

Limited Warranty



This limited warranty, effective for product supplied by Gravity Windows Systems, after January 1st, 2023, extends to all original end users and is not transferable.

Subject to the conditions, exclusions and limitations of this limited warranty, we warrant our glass and components will be free from defects in materials and workmanship which would render the product unserviceable or unfit for ordinary recommended use from the date of shipment for the following time periods.

Frame and Sash Component Finishes

Gravity standard aluminum paint finish is warranted for a period of ten (10) years and will be free from defects resulting in cracking, peeling and other loss of adhesion on aluminum surfaces. Anodized finishes are warranted for a period of ten (10) years. Custom super durable powder coat finishes and custom architectural paint finishes are warranted for a period of five (5) years against defects resulting in cracking, peeling and other loss of adhesion on aluminum surfaces. Above warranties apply unless product is in a coastal environment within three (3) miles of a sea-coast or salt water which will be warranted for a period of one (1) year and/or anodized finishes are installed in extreme desert areas where the product surface temperature can reach 80-100C where crazing or cracking effect can occur.

*All products should be regularly maintained and cleaned in accordance with recommendations below and as necessary as to the environment they are installed.

Hardware, Components & Weather Seals

Includes all compression and brush seals, hinges, twin bolt locking mechanisms, gas springs, handles, and brackets as long as the recommended care and maintenance is followed are warranted for a period of ten (10) years.

Glass

Gravity warrants insulated glass units for a period of ten (10) years against failure of air seals and guarantees that glass will not develop a build-up of moisture between the panes of glass that causes fogging on interior surfaces. Gravity, at its discretion, will supply either replacement glass or a full panel.

***Condensation, Mold, and Mildew**

Condensation on the glass is a natural result of excessive moisture in the house and does not indicate a defective product or faulty installation. Maintaining proper household

humidity levels may prevent problems such as mold, mildew and related health risks. In no event shall Gravity be liable for any damages, including special incidental or consequential damages, resulting from condensation, mold or mildew.

IF YOU BECOME AWARE OF PERSISTENT CONDENSATION ON YOUR WINDOWS, YOU SHOULD TAKE IMMEDIATE REMEDIAL ACTION TO PREVENT WATER, MOLD AND/OR MILDEW DAMAGE TO YOUR PROPERTY AND POTENTIAL HEALTH RISKS.

Screens

When installed on the interior of the Gravity Window, pull down screens are warranted for a period of five (5) years. Pull down screens are not intended to be left open and exposed continually to wind, sun, rain or other harsh conditions. When the screen is not being actively used when window is open, then the screen should be retracted. Before retracting screen, check to see that the edges of the fabric are riding completely inside the guide rails. Failure to do this may result in wrinkled or torn fabric, a hard to operate screen or other damage. Make sure to operate screen by bottom pull bar in an even manner when opening and closing to ensure fabric stays within rails.

Export Limitations

Maximum warranty outside the United States is two (2) years.

Exclusions

Every effort is made to ensure that your new Gravity windows remain trouble-free year after year. Of course, some circumstances are beyond Gravity's control and are not covered by this warranty. The following items are not covered by this warranty:

- The workmanship of any installer of the product
- Cost of labor, installation, removal or repainting, refinishing or similar activities connected with the replacement of product or component
- Improper installation, use or maintenance. Including but not limited to:
 - Water intrusion or air infiltration as a result of improper weatherproofing or appropriate flashing system
 - Frame being installed out of square, plumb and level
- Use of non-factory parts or accessories in conjunction with the product(s)
- Small scratches, marks, slight glass curvature or other minor imperfections in the glass or aluminum frame
 - Minor glass imperfections that do not impair structural integrity or obscure normal vision including bubbles, scuffs, lines, surface imperfections or discolorations in the glass that cannot be detected looking through the glass from a distance of 10 feet as per the guidelines established by standard ASTM C 1036-01

- Damaged glass as a result of leaving window open in extreme weather and/or windy conditions
- Failures due to product modifications or window shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated window coverings, etc.)
- Water infiltration other than as a result of a defect in manufacturing or materials.
 - Installation of Gravity Windows not installed in areas protected from weather with adequate overhang protection from wind driven rain and sheeting water
 - Gravity Windows installed with no-sill option to achieve a flush countertop finish not completely protected from wind and water infiltration
- Normal wear and tear (e.g., natural fading, etc.) This includes natural weathering of exterior color finishes
- Corrosion of hardware and painted surfaces within 3 miles of coastal/salt-water areas
- Incidental and consequential damage
- Chemical burns/discoloration due to use of harsh cleaning products or other agents
- Abuse, damage during transit or installation, mishandling, tampering, vandalism, alterations, accidents, fires, floods, storms, earthquakes, power surges, lighting, house settling, pets or other animals, insects, and/or their hives or nests, negligence, or any other act of God
- Any costs associated with the use of scaffolding or lifts
- Discoloration, flaking or cracking/crazing of anodized or painted finish in extreme Desert and Coastal Areas.
- Oversized or undersized products as a result of wrong dimensions of net product size or rough opening size provided by customer or his/her representatives or agents
- Customer(s), his/her representative(s) and/or agent(s) are responsible to verify all building code requirements applicable in their jurisdiction

Caring For Your New Window

Gravity Windows are made with high-quality materials, parts, and workmanship. Proper usage, cleaning, and maintenance will result in many years of “like new” performance.

- Clean glass and frame members with a mild soapy solution and rinse with clean water (a mild glass cleaner may be used) DO NOT USE steel wool, abrasive cleaners, wire brushes, petroleum-based solvents, corrosive materials, acetone or thinner
- All hardware products should be cleaned and maintained as frequently as necessary. Hardware in coastal and salt water environments should be cleaned and maintained every three (3) months at a minimum and more frequently to

prevent buildup of salt water or corrosive residue. In event of a warranty claim user must be able to present maintenance schedule.

- Screens may be vacuumed to remove dust or may be washed with a soft brush and a mild soapy solution, then rinsed with clean water
- Make sure exterior weep holes are not obstructed by debris
- Use a small soft brush, like an old toothbrush, to clear weep hole openings as needed

CAUTION

- Use of any petroleum-based or corrosive materials on insulated glass surfaces is not recommended. This includes oil-based lubricants. These products may damage the insulating properties used in the window and may void all warranties
- Tinting or placing foil on the internal side of doors and windows can cause excessive heat gain and can result in damaging insulated glass

Procedure for Warranty Claims

Please inspect your order immediately upon receipt. If you have a problem, immediately upon discovery contact the distributor or dealer from whom you purchased our product, or contact us directly by filling out the 'Service Request' form on our website.

We can best respond if you provide the following: a) Gravity order number b) date and location of purchase, c) how to contact you, d) the address of where the product can be inspected, and e) a description of the problem and the product (including photographs). All visible defects must be reported before installation and finishing. **Claims under these warranties must be made within the specified warranty period and within thirty (30) days of the appearance of a defect.** We may charge a fee for on-site product inspections. However, this fee will be refunded if the product is found to contain a defect covered by this warranty.