



ARCHITECTURAL
SERIES

CONSUMER LIMITED WARRANTY

Please keep this information for your records.

PRODUCT INFORMATION

Installation Date _____

Number of Windows Purchased _____

Number of Doors Purchased _____

Order No. _____

How to locate your order number: Locate the following label in the head, sill or jamb of operable windows & doors to find your order number. Label can also be found in the head of picture windows.



HOMEOWNER INFORMATION

Name _____

Address _____

City _____

State _____ Zip _____

Telephone _____

E-mail _____

INSTALLER INFORMATION

Company Name _____

Address _____

City _____

State _____ Zip _____

Telephone _____

E-mail _____

ARCHITECTURAL SERIES LIMITED WARRANTY

Architectural Series aluminum clad products from American Craftsman Windows are designed to create lasting value for your home. This limited warranty is effective for all Architectural Series products manufactured on or after November 1, 2019 for use in the continental United States, Alaska and Canada.

WHAT THIS WARRANTY COVERS

We warrant that Architectural Series products will be free from defects in materials or workmanship as identified below from the date of manufacture for the time periods described below. This limited warranty includes free replacement parts to replace the defective components of an Architectural Series window or patio door. Skilled labor¹ (where deemed necessary by us, in our sole discretion) to repair or replace components is provided for one (1) year unless specified otherwise.

Owner-Occupied Single Family Residence: Twenty (20) Year Limited Warranty for Architectural Series Window & Patio Door Products and component parts (e.g. exterior casing provided by American Craftsman Windows) thereof for twenty (20) years. Warranty coverage outside Canada, the continental Unites States and Alaska is contingent upon prior approval from the Manager of Field Service.

Clad Finish²: We warrant the clad finish on your Architectural Series metal clad window or patio door manufactured by us as follows: Super Dynopon[®] polyester finishes are warranted for twenty (20) years against peeling, checking, cracking, or exhibiting excessive chalk, fade or color change under normal atmospheric conditions.³ Clad products installed within one (1) mile of a saltwater source (or other corrosive environment) require additional and specific maintenance to qualify for coverage under this warranty. Refer to our care and use guide for details.

SPECIAL COVERAGES:

Special Glazing: We warrant special glazing (including sound package glass options incorporating laminated glass) for ten (10) years.

Spontaneous Glass Breakage: We warrant sealed glass units installed in Architectural Series windows and patio doors (excluding laminated glass and special glazing) for spontaneous breakage for one (1) year (to include free replacement glass and skilled labor¹ necessary to replace the glass). Spontaneous breakage occurs when the glass develops a crack without impact or any signs thereof.

Non-Owner Occupied Single Family Residence: Ten (10) Year Limited Warranty for Architectural Series Window & Patio Door Products and component parts (e.g. exterior casing provided by American Craftsman Windows) thereof for ten (10) years. Warranty coverage outside Canada, the continental Unites States and Alaska is contingent upon prior approval from the Manager of Field Service.

Clad Finish²: We warrant the clad finish on your Architectural Series aluminum clad window or patio door manufactured by us as follows: Super Dynopon[®] polyester finishes are warranted for ten (10) years against peeling, checking, cracking, or exhibiting excessive chalk, fade or color change under normal atmospheric conditions.³ Clad products installed within one (1) mile of a saltwater source (or other corrosive environment) require additional and specific maintenance requirements to quality for coverage under this warranty. Refer to our care and use guide for details.

TRANSFERABILITY:

This warranty is transferable to subsequent owners. In the event you sell your residence, or it becomes occupied by other than the original owner, notify American Craftsman Windows in writing at the address found below. Non-residential warranties are not transferable.

WHAT THIS WARRANTY DOES NOT COVER

This limited warranty does not cover and American Craftsman Windows is not liable for:

- Normal wear and tear and natural weathering of surfaces. Variance in color or texture of natural wood parts and natural tarnishing of metallic finishes are not considered defects.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Damage caused by chemicals (e.g., brick wash) or a harsh environment (e.g., salt spray or airborne pollutants) unless otherwise specifically stated above.
- Product failure due to misuse or abuse.
- Damage caused by failure to properly finish and provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes, security systems, etc.), or as a result of any cause beyond the control of American Craftsman Windows (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Glass breakage (except spontaneous breakage as covered above).
- Slight imperfections or wavy distortions in the glass that do not impair its structural integrity. (Note: Wavy distortions in the glass (e.g., related to laminate interlayer or heat strengthening/ tempering of glass) and slight color variations in glass are not considered a defect.)
- Improper installation not in conformance with American Craftsman installation instructions, and operational and other problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Wood cellular structure failure for wood components and any components that come into direct contact with soil.
- Product or component performance decline due to aging, inert gas dissipation, natural processes or failure to provide proper maintenance. (Note: Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.)
- Damage caused by extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- Labor and materials for repainting or refinishing activities.
- The removal or disposal of defective product(s).
- Labor exceeding the time periods specified above.
- Screen damage due to normal wear and tear, misuse, abuse or insect or animal activity.
- Condensation or damage as a result of condensation (Note: Unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help).
- Glass units with any post-manufacture film or coating applied.
- Deflection in glass surface due to temperature or barometric pressure.

IMPORTANT LEGAL INFORMATION:

This limited warranty sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, incidental, or punitive damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above, and our total liability shall be limited to, and in no event exceed, the purchase price paid for the defective products, or at our sole discretion, the replacement of the defective products. WE MAKE NO OTHER WARRANTY OR GUARANTEE, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE ORIGINAL PURCHASER OR TO ANY SUBSEQUENT USER OF THE PRODUCT, EXCEPT AS EXPRESSLY CONTAINED HEREIN. THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES, WARRANTIES AND REPRESENTATIONS, WHETHER WRITTEN, ORAL OR IMPLIED BY STATUTE, AT LAW OR IN EQUITY. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This warranty does not include installation or any defects attributable to installation. In the event the products covered by this warranty is not available, we reserve the right to substitute a product or component that, in our sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference.

No distributor, dealer, agent or representative of American Craftsman Windows has the authority to change, modify or expand this warranty. The original purchaser of this product agrees that no action or inaction on the part of American Craftsman Windows shall constitute a waiver. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed.

¹ “Skilled labor” refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related problems.
² “Clad finish” means the painted finish on the aluminum cladding.
³ “Chalking” of the clad finish is not a defect unless it exceeds a numerical rating of eight (8) when measured in accordance with the standard procedures specified in ASTM D4214. Fading or changing in color of the “clad finish” is not a defect unless it exceeds five (5) E units (NBS), calculated in accordance with ASTM D2244, paragraph 6.3. Color change shall be measured on an exposed “clad finish” that has been cleaned of surface soils and chalk, and the corresponding values measured on the original or unexposed “clad finish”. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose, in our sole discretion, to refinish the product.

HOW TO FILE A CLAIM

If you have a problem with your Architectural Series product, contact the retailer from whom you purchased your product or e-mail Home.Depot.Service@plygem.com.

Please have the following information available to submit a claim: description of the product, information from the product label, description of the product concerns, purchase date, purchaser’s name and contact information including address where product is installed.