

# CARE & OPERATION OF YOUR SUNRISE WINDOWS

## Tilting-In Double Hung & Single Hung Sashes:

1. Unlock sash locks
2. Raise lower sash at least 2-3 inches
3. Release both tilt latches
4. To tilt-in top sash, first tilt-in lower sash

## Removing Sliding Window Sashes:

1. Unlock sash locks
2. Slide inner sash toward center
3. Lift sash up and bring bottom into house
4. Repeat steps 2-3 for outside panel

## Operating Casement Windows:

1. To open - unlock lever on side of window
2. Turn crank mechanism to desired position
3. To close - crank in opposite direction
4. Engage locking lever to fully close and lock window
5. To clean glass - remove screen by pulling it into house

## ■ Cleaning Window Frames:

Dirt marks can be easily cleaned using most household cleaners

Visit us online at [www.sunrisewarranty.com](http://www.sunrisewarranty.com)  
for more care & operation information  
and to register your warranty.



## FOR YOUR RECORDS:

Product Purchased From:

Installation Date:

Manufacturer's Invoice No.:



# LIFETIME NON-PRORATED TRANSFERABLE WARRANTY

Sunrise Windows, Ltd. warrants to you, the original purchaser of Sunrise Windows, that under normal use this product will be free from defects in material and workmanship for as long as you own or reside in the home in which the windows and sliding doors were installed. The details of the warranty are as follows:

## **PVC Frame and Sashes - Lifetime Non-Prorated Transferable Warranty**

The welded corners will never separate. The PVC extrusions will not CHIP, CRACK, DELAMINATE, PEEL, FADE, BLISTER, PIT, or WARP for as long as you live in your home. Exterior painted colors are warranted for 20 years to not blister, crack or peel, and have a 10 year warranty on fading. These warranties are transferable to the next homeowner.

## **Insulated Glass - Lifetime Non-Prorated Transferable Warranty**

The insulated glass seal will not fail for as long as you live in your home. The insulated glass unit is warranted to be free from material obstruction of vision caused by film formation or dirt collection between the interior glass surfaces under ASTM C1036 Standard Specification. Insulated glass units with SunBlinds between the panes are covered for a period of 10 years.

When transferring the warranty, the second property owner will be entitled to a 50% discount on the cost of a new insulated unit, should the original become defective as a result of the above reasons.

## **Screen, Hardware, Balances and Other Moving Parts- Lifetime Non-Prorated Transferable Warranty**

The screen frame is warranted against cracking, breaking, warping, or otherwise failing for as long as you live in your home. The fiberglass screen cloth will not tear or rip. If it does, Sunrise Windows will provide a new fiberglass screen cloth (FOB Temperance, MI) at no charge, all labor excluded. This warranty is transferable to the second property owner.

All of the hardware (balances, tilt latches, crank mechanisms, rollers, and all other hardware components) is warranted against breaking, cracking, or otherwise failing for as long as you live in your home. This warranty is transferable to the next homeowner.

## **Madera Premium Trim - Non-Prorated Transferable Warranty**

Madera factory assembled trim is warranted against manufacturing defects and workmanship as long as you live in your home. This warranty is transferable to the next homeowner.

## **Condensation**

The appearance of condensation or frost on either the inside or the outside surface of the insulated glass unit does not indicate a defective seal, an improper installation, or faulty workmanship. This is a direct result of excess moisture in the house or exterior condensation.

## **Procedure**

All warranty claims should be made to the installing contractor. Sunrise Windows, Ltd., or authorized representative, reserves the right to inspect any window or door for which a warranty claim is made, and make a determination that may include repairing or replacing. Sunrise Windows, Ltd. will then provide to the installing contractor, or to the authorized contractor nearest your home, the warranted parts. Shipping and handling costs for replacement/repair parts provided directly to the consumer will be at the homeowner's expense. LABOR is not included in this Lifetime Non-Prorated Transferable Window & Patio Door Warranty. The installing dealer or distributor may charge labor fees to perform any warranty work. In no event shall Sunrise Windows, Ltd. be liable for special, incidental or consequential damages, or for any delays in the performance of the warranty due to circumstances beyond its control.

## **The Fine Print**

Caulking, which is required in most installations, is not considered part of the product; therefore, it is not covered by this warranty. Variations in grain pattern, texture, and color are a part of the natural beauty of the wood used in Madera trim. No two pieces of wood are the same. Exterior painted colors are warranted for 20 years to not blister, crack or peel, and have a 10 year warranty on fading. The only issues which could void this warranty are improper installation, acts of God, and/or misuse or abuse. For commercial applications, the warranty is limited to 50 years.

## **Warranty Registration & Transfer**

To register your warranty you must complete the form on our website ([www.sunrisewarranty.com](http://www.sunrisewarranty.com)) within 90 days of installation, and provide your Name, Address, Name of Installing Dealer, and Sales Order Number (available from the Installing Dealer) on the Warranty Registration page.

**This is the only acceptable means of registering your warranty.**

To transfer warranty to a second homeowner, please complete the form on [www.sunrisewarranty.com](http://www.sunrisewarranty.com). Transfer must be submitted within 90 days of property transfer; \$150 transfer fee, payable to Sunrise Windows, Ltd. required. Transfer fee is not part of this warranty and is subject to change.

**TO REGISTER YOUR WARRANTY OR TRANSFER WARRANTY TO A SECOND HOMEOWNER  
GO ONLINE TO [WWW.SUNRISEWARRANTY.COM](http://WWW.SUNRISEWARRANTY.COM) AND FILL OUT THE FORM PROVIDED.**