



## Transferable Lifetime Non-Prorated Limited Warranty For As Long As You Live In Your Home



Original Inv #: \_\_\_\_\_ Date Installed: \_\_\_\_\_

### HOME GUARD INDUSTRIES, INC.

Warrants to you, the original purchaser of Innovation, HomeStar, or Home Guard windows that this product will be free from defects in material and workmanship for as long as you own and reside in the home in which the products were installed as follows:

#### BASIC WINDOW UNIT - LIFETIME

The ridged vinyl in the window is warranted against chipping, cracking, peeling, pitting or blistering for as long as you own and reside in the house in which these products were installed. This limited warranty does not apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, abuse, vandalism or other external forces.

#### MOVING PARTS - LIFETIME

Moving parts, such as balances that are used on double hung windows and locking mechanisms used in all windows are warranted for as long as you own and reside in the house in which the products are installed. This limited warranty does not apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, abuse, vandalism or other external forces.

#### FIBERGLASS FLEXSCREENS - LIFETIME

The materials used in manufacturing screens are warranted for as long as you own and reside in your present home. This warranty does not apply to any damage caused by improper installation, accident, fire, flood, explosion, misuse, abuse, vandalism or other external force. The warranty shall be limited to repairing or replacement of the Flexscreen. Just bring the Flexscreen to the dealer from which you purchased the windows to start the process. To learn more about the proper use and care of your Flexscreens go to: <https://flexscreen.com/howto/>

#### BAY OR BOW WINDOWS - 10 YEAR

Proper installation is especially important for all products that project beyond the exterior wall of your home. We recommend that all bay and bow windows that extend over 8" should be either knee braced or installed with our cable support system attached to the roof joists. In order to minimize the risk of condensation, insulation is required above and below bay and bow windows. All bay and bow units require weatherization protection in the form of a roof or enclosure with the existing overhang in order to prevent damage to the headboard.

#### INSULATED GLASS UNIT - LIFETIME

The sealed insulated glass unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the dead air space of the sealed unit for as long as you own and reside in the resident in which the windows are installed. (Mini Blinds - 10 yrs.) Should the glass fail, Home Guard Industries, Inc. will provide you with a replacement sealed glass unit at no charge. Upon sale of the home, and if a warranty transfer took place (within 60 days of the sale), the new homeowner will be covered for ten years from original window purchase date. Should the glass fail after year ten, as described above then Home Guard Industries, Inc. will charge a fixed percentage of the companies selling price for insulated glass at that time.

#### LAMINATED MATERIAL

All Home Guard Industries Innovations window exterior laminates are warranted for a period of 15 years to the original homeowner. The Home Guard Innovations Window systems are warranted against laminate that has been mis-applied, peels or de-laminates. This is an addendum to the full Innovation window warranty which also applies.

### GLASS BREAKAGE- LIFETIME

Should the glass break or crack in your Innovations, HomeStar, Home Guard windows (when installed in single family residential buildings only) a sealed unit, exclusive of sash members, will be forwarded at no charge to the Home Guard distributor nearest to your home. It is then the responsibly of the consumer to pick up the new sealed unit and install it in the existing sash members. This lifetime glass breakage warranty does not apply to purposeful damage or acts of God (i.e. flood earthquake, etc.)

