

Vinyl Greenhouse Window Limited Warranty

Terms & Conditions

This warranty covers the Tru-Frame® Vinyl Greenhouse Window and is the only Warranty expressed or implied. The R. Lang Company (R. Lang), subject to the conditions and limitations set forth below, warrants its composite vinyl window to be free from manufacturing defects during the time periods set forth from the date of purchase.

R. Lang will repair or provide replacement product, at its election, free of charge, for any window proven to have a manufacturing defect during the applicable warranty period up to a maximum liability which shall be equal to the cost of the window required to replace the defective product. R. Lang shall in no event be liable for labor charges or other expenses whatsoever in connection with removal or installation of either the original or replacement product. However, in lieu of replacement or repair, R. Lang, at its sole discretion, reserves the right to refund up to the amount paid by the original purchaser of the window but not including installation cost. This warranty is intended to cover individual homeowners and does not apply to products installed in commercial construction. In the event of repair or replacement pursuant to terms of this warranty, the original warranty shall apply to the repaired or replacement product and will extend for the balance of the warranty period in effect at the time the product proved defective.

Window Components Covered. Duration Of Coverage.

Vinyl Lineal Extrusions (Frame Members)

R. Lang warrants their rigid vinyl extrusions to be the finest quality available and to be superior for interior and exterior applications. R. Lang uses only Veka Inc. Vinyl Lineals in the manufacturing of the vinyl Tru-Frame® Greenhouse Window. R. Lang warrants that their rigid vinyl extrusions will not chip, peel, blister, rot or corrode when used in the manufacturing of windows for a period of 20 years from the date of purchase. Should any defective material be found during the warranty period, R. Lang will replace the defective material under the constraints of the terms and conditions above. This warranty does not cover liability for consequential damages for any cause whatsoever. All laminated and painted extrusions are covered by a separate warranty (below). R. Lang does not warrant against uniform fading or color change due to normal weather conditions as normal weathering will cause any surface to gradually fade or darken.

Rigid PVC Baseboard

R. Lang warrants their rigid PVC baseboard to be the finest quality available and to be superior for interior and exterior applications. R. Lang warrants that their rigid PVC baseboard will not chip, peel, blister, rot or corrode when used in the manufacturing of windows for a period of 5 years from the date of purchase. Should any defective material be found during the warranty period, R. Lang will replace the defective material under the constraints of the terms and conditions above. This warranty does not cover liability for consequential damages for any cause whatsoever. All laminated and painted rigid PVC baseboards are covered by a separate warranty. R. Lang does not warrant against uniform fading or color change due to normal weather conditions as normal weathering will cause any surface to gradually fade or darken.

Construction & Craftsmanship

R. Lang warrants the Tru-Frame® Vinyl Garden Window, in its construction and craftsmanship, and with the exception of components individually outlined within this warranty, for a period extending 5 years from the date of purchase. This warranty covers only those manufacturing and material defects as specified herein and does not include defects or damages attributable to assembly (when sold as a kit), installation, normal weathering, or defects caused by accident, fire, flood, acts of God, vandalism, riot or civil disorder, misuse, abuse by harmful fumes, vapors, solvents, chemicals, or chemical pollutants in the atmosphere, mildew, building settlement or structural failures of walls or foundations, or if subjected to stresses resulting from localized heat which causes excessive temperature differentials over the glass surface edges occurrences beyond R. Lang's control.

Glass & Glazing Systems

R. Lang sells its Tru-Frame® Vinyl Greenhouse Window in a number of configurations, many of which allow its customers to glaze the window (add glass) using their own materials, or those they've obtained from someone other than R. Lang. Therefore, the glass warranty below applies only to windows purchased ASSEMBLED WITH GLASS from R. Lang. Check with the company the window was purchased from as to who's glass warranty your window is covered under. R. Lang Supplied...The R. Lang installed, sealed insulating glass 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 a period of 3 years. If such defects occur, R. Lang will provide a replacement unit under the outlined terms and conditions above. Condensation on windows which may occur as the natural result of humidity within the house or building and interior/exterior temperature differentials does not indicate a defect in the window and is not included in the warranty. Additional information concerning condensation is available upon request. Not Supplied With Window...R. Lang assumes no responsibility, implied or otherwise, with sealed insulating glass units, or any other glass unit, used with any window unless that sealed insulating glass unit is supplied by R. Lang. Any warranty communicated to the end user, with regard to glass not supplied by R. Lang, is the responsibility of the fabricator of the sealed insulating glass unit.

