



# LIMITED LIFETIME WARRANTY & CARE INSTRUCTIONS

## For Service

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:  
[service@coeurdalenewindow.com](mailto:service@coeurdalenewindow.com)

The Coeur d'Alene Window Company  
115 N Sycamore St  
Spokane, WA 99202

## Thank You

Thank you for choosing The Coeur d'Alene Window Company. Our products are designed to provide home owners and home builders with quality and craftsmanship. Please review this warranty and the care instructions included in this document.

# Coeur D'Alene Window Limited Lifetime Warranty

## What is covered?

### AS LONG AS YOU RESIDE IN YOUR HOME

Valid for Owner-occupied Single-family Residences Only

#### 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.

Please consult the separate paint warranties for approved painted product.

#### UPON TRANSFER OF OWNERSHIP

##### The Frame, Hardware & Insulated Glass

This warranty is transferable. Upon sale of the property, the warranty period for the frame, hardware and insulated glass shall not exceed ten years.

#### Exclusions

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

- Normal weathering, color change, corrosion in high corrosion environments.
- Glass breakage.
- Screens.
- Failure due to misuse or abuse including but not limited to applied tints or films, paints and improperly installed security systems or blinds.
- Acts of God (e.g. fire, flood, earthquake, acts of terror, etc.)
- Improper handling or installation not in conformance with 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. All other previously listed exclusions from the standard warranty apply.

Please consult the separate paint warranties for approved painted product.

The commercial warranty is non-transferable.

All previously listed 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.

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## Vinyl Window & Door Care

### Cleaning, Care and Color Change

Windows and doors will continue to perform well if some simple, routine cleaning and maintenance. Vinyl can offer the least worry and maintenance of any window or door product, but even vinyl windows and doors need some occasional attention to continue working as they were designed to. We've included a few maintenance highlights and guidelines here that will help the product work best and look great.

Vinyl products may also be affected by solar energy or chemicals that can cause a change in color-including fading, darkening or yellowing. In most climates and with many mild chemicals, a change may not even be noticed.

Here's some helpful information from the American Architectural Manufacturers Association (AAMA), the Vinyl Institution (VI), and the American Society for Testing and Materials (ASTM).

#### CLEANING

- Vacuum dirt and debris from sill and track areas before washing
- Clean glass and window or door frame with a mixture of mild soap\* and water. Rinse completely with clear water, then wipe dry with a soft cloth to avoid water spots.
- Avoid washing in direct sunlight
- Abrasive or caustic cleaners or solvents are never recommended because they might cause permanent damage to the frame finish or the glass.
- Mild, nonabrasive soaps\* are usually safest for most dirt and stain removal, but as with any cleaner, they should be tested in an inconspicuous area first.
- Always rinse completely with clear water and wipe dry if possible.
- Check to make certain that drainage or "weep" holes are always clear of dirt or obstructions-both inside and outside the window or door in the bottom of the frame.  
Note: If the window is "stacked," there may be weep holes between units.
- Clean screens by first removing, then washing on a flat, clean surface with mild soap\* and water and a soft brush. Rinse, wipe dry and reinstall.

\*Ivory® is an example of a mild soap.

#### LUBRICATION

- Windows and doors with moving parts include hardware components that should be lubricated periodically. In salt-air environments this can mean monthly.
- After wiping clean, use silicone spray (with non-petroleum-based propellant) on door or sliding window tracks, rollers and locking hardware.

\*Please check [www.coeurdalenewindow.com](http://www.coeurdalenewindow.com) for additional care instructions.