#### PROCEDURE

The procedure for obtaining performance of the warranty obligation is simple. If any part of the product described above should fail, just forward that part prepaid to our corporate headquarters. Upon inspection of this part to make sure it failed because of manufacturing defects, a new replacement part will be forwarded to you at no charge. However, some parts are impractical to ship to our factory for inspection, such as insulated glass or structural vinyl members of the product. Please consult Home Guard Industries, Inc. customer service department for a determination as to whether or not sash components need to be shipped to our factory. The manufacturer reserves the right for final approval on warranty claims involving such components. A visual inspection by an authorized representative of the manufacturer may or may not be required. If an inspection is necessary and substantiates that the material has failed, and is covered under the warranty, a replacement part will be shipped to our designated distributor closest to you at no charge, except for the freight involved. Then the obligation of the consumer is to pick up the part at our distributor's location. The same procedure pertaining to shipment of parts to a distributor at no charge except for freight and consumer's obligation to pick up the part at our distributor's location, applies even when an inspection of the component is not required. MATERIALS COVERED BY THE TERMS OF THIS LIMITED WARRANTY WILL BE PROVIDED AT NO CHARGE. HOWEVER, THERE COULD BE A LABOR SERVICE CHARGE BILLED BY THE INSTALLING DISTRIBUTOR. DUE TO TECHNOLOGICAL PRODUCT ADVANCES, REPLACEMENT PART(S) SUPPLIED WILL ALWAYS BE OF EQUAL OR GREATER VALUE THAN THE ORIGINAL PART THEY REPLACE. AS LONG AS YOU LIVE IN YOUR HOME LIMITED WARRANTY IS MADE IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND EXTENDS ONLY TO THE ORIGINAL CONSUMER'S PURCHASE. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE FOR SPECIAL INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR FOR ANY DELAYS IN THE PERFORMANCE OF THIS WARRANTY DUE TO CIRCUMSTANCES BEYOND ITS CONTROL. This warranty does not apply to acts of God (i.e. Flood, earthquake, etc.) or acts of civil unrest (i.e. War, riots, etc.)

**NOTE: Windows which exceed the manufacturer's specified size limitations are not covered under this warranty.**

To register your warranty on line click the QR code below.



Revised: 01/2025

### CONDENSATION

Condensation on any window is the natural result of excessive moisture in the house and does not indicate a defective or faulty installation. It is even possible for frost to appear on a window as a result of excessive condensation in cold weather. No window can prevent condensation if the humidity level in your home is too high. CONDENSATION IS NOT THE RESULT OF A DEFECTIVE OR FAULTY INSTALLATION IT IS THE RESULT OF EXCESS HUMIDITY. Use of a dehumidifier may be necessary to reduce humidity in your home.

#### COLOR

The vinyl will maintain its manufactured color closely as it ages, however, atmospheric pollution and residues deposited on the window can temporarily discolor it. Some color variance may occur due to exposure to ultraviolet light and these atmospheric conditions. Periodic cleaning of the exterior vinyl surfaces with a mild soap or detergent will prolong the original color and protect the vinyl from excessive color change.

#### CAULKING

On some installations caulking is used to seal the product frame or trim packages against water and/or air penetration. Caulking is not considered part of the product, and therefore is not covered under this warranty. Caulking is normally considered a maintenance responsibility of the homeowner, and it should be inspected routinely to verify its integrity. Any worn or damaged caulking should be immediately addressed to prevent chances of water infiltration. **NOTE:** Some states do not allow limitations on how long an implied warranty or the exclusions and limitations of incidental or consequential damages lasts, so the above limitations or exclusions may not apply to you. This lifetime limited warranty may be validated by having the Registration Certificate signed by the original Purchaser-Property Owner and the dealer and mailing it to Home Guard Industries, Inc. within (30) days of the completed installation.

#### COMMERCIAL APPLICATIONS:

If the building in which the Home Guard window is installed is owned by an entity other than an individual resident owner, whether by 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 Twenty (20) year pro-rated limited warranty from the date of window installation, applicable to all window parts, glass and components.

**PAINTED EXTERIORS ON ALL HOME GUARD WINDOWS ARE WARRANTED AGAINST CRACKING, BLISTERING OR PEELING FOR A PERIOD OF 15 YEARS. FADING AND NATURAL DISCOLORATION MAY OCCUR SLIGHTLY AS A RESULT OF EXPOSURE TO SUNLIGHT AND NOT COVERED BY THIS WARRANTY. PAINTED SURFACES SHOULD BE CLEANED WITH A MILD SOAP AND WATER. DO NOT USE ANY TYPE OF ABRASIVE CLEANERS, SOLVENTS, A POWER WASHER ON PAINTED SURFACES. IT MAY DAMAGE THE PAINT AND VOID THE WARRANTY. PAINTING OF THE INTERIOR OF THE WINDOW IS NOT COVERED UNDER WARRANTY.**

#### Warranty Transfer:

To transfer this warranty from the original homeowner to the second homeowner, go to our website to download a transfer form.

