



Effective date: November 1st, 2026

RETROFIT REPLACEMENT WINDOW LIMITED WARRANTY AND ADVISORY

Dick's Rancho Glass, Inc., the dealer, warrants that retrofit replacement windows will be installed in a professional and workmanlike manner. Installation-related defects reported within one year of the original installation date will be inspected and, when covered by this warranty, corrected by Dick's Rancho Glass at no charge.

This warranty covers Dick's Rancho Glass's installation workmanship only. The windows, glass, screens, locks, balances, rollers and other manufactured components are covered by the applicable manufacturer's warranty, if any.

WHAT IS A RETROFIT WINDOW INSTALLATION?

A retrofit replacement window is installed within the customer's existing window frame. The existing frame generally remains in place and becomes part of the completed installation.

A retrofit installation is not a complete removal of the original window frame and does not include replacement or reconstruction of the original flashing, waterproofing, framing, siding, stucco or surrounding wall system unless specifically stated in the written contract.

Because portions of the original window and surrounding construction remain concealed, Dick's Rancho Glass cannot inspect or warrant conditions that are not reasonably visible or accessible at the time of installation. This specifically includes the condition of the existing window flashing under the siding.

MANUFACTURER WARRANTIES

The replacement windows and their components are covered only by the applicable manufacturer's warranty. Manufacturer warranties vary by product and may contain separate coverage periods for window frames, finishes, insulated glass, hardware, screens and other components.

Manufacturer warranty claims are subject to the manufacturer's terms, limitations and approval. Dick's Rancho Glass does not extend, modify or guarantee a manufacturer's warranty decision.

Unless otherwise stated in writing, a manufacturer's warranty covers only the replacement part or product supplied by the manufacturer. Service, delivery, removal and installation labor are not included after the expiration of Dick's Rancho Glass's one-year installation warranty.

EXISTING FRAMES AND SURROUNDING CONSTRUCTION

Dick's Rancho Glass is not responsible for defects or conditions involving the retained existing window frame or surrounding construction. This includes, but is not limited to:

- Rot, corrosion, rust, deterioration or structural weakness.
- Improperly installed, damaged, twisted or out-of-square existing frames.
- Missing, damaged or improperly installed flashing or waterproofing.
- Water intrusion through roofing, walls, siding, stucco, trim, joints, framing or other portions of the building.
- Mold, mildew, termites or other concealed damage.
- Building movement, settling, expansion, contraction or structural movement.
- Previous repairs, modifications or installations performed by others.

If concealed damage or deterioration is discovered during the installation, additional work may be required. Any work outside the original scope will be quoted separately and performed only with the customer's authorization.

WATER INTRUSION

Dick's Rancho Glass warrants the exterior perimeter seal applied as part of its retrofit installation for one year. This warranty applies only to water intrusion caused directly by a defect in Dick's Rancho Glass's installation workmanship. It does not cover water entering through the retained original frame, existing flashing, stucco, siding, roofing, walls, weep systems, drainage paths or other surrounding construction.

No window installation can prevent water intrusion caused by conditions elsewhere in the building. Determining the source of a leak may require testing or investigation beyond the scope of the original window installation and may be subject to a separate service charge.

SEALANTS AND MAINTENANCE

Exterior sealants are exposed to sunlight, temperature changes, moisture, building movement and normal aging. The customer is responsible for periodically inspecting and maintaining exterior sealants after expiration of Dick's Rancho Glass's installation warranty.

Cracked, separated, damaged or deteriorated sealant should be repaired promptly to help prevent water intrusion and damage to the window or surrounding structure.

OPERATION AND PERFORMANCE

New windows may operate differently from the windows they replace. Some resistance from weatherstripping and seals is normal, particularly when the windows are new.

Minor adjustments required during the one-year installation warranty will be performed when related to Dick's Rancho Glass's installation. Adjustment or repair made necessary by building movement, misuse, lack of maintenance or conditions involving the existing frame is not covered.

