



WINDOWCRAFTERS
2033 TUCKER INDUSTRIAL ROAD
TUCKER, GA 30084

CARE AND MAINTENANCE OF YOUR VINYL WINDOWS AND DOORS

Congratulations on choosing windows and doors that offer the easy care and maintenance of vinyl. Vinyl won't pit, peel or flake over time. As a result, with only simple care and cleaning, your windows can keep their beautiful appearance for years to come.

Like any surface exposed to outside elements, your windows and doors will get dirty from time to time, but cleaning them is a snap. Often, heavy rains will wash the vinyl clean, but if the rain isn't enough, you can restore the splendor of the windows and doors by following these simple instructions.

- Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush. Do not wash the windows or doors with a high-pressure spray. The extreme pressure could crack or destroy the caulking or seals around the window or door.
- General Wash Procedure:
 1. Prepare cleaning solution (1 teaspoon baby shampoo to 1 gallon water or 1½ cups vinegar to 1 gallon water).
 2. Apply solution with a soft, nonabrasive brush, cloth or sponge.
 3. Rinse thoroughly with clean water. Immediately dry glass with a squeegee or a soft, absorbent cloth. Dry window frame and sill with a separate cloth.
 3. Condensation on windows may occur as the natural result of humidity within the house or building area and changes in interior / exterior temperatures, and does not indicate a defect in the window. Dry the area with a soft cloth to remove any condensation as needed.

Caution

- Do not use liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleansers containing chlorine bleach. These items could affect the surface appearance of the vinyl.
- Do not allow cleaning solutions to air dry on vinyl, or allow cleaning solutions to puddle or collect at glass edges.

- Do not clean windows in direct sunlight, in very hot or very cold conditions, or in windy conditions.
- Avoid using metal tools, razor blades or other sharp metal objects and abrasive cleaners. They can damage window surfaces, scratch glass beyond repair, and remove glass coatings.
- On vinyl surfaces, avoid using aggressive cleaners such as:
Citrus-based cleaners, Gasoline, Alcohol, Bleach, Degreaser, Nail polish remover, Petroleum-based products

OPERATION OF YOUR VINYL WINDOWS AND DOORS

Along with being virtually maintenance free, your windows and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. For easy access during cleaning, all Double Hung sash tilt in, Slider sash lift out.

To tilt in the operable sash on Double Hung or Single Hung windows, you must:

- Unlock the sash and raise (or lower) it approximately 2" above (or below) the frame.
- Slide the tilt latches toward the cam lock and gently tilt the sash in. Always support tilted sash while cleaning.
- When finished cleaning, tilt the sash up and snap into place. For safety, make sure the tilt latches are securely engaged.
- If it becomes necessary to remove and reinsert the sash, tilt the sash inward to a 90° angle and lift the bottom of the sash up and out of the frame. To reinsert the sash into the frame, make sure both pivot bars (located at the bottom of the sash) are fully inserted into the balance shoes.

To remove a Slider sash, simply:

- Unlock the sash and slide it past the sash retainer insert located in the head.
Note: Some windows may have a sash retainer clip instead of an insert that must be removed before opening the sash.
- Lift the sash up into the head and pull the bottom of the sash towards you.

WINDOWCRAFTERS WARRANTY

Window

CRAFTERS

VINYL WINDOW FACTORY



WARRANTY

WINDOWCRAFTERS LIMITED LIFETIME WARRANTY

The warranty applies to the specific Window Series type and duration period under normal use and service, subject to the conditions and limitations herein listed, and as long as the original resident purchaser resides in the home in which the products were installed. Any after factory alterations to windows or glass will void the warranty. If Windowcrafters products are installed in multi-family, commercial or rental properties refer to the "Commercial Applications" section of this Warranty.

Windowcrafters warrants to the original resident purchaser/property owner, that the Windowcrafters manufactured product is warranted against defects in material or workmanship under normal use and service for a period of one year from the date of purchase.

