Limited LifetimeWarranty

Acrylic

Window Craftsmen Inc. warrants to the original resident purchaser that any window or door is free of manufacturing and/or material defects. This warranty applies to normal use provided said materials are properly installed and regularly maintained, per the cleaning and maintenance instructions listed below.

LIMITED LIFETIME WARRANTY - FRAME: The aluminum frame is warranted for life, if properly installed and used, to the original consumer purchaser, to be free of defects in material and workmanship, ordinary wear and tear excepted. Variations in paint coverage, texture, shading, or color gradient occurring within recessed or multi-channeled profiles are inherent characteristics of the electrostatic coating process and do not constitute manufacturing defects.

LIMITED FIVE YEAR WARRANTY – COMPONENTS: Component parts are warranted for a five (5) year period 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.

LIMITATIONS OF WARRANTY: This limited warranty does not apply to any damage caused by or the result of improper handling, installation, operation, maintenance, accident, fire, natural disaster, explosion, abuse, vandalism, chlorine, chemicals from sprinkler systems, or other external forces. This warranty shall be null and void if harmful solvents are used to clean the frame, sash component, acrylic or if the frame and/or sash component are painted or coated in any way. This warranty is void if the windows were pressure cleaned. 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.

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. Acrylic windows are not a “permanent” product, you may notice water penetration from time-to-time. This is not warranted.

CLAIMS PROCEDURE: If a warranty claim should become necessary, the original consumer purchaser MUST contact the INSTALLING DEALER. No person, firm or corporation is authorized to alter or change the above warranty or to impose any other liability on Window Craftsmen Inc.

ACRYLIC

DISCLAIMER: Acrylic has prevalent characteristics such as slight discolorations, blurs, bubbles, and hairline scratches. These are expected as they are inherent qualities in both. Acrylic can “crown or bow.” This is the nature of acrylic it can expand due to heat and is sensitive to chemicals; IE do NOT use Windex. Improper cleaners, lack of maintenance or screens kissing either can lead to “crazing”. Crazing begins with a type of glitter effect which then can lead to cracking. Bowing and Crazing is **not** warranted.

LIMITED ONE YEAR WARRANTY: *ACRYLIC* is warranted for one year from date of sale, to the original purchaser.

COVERAGE OF WARRANTY: The obligation of Window Craftsmen Inc. under this warranty shall be limited to only a **one-time** replacement of acrylic sent to contractor. Any labor incurred is not covered under warranty. **If the acrylic happens to craze Window Craftsmen Inc. will offer a discount on the purchase of a new piece only if the homeowner follows the proper cleaning and maintenance instructions. This must be purchased through your contractor and labor furnished by your contractor.** *Please note units over 72” in height must have a spreader bar or will invalidate the warranty.*

HOW TO CLEAN YOUR ACRYLIC WINDOWS

1. Acrylics can be scratched with a rough cloth, harsh soaps, or cleaning products - these must be avoided.
2. We strongly recommend for a bright, lustrous look, use Novus plastic clean & shine on acrylic only. Follow the manufacturer’s instructions. (Routinely clean acrylic to prevent crazing)
3. Use only water to clean your acrylic. Use a soft sponge, cloth or chamois rinse often to keep it grit free.
4. For scratches we recommend Novus fine scratch remover or Novus heavy scratch remover. Novus products can be purchased at your installing dealer.
5. Tracks should be cleaned when needed. DO NOT lubricate any vertical units.