



TO BETTER UNDERSTAND OUR CUSTOMERS, WE ASK YOU TO PLEASE FILL OUT THE FOLLOWING INFORMATION. THIS INFORMATION WILL BE USED IN AN INTERNAL MARKET RESEARCH CAPACITY ONLY AND WILL NOT BE SOLD OR GIVEN TO ANYONE ELSE.

Number of people in household:

1 2 3-5 over 5

Age Group:

under 30 30-40 41-50 51-65 over 65

Marital Status:

Single Married Divorced Widowed

Household Income (in thousands):

under \$20 \$21-40 \$41-60 \$61-80
 \$81-90 \$91-100 \$101-140 over \$140

How would you classify your occupation:

Professional Sales/Business Clerical Technical
 Construction Manufacturing Self-employed Retired
 Other _____

Age of Home:

less than 5 years 5-10 years 11-20 years
 21-34 years 35-50 years over 50 years

How long have you lived in your home:

1-5 years 6-10 years 11-15 years over 15 years

Purchase Information:

First window purchase First purchase from this company
 Purchased windows before Purchased from this company before

What was your method of payment?

Cash Financing

What product(s) did you purchase? _____

How did you hear about your Alpine window dealer?

Referral Newspaper Radio TV Yellow Pages
 Remodeling Contractor Trade Show
 Other _____

Why did you decide on Alpine Windows?

Appearance Price Reputation
 Other _____
 Recommended by contractor

If you are replacing existing windows, why are you doing it now?

Appearance Ease of Maintenance
 Other _____

We hope you enjoy many years of greater comfort and added convenience with your beautiful new Alpine Windows.

It is with pride we custom built each one – just for you and your home.

With proper care they'll give you a lifetime of worry free service.

Thanks for choosing us... to change the way you see your world.

Congratulations



SUGGESTED CLEANING OF ALPINE VINYL WINDOWS

GLASS:

Clean glass with a mixture of mild dish soap and water. Rinse completely with clear water, then wipe dry with a soft cloth to avoid water spots. Avoid washing windows in direct sunlight. Never use petroleum-based cleaners or caustic chemicals on the glass.

VINYL SASHES AND MAINFRAMES:

Vacuum dirt from sill and track areas before washing. Clean vinyl with a mixture of mild dish soap and water. Mild, non-abrasive soaps are usually safest for most dirt and stain removal. Always rinse completely with clean water and wipe dry.

SCREENS:

Remove from window, then wash on a flat, clean surface with mild soap and water and a soft brush. Rinse, wipe dry and then reinstall.

For additional information, you may download AAMA's Caring for Your Windows and Doors pamphlet at www.aamanet.org.

HIGH CONCENTRATION OF CLEANERS MAY CAUSE DAMAGE TO THE WINDOW'S GLASS AND VINYL. DO NOT USE CLEANERS CONTAINING ABRASIVE PARTICLES, SOLVENT OR PAINT REMOVERS.

ISSUED TO

 ORIGINAL PURCHASER—PRESENT PROPERTY OWNER

 PROPERTY ADDRESS

 CITY STATE ZIP

 PHONE DATE OF WINDOW INSTALLATION

 DEALER'S NAME

 NUMBER AND TYPE OF WINDOW PURCHASED



www.alpinewindowssystem.com

For warranty questions call: 1-800-489-1144
 Effective Date: 12-1-08
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Lifetime Limited Warranty

WITH TRANSFERABILITY PROVISIONS



Lifetime

- WESTBRIDGE PLATINUM
- MONTROSE
- 80 SERIES
- 70 SERIES

Lifetime Limited Warranty

WITH TRANSFERABILITY PROVISIONS



Alpine makes available to the Original Purchaser–Present Property Owner the Lifetime Limited Warranty, warranting the Alpine Vinyl Window and Patio Door System, for as long as the Property Owner shall own and live in the property at the stated property address, from date of window or patio door installation, under normal use and service, against specified defects in material and workmanship of these products, occurring as a direct result of the manufacturing process, and subject to the terms and conditions of this Limited Warranty. Only those products manufactured in Bothell, WA or Yuma, AZ shall qualify for the terms and conditions of this written warranty.

LIFETIME LIMITED WARRANTY – VINYL SASH FRAME AND VINYL MAINFRAME

For as long as the Original Purchaser–Present Property Owner shall own and live in the property, the rigidized vinyl in the window or patio door sash frames and in the window/patio door mainframe of the basic window unit will be warranted against cracking, warping, peeling, flaking, blistering or corroding.

LIFETIME LIMITED WARRANTY – MOVING PARTS OF THE BASIC WINDOW UNIT

The moving parts of the basic window unit, consisting of the balance to raise and lower the window sash or the brass wheels to slide the sash, and locking mechanism to secure the window or patio door sash, are all warranted for as long as the Original Purchaser–Present Property Owner shall own and live in the property.

Manufacturer is not liable for natural weathering of exterior finishes or corrosion of the hardware or screens in highly corrosive environments, such as the entire state of Hawaii or within two miles of any coastline.

LIFETIME LIMITED WARRANTY – FIBERGLASS SCREENING AND SCREEN FRAME

The fiberglass screening material used in the window or patio door screen and the material for manufacture of the screen frames are warranted against manufacturing defects resulting in rotting or rusting, for as long as the Original Purchaser–Present Property Owner shall own and live in the property. Should such a manufacturing defect occur, the Manufacturer agrees to furnish to the original point of sale any new screen material or new screen frame material.

LIFETIME LIMITED WARRANTY – INSULATING GLASS UNIT

The hermetically sealed insulated glass unit of the Alpine Vinyl Window and Patio Door System is warranted for as long as the Original Property Owner shall own and live in the property from date of window installation against development of material obstruction of vision occurring from manufacturing defects, resulting from film formation or dust collection between the interior glass surfaces, caused by failure of the hermetic seal, under conditions of normal use and service.

