



MONARCH WINDOWS AND DOORS A WOODGRAIN COMPANY

Valued Monarch Customer:

As you may be aware, Monarch Windows LLC ceased the manufacture and sale of building products in January, 2007. At that time, Woodgrain Millwork made "an asset only purchase" of specific assets of Monarch LLC. Since the beginning of 2007, Woodgrain has manufactured and sold its own building products under the "Monarch Windows & Doors - a Woodgrain Company" name. That enterprise has no connection with, or responsibility for, the products manufactured or sold by Monarch Windows LLC.

We are sure that you can appreciate the fact that Monarch Windows & Doors - a Woodgrain Company, can not warrant products made by a different company prior to their involvement and ownership. At the same time, Woodgrain is pleased to provide a warranty and service on products that were manufactured and sold according to our own quality standards and practices.

Therefore, if you have questions or issues concerning building products manufactured and sold by Monarch Windows LLC, we can provide you with contact information for its parent organization, Morris Capital Management, at the address below. A Monarch Windows LLC warranty document is available on Monarch Windows & Doors web site.

Monarch Windows, LLC care of Morris Capital Management. The contact is Tim Morris at Morris Capital Management Group, One Northgate Park, Suite 205, Chattanooga, TN. 37415, or at Phone # 423-870-0800 or Fax# of 423-870-0805. E-mail = tim@morriscapitalmanagement.com

Sincerely,

Monarch Windows & Doors – A Woodgrain Company
1608 Frank Akers Road, PO Box 249
Anniston, AL. 36207

(Warranty Cover Letter.Doc)



MONARCH WINDOWS AND DOORS



1/10/LIFETIME LIMITED WARRANTY

Subject to the conditions and restrictions contained herein, Monarch Windows and Doors warrants that each of its products manufactured under the MONARCH name shall be free from all defects of material and workmanship.

EIFS Installation: Installing any Monarch Window and Door products in any EIFS (Exterior Insulated Finishing System) application will void all warranties whether expressed or implied. Neither will Monarch Windows and Doors be responsible for any damages due to water penetration of the EIFS envelope or any products in that envelope. Effective June 20, 1996.

ONE YEAR LIMITED PRODUCT WARRANTY FOR WOOD PRODUCTS

Should a component part be proven to be defective during this one (1) year period, Monarch Windows and Doors shall at our option, either 1.) repair the product without charge, 2.) furnish a replacement product or component without charge, 3.) refund the original purchase price of the defective product or component. In no event shall Monarch Windows and Doors pay for the cost of labor, for finishing of either the original product or any replacement part, or for any other incidental cost related thereto.

This warranty does not cover 1.) installation, 2.) vinyl jamb liners on wood or clad windows, 3.) units or component parts which have been installed improperly. Improper installations would include but not be limited to: units not shimmed, units not set square and plum, wood units not primed and painted with at least two (2) top coats of a quality exterior grade paint, 4.) wood rot, 5.) units or components which have been subject to negligent operation, 6.) glass and screens, 7.) damage caused by fire, flood, act of God, earthquake, storm, tornado or any cause beyond the control of Monarch Windows and Doors.

TEN YEAR LIMITED PRODUCT WARRANTY FOR CLAD PRODUCTS

Should a component part be proven to be defective during this ten (10) year period, Monarch Windows and Doors shall at our option, either 1.) repair the product without charge, 2.) furnish a replacement product or component without charge, 3.) refund the original purchase price of the defective product or component. In no event shall Monarch Windows and Doors pay for the cost of labor, for finishing of either the original product or any replacement part, or for any other incidental cost related thereto.

This warranty does not cover 1.) installation, 2.) vinyl jamb liners on wood or clad windows, 3.) units or component parts which have been installed improperly. Improper installations would include but not be limited to: units not shimmed, units not set square and plum, 4.) wood rot, 5.) units or components which have been subject to negligent operation, 6.) glass and screens, 7.) simulated or permanent divided lite grille, exterior/interior, 8.) damage caused by fire, flood, act of God, earthquake, storm, tornado or any cause beyond the control of Monarch Windows and Doors, 9.) discoloration caused by weathering and the aging process, 10.) products modified in the field, 11.) improper care of finished surfaces, 12.) condensation on window due to excessive humidity levels resulting in water penetration of window ports, 13.) does not include movement of product due to improper framing, brick work or the movement of the framed structure causing excessive pressure on frame parts. Effective April 1, 2000, 14.) Does not include coastal installations where deterioration is due to excessive salt exposure. 15.) any 8/0 height wood, steel, clad or fiberglass doors. Monarch recommends using Multipoint hardware on all 8 ft. high clad, wood & fiberglass doors to minimize potential problems, 8/0 steel doors cannot be prepped for multipoint hardware.

LIFETIME LIMITED PRODUCT WARRANTY FOR VINYL PRODUCTS

Vinyl products are lifetime warranted not to pit, corrode, or crack

under normal use and service. If these conditions occur Monarch Windows and Doors will supply the selling dealer repaired or replacement parts at no charge.

This warranty does not cover 1.) installation, 2.) units or component parts which have been installed improperly. Improper installations would include but not be limited to, units not shimmed, units not set square and plum, 3.) vinyl windows that have been painted, 4.) units on which harmful cleaning products have been used, 5.) vinyl units that have uniform fading or color change due to normal weathering, 6.) units or components which have been subject to negligent operation, 7.) glass and screens, 8.) damage caused by fire, flood, act of God, earthquake, storm, tornado or any cause beyond the control of Monarch Windows and Doors.

TEN YEAR LIMITED GLASS WARRANTY

Monarch Windows and Doors warrants that each Monarch Insulated Glass unit shall be free from any material obstruction to vision due to film formation of dust collection on the interior surface resulting exclusively from failure of the hermetic seal due to faulty manufacturing of the unit for a period of ten (10) years from the date of manufacture.

This warranty does not cover 1.) installation, 2.) units with applied finishes to the interior surface, 3.) damage due to abuse or misuse, 4.) improper installation or act of God, 5.) nor consequential damages such as the cost of repairing or replacing property damaged as a result of product failure.

To make a claim under this warranty, you must:

Notify the lumber dealer where the material was purchased, that you have a possible warranty claim. Your lumber dealer should inspect the products to see if a product defect does exist. If so, your lumber dealer should notify:

Monarch Windows and Doors • PO Box 249 • Anniston, AL 36202
• 1-256-831-7000
Attention: Customer Service Department

LIFETIME LIMITED GLASS WARRANTY

This portion of Monarch's 1/10/LIFETIME LIMITED WARRANTY begins at the 11th year. This portion of the warranty makes available to any person currently residing within the residence the ability to purchase replacement insulated glass or sash at 50% of the current retail price plus boxing and freight for his (her) Monarch Windows and Doors directly from the factory.

To make a claim under this portion of the warranty, you must:

Notify us in writing of the problem you are having. Tell us the year the windows were purchased (by the date on the glass) and what type of windows or doors you have (wood or clad, double hung, casements, awnings, patio doors, etc.). To determine size, measure the daylight glass width and height that you can see. Include all of this information along with your Name, Address, City and State and Phone Number. Upon receipt of your letter we will contact you by phone.

Send inquires to:
Monarch Windows and Doors • PO Box 249 • Anniston, AL 36202
Attention: Customer Service Department

Some states do not allow the exclusion of limitations of incidental or consequential damage, so this limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.
Effective June 1, 1997.