



## RESIDENTIAL WARRANTY

Comfort Line, LTD., dba FiberFrame ("Comfort Line") warrants to you, the original purchaser homeowner, that our fiberglass windows and doors, when properly installed in a residential application, under normal use and service, will be free from defects in material and workmanship for the lifetime of the product to the original purchaser homeowner, under the terms and conditions stated herein. For the purposes of this warranty, "lifetime" is defined as the entire period of time that the original purchaser homeowner owns and resides in the home in which the FiberFrame windows and doors were installed.

**Fiberglass Windows and Patio Doors: Lifetime non-Prorated** • All fiberglass windows and patio doors, under normal use and service, will be free from defects in material and workmanship for the lifetime of the product to the original purchaser homeowner. The fiberglass is warranted not to corrode, peel, rot, rust, warp, bow, twist or blister

**Hardware and Moving Parts: Lifetime non-Prorated** • All balances, rollers, locking mechanisms and other hardware items used in our windows and doors will not fail under normal use and service, for the lifetime of the product to the original purchaser homeowner. Products installed in corrosive or saltwater environments must be equipped with our stainless steel hardware package in order to qualify for Warranty coverage. Only parts manufactured from stainless steel are warranted against saltwater corrosion. All balances and locking mechanisms should be lubricated once a year with a silicone type spray. All sliding tracks should be kept free of dirt and dust.

**Insulated Glass: Lifetime non-Prorated** • The insulated glass component, under normal use and service, will not fail for the lifetime of the product to the original purchaser homeowner. If the insulated glass unit fails, Comfort Line will provide a replacement insulated glass component at no charge; a failed component is one that develops a significant obstruction of vision as a result of film formation caused by dust or moisture in the sealed air space, caused by failure of the hermetic seal. Small marks, scratches and spots, which do not exceed our company standards or federal government specifications (ASTM C-1036-91-Q3) are not considered as defects and are not covered under this Warranty. Specialty leaded glass is also excluded from this Warranty.

*\*U4 glass: When hard coat 4<sup>th</sup> surface glass is used the owner must follow the hand cleaning recommendations set forth by AGC and never use any type of scraper, plastic, or metal on the coated surface.*

**Screens: Lifetime non-Prorated** • All screens, under normal use and service, will be free from defects in material and workmanship. Both the aluminum framing material and the fiberglass screen cloth are warranted against rotting, rusting or staining for the lifetime of the product to the original purchaser homeowner. This Warranty does not apply to torn or ripped screens.

**Cleaning** • The fiberglass surfaces of the windows and doors should be cleaned with mild soap and water only. Abrasive or strong chemical cleaners can cause permanent damage to the finish. Such damage is not covered under this Warranty.

**Caulking** • Caulking is used to seal the perimeter of the windows and doors against air and water infiltration. Caulking is not a part of the window or door, and therefore, is not covered under this Warranty. Initial application of caulking is a responsibility of the installer. Subsequent applications of caulking are considered a maintenance responsibility of the homeowner.

**Color** • The coated surfaces of the windows and doors are designed to maintain their original color characteristics, however, atmospheric conditions and sun exposure may cause some fading over time. Fading is a normal part of the weathering process and is not covered under this Warranty.

**Painting** • Your Comfort Line fiberglass windows and doors can be painted. Simply follow the painting instructions that are included with every Comfort Line fiberglass window and door. However, this Warranty covers factory applied coatings only. Painting the fiberglass does not void this Warranty, but consumer applied coatings may peel or blister if not properly applied.

**Staining or Painting of Optional Oak Veneer Interior** • THE OPTIONAL OAK VENEER INTERIOR SURFACES AND SEALED IMMEDIATELY AFTER INSTALLATION. After sealing, the oak veneer is very resilient, however, it is subject to permanent damage from moisture and mildew until properly sealed. Failure to paint or stain and seal the oak veneer interior immediately after installation will nullify this Warranty. Immediately in defined as one week post installation.



**Condensation** • Condensation on the interior or reverse condensation on the exterior of the windows and doors is a natural result of excessive moisture in the air. Condensation does not indicate a defective product or faulty installation and is not covered under this Warranty. Additional information on condensation causes and cures is available from Comfort Line upon request.

**Installation** • Comfort Line specifications and installation instructions must be followed to validate this Warranty. Any installation variance of change not recommended or approved by Comfort Line, will nullify this Warranty.

**Non-Residential Installations** • See commercial Warranty.

**Selection of Property** • Selection of the appropriate Comfort Line product to conform to any and all local applicable laws, ordinances, building codes and safety requirements is the sole responsibility of the dealer, architect, property owner and/or contractor. Comfort Line assumes no responsibility in this regard and makes Warranty with respect to use and/or compliance with such law. Products that exceed the manufacturer's specified size limitations are not covered under this Warranty.

**Procedure and General Information** • Any claims for defects under this Warranty should be submitted in writing to the Authorized Dealer who installed your windows and doors, or to Comfort Line, detailing the defective part and the date the defect first appeared. Proof of purchase is required! Comfort Line reserves the right for final approval of Warranty claims. Visual inspection may be required. If, after inspection, Comfort Line determines that the claim is valid in accordance with the provisions of this Warranty, Comfort Line, at its sole option, will either repair or replace the defective part or component without charge to you. Comfort Line reserves the right to require you to pay in advance the transportation charges in connection with shipping the replacement parts or components.

The original Warranty shall not be extended by any such repair or replacement, but the original Warranty shall continue in effect and will be applicable to the repaired or replaced part.

Comfort Line reserves the right to discontinue or modify any product line. In the unlikely event that any of the original parts or components are no longer available, Comfort Line will substitute parts or components of comparable quality.

This Warranty covers only those manufacturing and material defects as specified herein and does not include defects or damage caused by installation, accidents, fire, flood, hail or other Acts of God, extraordinary impact, vandalism, riot or civil disorder, misuse, abuse, harmful fumes, vapors of chemical pollutants in the atmosphere, mold or mildew, building settlement or structural failure of walls or foundations.

THIS WARRANTY IS LIMITED TO THE REPAIRING OR REPLACEMENT OF DEFECTIVE PART OR COMPONENTS AND DOES NOT COVER OR INCLUDE ANY LABOR OR FREIGHT COSTS. COMFORT LINE WILL NOT BE RESPONSIBLE FOR ANY COSTS INCURRED IN THE REMOVAL OR REINSTALLATION OF THE WINDOW OR DOOR OR ANY PART OR COMPONENT OF THE WINDOW OR DOOR. THIS WARRANTY DOES NOT COVER BREAKAGE OF GLASS OR TORN SCREENING FROM ANY CAUSE.

THIS WARRANTY IS MADE IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES AND EXTENDS ONLY TO THE ORIGINAL CONSUMER. IN NO EVENT SHALL COMFORT LINE BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR RESULTING FROM ANY DEFECTS, OR FOR ANY DELAYS IN PERFORMANCE OF THIS WARRANTY DUE TO CIRCUMSTANCES BEYOND ITS CONTROL.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS IMPORTANT DOCUMENT COMPLETES YOUR TOTAL COMFORT LINE PACKAGE.

Your dealer should provide you with your Comfort Line order number for your records.

Your Comfort Line order number is:

5500 Enterprise Blvd. • Toledo Ohio 43612 • (Phone) 800-522-4999 • (Fax) 419-729-8525

Effective 01/01/2017