LIFETIME LABOR PROVISIONS

The Manufacturer will provide the labor at no charge to the Original Purchaser–Original Property Owner for repair or replacement of the warranted window part or component, under the provisions of this Limited Warranty. This warranty does not cover breakage of glass or

torn screening from any cause whatsoever. Labor provisions may be limited in areas not accessible by connecting road systems between the dealer and the installed products location. In such instances, materials will be delivered to the selling dealer and labor allowance will be based upon that regions standardized rate.

ALPINE VINYL WINDOW SYSTEMS LIMITED WARRANTY TRANSFERABLE TO SUCCESSOR OWNER

This Limited Warranty for the Alpine Vinyl Window or Patio Door System is transferable one time by the Original Purchaser to the successor owner of the property, within the first ten (10) years from date of window installation. Upon transfer, the transferred warranty period shall be limited to the unexpired remaining portion of such ten (10) years from date of window installation, and shall not be further transferable.

PROPERTY OWNER CLAIM PROCEDURE AND OTHER WARRANTY PROVISIONS

Any claims for defects under this Limited Warranty should be made in writing to P.O. Box 2010, Akron, OH 44309, Attention: Window Warranty Services, promptly after discovery of the claimed defect, describing the defect claimed and referring to this Warranty and date of window installation, together with the name of contractor, and proof of purchase, proof of property ownership and transfer info as requested. Allow a reasonable time for inspection purposes if determined to be necessary.

If the windows do not conform to this Warranty and any such manufacturing defect occurs within the time period specified, according to the provisions of this Warranty, then Alpine agrees, at its option, to repair or replace the defective part or component of the window only, free of charge.

Replacement parts or components furnished by Manufacturer under this Warranty will have the standard color available at that time. A color variance may occur between the new replacement part or component in comparison to the original window due to weathering exposure and would not be indicative of defects in the part or component.

Alpine reserves the right to discontinue or change any Alpine Vinyl Window or Patio Door System as manufactured. If the part or component of the window originally installed is not available and Alpine determines to make replacement, Alpine shall have the right to substitute a compatible part or component.

The Manufacturer does not warrant installation nor defects caused by installation. This Warranty covers only the specific manufacturing defects as specified herein. This Warranty does not cover any other damages or material failure including, but not limited to, normal weathering of sash frames and mainframe, and screen and screen frame, oxidation, accidents or intentional damage, or fire, flood, windblown objects, hard water stains, hail, lightning, earthquake or other Acts of God, chemical pollutants, chemicals, brick wash, mildew, negligent maintenance, fading, misuse or abuse, building settlement or structural defects, or if subjected to stresses resulting from localized heat sources which cause excessive temperature differentials over the glass surfaces or edges, or any other causes or occurrences beyond the Manufacturer’s control. This Warranty does not apply if the windows are painted, varnished or coated with any other substance that is not factory applied. Alpine is not responsible for problems relating to barrier EIFS or any system that does not allow for

the proper management of moisture within the wall system. Alpine is not liable for incidental or consequential damage.

Normal weathering may cause any surface to oxidize, chalk or accumulate surface dirt or stains due to varying exposures to sunlight, weather and atmospheric conditions. The geographic location, the quality of the atmosphere and other local factors in the area, over which the Manufacturer has no control, contribute to the severity of these conditions.

Caulking may be necessary on some installations to seal the frames or trim package against water and/or air infiltration. Caulking is considered a maintenance issue and is the responsibility of the homeowner. It is not considered part of the product and is not covered under this warranty.

Condensation on windows may occur as the natural result of humidity within the house or building area and changes in interior/exterior temperatures, and does not indicate a defect in the window. This Warranty does not cover condensation nor frost or freezing from condensation on the windows.

THE WARRANTY STATEMENTS CONTAINED IN THIS LIMITED WARRANTY SET FORTH THE EXPRESS WARRANTIES EXTENDED BY ALPINE WINDOW COMPANY AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF ALPINE WINDOW COMPANY AND SHALL BE THE PROPERTY OWNERS EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. ALPINE WINDOW COMPANY SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY.

Some states do not allow the exclusion or limitation of implied warranties and incidental or consequential damages so the above limitations 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.

COMMERCIAL APPLICATIONS

If the building in which the Alpine Vinyl Window System is installed is owned by an entity other than an individual resident owner, whether by a corporation, partnership, an unincorporated association, or by a government or public entity, including without limitation, a church or school, then the warranty period shall be a Ten (10) Year Parts and Labor Warranty transferable for ten (10) years from the date of window installation, applicable to all window parts and components, under the basis of this Warranty, with labor at no charge to the Property Owner on warranted work for a ten (10) year period, from the date of window installation, and subject to all other terms and conditions of this Limited Warranty.

Only those window products manufactured in Bothell, WA or Yuma, AZ, after December 1, 2008 shall qualify for the terms and conditions of this written warranty.

ALPINE WINDOW SYSTEMS

Lifetime Limited Warranty

REGISTRATION CERTIFICATE

This card is to be completed by both Property Owner(s) and Dealer at time of installation and returned to:

Window Warranty Services
P.O. Box 2010
Akron, OH 44309

PROPERTY OWNER(S):

NAME

ADDRESS

CITY

STATE

ZIP

DATE OF WINDOW INSTALLATION

The Property Owner(s) named above has purchased Alpine Windows and is entitled to all protection within this Lifetime Limited Warranty.

WINDOWS WERE PURCHASED FROM:

NAME

ADDRESS

CITY

STATE

ZIP

ORIGINAL INVOICE NUMBER