

**LIFETIME WINDOW WARRANTY
REGISTRATION CERTIFICATE**

This card is to be completed, signed by both Property Owner and Dealer at time of installation, and returned to:

Home Craftsman
2150 French Settlement
Dallas, Texas 75212

Date of Installation _____

Property Owner's Name _____

Address _____ City _____ State _____ Zip _____

The Property Owner named above has purchased Home Craftsman windows and is entitled to protection under our Lifetime Limited Warranty.

Windows were purchased from: Name _____

City _____

State _____ Zip _____

Original Invoice# _____

HOWTO FILE A CLAIM

To make a warranty claim under any of the above warranties, write to:

Home Craftsman
2150 French Settlement
Dallas, Texas 75212

Describe the product and nature of the product failure, and include the following information: _____

Date of purchase: _____

Dealer and place of purchase: _____

Date of Installation: _____

Property Owner: _____

Address: _____

The claim must be made within 30 days after the product failure occurred. Home Craftsman reserves the right to inspect any product that is the subject of a warranty claim before honoring the claim.

Home Craftsman: 214-239-0585

**WINDOWS & PATIO DOORS
CONSUMER WARRANTY**

**LIFETIME
WARRANTY**



2150 French Settlement • Dallas, Texas 75212
www.homecraftsman.net • 214-239-0585
Specifications subject to change without notice.



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Please enclose this section in an envelope and mail to: Home Craftsman 2150 French Settlement, Dallas, Texas 75212

Please fill out the following information. This information will be used in a market research capacity only and will not be sold or given to anyone else.

Age Group	___ under 30 ___ 30-40 ___ 41-50 ___ 51-65 ___ over 65	Number of People in Household	___ 1 ___ 2 ___ 3-5 ___ over 5
Marital Status	___ Single ___ Married ___ Divorced ___ Widowed	Household Income (in thousands)	___ under \$20 ___ \$20 - \$40 ___ \$41 - \$60 ___ \$61 - \$80 ___ \$81 - \$100 ___ \$101-140 ___ over \$140

Purchase Information ___ Purchased windows before
 ___ First window purchase ___ Purchased from this company before

Type of Product Purchased

Windows: ___ Single-Hung ___ Double-Hung ___ Casement ___ Slider ___ Bay ___ Bow ___ Garden ___ Other ___ **Patio Door:** ___ Sliding Patio Door ___ Hinged Patio Door

Number of Windows Purchased

How did you hear about your Home Craftsman window dealer?

Why did you decide on Home Craftsman? (Check all that apply)

___ Appearance ___ Thermal Efficiency ___ Price ___ Reputation ___ Ease of Operation ___ Other _____

___ Referral ___ Newspaper ___ Radio ___ TV ___ Yellow Pages ___ Remodeling Contractor ___ Trade Show ___ Other _____

___ Drafty ___ Water Leaks ___ Appearance ___ Poor Operation ___ Other _____

How old are the windows you are replacing? _____

“Normal weathering” is the damaging effects of sunlight, weather and atmospheric conditions that may cause any colored surface to fade, chalk or become discolored, soiled or stained, and the degree to which normal weathering occurs will vary depending on air quality, the building’s location and other local conditions over which Home Craftsman has no control. While vinyl typically maintains its manufactured color closely as it ages, exposure to the elements will cause gradual, uniform change over time, and normal weathering is not covered by this warranty. Periodic cleaning of the vinyl surfaces with a mild soap or detergent will help prolong the original color and help protect against excessive fade.

Caulking is sometimes used to seal the frames or trim packages from water and/or air penetration. Caulking is not considered part of the product and is not covered under this warranty. Caulking is considered a maintenance responsibility of the homeowner.

Home Craftsman does not warrant any installation or any defects attributable to installation. Replacement vinyl components may vary slightly in color or gloss in comparison to the original vinyl components and Home Craftsman shall not be responsible or liable as a result of such variance. Home Craftsman reserves the right to discontinue or make changes in any of its products, including color changes. In the event the products covered by these warranties are not available, Home Craftsman reserves the right to substitute a product or component that, in Home Craftsman’s sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference. No dealer or distributor is authorized to change or add to this warranty. Proof of purchase and ownership must be supplied for all warranty claims. Owner agrees that no action or inaction of Home Craftsman shall constitute a waiver.

