

GLASS BREAKAGE WARRANTY

Non-Prorated Limited Warranty

Glass Breakage

Cascade Windows, the manufacturer of the vinyl window(s) in your home, warrants that should the glass break or crack in your Cascade Windows window system(s), for a period of TEN YEARS from the purchase date as long as you the Original Purchaser/Property Owner shall live and own the property at the address listed herein. Cascade Windows shall provide a new sealed glass unit (two sealed glass units per 12 months) at no cost except for shipping, handling and installation charges. Shipping, handling and installation is not covered in the Warranty and is the responsibility of the Original Purchaser/Property Owner.

Exclusions

Coverage hereunder is limited to the Original Purchaser/Property Owner only and is not transferable to other owners. Removal of the window system(s) from the premises invalidates the Warranty. Acts of god (floods, hail storms, earthquakes, fires, etc.), acts of civil unrest (wars, riots, etc.), abuse or intentional breakage are excluded from coverage. Only single family residential units are covered herein. Apartment buildings, condominiums, and commercial buildings are excluded from this coverage. Architectural windows (bent shapes), garden windows, patio doors, tempered glass windows, special shaped windows and patterned or decorative glass windows are excluded.

The provisions herein this Warranty are the full and complete warranty policy extended by Cascade Windows.

The warranty statements contained in this Warranty set forth the only express warranties extended by Cascade

Windows for the sealed glass unit(s) and the provisions herein shall constitute the property owner's exclusive remedy for breach of the warranty. Cascade Windows shall not be liable to the property owner for incidental or consequential damages of any kind for breach of any express or implied warranty of the sealed glass unit(s).

Some states do not allow the exclusion of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

Claims Procedure

Submit Warranty claims in writing to:

Cascade Windows
10507 E. Montgomery Drive
Spokane Valley, WA 99206
Attention: Glass Warranty Department

This Warranty is extended solely and exclusively to the Original Purchaser/Property Owner of our vinyl windows and is nontransferable. Proof of original ownership or purchase is required. Cascade Windows reserves the right to inspect the premises if required. A reasonable amount of time shall be allowed for such an inspection.

The replacement sealed glass unit(s) will be shipped to the nearest designated distributor. Shipping and handling charges will be paid in advance to Cascade Windows by the Original Purchaser/Property Owner. Pick-up of the sealed glass unit(s) must be arranged by the Original Purchaser/Property Owner at the distributor location.

This Warranty must be registered to qualify for coverage.

Complete the following information and mail to the Glass Warranty Department address. (We recommend you retain a copy of the Warranty for your records.)

Homeowner Information:

Homeowner: **Sample**

Property Address: **Sample**

City, State and ZIP Code:

Sample, Sample Sample

Telephone #: **Sample**

Cascade Windows Dealer Information:

Dealer Name: **Sample**

Date of Purchase: **2011-01-01**

Cascade Windows Invoice #: **1234567-00**

CASCADE
WINDOWS

(800) 442-8544 | www.cascadewindows.com

Frequently Asked Questions

Low-E Glass (Ec & Ec+)

- Q:** What is a Low-E coating? (Low-Emissivity)
- A:** A very thin layer of metallic oxide or silver that has been applied and then baked onto the glass surface. The coating is approximately 3,000 times thinner than a piece of paper.
- Q:** How does Low-E work?
- A:** Low-E blocks radiant heat transfer, keeping heat from escaping or entering a home.
- Q:** Does Low-E reduce solar heat gain?
- A:** Yes, Low-E reduces solar heat gain by reflecting or redirecting much of the radiant heat the sun sends toward your home.
- Q:** Will Low-E glass eliminate fading of carpets or upholstery?
- A:** Although Low-E reduces a significant amount of ultraviolet light, it will not completely eliminate fading. The resistance of fabrics to fade varies from product to product.

Condensation

- Q:** What is the cause of condensation on windows and patio doors?
- A:** The cause is much the same as that of a weather pattern forming rain, but on a smaller scale. Warm, moist air in a room comes into contact with cool surfaces, most notably glass, and deposits water on that surface.
- Q:** Why are windows and doors the first place you see condensation?
- A:** Windows and doors usually have the lowest surface temperatures of any surface in the house. They are indicators of excessive moisture, which could mean condensation forming inside of walls leading to other problems.

Window Coverings

Coverings installed too close to the glass can cause the glass to crack, the seal to fail, or develop excessive condensation on the glass. When installing blinds, leave a minimum of 2" clearance between glass and shading device, and a 1/2" clearance at the top and bottom, or one side and bottom to allow natural air movement. When choosing blinds or draperies, verticals are recommended over horizontals.

Care Instructions

For the most part, you can care for your new Cascade windows as you would any other window. Common household glass cleaners should be used to clean common dirt or debris from the viewing area. On the vinyl portion of your window, refer to the chart below for guidance.

Cleaners to Remove Stains From Vinyl Window and Door Frames

Stain	Suggested Cleanser
Bubble Gum	Fantastik®, Murphy® Oil Soap, Windex®
Crayon	Lestoil
DAP (oil-based caulks)	Fantastik®
Felt-tip Pen	Fantastik®, water-based Fantastik®
Grass	Fantastik®, Murphy® Oil Soap, Windex®
Lipstick	Fantastik®, Murphy® Oil Soap
Grease	Fantastik®, Murphy® Oil Soap, Windex®
Mold & Mildew	Fantastik®, vinegar & water (7:3 mix), Windex®
Motor Oil	Fantastik®, Murphy® Oil Soap, Windex®, Lysol®
Oil	Soft Scrub®
Paint	Brillo® Pad, Soft Scrub®
Pencil	Soft Scrub®
Rust	Fantastik®, Murphy® Oil Soap, Windex®
Tar	Soft Scrub®
Top Soil	Fantastik®, Murphy® Oil Soap, Windex®

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