This Warranty covers only those manufacturing and material defects, as specified herein and does not include defects or damages attributable to faulty or improper installation; normal weathering; defects caused by accident, fire, flood, acts of God, vandalism, riot or civil disorder; acts of terrorism or war; misuse; abuse by harmful fumes, vapors, solvents, chemicals or chemical pollutants in the atmosphere; mildew; building settlement or structural failures of walls or foundations; stresses resulting from localized heat which causes excessive temperature differentials over the glass or window surface edges or occurrences beyond Windowcrafters control.

VINYL SERIES WARRANTY 20 YEARS

The vinyl components of Windowcrafters products are warranted against peeling, flaking, chipping, blistering and corrosion for the duration of the warranty. If such defects occur, Windowcrafters will provide replacement parts at no charge during the warranty period. Warranty on the vinyl becomes void if vinyl is painted, stained or if the surface is altered in any way.

HARDWARE SERIES WARRANTY 20 YEARS

All moving part and hardware are warranted against material defects and will be repaired or replaced. If such defects occur, Windowcrafters will provide replacement parts at no charge during the warranty period. Any hardware modifications void the hardware warranty.

SCREENS SERIES WARRANTY 20 YEARS

The complete Screen unit is warranted against material defects resulting in rotting or rusting. If such defects occur, Windowcrafters will provide replacement parts at no charge.

GLASS UNIT SERIES WARRANTY 20 YEARS

The insulated glass portion of the window is warranted not to "fail" during the warranty period from the date of purchase. A "failed" unit is one that develops a significant obstruction of vision resulting from a moisture film formation or dust collection between the interior glass surfaces of the unit caused by failure of the hermetic seal.

If such defect occurs then Windowcrafters will cover a fixed percentage of the company's selling price for the insulating glass unit based on the prorated schedule listed below:

| IG Coverage | 100% | 50% |
|-------------------|-----------|------------|
| 700 Series Window | 0-10 Yrs. | 11-20 Yrs. |
| 900 Series Window | 0-5 Yrs. | 6-10 Yrs. |

Condensation on windows or doors, which may occur as the natural result of humidity within the house or building and interior/exterior temperature differentials, does not indicate a defect in the window or door and is not included in this Warranty. Stress cracks that occur in the glass panel will be replaced free of charge for a period of

six months from date of purchase. Stress cracks in glass panels can result from natural settlement or extreme thermal changes between inside and outside temperatures. Stress cracks is caused by improper installation, storage, or handling. Stress cracks are not the result of defects in materials.

TRANSFERABLE WARRANTY

The Windowcrafters Limited Warranty is transferable by the original property owner to one subsequent owner provided Windowcrafters receives notice of transfer of title of the registered property within thirty (30) days after the date of transfer of ownership, and provided such notice is accompanied by a copy of this Warranty, the order number and a certified check in the amount of \$50.00. The transfer will not extend the warranty period.

CLAIMS

Any claims for defect under this Warranty should be submitted in writing promptly after discovery to the contractor who installed the Windowcrafters product. The claim must refer to the product order number, window series type, and specify the defect claimed. Allow a reasonable time for inspection. Any costs, which are your responsibility, must be pre-paid prior to any warranty claims being fulfilled.

REPAIR PROCEDURE

This Warranty is limited to Windowcrafters, at its option, repairing and/or replacing defective parts (color matching not guaranteed) free of charge to the warranty holder. If, after inspection, it is determined that the claim is valid in accordance with the provisions of this Warranty, Windowcrafters agrees, at its option and manner, to repair or replace any defective part or component as warranted above when said defective part or component is returned to Windowcrafters. Purchaser/property owner shall pay return transportation charges. All warranty items are provided to the Homeowner or Dealer at our plant, after receipt of the defective item(s) to our plant. This warranty covers materials only and will assume no other expense of any kind for removal or reinstallation.

