage
- Use of post-market film on insulated glass unit
- Natural weathering or fading
- Screen mesh tears or discoloration
- Caulking used to seal the frames against water and air penetration
- Condensation as a result of natural humidity or conditions
- Issues resulting from improper temperatures or elevation/altitude
- Environmental issues stemming from chemicals and pollutants in the atmosphere
- Harsh element such as acid rain
- Acts of God
- Damage as a result of insect or animal actions
- Incorrect selection of product for a particular building or design
- Labor costs associated with the re-installation of a product
- Products that have not been entirely paid for
- Faulty building design or structural failures
- Minor imperfections in glass that don't affect the IGU's structural integrity
- Any occurrence from the reflection of solar energy (sunlight) off product

MAINTENANCE ON YOUR VINYL WINDOWS AND PATIO DOORS

Your choice of Upward Windows is unquestionably a lasting investment. Vinyl offers easy care solutions to typical maintenance problems. With simple care and cleaning, your windows or doors can maintain their pristine appearance for years to come.

However, like any exposed surface, your windows will occasionally get dirty, but the solution to these problems is quite simple. While heavy rain will typically wash away most imperfections, other problems can be solved by following the guidelines below.

VINYL

- Typically, using a mild detergent or white vinegar in a water solution will do away with common stains.
- For difficult stains such as dirt and oil, please refer to the household cleaners' chart below. It is always recommended to try a small inconspicuous spot first.
- Upward Window and Door by C&L Ward does not recommend the use of high-pressure washers. The extreme pressure may lead to cracking in the material around the window.
- Avoid the use of highly abrasive material that could leave scratches on the glass of the window.
- CAUTION: DO NOT USE paint thinners, liquid grease remover, lacquer thinner, gasoline, strong soaps or detergents containing organic solvents, nail polish remover, or any cleaners containing chlorine bleach and/or ammonia. Use of these materials may lead to the discoloration of the surface appearance of the vinyl.

Recommended Vinyl Window Cleaners

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| Crayon | Mr Clean Magic Eraser® |
| Dirt Marks | All Purpose Cleaner,® Fantastik Scrubbing Bubbles® |
| Ink and Dyes | Fantastic,® Soft Scrub,® Bar Keepers Friend,® Mr Clean Magic Eraser,® Regular White Toothpaste |
| Paint | Mr Clean Magic Eraser® |
| Dirt and Scuff Marks | Mr Clean Magic Eraser,® Solution of 30% distilled white vinegar and 70% water |
| Lead Pencil | Mr Clean Magic Eraser,® 30% distilled white vinegar and 70% water |

GLASS

- Rinse windows thoroughly prior to any cleaning.
- Upward Window and Door recommends the use of any ammonia-free glass cleaners such as Windex,® Sprayway,® and Better Life® for strong results.
- Routine cleaning can be done using a 30% white vinegar and 70% water mixed cleaning solution and a clean, lint free cloth.
- CAUTION: DO NOT USE metal blades or highly abrasive cleaning solutions to clean glass as there is a high likelihood of damage occurring.

SCREENS

- Screens can be routinely cleaned using a household vacuum.
- For a thorough cleaning, remove the screen from the window frame and place it on a flat surface. Use mild soap/detergent and a soft brush to scrub away any dirt or debris. After cleaning, rinse the screen with water and allow time to dry.
- CAUTION: DO NOT USE EXTREME PRESSURE WHILE CLEANING SCREEN. High pressure can lead to creases or loose screens.

GENERAL MAINTENANCE RECOMMENDATIONS

1. Keep weep holes obstruction free.
2. Keep weathering strip clean.
3. Clean operating hardware regularly.