



3 OUSTANDING BRANDS • 1 FAMILY OWNED COMPANY • SERVING SEATTLE SINCE 1997

COMPLETE WINDOW WARRANTY

Installation Warranty

Critically important when purchasing installed windows is the warranty offered for the installation. Installation problems such as out of plumb or square resulting in improper function, air leaks, water intrusion can occur if not properly installed. Many issues may not show up for months or years after initial install.

Emerald City Energy, Intermountain Glass, and McLendon Home Services proudly offers the most comprehensive installation warranty available. Our installation warranties are as follows:



Five-Year Warranty:

True “retrofit” installation, window is ordered and installed without a nail flange and without new exterior trim, window is flashed and sealed properly. Because sealants can expand/contract over time, which requires homeowner maintenance, we offer a five-year installation warranty.



Lifetime Warranty:

Window is ordered and installed with a new construction nail flange which also then requires new exterior trim. Window is flashed and sealed properly. Due to the added benefit of the window flange we offer a lifetime installation warranty. We warrant the installation for as long as the original purchaser of the windows owns the home.



Lifetime Plus Warranty:

Window is ordered and installed with a new construction nail flange, adhered to the subsiding, with flexible flashing tape applied over the flange. Window is flashed and sealed properly. With the added benefit of “sealing” the flange to the subsiding, we offer a Lifetime Plus Warranty. We warrant the installation to original homeowner and all subsequent homeowners for the life of the home.

Insulated Glass Warranty: We warrant the installation for as long as the original purchaser of the windows owns the home.

Manufacturer Product Warranty

Every manufacturer we carry comes with **their own product warranty** for the windows they produce. See individual manufacturer warranty documents for details. Please contact us first for warranty repair. If it is determined the manufacturer needs to repair the product we will send in and log your manufacturer warranty service request and monitor/intervene on your behalf to make sure repair is accomplished as quickly as possible.

FOR WARRANTY SERVICE CONTACT SUPPORT@IMG-ECE.COM OR CALL (425) 728-8623

This Warranty does not cover damage or defects relating to misuse, abuse, minor imperfections in glass that do not affect the product's structural integrity or significantly obscure vision, natural weathering of exterior finishes, acts of nature (e.g., from fire, storm, etc.), building settling, structural failures of walls or foundations, the use of applied tints or films, alterations (including but not limited to customer-applied finishes), normal wear and tear, broken glass, the failure to properly care for and maintain the products. Sealants must be maintained regularly. Transferable warranty only applies so long as replacement parts/products are available. If manufacturer is no longer in business or producing replacement parts, product warranty is discontinued.