



# CRESTLINE<sup>®</sup> HomeCare<sup>®</sup> LIMITED WARRANTY

Subject to the conditions, exclusions and limitations that follow, the manufacturer of CRESTLINE products, CRESTLINE WINDOWS AND DOORS, Inc. ("CRESTLINE") warrants CRESTLINE products (Select™ 100, 200, 300, 500, Select Clad Wood, Select Primed Wood, Acclaim™ Fiberglass Clad, and Replacement Windows and Doors) to be free from defects in material and workmanship as noted below. All referenced times are in relation to date of purchase. Warranty effective date May 1, 2010.

## WARRANTY COVERAGE

### Insulated Glass Hermetic Seal – Lifetime

CRESTLINE warrants the insulated glass, if any, against failure of the hermetic seal. During the first twenty (20) years after the date of purchase, CRESTLINE's obligations under this warranty shall be limited to, at its option, repair or replacement of the insulated glass only (FOB the original point of delivery), or refund of the original purchase price of the insulated glass. After twenty (20) years from the date of purchase, CRESTLINE's obligations under this warranty shall be limited to granting a pro-rata credit against the then current list price of comparable new replacement insulated glass. Such credit shall be computed on the basis of the number of years from the date of purchase as follows:

Years from Date of Purchase	Amount of Credit
0 to 20	100%
21 to lifetime	10%

### Vinyl and Vinyl Clad Products - Lifetime

CRESTLINE warrants its CRESTLINE vinyl main frame, sash, and exterior cladding, to be free from defects in material and workmanship and to not rot, rust, crack, pit, corrode, peel, blister or flake. For any products or parts determined by CRESTLINE to contain defects in material or workmanship, CRESTLINE will, at its option, repair the product or parts at no charge, or provide replacements at no charge, or refund the original purchase price of the product or part containing the defect. Decisions as to whether to repair, replace, or refund shall be made by CRESTLINE, in its sole discretion.

### Aluminum Clad Products – Ten Years

#### Wood Primed Products – One Year

CRESTLINE warrants that its CRESTLINE aluminum clad main frame, sash, and exterior cladding, to be free from defects in material and workmanship for a period of ten (10) years from the date of purchase. CRESTLINE warrants that its CRESTLINE wood primed (unclad) main frame and sash, excluding

insulated glass, to be free from defects in material and workmanship for a period of one (1) year from the date of purchase. For any products or parts determined by CRESTLINE to contain defects in material or workmanship, CRESTLINE will, at its option, repair the product or parts at no charge, or provide replacements at no charge, or refund the original purchase price of the product or part containing the defect. Decisions as to whether to repair, replace, or refund shall be made by CRESTLINE, in its sole discretion.

### Fiberglass Clad Products – Ten Years

CRESTLINE warrants that its CRESTLINE fiberglass main frame, sash, and exterior cladding, to be free from defects in material and workmanship for a period of ten (10) years from the date of purchase. For any products or parts determined by CRESTLINE to contain defects in material or workmanship, CRESTLINE will, at its option, repair the product or parts at no charge, or provide replacements at no charge, or refund the original purchase price of the product or part containing the defect. Decisions as to whether to repair, replace, or refund shall be made by CRESTLINE, in its sole discretion.

### Factory-Applied Interior Finishes – One Year

Factory-applied interior finish or stain, is warranted against peeling, checking, or cracking for one (1) year. Standard factory-applied primer is not a finish coat.

### Glass Stress Cracks - One Year

Stress Cracks are warranted for one (1) year.

### Transferability – Ten Years

This warranty is transferable to subsequent owners. This transferred warranty is the lesser of ten (10) years or the period specified from the date of purchase.

## TO GET ASSISTANCE

For further information or to make a claim under The CRESTLINE Limited Warranty, please contact the contractor who installed the product or the CRESTLINE retailer from whom the product was purchased or fill out an online service form. To find your closest retailer, please use the dealer locator on the web site ([www.Crestlinewindows.com](http://www.Crestlinewindows.com)).

Online service form: [www.Crestlinewindows.com](http://www.Crestlinewindows.com)

If you cannot find a local retailer, you may contact us at the below location.

CRESTLINE WINDOWS AND DOORS  
880 Southview Drive  
Mosinee, WI 54455  
800-826-5509

Please provide the following information:

- Your name, address, daytime telephone number and e-mail address.
- A description of the product for which the claim is being made.
- Original proof of purchase (or approximate date if exact date is not known).
- The name of the CRESTLINE retailer from whom the product was purchased (if known).
- The nature of the product complaint.
- The coded information on the spacer between the panes of glass.

If the limited warranty period has expired or for repairs not covered by warranty, many replacement parts are available for purchase. When warranty coverage is unclear, CRESTLINE may charge an inspection fee for any on-site product inspection. If the inspection reveals the CRESTLINE product has a defect covered by this limited warranty, the inspection fee will be waived.

Replacement products or parts will be the closest equivalent current products or parts and may not exactly match the original. Replacement will be delivered to the original point of purchase with no shipping charges. If shipment direct is requested, normal shipping and handling charges will apply.

In cases relating to hardware, the customer may be invoiced for the replacement hardware at the list price and appropriate credit will be issued when the defective hardware has been returned to CRESTLINE.

Supplying replacement products or parts shall not extend the time period of the warranty and the replacement product or part shall be warranted only to the extent of the unexpired portion of the warranty period on the originally purchased product or part.

