



Limited Lifetime Warranty

Residential Vinyl Windows and Patio Doors

Subject to the terms and conditions stated herein, American Craftsman™ window and/or patio door products (including mechanical parts, components and insulated glass), are warranted to be free from the following defects in manufacturing, materials and workmanship to the Original Purchaser for the lifetime of the product:

- Blistering, peeling, flaking, rotting or corrosion.
- Material obstruction of vision on the internal surfaces of the insulated glass unit caused by seal failure of the insulated glass unit.

In the event a failure occurs as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, American Craftsman, upon receipt of the original part/component/material or validation of the complaint, will at its option: 1) provide a new replacement part/component/material; or 2) provide a factory-authorized repair to the existing part/component/material; or 3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. American Craftsman reserves the right to require return of the defective part(s)/component(s)/material(s).

Patio Doors with Shades/Blinds in Insulated Glass

Subject to the terms and conditions stated herein, the shades/blinds in insulated glass (including insulated glass, shade/blind insulated glass seal and external control mechanisms attached to the glass) in American Craftsman™ patio doors are warranted to be free from defects in manufacturing, materials and workmanship to the Original Purchaser for ten (10) years from the date of purchase from the dealer.

In the event a failure occurs as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, American Craftsman, upon receipt of the original part/component/material or validation of the complaint, will at its option: 1) provide a new replacement part/component/material; or 2) provide a factory-authorized repair to the existing part/component/material; or 3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. American Craftsman reserves the right to require return of the defective part(s)/component(s)/material(s).

Residential Vinyl Windows and Patio Doors in Commercial Applications

American Craftsman™ windows and doors installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, houses of worship, apartment complexes, government-owned structures, office buildings, etc., are warranted to be free from defects in manufacturing, materials and workmanship to the Original Purchaser for ten (10) years from the date of purchase from the dealer. In the event a failure occurs as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, American Craftsman, upon receipt of the original part/component/material or validation of the complaint, will at its option: 1) provide a new replacement part/component/material; or 2) provide a factory-authorized repair to the existing part/component/material; or 3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. American Craftsman reserves the right to require return of the defective part(s)/component(s)/material(s).

Limited Warranty for Exterior Color Finish

The color finish on the exterior components (frame, sash, panels, sills and grilles) on American Craftsman vinyl residential window and/or patio door products is warranted to the Original Purchaser to be free from manufacturing defects resulting in color fade greater than 5 delta E* (when measured in accordance with ASTM 2244) and free from blistering, cracking, peeling and any loss of adhesion for a period of ten (10) years from the date of purchase from the retailer/dealer.

What is not covered by this exterior color finish warranty: exterior colors of white, soft white, beige and sandstone; accessories and hardware, including insect screen frames and aluminum coil stock.

In the event there is a defect covered by this limited warranty for exterior color finish within the limited warranty period, American Craftsman, at its option, will: 1) refinish the product - labor is included (the finish will be applied with standard commercial refinishing techniques and may not be the same finish as originally applied to the product); 2) repair the product; 3) provide replacement part(s) or product(s) to the American Craftsman retailer/dealer you specify - labor is not included; or 4) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less.

*Technical measurement of color fade

What is NOT Covered by This Limited Warranty

Product failure or damage due to the following:

- The improper installation of the product.
- The improper application or use of the product.
- The occurrence of accidents, vandalism, fire, floods, acts of God including, but not limited to, earthquakes and hurricanes.
- Any modification or alteration to the product.
- The failure to perform reasonable and necessary maintenance on the product.
- The neglect, abuse, improper handling and/or improper storage of the product.
- Exposure of the product to excessive heat and/or cold beyond naturally occurring conditions.
- Stresses caused by building defects or settlement or movement of the structure in which the product is installed.

- The application of harmful cleaning solutions or products including, but not limited to, acetone, petroleum products or abrasive compounds.
- Misalignment of grilles/muntins of 1/8" or less from appropriate position.
- Slight fading and/or color variations caused by normal aging or weathering.
- Torn or ripped insect screens for any cause whatsoever.
- The improper removal of any permanent warning or identification labels from the product or products.
- The rusting or corrosion of non-vinyl products or components due to the close proximity to coastal areas unless the product is composed of appropriate stainless steel or other non-corrosive hardware.
- Installation of the product or products outside of the 48 contiguous United States.

Additional Items Excluded From This Limited Warranty

- Minor blemishes in the glass that do not significantly impair the structure or vision through the glass, including glass curvature.
- Color variation or variations of the glass.
- Glass breakage for any cause or any reason.
- Damage due to exposure to stresses arising from glass surface temperature differentials or caused by building settlement or movement.
- Condensation on the external surfaces of the window and/or glass, which may occur as the natural result of humidity and interior/external temperature differentials.
- Damage due to the transportation or installation of the glass product or products at altitudes in excess of 3,500 feet above or below point of manufacture unless equipped with capillary or breather tubes.
- The very gradual, natural migration of inert gas used in insulated glass units.
- Improper application, alteration, modification, or use of the insulated glass units, including the application of aftermarket films.

For quality assurance purposes, all window and patio door products should be inspected by the Original Purchaser prior to, at the time of installation, or upon transfer of title to the Original Occupant.

General Conditions and Exclusions

The limited warranty set forth in this document is the only express warranty (either written or oral) applicable to American Craftsman™ windows and doors, and no one is authorized to modify or expand this limited warranty. All warranty claims must be made during the applicable warranty period.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE APPLICABLE STATUTE OF LIMITATION, BUT IN NO CASE WILL EXTEND BEYOND THE TERM OF THE LIMITED WARRANTIES SET FORTH ABOVE. AMERICAN CRAFTSMAN EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF CONTRACT, TORT OR OTHERWISE, AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO THE REPAIR OR REPLACEMENT OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. These warranties give you specific legal rights and you may also have other rights which vary from state to state.

The warranties cover replacement parts, components and/or materials only, and American Craftsman does not assume any expense or responsibility involved with the removal and/or reinstallation of any replacement parts, components or materials. American Craftsman reserves the right to discontinue the model or models manufactured under these warranties. Any discontinued parts, components or materials may be replaced with an equivalent part at the sole discretion of American Craftsman. American Craftsman is not responsible for any color variation in the replacement part, component or material. American Craftsman is not responsible for any window or door which has been modified in any manner to accommodate an alarm system which may be attached to the product nor is it responsible for the reconnecting of the window or door to the alarm system. American Craftsman reserves the right to inspect any and all products with alleged defects in the field. Field visits may result in service charges for non-warranty inspections.

Eligibility Requirements

Enforceability of the warranties set forth above is limited to the Original Purchaser. The term "Original Purchaser" as used in this limited warranty means:

- That individual, individuals or entity who or which took original title to the premises or are the original occupants of the structure in which the product was installed.

Claim Procedure

To make a claim under this Limited Warranty, please visit our website at:

homedepot.plygemwindows.com/resources/warranty

Please have the following information available to submit a claim:

- Description of the product such as the exterior color, unit type and size and inside visible glass measurements.
- Product information from the product label.
- Description of product concerns.
- Documentation of the purchase date, if available.
- Original purchaser's name, address (with zip code) where the product is installed and telephone numbers.

NON-TRANSFERABILITY: The warranties described above are non-transferable and limited to the Original Purchaser as described above.

If any part of the warranties described above is void or unenforceable in any State of the United States, the remaining portions will nonetheless continue in full force and effect.