Vinyl window and door framing is more flexible than, and expands and contracts significantly more than, aluminum, wood, or fiberglass. Building movement and thermal variation may affect vinyl window and door operation to some degree. Additional shading provided by plants or awnings is recommended with vinyl installations if a particular opening is subject to adverse thermal exposure.

Air infiltration, sound transmission, heat transfer and condensation cannot be completely eliminated. Actual performance is affected by the window selected, installation conditions, building construction, weather, indoor humidity and other environmental factors.

Unless specifically stated in writing, Dick's Rancho Glass does not guarantee a particular reduction in noise, energy usage, condensation, drafts or utility costs.

CONDENSATION

Condensation on the room-side or exterior surface of the glass is not necessarily a window or insulating-glass defect.

Surface condensation can result from indoor humidity, outdoor temperature, window coverings, limited air circulation and other environmental conditions.

Permanent fogging or moisture between the panes of an insulating glass unit may indicate a seal failure and may be covered by the window manufacturer's warranty.

GLASS APPEARANCE AND BREAKAGE

Glass may contain minor distortion, waves, spots, seeds, bubbles, coating variation or other visual characteristics inherent in glass manufacturing and tempering. Minor characteristics that fall within accepted glass-industry standards are not considered defects.

Glass breakage occurring after installation and customer acceptance is not covered unless Dick's Rancho Glass determines that the breakage resulted directly from a covered installation defect.

This warranty does not cover glass breakage caused by impact, accident, misuse, thermal stress, sudden temperature changes, building movement, window films, excessive heat buildup, vandalism or spontaneous breakage of tempered glass.

COLOR AND APPEARANCE

Colors, finishes, glass coatings, screens, grids and other components may appear different under varying lighting conditions. Exact matches to existing windows, paint, trim, siding, stucco or other building materials cannot be guaranteed unless specifically stated in writing.

Normal fading, weathering, chalking or color change is subject to the manufacturer's warranty and is not covered by Dick's Rancho Glass's installation warranty.

SCREENS AND HARDWARE

Window screens are intended to provide reasonable insect protection. They are not designed to prevent children, adults, animals or objects from falling through an open window.

Screens, locks, balances, rollers, handles and other operating components are subject to normal wear and are covered only as provided by the applicable manufacturer's warranty, **if any.**

CUSTOMER RESPONSIBILITIES

Unless specifically included in the written contract, the customer is responsible for:

- Removing and reinstalling window coverings, blinds, shutters, curtains and related hardware.
- Removing furniture, decorations and personal property from the work area.
- Disconnecting and reconnecting alarm contacts, security devices, wiring and home-automation equipment.
- Painting, staining or refinishing existing or newly exposed surfaces.

- Repairing existing stucco, siding, drywall, trim or other surrounding materials not damaged through the negligence of Dick's Rancho Glass.
- Providing reasonable access to the work area and protecting valuable or fragile property.

WARRANTY EXCLUSIONS INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

- Damage caused by misuse, abuse, neglect, accident, vandalism or improper maintenance.
- Damage caused by fire, flood, earthquake, wind, storms, extreme weather or other events beyond the control of Dick's Rancho Glass.
- Damage caused by building movement, settling, structural defects or failure of surrounding construction.
- Alterations, repairs or adjustments performed by anyone other than Dick's Rancho Glass.
- Damage caused by cleaning products, abrasive materials, chemicals, pressure washing, window films or applied coatings.
- Normal wear and tear.
- Incidental or consequential damage to walls, flooring, furnishings, finishes or personal property.

WARRANTY SERVICE

Warranty concerns must be reported to Dick's Rancho Glass within the applicable warranty period; not to exceed one year. The customer must provide the original job information, including their paid receipt, and reasonable access to the installation for inspection.

Dick's Rancho Glass will determine whether the reported condition involves its installation workmanship, a possible manufacturer defect, the original window or door frame, or another condition outside the scope of this warranty.

This limited warranty applies only to the original customer and original installation location. It is subject to the customer's written contract and does not limit any rights or remedies that cannot legally be waived under applicable law. Purchases by the original contractor are treated the same as the original owners of the property.