

# VORTEX VINYL WINDOWS BY WINDOW CRAFTSMEN WARRANTY

Window Craftsmen Inc. warrants to the original resident purchaser that any window or door is free of manufacturing and/or material defects for period specified below. This warranty applies to normal use and service provided said materials are properly installed, regularly maintained (per the cleaning and maintenance instructions listed below) and only as the original owner owns the windows and doors.

**TWENTY YEAR WARRANTY – FRAME:** The PVC frame warranted for a period of (20) years free from manufacturing defects which result in rotting, cracking, warping, pitting, corroding, peeling, blistering or non-uniform fading discoloration, to the original consumer purchaser, ordinary wear and tear excepted.

**LIMITED LIFETIME YEAR WARRANTY – COMPONENTS:** Component parts are warranted for life, commencing from the date of sale to the original consumer purchaser as long as he/she owns resides in the home in which products were installed, ordinary wear and tear excepted. Labor and shipping is not covered.

**LIMITATIONS OF WARRANTY:** This limited warranty does not apply to any damage caused by or the result of improper handling and or application of product, acts of God, installation, operation, maintenance, accident, fire, natural disaster, explosion, abuse, vandalism, chlorine, chemicals from sprinkler systems, building settlement or structural failures of walls or foundations or other external forces. This warranty shall be null and void if harmful solvents are used to clean the frame, sash components, or if the frame and/or sash component are painted or coated in any way. This warranty is not transferable and ensures only to the benefit of the original consumer purchaser.

This limited warranty is made in lieu of all other express warranties and extends only to the original consumer purchaser. In no event shall Window Craftsmen Inc. be liable for special, punitive, indirect, incidental, or consequential damages or losses the consumer may suffer or incur in connection with this product or its use or for any delays in performance of this warranty due to circumstances beyond its control. Any warranties implied by law, including those of merchantability and fitness for use or for a particular purpose are limited in duration to the express warranties herein.

Caulking is used on some installations to seal the frames (or trim package) against water or air penetration. Caulking is not considered a part of the Window Craftsmen product and therefore, is not covered under this warranty. Caulking is normally considered a maintenance responsibility of the owner.

**COVERAGE OF WARRANTY:** The obligation of Window Craftsmen Inc. under this warranty shall be limited to repair or replacement of any warranted parts found to be defective within the applicable period described above and in accordance with terms and conditions described elsewhere herein. Any labor incurred is not covered under warranty.

Window Craftsmen reserves the right to discontinue or change the design and specification of any product it manufactures. Should the component of the window/door originally installed not be available, Window Craftsmen shall have the right to substitute such part determined by Window Craftsmen to be equal quality and performance.

**CLAIMS PROCEDURE:** If a warranty claim should become necessary, the original consumer purchaser MUST contact the INSTALLING DEALER. If you cannot locate the installing dealer from whom the product was purchased, you may contact Window Craftsmen for assistance at 800-741-1744. No person, firm or corporation is authorized to alter or change the above warranty or to impose any other liability on Window Craftsmen Inc.

## **GLASS**

**DISCLAIMER:** Glass has prevalent characteristics such as slight discolorations, blurs, bubbles, and hairline scratches. These are inherent qualities that meet or exceed the standard specifications for flat glass ASTM C 1036 and laminated ASTM 11 72. Standard Clear glass contains low amounts of iron which give the glass a slight green hue.

**INSULATED GLASS:** Insulated glass is warranted for lifetime. After (20) year period; years 21 through lifetime - 50% of the then-current price for glass from the date of delivery. Glass is not manufactured by Window Craftsmen

**LAMINATED GLASS:** Laminated glass is warranted for (5) years from the date of delivery. Glass is not manufactured by Window Craftsmen

**COVERAGE OF WARRANTY:** Insulated is covered against seal failure only. Impact is covered against delaminating only. The obligation of Window Craftsmen Inc. under this warranty shall be limited to only the repair or replacement of glass. Stress cracks are not the result of defects in materials and/or workmanship and are not covered. Any labor incurred is not covered under warranty.

## **HOW TO CLEAN YOUR GLASS WINDOWS**

1. Glass can be cleaned with a glass cleaner or Windex.

**LIMITATIONS OF WARRANTY:** This Warranty is VOID AND DOES NOT APPLY to units that were improperly handled; to units that were installed improperly by the installing contractor; to units which are subjected to stress resulting from localized application of heat, causing excessive temperature differentials over the glass surfaces or edges of the unit; to glass units that are cracked, shattered or broken when strain is applied to the glass unit by, among other things, movement of the building or by objects or forces other than the building; to units which have been cleaned with or exposed to any petroleum-based or acidic substance; to units exposed to protective materials used on stucco construction, or to damage caused by accident, forces of nature, misuse, abuse, vandalism or other external forces. APPLICATION OF ANY AFTER MARKET COATING OR FILM PRODUCT VOIDS THIS WARRANTY IN ITS ENTIRETY.