

## **Decorum™ by Simonton Exterior Coating Repair Guidelines**

Please use the following inspection criteria when addressing any issues related to exterior coatings on windows or doors in the Decorum by Simonton collection.

### **Minor Repairs**

Minor damage, such as small chips, scratches or scrapes—not visible beyond four feet—can be easily repaired with touch-up coating supplied by Simonton. Touch-up coating will be supplied as needed by calling 800-746-6704.

### **Normal Product Wear**

Certain characteristics of Decorum products featuring exterior coatings are normal and are not considered to be damage or product defects, those include:

- Coating overspray in areas of the window or door that are unseen when the products are closed and locked; and do not affect the product's performance.
- Coating scrapes, abrasions, chips, etc. that may occur as a result of normal product functions or from high-wear areas, such screen removal/insertion or door thresholds.

### **Online Resource:**

A Simonton Windows Exterior Coating Touch-up Guide download is located under the "Product Care" section of our Web site at [www.simonton.com/servicesolutions](http://www.simonton.com/servicesolutions).

### **Extensive Damage**

To report Decorum products with exterior coatings that are damaged beyond what is considered reasonable to repair with touch up paint, take the following actions:

1. Document the damage with digital photo(s) and email them to Simonton Service Solutions at [servicesolutions@simonton.com](mailto:servicesolutions@simonton.com).
2. Upon receipt of the photo(s) we will review to determine the best course of action.
3. If the product has suffered damage that cannot be repaired, a new replacement product or parts may be provided. Simonton Windows, and our distributors, are not responsible for any material or labor costs to replace products.

For more information contact Simonton Service Solutions at 800-746-6704 or email us at [servicesolutions@simonton.com](mailto:servicesolutions@simonton.com).