



## Lifetime Limited Warranty

Congratulations on selecting NT Window products for your home. We pride ourselves on offering the very best in home improvement products and are determined to back them up with a strong warranty and unbeatable customer service.

**SOLAR PRO**   
WINDOW SERIES  
FROM NT WINDOW



# LIFETIME LIMITED WARRANTY

Residential & Commercial  
New Construction and Replacement  
May, 2012

Plus 5 Year Labor Warranty &  
Glass Breakage Warranty Included\*

## NT Window, Inc.® Window & Door Lifetime Limited Warranty

*Congratulations on your purchase of Solar Pro Windows manufactured by NT Window for installation into your property either during new construction or as a replacement product. NT Window, Inc. is proud to support these products and will respond to your notice of product issues according to the terms and conditions set forth below.*

### The NT Window Promise:

**Single Family Home:** For as long as you own and reside in your owner-occupied single family home, NT Window will, upon notice as required herein, either repair or provide replacement components as needed to correct conditions directly caused by a defect in the product as manufactured.

**Commercial and Multi-Family:** For a period of ten (10) years from date of product sale, NT Window will, upon notice from the property owner as required herein, either repair or provide replacement components as needed to correct any of the below conditions when directly caused by a defect in the product as manufactured. This shall apply to all products installed in properties other than owner-occupied single family homes.

### Application and Transfer:

**Single Family Home Warranty** is made solely to the original consumer purchaser who both owns and resides in the single family home at the time NT Window products are installed and continues for such time as both that ownership and residence are maintained. In the event of a sale of the home within ten (10) years of initial product installation, this warranty shall transfer to the first subsequent purchaser without limitation. No rights under the warranty may be otherwise transferred or assigned.

**Commercial and Multi-Family Warranty** is made solely to the owner of the property on the date of installation of NT Window products and is neither transferable nor subject to assignment.

### Coverage:

**Frame:** Will be free of defects such as chipping, cracking, peeling and blistering under normal conditions subject to the limitations and considerations listed herein.

**Insulated Glass Unit:** Will be free of defects such as impairment of vision caused by dust or condensation within the glass unit due to seal failure under normal conditions subject to the limitations and considerations listed herein.

**Hardware & Parts:** Will be free of defects and that under normal conditions and use will not fail and render the products unserviceable subject to the limitations and considerations listed herein.

**Insect Screens:** Will be free of defects such as frame rust or mesh pattern. NT Window will replace any window screen frame or mesh that is defective in workmanship for a period of one (1) year after date of manufacture; however, punctures or tears are not warranted beyond the opportunity to inspect at initial receipt.

*CAUTION: Insect screens are not designed as a safety restraint.*

**Limitations on Scope:** NT Window shall have no obligation to address any condition not directly caused by a defect in its product as manufactured. Excluded conditions include, but are not limited to, those affected by: lack of product maintenance, misuse, mishandling, or damage to the product; extraordinary application of product, improper installation or reinstallation; alterations or modifications including but not limited to, the application of films, non-approved coatings, security systems or window treatments; atmospheric conditions, aging, fading or weathering; inert gas fill or retention, conditions which exceed product capacity, Code compliance, specific building requirements, building settlement, construction defects; slight curvature of glass, glass deflection due to temperature or barometric pressure, glass imperfections allowable under ASTM C1036 or C1048, and any other element outside of NT Window control.

**Discontinued Products:** NT Window may discontinue or change any product or component without notice. NT Window may provide substitutes for discontinued parts or components when a defect is apparent subject to the limitations and considerations listed herein. The choice of replacement or repair shall be in the discretion of NT Window.

**Required Notice:** Owner must individually provide written notice under this warranty to: NT Window, Inc., Attention Warranty Claims Dept., 2900 W Seminary Dr, Fort Worth, TX 76133 and to the NT Window dealer through whom the purchase was originally made. Each of the Owner's names, property identification, and proof of status as owner, a description of the product

\*Labor costs are not included under the Glass Breakage Warranty. Neither NT Window, the above manufacturers, nor the contractor will be responsible for any costs incurred in the removal, replacement installation or re-installation of the insulated glass unit.



# LIFETIME LIMITED WARRANTY

and a description of the issue must be included. NT Window shall have no obligation whatsoever without proper notice from owner and an opportunity to respond.

**NT Window Response:** Upon proper notice, NT Window shall be afforded the opportunity to inspect or take other action necessary to formulate a response. Owner agrees to pay a fee for the costs of an inspection which reveals that no action is called for under this warranty. If action is required, NT Window shall proceed with resolution to repair or replace covered part or component by following the below defined labor provisions:

- During the five (5) year period from date of product installation, NT Window will provide the labor at no charge for any warranted repair required subject to the limitations and considerations listed herein.
- During the subsequent periods from the above, NT Window shall be responsible for providing, free of charge, replacement parts or components only and no other costs.

