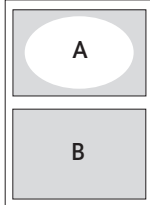


GLASS DEFECT STANDARDS

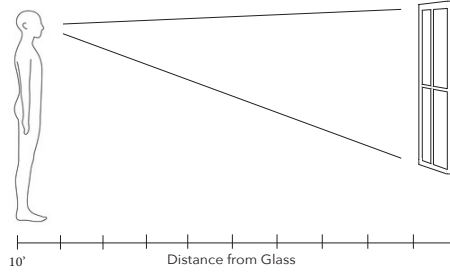
Inspection Guidelines*

The viewer must be looking at a 90° while standing 10 feet away from the glass in question. Inspections must be done with uniform lighting in the background of the window, not direct sunlight. Viewer must be able to locate defect from designated distance within 10 seconds.



○ = Area A □ = Area B

The "Viewing Area" refers to the designated sections of the glass through which viewers would look through during regular use of a window. Area A is the main section an average height adult would look through. Area B is the secondary sections which contains all areas of the glass unit that are outside of Area A.



Joyce Acceptable Inside/Outside Mark Standards

1/16" in a Central area (Area A)

3/32" in an Outer area (Area B)

Acceptable Marks include: Blemishes, Chips, Dirt, Debris, Fisheyes, and Spots. *No more than 2 marks in a 3" area, and 5 marks in a 12" area.

- Joyce defects are defined as flaws that were created during the manufacturing process, not during installation.
- Minor flaws are acceptable if they do not impair the view or affect a window's performance.
- Glass in windows and doors is meant to be looked *through*, not at.

*Glass defect standards are set forth by the official industry specifications of ASTM C 1036-16 issued by the American Society for Testing & Materials.

Important Definitions

Blemish - Imperfection in the body or on the surface of the glass

Chips - Small glass piece removed from the glass

Corrosion - Degradation of the coated surface, may appear as spots with irregular edges

Dirt - Small particle of foreign matter embedded in the surface of flat glass

Debris - Irregular areas of missing coating creating voids in the surface

Fisheyes - An air bubble within one of the seal materials visible through one of the unit's faces.

Spot - A small, opaque blemish in the coating

REGISTER ONLINE

Joyce Manufacturing Company has been in business since 1955. We believe that with continued training and expectation of excellence, our products will continue to be the best in the industry. We are so sure of this we offer strong warranties to back every product. Register your windows here:

JOYCE ORDER

INSTALLATION BY:

Dealer's Name

City, State & Zip

ISSUED TO:

Property Owner

City, State & Zip



eloquence

GOLD LIFETIME LIMITED WARRANTY



Joyce™ (800) 824-7988 • eloquencewindows.com ©2025 Joyce Manufacturing Co., Inc. All rights reserved.
 mfg. co. Joyce Windows ("Joyce") warrants the windows installed at the premises listed on the warranty registration, to be free of defects in materials and workmanship for as long as the purchaser resides at or owns the home.

Register your warranty online at eloquencewindows.com/register-warranty/

DOUBLE LIFETIME

This warranty may be transferred to a second property owner and remain in duration for a lifetime to the 2nd property owner(s) under the terms listed throughout for Gold Limited Lifetime Warranty. Under such assignment, the terms and conditions of this lifetime limited warranty will remain in effect and not be prorated or reduced, unless lesser durations or terms are noted otherwise. The assignment will only be effective with respect to warranty products located in the dwelling in which the warranty products were originally installed. To transfer the warranty to the second owner(s), Joyce must be notified by mail with original order number within 60 days from transfer of title date.

GLASS BREAKAGE

Joyce warrants replacement glass free of charge, F.O.B. factory, for the lifetime of the original purchaser and up to 15 years to the second owner. Once the new unit(s) is installed, any remaining warranty is applicable on the replacement unit. Exclusions apply to laminated, tempered, beveled or v-groove, and windows with blinds between the panes. As well as glass that breaks or cracks during handling, installation, construction of the structure, and removal of window from opening. Acts of vandalism, Acts of God beyond terms of Natural Disaster Claim, and window sizes above or below our factory's minimum or maximum specifications are also excluded under this glass breakage coverage.