---

## NON COVERAGE

- Normal wear and tear, weathering and natural variations in wood color or texture are considered normal and not a product defect.
- Normal wear and tear of hardware and hardware finishes that can naturally occur (e.g. corrosion, tarnishing) or damage at construction site.
- Minor scratches, slight glass curvature or glass imperfections are natural variances in glazing and do not impair structural integrity or significantly obscure normal vision.
- Repairs, refinishing or similar activities involved when skilled labor installs or replaces products.
- Condensation and any related water damage (such as mold or wood rot due to water or ice build up), which occur as a result of humidity within the property or changes in the interior/exterior temperatures, do not indicate a defect. Contact a heating/cooling specialist to assist.
- Products installed in a non-vertical position, discoloration of non-visible parts, or failures or operating difficulties due to accident, acts of God, abuse, misuse, alteration, exposure to the elements, improper or insufficient handling, storage, maintenance or service including, but not limited to, obstruction of weep holes. Installation of units must be finished and operated in accordance with our installation instructions attached to each unit.
- Failures or operating difficulties resulting from use of high-expansion foam insulation, incompatible sealant, cleaning agent, or exposure to corrosive, unusual, harmful or aggressive substances, acid rain, within 2 miles of the seacoast, fumes or condensates, subjection to abnormal stress from localized application of heat, excessive vibration or movement of buildings or foundations or to other abnormal physical stress or use in high humidity areas.
- Products installed in buildings with cladding systems that do not allow for proper management/drainage of moisture (e.g. EIFS or synthetic stucco without an engineered drainage system).
- Vinyl parts or weather strip that has non-factory-applied paint or stain voids the warranty of the affected unit.
- Warpage or air/water infiltration on any swing door with a call-out height of greater than 6'10" unless CRESTLINE'S multi-point lock system is used with the door.
- Any installations at an altitude over 3,500 feet above sea level unless capillary tubes have been installed or a HIGH ALTITUDE GLASS PACKAGE is used, which provides limited coverage.
- Products with wood surfaces that are not covered within thirty (30) days after purchase with a high-quality top coat of paint, sealer or varnish. The top coat should be applied as recommended by the paint manufacturer and it is the customer's responsibility to properly care for and protect the woodwork against moisture or excessive dryness.
- Products with factory-applied primer paint that are not covered with a finish coat within six (6) months of unit installation.
- Products or components not provided by CRESTLINE including but not limited to hardware, locksets, strikes, or panning systems.
- CRESTLINE products that are stacked or mulled with products manufactured by others.
- Products with modifications (e.g. customer applied paint finishes, tints, films) or security systems without prior approval.

---

## ADDITIONALLY

- Insulated units with capillary tubes will not have inert gas fill.
- ADA-compliant sills are not designed nor are they intended to manage moisture or water infiltration. The determination of proper building design and moisture management (through an overhang or otherwise) is the responsibility of your building designer, architect or contractor.
- Warping of a door shall not be deemed to be a product defect unless the warping is in the door panel itself and then only if the warping is more than one quarter inch. The amount of warp shall be determined by placing a taut wire or string or straightedge across the face of the installed door panel thought to be concave and measuring the amount of warp at the point of the greatest distance between the bottom of such wire, string or straightedge and the face of the door panel. CRESTLINE may, at its option, defer action on a warping claim for a period of not more than ONE (1) year from the date of the claim to permit the door panel to adjust to temperature and humidity in its installed position.
- The performance of windows and doors may be affected by factors beyond CRESTLINE'S control. Examples include handling and installation, construction details of the building, exposure conditions, maintenance, normal wear and tear, and migration of inert gas. Structural or thermal ratings are for comparison purposes only. While CRESTLINE products are manufactured to meet or exceed published ratings, it is not possible to guarantee that they will meet or exceed those ratings after they have been installed.
- CRESTLINE is not responsible for removing any defective products from the structure in which they are installed, or for installing any replacement products or components provided by CRESTLINE pursuant to this limited warranty, or for any painting, refinishing or other work necessary to complete the installation of replacement products or components, all of which shall be the consumer's responsibility.

---

## GENERAL PROVISIONS

Selection and purchase of CRESTLINE products which conform to all applicable building codes and local ordinances is the sole responsibility of the architect, building contractor or homeowner. CRESTLINE assumes no responsibility for compliance with local building codes or ordinances, or for calculation and design of support mullions, structural support, or flashing required for installation. Consult with your local building code officials and/or a qualified contractor, architect or engineer for specific requirements.

**THERE ARE NO OTHER EXPRESS WARRANTIES EXCEPT AS SET FORTH HEREIN. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE PERIODS OF COVERAGE OF THE EXPRESS WARRANTIES SET FORTH IN THIS LIMITED WARRANTY. CRESTLINE SHALL NOT BE LIABLE FOR**

**APPLICABLE TAXES OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OR LOSS TO PERSONS OR OTHER PROPERTY.**

Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**NO SALESPERSON, RETAILER OR OTHER REPRESENTATIVE OF CRESTLINE PRODUCTS HAS THE AUTHORITY TO ALTER OR CHANGE THESE WARRANTIES OR TO MAKE ANY OTHER WARRANTY EITHER ORALLY OR IN WRITING.**

Effective Date: May 1, 2010