Replacement parts or components furnished by NT Window under this warranty cannot be guaranteed to color match. A color variance may occur between replacement part and component compared to original.

A repair or replacement by NT Window shall not create a warranty but rather this warranty shall continue according to its terms. In no event shall NT Window be liable for the costs of repair not provided by NT Window or any shipping costs.

## Additional Terms and Conditions:

**Glass Only:** Any decorative glass and insulated glass unit not included within a NT Window manufactured window or door is warranted only for one (1) year.

**Storm Products:** All storm window and door products are warranted for a period of five (5) years.

**Vivid Color Coated Exteriors:** Will be free of defects such as chipping, cracking, peeling and blistering under normal conditions subject to the limitations and considerations listed herein for a period of fifteen (15) years.

**Glass Breakage Due to Stress Fracture:** Will be covered for a period of 90 days after installation if directly related to a stress fracture caused by a product defect and will include labor. Glass breakage labor will not be covered for any other reasons.

The formation of condensation anywhere other than the interior of the insulated glass unit is the result of relative humidity and is not a product defect or impairment.

Any alteration of this warranty must be in writing and signed by an executive officer of NT Window. No dealer or NT Window representative shall have authority to alter in any way this warranty.

Owner agrees that no action or inaction of NT Window shall constitute a waiver.

## IMPORTANT OWNER INFORMATION:

**Exclusive remedy:** This warranty is the exclusive owner remedy. It shall operate in lieu of all other remedies warranties or claims irrespective of source and NT Window negligence.

**Limitation of remedies:** In no event shall NT Window be liable for any loss of use, lost profit, diminution in value, consequential or indirect damage of any kind. Under no circumstance shall NT Window be liable for an amount exceeding the purchase price of the affected component.

**Additional disclaimer:** This is the sole warranty for NT Window products. All other warranties, including of merchantability and fitness for purpose, are disclaimed and excluded. Course of dealings, custom and usage, statements, labels, advertising and product representations of any kind shall not expand the scope of this warranty. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the full extent of the law. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. Owner agrees that any obligation of NT Window with respect to its products is contingent upon notice as defined herein and an NT Window opportunity to respond.

**Product Ratings:** NT Window products are often designed and tested in accordance with required standard procedures established by industry associations such as the American Architectural Manufacturer's Association (AAMA) and the National Fenestration Rating Council (NFRC). These measure performance of sample products in a laboratory-type setting. To pursue consistency NT Window manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes, however, involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.



# GLASS BREAKAGE WARRANTY

This warranty covers breakage for as long as the original resident purchaser resides in the home in which the windows were installed. Breakage attributed to improper installation, fire, flood, acts of God, riot or civil disorder, or building settlement will not be covered under this Lifetime Glass Breakage Warranty.

## Claim

Any claim for defect under this Warranty should be submitted to NT Window, 2900 W Seminary Dr, Fort Worth, TX 76133. The claim must have the original date of purchase and the original invoice number for the window. A copy of the warranty must be included.

## Labor

Labor costs are not included under this warranty. Neither NT Window, the above manufacturers, nor the contractor will be responsible for any costs incurred in the removal, replacement installation or reinstalling of the insulated glass unit.

## Repair Procedure

Replacement parts will be shipped to the nearest NT Window, distributor or dealer and must be picked up by the customer. Shipping and handling charges, where applicable, will be the responsibility of the customer.

NT Window shall not be liable to property owner for incidental or consequential damage for breach of any written or implied warranty on insulating glass units.

## SERVICE REQUEST

For your convenience there are 3 easy ways to request service.

1. Contact your dealer
2. Submit your request online
3. Contact NT Window's Service Department

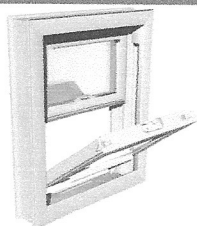
Please provide the information below when inquiring.

Dealer Name: Energy One of San Antonio, LLC  
Homeowner Name: Scott Neal  
Property Address: 1632 Dogwood Ln. Schertz, TX 78154  
Order Number: 238131  
Installation Date: November 3, 2023

When submitting a claim for warranty service please take note that you will need information from the manufacturing label located on the window. Follow three easy steps to retrieve the information you need for service.

1.

Open the operating sash on the window to locate the label.



2.

Next locate the manufacturing label on the sash.



3.

Retrieve the following information from the label: Production Date, Dealer Name, Order#, Line Item#, Series and PO#.