Metrec Painted Vinyl Extrusions

R. Lang warrants that METREC painted vinyl extrusions will not chip, peel, blister, rot or corrode when used in the manufacturing of windows for a period of 5 years from the date of purchase. Should any defective material be found during the warranty period, R. Lang will repaint the defective material on site free of charge. This warranty does not cover liability for incidental or consequential damages for any cause whatsoever. R. Lang does not warrant against any uniform fading or color change due to normal weather conditions as normal weathering will cause any surface to gradually fade or darken.

Wood Grain Laminate Vinyl Extrusions

R. Lang warrants that WOODGRAIN LAMINATE vinyl extrusions will not chip, peel, blister, rot or corrode when used in the manufacturing of windows for a period of 10 years from the date of purchase. Should any defective material be found during the warranty period, R. Lang will replace the defective material as outlined in the terms and conditions above. This warranty does not cover liability for incidental or consequential damages for any cause whatsoever. R. Lang does not warrant against any uniform fading or color change due to normal weather conditions as normal weathering will cause any surface to gradually fade or darken.

Expressed Limitations

1. Defects or failure caused by improper assembly, handling, storage, or by installation not in strict adherence with R. Lang's written instructions.
2. Any damage to the product caused by impact of foreign objects, acts of God, or by fire, explosion or other casualty.
3. Windows that have been painted, varnished or similarly coated over the original vinyl surface by anyone other than R. Lang.
4. On some installations caulking is used to seal the frames or trim package against water or air penetration. Caulking is not considered a part of the window, and, therefore, is not covered under this warranty. Caulking is normally considered a maintenance responsibility of the homeowner.
5. R. Lang reserves the right to discontinue or modify any of its products, including the color thereof, without notice, and shall not be liable as a result of such discontinuance or modification, nor shall R. Lang be liable in the event replacement material may vary in color or gloss in comparison to the original product as a result of normal weathering. If R. Lang replaces any product under this warranty, it may substitute products designated by R. Lang to be of comparable quality or price range in the event the product initially installed has been discontinued or modified.

This warranty is expressly in lieu of all other oral or written warranties, liabilities or obligations of R. Lang. Pertinent state law shall control for what period of time subsequent to sale a customer may seek a remedy pursuant to the implied warranty of merchantability or of fitness for a particular purpose. In no event shall R. Lang be liable for consequential or incidental damages of any kind, including any damage to the building, its contents or any person therein, resulting from the breach of any warranty set forth herein. No field representative or distributor or dealer of R. Lang is authorized to make any change or modification to this warranty. Some states do not allow limitations on or the exclusion of incidental or consequential damages, so the above exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

How To Make A Claim

The property owner must promptly notify in writing the contractor/builder/dealer who installed the window in order to provide an opportunity to investigate the claim and examine the product claimed to be defective. R. Lang and/or its local fabricator who manufactured the window will be notified of the claim by copy of the contractor/builder/dealers report. R. Lang or its local fabricator will then investigate the claim. If a defect covered by this warranty is confirmed, R. Lang shall, within a reasonable amount of time after inspection, either repair or replace the defective window as outlined in the terms and conditions above.

Window Maintenance

The factory recommends the use of warm soapy water to clean all surfaces, including vinyl components. DO NOT USE Petroleum, Aromatic, Aliphatic, Acetone, or Ammonia based cleaners or solvents on any surface of the Tru-Frame® Vinyl Greenhouse Window. The use of these cleaners or solvents on any surface will void the warranty on the window and components. As with any window in a residential installation, all joints and surfaces should be checked at least once a year for gaps/points where caulking should be added for the best seal or performance. As mentioned above, caulking will shrink and move, is not considered a part of the window, and is not covered in the warranty.