

**Caradco<sup>®</sup>**  
**LIMITED WARRANTY**

**Thank you for choosing Caradco. You have chosen Caradco<sup>®</sup> wood windows and patio doors to add beauty and outstanding quality to your home, and you've made a good choice. All Caradco<sup>®</sup> products combine durability and energy efficiency to this beauty to give you quality that lasts. And because of this, we can offer this warranty.**

This limited warranty is effective for all products manufactured by CARADCO on or after May 1, 2002, and all previous warranties shall be considered null and void as to such products. Any previous warranties will continue to apply to products manufactured by CARADCO prior to May 1, 2002.

**WINDOWS, DOORS AND COMPONENT PARTS**

**CARADCO warrants, subject to the conditions and restrictions contained below, that CARADCO windows, doors and component parts thereof shall be free from defects in materials or workmanship for a period of ten (10) years from the date of manufacture.**

Should a window or door be proven defective during the warranty period, or if any component part fails during the ten (10) year warranty period, the buyer's remedies will be limited to the following at CARADCO's option: (1) repair of the defective product or component; (2) replacement of the defective product or component, including the cost of shipping; or (3) reimbursement of the purchase price. These remedies are the only remedies available for breach of warranty or any other legal theory. In no event shall CARADCO be responsible for installation, repainting, refinishing or similar activities connected with the replacement of component parts. Repair or replacement of the product or component part is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

**INSULATING GLASS**

**CARADCO warrants, subject to the conditions and restrictions contained below, that each insulating glass unit manufactured by CARADCO shall be free from defects in materials or workmanship for a period of twenty (20) years from the date of manufacture.**

Should an insulating glass unit be proven defective during the first ten (10) years of the warranty period, the buyer's remedies will be limited to the following at CARADCO's option: (1) repair of the defective product; (2) replacement of the defective product, including the cost of shipping; or (3) reimbursement of the purchase price. These remedies are the only remedies available for breach of warranty or any other legal theory. In no event shall CARADCO be responsible for repainting, refinishing or similar activities connected with glass replacement or installation. Repair or replacement of the product is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

If there is a failure of insulating glass during the remaining ten (10) years of the warranty period, CARADCO will offer for purchase to the original purchaser replacement insulating glass at 40% off the current CARADCO list price.

**INSTALLATION, CARE AND MAINTENANCE INSTRUCTIONS**

All remedies mentioned herein are valid only when products covered by this warranty are properly installed, finished and maintained. There are additional exclusions that apply to this product contained in the Installation, Care and Maintenance Instructions. If you have not received a copy of the Installation, Care and Maintenance Instructions, please contact CARADCO for a copy of this publication. CARADCO will not be liable for any product which has been damaged by (1) accident, mishandling, or improper use; (2) negligent operation; (3) improper installation or maintenance; (4) fire, flood, earthquake, storm, tornado, acts of nature, or any other cause beyond the control of CARADCO; (5) any products, components or parts not manufactured by CARADCO; (6) defects caused by failure to provide a suitable installation environment for the product; (7) use of the product for purposes other than those for which it was designed; (8) unauthorized attachments or modifications; or (9) any other abuse or misuse by the original purchaser or subsequent user. All disclaimers and exclusions contained herein apply under all conditions.

## LIMITATION ON LIABILITY

**THIS WARRANTY SETS FORTH CARADCO'S MAXIMUM LIABILITY FOR ITS PRODUCTS. CARADCO SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES. YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. CARADCO SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. CARADCO MAKES NO OTHER WARRANTY OR GUARANTEE, EITHER EXPRESSED OR IMPLIED, INCLUDING IMPLIED 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 REMEDIES CONTAINED HEREIN SHALL BE SOLE AND EXCLUSIVE. IN THE EVENT STATE 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.**

No distributor, dealer, or representative of CARADCO has the authority to change or modify this warranty, either orally or in writing, in any respect. Any attempt to change and/or modify this warranty by a distributor, dealer, or representative of CARADCO will be without legal effect.

This warranty allocates the risk of product failure between CARADCO, purchasers, and ultimate users of this product. This allocation is recognized by and reflected in the price of the goods. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms.

## CLAIM PROCEDURE

To initiate a claim under this warranty, contact the distributor or contractor from whom you purchased the CARADCO product. If no corrective action has been taken within a reasonable time, write to: CARADCO, Attention: Warranty Claims, P.O. Box 920, Rantoul, IL 61866. Please (a) identify the product that is involved, the date and place of purchase, and the original purchase price if known; (b) describe completely what the claimed defect is (photographs or sketches are helpful); (c) identify yourself and those persons who have already been contacted and state what attempts have been made to correct the problem; (d) give the address where the defective product can be inspected; and (e) give a phone number where you can be reached.

CARADCO will investigate your claim and within sixty (60) days after notification take appropriate action. CARADCO may charge an inspection fee for any onsite inspection that is required or that is requested by you. If it is determined that the product has a defect covered by this warranty, the inspection fee will not be charged.

This warranty extends to the original purchaser. The term "original purchaser" as used in this warranty means the contractor/distributor/purchaser of the product. This warranty is not assignable and transferable other than to the "original owner." The "original owner" is the person or entity who is the initial owner of the structure into which the product is installed. The original purchaser hereby agrees to provide this warranty to the original owner of the structure into which the product is installed. The failure to provide the original owner with this warranty will not subject Caradco to any express or implied warranties, liabilities or remedies in excess of those provided herein. This warranty is not applicable outside the U.S. or Canada.

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

**We stand behind all our products at Caradco. They were built with great attention to detail and beauty. We are extremely proud of our handiwork, and hope that you will share our pride in our new windows. Again, thank you for choosing Caradco.**

**Caradco is part of the JELD-WEN family, one of the world's largest manufacturers of doors, windows and specialty millwork. Visit our website at [www.caradco.com](http://www.caradco.com). Thanks again for buying Caradco and welcome to our family!**

© 2002 JELD-WEN, inc. JELD-WEN and Caradco are registered trademarks of JELD-WEN, inc., Klamath Falls, OR.