**KEEP THIS PORTION FOR  
YOUR RECORDS**

## Warranty Registration

Please complete & return within the next **10** days. The portion of the card is not a condition or requirement for warranty coverage, however, your comments will help us with improvements to better our products. Or click the QR code to the right to complete on line. Thank you.



### 1) Select which products you would like to register (choose all that apply):

- Entry Doors
- Aluminum Storm Doors
- Vinyl Sliding Patio Doors
- Vinyl Windows
- Steel Security Doors

### 2) Please enter your Original Invoice # from your warranty label (6 - 7digits):

\_\_\_\_\_

- The Original Invoice # is located at the top of all warranty forms. - You do not need to register every product you purchased. Only register one product from your order. Registering that product will include all others on that order.

### 3) Number of products you are registering: \_\_\_\_\_ .

### 4) What are the primary factor(s) that influenced your buying decision?

- |   |  |
|---|--|
| <input type="checkbox"/> Brand                          | <input type="checkbox"/> Features          |
| <input type="checkbox"/> Quality                        | <input type="checkbox"/> Price             |
| <input type="checkbox"/> Design / Appearance            | <input type="checkbox"/> Ease of Operation |
| <input type="checkbox"/> Prior Experience with Retailer | <input type="checkbox"/> Warranty          |

### 5) Where did you purchase your product?

### 6) What is the estimated value of your home?

- |  |  |
|--|--|
| <input type="checkbox"/> Up to \$200K    | <input type="checkbox"/> \$501K - \$600K |
| <input type="checkbox"/> \$200K - \$300K | <input type="checkbox"/> \$601K - \$700K |
| <input type="checkbox"/> \$301K - \$400K | <input type="checkbox"/> \$701K - \$800K |
| <input type="checkbox"/> \$401K - \$500K | <input type="checkbox"/> \$801K +        |

### 7) Year home was built. \_\_\_\_\_ .

### 8) Age of Homeowner. \_\_\_\_\_ .

### 9) Was this product used for New Construction or Replacement?

- New Construction       Replacement

### 10) Are you interested in any of the following Home Guard products?

- Entry Doors
- Aluminum Storm Doors
- Vinyl Sliding Patio Doors
- Vinyl Windows
- Steel Security Doors

### 11) Personal Information

Name: \_\_\_\_\_

First \_\_\_\_\_ Last \_\_\_\_\_

Home Address: \_\_\_\_\_

Street Address \_\_\_\_\_

Address Line 2 \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip Code \_\_\_\_\_

12) Phone Number

( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

13) Email Address \_\_\_\_\_

14) How long have you lived at your current address? \_\_\_\_\_

15) Overall product quality and appearance?

- Satisfied       Dissatisfied

16) Knowledge, cleanliness and efficiency of installation crew?

- Satisfied       Dissatisfied

17) Knowledge of salesperson you worked with?

- Satisfied       Dissatisfied

18) Would you recommend your retailer to others?

- Satisfied       Dissatisfied

19) Additional Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Home Guard Industries  
PO Box 39  
Grabill, IN 46741





## Care and Maintenance Instructions for Vinyl Windows and Patio Doors



The care and maintenance of your vinyl window or patio door will keep it operating at its full potential. Here are important steps to take throughout the year to keep your windows and doors working great and looking beautiful.