1/1/2011  
VNL-DH-BS2  
S:7330 B:2  
Bin:2  
W, NCF, DG, LECL, D1/8, AR, XGR, COLS1-1VX1H, FMP, HS, E  
FX, C

DEALER NAME  
220882-1  
H210-SERIES 5000  
1 1/2 W X 13 3/8 H

2 of 2  
SAMPLES

Production Date    Dealer Name    Line Item #    PO #  
Series    Order #

NTwindow®

800-969-8830

2900 W Seminary Dr, Fort Worth, TX 76133

www.ntwindow.com



CITY OF SCHERTZ

REC#: 02715574 1/15/2019 10:28 AM  
TRAN: 501.0000 PERMIT PAYMENTS  
OPER: DEBBI TERM: 067  
REF#: 015001

171.00CR



**CITY OF SCHERTZ**  
**REROOF PERMIT**  
THIS FORM WAS PRINTED ON: 1/15/2019

CITY OF SCHERTZ

REC#: 02715574 1/15/2019 10:27 AM  
TRAN: 501.0000 PERMIT PAYMENTS  
OPER: DEBBI TERM: 067  
REF#: 015001

195.00CR

MIT #: **190183**

DATE ISSUED: 1/15/2019

PROJECT ADDRESS: 1632 DOGWOOD LN

EXPIRES: 7/14/2019

SUBDIVISION:  
LOT #:  
BLK #:

OWNER/AGENT: MADDOX ROOFING AND  
CONTRACTING  
ADDRESS: 2917 WHITE PINE DR  
CITY: SCHERTZ  
STATE: TX  
ZIP: 78154  
PHONE: 210-322-1843

CONTRACTOR: MADDOX ROOFING AND  
CONTRACTING  
ADDRESS: 2917 WHITE PINE DR  
CITY: SCHERTZ  
ST: TX  
ZIP: 78154  
PHONE: 210-322-1843

PROP. USE  
WORK: REROOF  
VALUATION: \$ 8,196.00

SQ FT 0  
OCCP TYPE:  
CNST TYPE:

FEE CODE	DESCRIPTION	AMOUNT
BP-01	BUILDING PERMIT	\$ 114.00
BP-PROJ01	BP PLAN/PROJ CHECK	\$ 57.00
TOTAL		\$ 171.00

CONDITIONS:

**NOTICE**

THIS PERMIT BECOMES NULL AND VOID IF WORK OR CONSTRUCTION AUTHORIZED IS NOT COMMENCED WITHIN 6 MONTHS, OR IF CONSTRUCTION OR WORK IS SUSPENDED OR ABANDONED FOR A PERIOD OF 6 MONTHS AT ANY TIME AFTER WORK IS STARTED.

1. PERMITS ARE NON-TRANSFERABLE
2. ISSUANCE OF A PERMIT DOES NOT PRESUME TO GIVE AUTHORITY TO VIOLATE OR CANCEL THE PROVISIONS OF ANY OTHER STATE OR LOCAL LAW REGULATING CONSTRUCTION OR PERFORMANCE OF CONSTRUCTION.
3. POSTING: THIS PERMIT SHALL BE KEPT ON SITE & AVAILABLE FOR INSPECTION.
4. IF NEEDED, DUMPSTERS/GARBAGE PICKUP MAY BE SUPPLIED BY BEXAR WASTE. PLEASE CALL: (210) 566-5454.

**TO REQUEST AN INSPECTION PLEASE VISIT [WWW.SCHERTZ.COM](http://WWW.SCHERTZ.COM)  
AND SELECT "REQUEST AN INSPECTION" ON THE HOME PAGE.  
FOR MORE INFORMATION CALL 210-619-1750.**

INSPECTION REQUESTS MUST BE RECEIVED BY 6:00 AM.  
ANY REQUEST RECEIVED AFTER 6:00 AM WILL BE PERFORMED THE NEXT BUSINESS DAY.

Building Department Representative

1/15/19  
DATE



<b>City of Schertz</b> Planning & Community Development 1400 Schertz Parkway, Bldg. 1 Schertz, TX. 78154 Phone: 210-619-1750	<b>City Inspectors</b> Gil Durant, Chief Building Official Mobile: 210-488-4234 Carl Quast Mobile: 210-912-5573 Jim Bruce Mobile: 210-238-1233 Steve Roberts Mobile: 210-202-8417
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Address: 1032 Oakwood Lane Permit: 190183

Your inspection was: APPROVED CONDITIONAL APPROVED (see Comments on back)

Mechanical	Plumbing	Gas	Electrical	Foundation	Building
<del>Rough-in</del> <del>Final</del>	<del>Rough-in</del> <del>Top Out</del> <del>Waterpipe in Slab</del> <del>Yard Line (W/S)</del> <del>Sewer tap</del> <del>Final</del>	<del>Rough-in</del> <del>Med-Gas</del> <del>Final</del>	<del>Rough-in</del> <del>Top</del> <del>HWI</del> <del>Reconnect</del> <del>Grounding Electrode</del> <del>Final</del>	<del>Foundation</del> <del>Insulation</del> <del>Windbrace</del> <del>Fence</del> <del>Final</del> <del>Fire Wall</del>	<del>Frame</del> <del>Decking</del> <del>Flatwork</del> <del>Pool</del> <del>Felt</del>

Inspector: A. Alcala Date: 1/22/19 Time: 1025

(Rev. 9/2018)