

Limited Lifetime Warranty

For as long as you own your home (Valid for Single-family owned units)

Transferrable

Lifetime

The Frame

The Coeur d'Alene Window Company warrants you the original purchaser of Coeur d'Alene Windows, that the non-painted frame will be free of manufacturing defects for as long as you own and reside in your home.

The Hardware

The Coeur d'Alene Window Company warrants you the original purchaser of Coeur d'Alene Windows, that all hardware including locks and rollers will be free of manufacturing defects for as long as you own and reside in your home.

The Glass

The Coeur d'Alene Window Company warrants you the original purchaser of Coeur d'Alene Windows, that all insulated glass will be free of manufacturing defects including seal failure for long as you own and reside in your home.

Factory Applied Custom Finishes & Capstock

10 Years

The Coeur d'Alene Window Company warrants you the original purchaser of Coeur d'Alene Windows, that frames with factory applied finishes or capstock covered frames will be free of manufacturing defects and will not peel or fade excessively (More than 10 Delta E Units) for a period of ten years.

Transfer of Warranty

Transfer - The Frame

This warranty is transferable. Upon sale of the property the warranty period shall be ten years on the frame exclusive of freight and labor to install the unit from the original purchase date of the product from The Coeur d'Alene Window Company.

Transfer - The Hardware

This warranty is transferable. Upon sale of the property the warranty period shall be ten years on the hardware exclusive of freight and labor to install the parts or hardware from the original purchase date of the product from The Coeur d'Alene Window Company.

Transfer - Insulated Glass

This warranty is transferable. Upon sale of the property, the warranty period shall be twenty years on the glass exclusive of freight and labor to install the unit from the original purchase date of the product from The Coeur d'Alene Window Company.

Effective Date: 1/3/2022

The Coeur d'Alene Window Company reserves the right to alter the contents of their warranty at anytime.

Please check www.coeurdalenewindow.com for updates and changes.

Continued on the back of this document ...



WORK ORDER NUMBER

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Exclusions:

The Coeur d'Alene Window Company is not liable for the following:

- Normal weathering or color change unless specifically noted in the warranty.
- Corrosion in high corrosion environments, including product installed within two miles of the Ocean.
- Glass breakage or stress cracks that appear more than 60 days past manufacture.
- Glass blemishes, scratches, or imperfections outside of the glass manufacturer's published guidelines.
- Screens
- Failure to clean or maintain the product as recommended.
- Failure due to misuse or abuse including but not limited to applied tints or films, paints and improperly installed security systems or blinds.
- Non-uniform color change, discoloration, darkening and/or chalking as a result of uneven or unequal surface exposure to ultra-violet (sun) light and elements.
- Chips or damage inflicted on factory applied finishes or capstock.
- Damage caused by abrasive or caustic (acidic) cleaners and solvents.
- Overspray or contamination by pesticides or other industrial or agricultural chemicals.
- Acts of God (e.g. fire, flood, earthquake, acts of terror, etc.)
- Improper handling or installation (including lack of sill support) not in conformance with AAMA or The Coeur d'Alene Window Company's instructions.
- Labor in excess of \$100 should a complete re-installation be required.
- Condensation.

- Product that has not been paid for in full.
- Incidental or consequential damages. Some states do not allow for the exclusion or limitation of incidental or consequential damages, so this provision may not apply.

Commercial Warranty

The warranty period for commercial applications (Defined as non-single family owner occupied dwellings including but not limited to apartments, condominiums, places of business, etc.) shall be ten years from the date of delivery for all items excluding screens and the seal on the insulated glass. The warranty period for the seal on the insulated glass shall be twenty years from delivery, excluding labor. All other exclusions apply.

Remedy for Valid Warranty Claims

In the event of a valid warranty claim, The Coeur d'Alene Window Company will **at its option**: repair the product, replace the product, or refund the original purchase price received by The Coeur d'Alene Window Company for the product. The Coeur d'Alene Window Company makes no warranties except as stated herein and specifically disclaims all other warranties express or implied.

*Note – In the event Coeur d'Alene is providing labor for service items, reasonable access is required. Providing safe access is the responsibility of the homeowner/property owner.

For Service (Proof of purchase/ownership is required)

In the event service is necessary, please contact the dealer you originally purchased your windows from or contact

The Coeur d'Alene Window Company as follows:
fieldservice@coeurdalenewindow.com
The Coeur d'Alene Window Company
115 N Sycamore Street
Spokane, WA 99202



WORK ORDER NUMBER
