



# CUSTOM SHIELD® LIMITED WARRANTY AND ADJUSTMENT POLICY.

(For Products Purchased January 1, 1992 through February 1, 2001)

The warranties described below are subject to the limitations and requirements described in the warranty provisions themselves and under "Specific Limitations" and "General Provisions".

## General Warranty (One Year)

Weather Shield Mfg., Inc. warrants that Custom Shield products shall be free from defects in material and workmanship for a period of ONE (1) YEAR from the date of purchase.

## Window Hardware (Lifetime)

Weather Shield warrants that Custom Shield window hardware shall be free from defects in material and workmanship for the LIFE of the structure into which the window is installed. In all cases, the customer will be invoiced for the replacement hardware at the regular price and full credit will be issued when the defective hardware has been returned to Weather Shield.

## Storm Door (Five Years)

Weather Shield warrants that its combination storm doors will not crack, split, rot, delaminate or warp under ordinary conditions for FIVE (5) YEARS from the date of purchase.

## Insulating Glass (Twenty Years)

Weather Shield warrants that the INSULATING GLASS only, if any, in Weather Shield's products shall be free from failure of the air seal for a period of TWENTY (20) YEARS from the date of purchase.

Should there be such failure of the air seal within the warranty period, Weather Shield shall provide either a replacement piece of insulated glass or a sash glazed with insulated glass, at its discretion, delivered to the original point of purchase, or, if it is shipped direct to a consumer, normal shipping and handling charges will apply. The consumer will be responsible for installation and replacement of the glass. Weather Shield will not be responsible for repainting, refinishing or similar activities involved in the installation and replacement of glass.

For the first ten (10) years from the date of purchase, no charge will be made for providing replacement glass or a sash glazed with insulated glass. Thereafter, up to 20 years, the consumer will be charged for fifty percent (50%) of the then list price.

The effectiveness of an inert gas will be eliminated in window and/or door products ordered and/or manufactured with capillary tubes. Accordingly, the effectiveness of the inert gas is not warranted.

## Specific Limitations

**Eight-Foot Tall or Taller Doors (Hinged & Sliding).** There will be no warranty against warpage of an eight-foot tall or taller door unless Weather Shield's multi-point lock system is ordered for the eight-foot tall or taller door.

**Weather Shield's Obligation.** Except as otherwise more specifically provided in this Limited Warranty and Adjustment Policy, Weather Shield's obligation under this Limited Warranty and Adjustment Policy shall be limited to, at its option and expense, its repair of or provision of a comparable new Weather Shield replacement part for any part which Weather Shield determines to be covered by this Limited Warranty and Adjustment Policy.

**Warpage of Doors.** Warpage shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself, and does not refer to the relation of the door to the frame or jamb in which it is hung. In measuring the amount of warpage present in a door, the following method shall be used. Place a straightedge, taut wire or string on the suspected concave face of the door at any angle which could be horizontal, vertical or diagonal, with the door in its installed position. The measurement of the warpage shall be made at the point of maximum distance between the bottom of the straightedge, taut wire or string and the face of the door. Action on any claim for warpage may be deferred, at Weather Shield's option, for a period not to exceed twelve (12) months from the date of the claim at which time the claim would be reevaluated. If a door has been installed prior to such claim being made, the door must remain hung in the original installation during the period of deferment, to permit conditioning to humidity and temperature.

**Instructions.** Any warranty will apply only if the product is finished, installed and operated in accordance with Weather Shield's instructions.

**Misuse, Abuse, Etc.** This Limited Warranty and Adjustment Policy does not cover any product that has been abused, misused, altered, used for a purpose other than that for which it was intended or in a manner inconsistent with any instructions regarding its use, nor does it cover zinc dichromate coatings from normal fading or corrosion when used in corrosive environments. Special corrosive resistant finishes are available. Contact Weather Shield for complete specifications. This warranty does not cover glass breakage or slight glass curvature; minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision or any other failures or operating difficulties in the glass, wood or vinyl components or cladding due to accident, misapplication, faulty building construction or design, exposure to the elements, improper or insufficient handling, storage, installation, maintenance or service or nonstandard installations, including, but not limited to, installation in a nonvertical, upside down, on-the-side, or out-of-square position. Also excluded from this warranty are failures or operating difficulties resulting from the exposure to corrosive fumes or condensates, subjection to stress from movement of the structure, use of night insulation or films and coatings on the product, or use in swimming pool or other high humidity areas without adequate ventilation or humidity control.

**Installation, Etc.** Weather Shield will not, under any circumstances, be responsible for installation, repainting, refinishing or other similar activities necessary to complete any replacement. It will be the consumer's responsibility for installation, repainting, refinishing or other similar activities necessary to complete any replacement.

**Proof of Purchase.** Weather Shield may require proof of the date of purchase of any product, so you should retain your sales slip or invoice.

**Condensation.** Condensation on windows and any related water damage, which may occur as the natural result of humidity within the property or changes in interior/exterior temperatures, does not indicate a defect and is not included in this warranty.

**Variance in Coloration.** Variance in the coloration of natural wood parts of Weather Shield products does not indicate a defect and is not included in this warranty.

**Outswinging French Doors.** Air or water infiltration of outswinging French doors installed in an exterior wall does not indicate a defect and is not included in this warranty.

**Painting or Staining Vinyl Parts.** