



Homeowner Checklist for Vinyl Frame Windows and Doors Affected by a High Wind Event or Hurricane

1. Check for visual damage on each window. Is the glass broken or cracked as the result of the event? Are vinyl or aluminum members of the frame or sash cracked or damaged as a result of the event? If the answer is "YES" to either of these questions, call your insurance company to assess the damage. If the answer is "NO," continue to the next check section.
2. Ensure the window is still functional. **USE EXTREME CAUTION WHEN OPERATING WINDOWS IN CASE THE SASH IS NOT SECURED IN THE FRAME!**
 - a) Will the sash move freely up and down?
 - b) Will the Casement sash crank in and out?
 - c) Will a door swing out and in? Will a sliding door move freely back and forth?
 - d) Will a Slider sash move freely to the left and right?
 - e) Test the locking system. Are you able to lock the window or door? If the answer is "NO" to ANY of these questions, call your insurance company to assess the damage.

Suggested Cleaning of Custom Window Systems Windows

Glass:

Clean glass with a mixture of mild dish soap and water. Rinse completely with clear water, then wipe dry with a soft cloth to avoid water spots. Avoid washing windows in direct sunlight. Never use petroleum-based cleaners or caustic chemicals on the glass.

Vinyl Sashes and Mainframes:

Vacuum dirt from sill and track areas before washing. Clean vinyl with a mixture of mild dish soap and water. Mild, non-abrasive soaps are usually safest for most dirt and stain removal. Always rinse completely with clean water and wipe dry.

Screens:

Remove from window, then wash on a flat, clean surface with mild soap and water and a soft brush. Rinse, wipe dry and then reinstall.

For additional information, you may download AAMA's Caring for Your Windows and Doors pamphlet at www.aamanet.org.

HIGH CONCENTRATION OF CLEANERS MAY CAUSE DAMAGE TO THE WINDOW'S GLASS AND VINYL. DO NOT USE CLEANERS CONTAINING ABRASIVE PARTICLES, SOLVENT OR PAINT REMOVERS.

FOR WARRANTY SERVICE CALL: 1-800-550-1081

ALL INCLUSIVE VINYL WINDOW & DOOR LIFETIME LIMITED WARRANTY

WITH TRANSFERABILITY PROVISIONS

Issued To:

Original Purchaser

Present Property Owner

Property Address

City

State

Zip

Phone

Email Address



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ALL INCLUSIVE LIFETIME LIMITED WARRANTY

WITH TRANSFERABILITY PROVISIONS

Custom Window Systems, Inc. warrants PVC frame windows and doors to be free of manufacturing and/or material defects. This Warranty applies for 30 years from date of purchase under normal use and service, subject to the conditions and limitations herein listed, and as long as the original resident purchaser resides in the home in which the products were installed. If CWS products are installed in multi-family, commercial or rental properties refer to the "Commercial Applications" section of this Warranty.

This Warranty covers only those manufacturing and material defects as specified herein and does not include defects or damages attributable to faulty or improper installation; normal weathering; defects caused by accident, fire, flood, acts of God such as lightning, tornado or hurricane; vandalism, riot or civil disorder; misuse; abuse by harmful fumes, vapors, solvents, chemicals or chemical pollutants in the atmosphere; mildew; building settlement or structural failures of walls or foundations; stresses resulting from localized heat which causes excessive temperature differentials over the glass surface edges or occurrences beyond Custom Windows control.

It is not a manufacturing or material defect if the window glass shatters, or the screen is damaged when impacted by high winds and/or wind-borne debris and the glass remains adhered to the interlayer. There is also no manufacturing or materials defect if flying glass or wind-borne debris damages the frame or screen. It is not a manufacturing or material defect if the window glass shatters or the screen is damaged when impacted by high winds and wind-borne debris that exceed the established parameters in the below mentioned codes.

Custom Window Systems window and door products are manufactured to meet or exceed codes mandated by legislation for areas where high winds may occur. When properly installed according to the published instructions, all Custom Windows products have been tested and certified to meet the following recognized standards for areas where high winds and wind-borne debris become a factor.

American Society for Testing and Materials (ASTM)–E1886 and E1996
Southern Building Code Congress International (SBCCI)–SSTD 12
Texas Department of Insurance (TDI)–TDI 1-98

This Warranty does not cover damage caused by natural forces that exceed the established parameters set forth in the above mentioned codes. This warranty is made in lieu of all other express warranties and extends only to the original consumer purchaser. In no event shall Custom Window Systems, Inc. be liable for special, punitive, indirect, incidental, or consequential damages or losses the consumer may suffer or incur in connection with this product or its use

or for any delays in performance of this warranty due to circumstances beyond its control. Any warranties implied by law, including those of merchantability and fitness for use or for particular purpose are limited in duration to the express warranties herein.

Vinyl Frame – 30 Years

The vinyl frame components of Custom Window Systems products are warranted against peeling, flaking, chipping, blistering and corrosion for 30 years from the date of original purchase. If such defects occur, Custom Window Systems will provide replacement parts at no charge. Warranty on the vinyl frame becomes void if the vinyl is painted, stained or if the surface is altered in any way.

Stress Cracks – 12 months

In products specifically covered by this warranty, CWS warrants against stress cracks for a period of 12 months after the date of delivery by CWS. In the event of a stress crack during the applicable warranty period, CWS will ship a replacement panel to the original owner at no cost.

Laminated Glass Unit – 20 years

The glass is warranted to be free of defects in materials and workmanship that cause delamination are warranted for a period of twenty (20) years from the date of delivery by CWS. In the event of glass failure during the applicable warranty period, CWS will ship a replacement panel to the original owner at no cost.

Hardware – Lifetime

Custom Window Systems warrants hardware (locking mechanisms, fasteners, rollers, balances, etc., excluding screen and the finish on brass door handles) against peeling, flaking, rusting, blistering, and corrosion for the life of the product. If such defects occur, Custom Windows will provide replacement parts at no charge. Normal wear and tear and naturally occurring changes such as tarnish, corrosion or discoloration of hardware finishes are not considered defects under this warranty.

Screen Frame – 10 Years

The Custom Window Systems aluminum screen frame is warranted against peeling, flaking, blistering and corrosion for 10 years from the date of original purchase. If such defects occur, Custom Window Systems will provide replacement parts at no charge.

Insulated Glass – Lifetime

The installed and sealed Custom Window Systems insulating glass unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the air space of the sealed unit. If such defects occur, Custom Window Systems will provide a replacement insulating glass unit at no charge for a period of (20) twenty years. If the glass should fail after the (20) twenty-year period then Custom Windows will cover a fixed percentage of the company's selling price for the insulating glass unit.

Custom Window Systems	100%	75%	50%
	0-20	21-50	51 Years-
	years	years	Lifetime

Condensation on windows or doors, which may occur as the natural result of humidity within the house or building and interior/exterior temperature differentials, does not indicate a defect in the window or door and is not included in this

Warranty. Additional information concerning condensation is available upon request at 1-800-550-1081.

The alteration or application of any aftermarket films, coatings, tints or other similar products not originally supplied by Custom Window Systems will unconditionally void this Warranty.

Transferable Warranty

The Custom Window Systems Vinyl Frame (PVC) Limited Warranty is transferable by the original property owner to one subsequent owner provided Custom Windows receives notice of transfer of title of the registered property within thirty (30) days after the date of transfer of ownership, and provided such notice is accompanied by a copy of this Warranty, the order number and a certified check in the amount of \$50.00. The transfer will not extend the warranty period. The transferable portion of this Warranty covers only those products sold and installed in the 48 contiguous states. The transferable portion will not be valid on any product to any area outside of those defined above.

ChromaCote Color Paint Finish

The vinyl frame components of CWS products using the ChromaCote color finish process will be free from manufacturing defects which result in pitting, cracking, warping, peeling, corroding, blistering, or non-uniform fading discoloration for 10 years from the date of original purchase. If such defects occur, CWS will provide replacement parts or paint at no charge.

Claims

Any claims for defect under this Warranty should be submitted in writing promptly after discovery to the contractor who installed the Custom Window Systems product. The claim must refer to the product order number (located in the head of product) and specify the defect claimed. Allow a reasonable time for inspection.

Repair Procedure

This Warranty is limited to Custom Window Systems, at its option, repairing and/or replacing defective parts (color matching not guaranteed) free of charge to the warranty holder. If, after inspection, it is determined that the claim is valid in accordance with the provisions of this Warranty Custom Windows agrees, at its option, to repair or replace any defective part or component as warranted above when said defective part or component is returned to Custom Window Systems. Purchaser/property owner shall pay return transportation charges.

Labor

Labor costs are not included under this Warranty and neither Custom Window Systems nor its distributors will be responsible for any costs incurred in the removal, replacement, installation or reinstallation of the Custom Window Systems product or any part thereof, furnished by Custom Windows under this Warranty.

Warranty Extension

The original warranty period shall not be extended by any such repair or replacement, but any remaining warranty time period shall continue in effect and be applicable under the terms and conditions of this Warranty to the repaired part of component of the Custom Window Systems product.

Product Changes

Custom Windows reserves the right to discontinue or change any product it manufactures. If the part or

component of the product originally installed is not available and Custom Windows determines to make replacement, Custom Windows shall have the right to substitute such part or component designated by Custom Windows to be of equal quality and price.

Commercial Applications

If Custom Window Systems products are installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, churches, apartment complexes, government owned structures, office buildings, etc., then this warranty will be limited to ten years on all materials except hardware and screens which are limited to 5 years.

Outside Continental U.S. Coverage

If Custom Window Systems products are installed outside of the continental U.S., CWS will provide replacement parts at its' sole discretion but will not be responsible for doing on-site inspections or warranty repairs. The warranty period for all materials will be limited to 5 years.

Other Warranty Considerations

On some installations, caulking is used to seal the frames or trim package against water or air penetration. Caulking is not considered a part of the Custom Window Systems product, and therefore, is not covered under this Warranty.

This Warranty is valid only if products manufactured by Custom Windows are used, but shall be void if accessory products not manufactured by Custom Windows are installed that cause defects to occur in the Custom Windows products.

The warranty statements contained in this certificate set forth the only express warranties extended by Custom Window Systems on vinyl frame (PVC) products, and the provisions hereof shall constitute the purchaser's exclusive remedy for breach of this Warranty given under this certificate. Custom Windows shall not be liable to property owner for incidental or consequential damages for breach of any written or implied warranty on Custom Window Systems vinyl frame (PVC) products.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitations of incidental or consequential damages, so that the above limitation or exclusion may not apply.

This Limited Warranty gives specific legal rights. There may be other rights that may vary from state to state.

Homeowner Checklist – High Wind Events

Homeowners who have Custom Window Systems vinyl frame windows and doors installed in their homes and have experienced windborne debris, should contact their builder or contractor if they have concerns about storm damage to their windows, screens or doors. It is the responsibility of the homeowner to notify and inform the company providing the insurance coverage as to any potential problems that may exist. Although each window and door may appear to be in good working condition, the effects of the previous event(s) may affect the ability of the product to provide subsequent protection against another high-wind event. Please see the Homeowner Checklist below. This list should be used to inspect each window and door following a high-wind event.