

## Crestline's Limited Warranty

Subject to the conditions, exclusions and limitations that follow, the manufacturer of CRESTLINE products, ("CRESTLINE") warrants CRESTLINE products (Select 250™, SELECT 350™ 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 June 1, 2016.

**Innovations: Wood Shield®, Symmetry Balance System®, TriCore® Frame Technology, EasyCare®, Zo-e-shield™**

### WARRANTY COVERAGE

#### Vinyl Products - Limited Lifetime

Crestline warrants its vinyl product line installed in single family owner-occupied residences to be free from defects in material and workmanship for the life of the product, except as delineated in the specific limitations below.

#### ACCIDENTAL GLASS BREAKAGE - Limited Lifetime

Crestline warrants its insulated glass against accidental breakage except as delineated below:

- This warranty does not cover glass breakage caused by acts of God, improper installation, abuse, misuse, alteration, building or foundation movement, improper or insufficient handling, or storage.
- This coverage is transferable to subsequent homeowners. The transferred coverage is ten (10) years from the date of manufacture.

#### COMMERCIAL – TEN YEARS

Crestline warrants its vinyl product line installed in other than an owner-occupied residence to be free from defects in material and workmanship for a period of ten (10) years, except as delineated in the specific limitations below.

#### PAINTED FINISHES ON VINYL — TEN YEARS

Crestline warrants that its factory-applied painted finishes will not peel, blister, or flake for TEN (10) years. Factory-applied painted finishes will not exhibit excessive color change for TEN (10) years. Note: This coverage does not extend to discoloration, polish, surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.

Fading or changing in color of the factory-applied painted finishes is not a defect unless it exceeds five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2. Color change shall be measured on an exposed colored surface that has been cleaned of soils, and the corresponding values measured on the original or unexposed colored surface. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose to refinish the product.

#### LAMINATED GLASS – FIVE YEARS

Laminated glass shall be free from defects in material and workmanship for a period of FIVE (5) years.

#### BLINDS OR SHADES BETWEEN THE GLASS-TEN YEARS

Insulated glass units with blinds or shades, are warranted to be free from defects in material and workmanship for a period of ten (10) years.

#### TRIPLE GLAZED GLASS UNIT – TWENTY YEARS

Triple glazed insulated glass units are warranted against failure of the hermetic seal for a period of twenty (20) years.

#### GLASS STRESS CRACKS - ONE YEAR

Stress Cracks are warranted for ONE (1) year. Any products or parts of products determined by Crestline to contain defects in material or workmanship, Crestline will, at its option, repair the products or parts at no charge, provide replacements at no charge, or refund the original price of the defective part(s). Decisions as to whether to repair, replace, or refund, shall be made by Crestline in its sole discretion.

#### 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 Lifetime 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:  
CRESTLINE WINDOWS AND DOORS  
P.O. Box 309 Medford, WI 54451  
800-826-5509

Please provide the following information:

1. Your name, address, daytime telephone number and

e-mail address.

2. A description of the product for which the claim is being made.
3. Original proof of purchase (or approximate date if exact date is not known).
4. The name of the CRESTLINE retailer from whom the product was purchased (if known).
5. The nature of the product complaint.
6. 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, 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 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 point finishes, tints, films) or security systems without prior approval.

#### ADDITIONALLY

- Insulated units with capillary tubes will not have inert gas fill.
- ADA-compliant sills or telescoping, pocket and bifold patio door systems 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.

#### CLASS ACTION AND JURY TRIAL WAIVER

YOU AGREE THAT ANY DISPUTE TO INCLUDE, BUT NOT LIMITED TO, BREACH OF CONTRACT, BREACH OF WARRANTY, CLAIMS BASED IN TORT, NEGLIGENCE, PRODUCT LIABILITY, FRAUD, MARKETING, STATE OR FEDERAL REGULATIONS, ANY CLAIMS REGARDING THE ENFORCEABILITY OF THIS LIMITED WARRANTY, AND THE WAIVER OF JURY AND CLASS ACTION TRIALS ("DISPUTED CLAIMS") MUST BE BROUGHT IN YOUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. YOU ALSO AGREE THAT YOU ARE WAIVING THE RIGHT TO A TRIAL BY JURY AND AGREE TO HAVE ALL DISPUTES HEARD AND DECIDED SOLELY BY A STATE OR FEDERAL COURT.

#### OPT-OUT PROCEDURE

YOU MAY CHOOSE TO OPT OUT OF THE CLASS ACTION AND JURY TRIAL WAIVER BY SUBMITTING A WRITTEN OPT-OUT FORM THAT CAN BE FOUND ON CRESTLINE'S WEBSITE, [www.crestlinewindows.com/optout.pdf](http://www.crestlinewindows.com/optout.pdf), WITHIN SIXTY (60) DAYS FROM THE DATE YOUR CRESTLINE PRODUCT IS INSTALLED. OPTING OUT OF THE CLASS ACTION AND JURY TRIAL WAIVER WILL NOT AFFECT ANY OTHER TERMS OF THIS LIMITED WARRANTY WHICH WILL REMAIN IN EFFECT.

#### 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.

If any clause herein is found to be illegal or unenforceable, that clause will be severed from this Limited Warranty and the remainder of the Limited Warranty will be given full force and effect.

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

EFFECTIVE DATE: JUNE 1, 2016