### Maintenance:

1. Keep the sill track clean of dirt and debris so water can flow freely to outside. If it is a patio door, wipe off the slider track that the wheels ride on to ensure the door rolls smoothly back and forth.
2. Keep all weep holes free of debris so water can flow to the outside. Failure to do this can result in water backing up into the window or patio door frame. You will find these weep holes at the bottom of the window frame and the sashes.
3. To protect against water penetration through the weather barrier of the window or door, inspect the exterior caulking regularly and replace when necessary. Make sure to use window and door caulk.
4. Clean and check the operation of hardware. If there are any loose screws, then hand tighten when necessary.
5. Visually inspect the weather-stripping regularly. Missing or damaged weather stripping can let water or air in. To help maintain a good seal, wash with mild soap and water, rinse with water and wipe dry. Apply a light coat of wax (Lemon Pledge®) and wipe off excess.
6. During the winter months higher humidity levels in the home will increase the amount of moisture in the air. This can lead to condensation on the inside of your window. To reduce or eliminate this natural occurrence use a dehumidifier to maintain a relative humidity level to reduce the amount of moisture in your home.

### CARE:

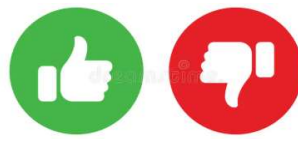
**Cleaning Vinyl:** To clean wash with mild soap and water. Heavy dirt and stains may require stronger cleaning compounds such as a vinyl siding cleaner. Abrasive or caustic cleaners or solvents are never recommended because they might cause permanent damage to the window or door finish. Always test cleaners in an inconspicuous area first to ensure they do not harm the finish. Mr. Clean Magic Erasers are good for removing stubborn marks on vinyl or the wood interior laminate. Do not use abrasive cleaners, as they will scratch the surface and are not recommended. **Painted Units:** The only safe product recommended to clean painted surfaces and not damage the paint is a mild soap and water combination. **DO NOT USE ANY TYPE OF ABRASIVE CLEANERS, SOLVENTS, OR A POWER WASHER ON PAINTED SURFACES. IT MAY DAMAGE THE PAINT AND VOID THE WARRANTY.** If you need to do any paint touch ups, use the same paint that was originally applied to the window by the manufacturer. Contact the company you purchased the window or door from to order additional touch up paint.

**Cleaning Hardware:** Much like sterling silver, even the finest brass will react naturally to the elements surrounding it. To maintain, polish with a nonabrasive automotive or furniture wax. By keeping your hardware clean and maintained you will be rewarded with a long-lasting finish.

**Cleaning Glass:** Any common household glass cleaner or mild detergent will clean your glass. Do not use any petroleum-based cleaner or solvent. If your window is painted, it is better to apply cleaner to the cloth first, then wipe the glass to avoid excess cleaner getting on a painted surface. Some cleaners can leave streaks on painted surfaces.

**CAUTION:** DO NOT USE paint thinners, lacquer thinner, gasoline, kerosene or any other harsh chemical to clean surfaces or hardware.

Please take a moment to share your experience with us. Your feedback not only helps us, it helps other potential customers.



Thank you for your feedback



## FULL SCREEN INSTALLATION & REMOVAL GUIDE\*

\*For windows that are wider than they are tall, instructions should be rotated 90 degrees and performed using the horizontal sections of the screens.

### INSTALLATION

#### STEP 1

While keeping the sides compressed, place one top corner of the screen into the screen track.



#### STEP 2

Keeping both sides compressed, place the opposite top corner into the screen track.



#### STEP 3

Continue to keep sides compressed, and insert screen into a bottom corner. [Lift slightly if your window has a lip on the sill.] Release this side of the screen.



#### STEP 4

Place the last corner into the screen track and release completely once all corners are in place.



### REMOVAL

#### STEP 1

Gently press on the center of the screen until you can wrap your hands around the FlexScreen frame. Squeeze both sides inward 4"-6".



#### STEP 2

While keeping the sides compressed, lift the screen up and remove one of the bottom corners from the screen track.



#### STEP 3

Remove the opposite bottom corner from the screen track.



#### STEP 4

With both corners out of the screen track, pull FlexScreen down from the top and remove the screen.



For more information visit [whyflexscreen.com](http://whyflexscreen.com)

### How to Repair a FlexScreen Window Screen