VINYL WINDOW AND PATIO DOOR

Joyce warrants that the rigid vinyl in this product will be free of defects such as a chipping, cracking, blistering, peeling, or pitting.

INSULATED GLASS UNIT (IGU)

The sealed insulated glass unit is warranted against defects in materials and/or workmanship resulting in material obstruction of vision caused by film formation due to dust or moisture in the dead air space of the sealed insulated glass unit for life. Condensation on any window does not indicate seal failure but may be the result of moisture in the home and does not indicate a defective window, door, or faulty installation. Any interior grid is warranted against slipping and sagging for the duration of the original homeowner's residency. Joyce does not warrant or carry any responsibility regarding any IGU where a non-Joyce manufacturing film or coating has been applied, nor will Joyce bear any responsibility for deflection in glass surface due to temperature changes. Any IGU with internal blinds is subject to original equipment manufacturer's (OEM) stated warranty.

SCREEN

Under normal conditions of use, Joyce will warrant any screen frame whose operation is significantly impaired via rusting, rotting, or staining. Joyce makes no warranty that screens will keep people or animals in or out and as such are not responsible for any damage caused by an event of this nature.

EXTERIOR PAINT OR LAMINATION FINISH

Joyce warrants that finish on vinyl components shall not crack or peel and will be free of manufacturing defects in material or workmanship for a period of 30 years from date of delivery to original purchaser. Joyce makes no warranty regarding fading that occurs due to uneven exposure to the ultra-violet rays. Joyce will also not warrant any windows whose vinyl, paint, or lamination finish has been altered due to chemical or solvents applied to the surface.

INTERIOR PAINT FINISH

Joyce warrants that finish on vinyl components shall not crack or peel and will be free of manufacturing defects in material or workmanship for a period of 10 years from date of delivery to original purchaser. Joyce makes no warranty regarding fading that occurs due to uneven exposure to the ultra-violet rays. Joyce will also not warrant any windows whose vinyl, paint, or lamination finish has been altered due to chemical or solvents applied to the surface, typical wear and tear caused by operation - small scratches or visual imperfections, or damage as a result from animals, humans, insects, or others.

MOVING PARTS/ HARDWARE

Joyce warrants that the hardware operating system (including locking mechanisms, balancing coils and covers), within its vinyl windows or patio doors will be free from defects that significantly impair their operation and usage.

COMMERCIAL APPLICATION

Joyce will provide parts at no charge using terms listed in this warranty for 10 years from date of delivery by an owner of a structure other than an Owner-Occupied Residential dwelling.

WHAT THIS WARRANTY DOES NOT COVER

- Typical wear and tear – scratches and small visual imperfections
- Installation or maintenance using non-Joyce products; improper pre-installation storage
- Negligence, misuse, abuse, or alterations to any operating features.
- Improper use of Joyce products
- Vinyl window units inadequately assembled or mulled by contractors/dealers
- Accidents, such as accidental glass breakage that results after expiration of glass breakage warranty
- Use of post-market film on insulated glass unit
- Natural weathering or fading
- Screen mesh tears or discoloration
- Caulking used to seal the frames against water and air penetration
- Condensation as a result of natural humidity or conditions
- Issues resulting from improper temperatures or elevation/altitude
- Environmental issues stemming from chemicals and pollutants in the atmosphere
- Harsh element such as acid rain
- Acts of God after the expiration of Natural Disaster Claim
- Damage as a result of insect or animal actions
- Incorrect selection of product for a particular building or design
- Labor costs associated with the re-installation of a product
- Products that have not been entirely paid for
- Faulty building design or structural failures
- Minor imperfections in glass that don't affect the IGU's structural integrity
- Any occurrence from the reflection of solar energy (sunlight) off product
- Transportation costs in the event of a warranty claim for replacement part(s) or product(s).