LABOR

Labor costs are not included under this Warranty and neither Windowcrafters nor its distributors will be responsible for any costs incurred in the removal, replacement, installation or reinstallation of the Windowcrafters product or any part thereof, furnished by Windowcrafters under this Warranty. On site service call by Windowcrafters factory personnel will be charged for at the prevailing rate.

WARRANTY EXTENSION

The original Warranty period shall not be extended by any such repair or replacement, but any remaining Warranty time period shall continue in effect and be applicable under the terms and conditions of this Warranty to the repaired part or component of the Windowcrafters product.

PRODUCT CHANGES

Windowcrafters reserves the right to discontinue or change any product it manufactures. If the part or component of the product originally installed is not available and Windowcrafters determines to make replacement, Windowcrafters shall have the right to substitute such part or component designated by Windowcrafters to be of equal quality and price.

COMMERCIAL APPLICATIONS— LIMITED WARRANTY

If Windowcrafters products are installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, churches, apartment complexes, government owned structures, office buildings, hotels, etc., then this Warranty will be limited to three (3) years on all materials and will not be transferable. The warranty is superseded as a three year limited warranty on all commercial application properties.

OTHER WARRANTY CONSIDERATIONS AND EXCLUSIONS

- The warranty does not cover normal wear and tear, or damages resulting from misuse, abuse, neglect or improper maintenance, and alterations or damages caused by others.
- Caulking used for installation is not considered part of the product, and therefore is not covered under this warranty.
- Fading or color changes are not covered by this warranty. We have no control over conditions, such as weathering, local conditions, exposure to sunlight, exposures to the elements, air quality, etc., conditions which can cause and colored surface to fade, darken, chalk, or stain.
- Windows exceeding our stated maximum sizes are not covered under this warranty. Product that has not been fully paid for is not covered.
- This warranty does not cover breakage of glass or torn screen or modified product from any cause whatsoever. Minor glass imperfections that do not affect normal vision or product performance are not covered.
- This Warranty is valid only if products manufactured by Windowcrafters are used for Windowcrafters products and it shall be void if accessory products not manufactured by Windowcrafters are installed, which cause defects to occur in the Windowcrafters products.
- This Warranty is valid only for products manufactured by Windowcrafters. Any specialty or other Windowcrafters supplied products warranty coverage will defer to the original manufacturer's warranty i.e. tempered glass and shapes.
- This warranty does not cover any repairs, product or components provided for other window systems.
- Limitations: This warranty shall not be effective unless you complete and return the attached card within thirty (30) days of installation and the product is fully paid

The warranty statements contained in this certificate set forth the only express warranties extended by Windowcrafters for Windowcrafters products, and the provisions hereof shall constitute the purchaser's exclusive remedy for breach of this Warranty given under this certificate. Windowcrafters shall not be liable to property owner for incidental or consequential damages for breach of any written or implied warranty on the Windowcrafters products.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitations of incidental or consequential damages, so that the above limitation or exclusion may not apply.

This Limited Warranty gives specific legal rights. There may be other rights, which may vary from state to state.

Windowcrafters 770.723.9900
2033 Tucker Industrial Road
Tucker, GA 30084

WINDOWCRAFTERS LIFETIME LIMITED WARRANTY ACTIVATION CARD



To activate your warranty please complete and mail this card within 30 days of installation.

PRODUCT INFORMATION

Installation Date _____

Order No. _____

Windows or Doors Purchased (*circle one*)

700 or 900 Series or Other _____

Number of Windows Purchased _____

Number of Doors Purchased _____

HOMEOWNER INFORMATION

(*please print*)

Name _____

Address _____

City _____

State _____

Zip _____

Telephone (_____) _____

Email _____

DEALER INFORMATION (*please print*)

Company Name _____

Dealer Name _____

Address _____

City _____

State _____

Zip _____

Telephone (_____) _____

Email _____