Important Owner Information:

EXCLUSIVE REMEDY: THIS WARRANTY IS THE EXCLUSIVE OWNER REMEDY. IT SHALL OPERATE IN LIEU OF ALL OTHER REMEDIES WARRANTIES OR CLAIMS IRRESPECTIVE OF SOURCE AND Home Craftsman’s NEGLIGENCE.

LIMITATION OF REMEDIES: IN NO EVENT SHALL HOME CRAFTSMAN BE LIABLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY OR PUNITIVE DAMAGE OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL HOME CRAFTSMAN BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED COMPONENT.

ADDITIONAL DISCLAIMER: THIS IS THE SOLE WARRANTY FOR HOME CRAFTSMAN’S WINDOW AND DOOR PRODUCTS IN A SINGLE-FAMILY HOME INSTALLATION. ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the full extent of the law. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

OWNER AGREES THAT ANY OBLIGATION OF HOME CRAFTSMAN WITH RESPECT TO ITS PRODUCTS IS CONTINGENT UPON NOTICE AS DEFINED HEREIN AND Home Craftsman’s OPPORTUNITY TO RESPOND.

Product Ratings: Home Craftsman’s products are often designed and tested in accordance with required standard procedures established by industry association such as the American Architectural manufacturer’s Association (AAMA) and the national fenestration Rating Council (NFRC). These measure performance of sample products in a laboratory-type setting. To pursue consistency Home Craftsman manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes, however, involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.

Effective: January 1, 2012

Single-Family Home: The warranty for Home Craftsman’s replacement windows and patio doors in a single-family home application is made solely to the original consumer-purchaser of Home Craftsman’s replacement window or patio door products who both owns and resides in the single-family home into which they are initially installed and it shall continue for such time as both that ownership and residence are maintained (“Owner”). If the Owner sells or otherwise transfers the home before 25 years has elapsed after the date of product installation, Home Craftsman will automatically extend full coverage under this warranty to the first subsequent owner, and any later owners, until the 25th anniversary of the product installation.

Multi-Family/Commercial: The warranty for Home Craftsman’s replacement windows and patio doors products in a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.) is solely to the owner of the property at the time they are initially installed and shall continue for a period ten (10) years from the date of product manufacture. The multi-family commercial warranty is non-assignable and is not subject to voluntary or involuntary transfer and is subject to the warranty limitations herein.

Registration: Owner must complete and submit the attached warranty registration card within ninety (90) days of the date of product installation.

Notice of Claim: Owner must individually provide written notice under this warranty within thirty (30) days of product failure to:

Home Craftsman
2150 French Settlement
Dallas, Texas 75212

Each of Owner’s names, property identification, proof of status as Owner, proof of purchase, date and place of purchase, date of installation, a description of the product and a description of the issue must be included. Home Craftsman SHALL HAVE NO OBLIGATION WHATSOEVER WITHOUT PROPER NOTICE FROM OWNER AND AN OPPORTUNITY TO RESPOND.

Upon proper notice, Home Craftsman shall be afforded the opportunity to inspect or take other action necessary to formulate a response. Owner agrees to pay a fee for the costs of an inspection which reveals that no action is called for under this warranty. If action is required, Home Craftsman shall have the sole discretion to either provide replacement components or perform a component repair. In no event shall Home Craftsman be liable for the costs of repair not provided by Home Craftsman or any shipping costs.

In the event of repair or replacement under this warranty, the warranty applicable to the replacement components or products or to the repaired components or products will extend only for the time remaining under the original warranty.

Limitations on Scope of Warranty: Home Craftsman shall have no obligation to address any condition not directly caused by a defect in its product as manufactured.

Any Home Craftsman’s obligation is contingent upon proper installation per manufacturer’s instruction and good building practice, normal product use, maintenance and proper care by Owner. Products that have been altered, modified or subjected to unauthorized repair, including, but not limited to, products to which films have been applied, products to which paint has been applied or products to which non-standard parts have been added, shall be deemed outside of this warranty and Home Craftsman shall have no obligation with respect to them.