HOW TO ENACT YOUR WARRANTY BENEFITS

To obtain performance under this warranty because of concern that the window or door is defective, the buyer must immediately contact the installing contractor or authorized dealer for an inspection. If buyer's contractor believes the window or door is defective, buyer's contractor should then immediately contact Joyce and provide pertinent information along with original Joyce order number. Upon Joyce's determination that the product is defective, Joyce will replace the unit on the basis indicated in the paragraphs above, F.O.B. factory. Joyce, however, will not be responsible for any other costs in making the replacements, including, but not limited to any costs for labor or materials incurred in the removal, installation, or reinstallation of any part of parts.

The warranty presented above is the only warranty applicable to this purchase. Warranty durations listed apply from delivery date. All other warranties, express or implied, including, but not limited to the implied warranties of merchantability and fitness for a particular purpose are disclaimed.

It is understood and agreed that Joyce's liability, whether in contract, in tort, under any warranty, in negligence or otherwise shall not exceed the return of the amount of the purchase price paid by purchaser and under no circumstances shall Joyce be liable for special, indirect, or consequential damages. The price stated for the items purchased is a consideration in limiting Joyce's liability. No action, regardless of form, arising out of the transactions under this agreement may be brought by the purchaser more than one year after the cause of action occurred.

With respect to the above, some states do not allow limitations on how long any implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages or the limitation of remedies for breach of warranty, so the above limitations or exclusions may not apply. This warranty gives specific and legal rights, and the purchaser may also have other rights

that may vary from state to state. This limited warranty will become effective upon completion of said installation of products unless otherwise noted.

MAINTENANCE ON YOUR VINYL WINDOWS AND PATIO DOORS

Your choice of Joyce Windows is unquestionably a lasting investment. Vinyl offers easy care solutions to typical maintenance problems. With simple care and cleaning, your windows or doors can maintain their pristine appearance for years to come.

However, like any exposed surface, your windows will occasionally get dirty, but the solution to these problems is quite simple. While heavy rain will typically wash away most imperfections, other problems can be solved by following the guidelines below.

VINYL

- Typically, using a mild detergent or white vinegar in a water solution will do away with common stains.
- For difficult stains such as dirt and oil, please refer to the household cleaners' chart below. It is always recommended to try a small inconspicuous spot first.
- Pressure washers should be avoided as they may damage the finish or structural integrity of the window or door.
- Avoid the use of highly abrasive material that could leave scratches on the the window.
- CAUTION: DO NOT USE paint thinners, liquid grease remover, lacquer thinner, gasoline, strong soaps or detergents containing organic solvents, nail polish remover, or any cleaners containing chlorine bleach and/or ammonia. Use of these materials may lead to the discoloration of the surface appearance of the vinyl.

Recommended Vinyl Cleaners	
Crayon	Mr Clean Magic Eraser®
Dirt Marks	All Purpose Cleaner,® Fantastik Scrubbing Bubbles®
Ink and Dyes	Fantastic,® Soft Scrub,® Bar Keepers Friend,® Mr Clean Magic Eraser,® Regular White Toothpaste
Paint	Mr Clean Magic Eraser®
Dirt and Scuff Marks	Mr Clean Magic Eraser,® Solution of 30% distilled white vinegar and 70% water
Lead Pencil	Mr Clean Magic Eraser,® 30% distilled white vinegar and 70% water

GLASS

- Rinse windows thoroughly prior to any cleaning.
- Joyce Manufacturing recommends the use of any ammonia-free glass cleaners such as Windex,® Sprayway,® and Better Life,® for strong results.
- Routine cleaning can be done using a 30% white vinegar and 70% water mixed cleaning solution and a clean, lint free cloth.
- CAUTION: DO NOT USE metal blades or highly abrasive cleaning solutions to clean glass as there is a high likelihood of damage occurring.

SCREENS

- Screens can be routinely cleaned using a household vacuum.
- For a thorough cleaning, remove the screen from the window frame and place it on a flat surface. Use mild soap/detergent and a soft brush to scrub away any dirt or debris. After cleaning, rinse the screen with water and allow time to dry.
- CAUTION: DO NOT USE EXTREME PRESSURE WHILE CLEANING SCREEN. High pressure can lead to creases or loose screens.

GENERAL MAINTENANCE RECOMMENDATIONS

1. Keep weep holes obstruction free.
2. Keep weathering strip clean.
3. Clean operating hardware regularly.