None of the above warranties cover normal wear or conditions caused by: aging; normal deterioration; accident; misuse; abuse (including contact with corrosive or abrasive products or other harmful chemicals); neglect; mishandling; vandalism; lack of maintenance; improper care; improper or harmful cleaning; acts of God; acts of nature; fire; pollutants in the atmosphere; airborne stains, mold and mildew accumulation; warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills), unusual or excessive reflective heat sources (e.g., roofing materials, pools, decks, glass, blacktop, or concrete materials), or excessive heat or solar radiation at altitudes above 5,000 feet ASL or in extreme desert climates with prolonged elevated daily ambient temperatures and solar exposure; ripped, torn, punctured or creased screens from any cause whatsoever; or any other cause or damage beyond the control of Home Craftsman.

Home Craftsman Windows and Patio Doors Lifetime Limited Warranty

We at Home Craftsman are confident that you will enjoy your experience with Home Craftsman and patio doors. It is important for you to know that Home Craftsman supports its products and that, as a consumer-purchaser, Home Craftsman will respond to notice from you regarding any product concerns according to the terms set forth below.

The Home Craftsman Lifetime Limited Warranty Promise: For as long as you own and reside in your single-family home into which Home Craftsman or patio doors were initially installed (“Lifetime”), upon notice from you as required herein, Home Craftsman will, at no charge to you, provide components needed to correct any of the following conditions if it is directly caused by a defect in the product as manufactured as determined by Home Craftsman and has resulted in a significant impairment in operation and usage:

A. Vinyl Components – Lifetime: The rigid vinyl in the window or patio door is warranted against chipping, cracking, peeling, pitting, blistering, excessive fading, uneven weathering and corrosion, under normal use and proper care. “Excessive fading” is more than normal weathering (see below) which is in excess of a Delta E of 5 Hunter units, as determined by Home Craftsman, following the initial installation of the product, and “uneven weathering” means uneven or non-uniform change in color of contiguous elements of window or door under uniform, even and equal exposure to sunlight, natural radiation, rain, natural variations in temperature or other atmospheric conditions; provided that any excessive, uneven or abnormal fade is not due to a build-up or accumulation of stains, dirt, mold, mildew, or any other deficiency caused by the lack of at least an annual preventative maintenance by the Owner. Home Craftsman products in colors other than White or Beige and installed between 5,000 feet above sea level (ASL) and 7,000 feet ASL are warranted for period of ten (10) years from the original date of manufacture. Ply Gem Windows makes no warranty and will have no responsibility with respect to any installation over 7,000 feet ASL for colors other than White or Beige.

B. Insulating Glass Unit (IGU): Condensation on the inner glass surfaces due to a failure of the IGU seal. Condensation on any external glass or frame surfaces is due to relative humidity, shall not constitute a defective product condition and is not covered by this warranty. Home Craftsman makes no warranty and will have no responsibility with respect to: an IGU with any post-manufacture film or coating applied; deflection in glass surface due to temperature or barometric pressure; the level of fill or retention of gas in a particular gas-filled IGU; or any installation over 6,000 feet above sea level unless a factory installed capillary tube is properly utilized. Any IGU having a capillary tube will not be gas filled. An IGU having specialized glazing products (such as laminated, blinds and shades, V-grooved, and decorative glass) or custom glass options not within Home Craftsman’s literature at time of order are warranted only for period of ten (10) years from the original date of manufacture.

C. Glass Quality and Breakage: Glass stress cracks, scratches, and spots for two (2) years from date of manufacture. Glass imperfections shall not be covered unless they exceed the allowable level specified by ASTM C1036 or ASTM C1048 whichever is applicable.

D. Hardware and Insect Screens: Failure or breakage of locks, balances and handle sets under normal usage. Failure by deterioration of insect screens or frame. Loss of function of stainless hardware in a corrosive environment within ten (10) years of date of installation is covered. Home Craftsman’s obligation with respect to insect screens is limited to providing screen material. Insect screens are intended to impede intrusion by insects and are not intended to keep persons or animals in or out. Home Craftsman makes no warranty that insect screens will keep persons or animals in or out and shall have no responsibility for any damages or injuries arising or resulting from a failure of insect screens to keep persons or animals in or out.

Labor: Home Craftsman may provide, at its discretion, Skilled Labor necessary for repair or replacement of affected components for a period of two (2) years from date of product installation. Skilled Labor includes only work in which specialized product knowledge or methods are required to complete a repair and does not include any repair, refinishing or refurbishment of materials beyond the affected Home Craftsman component.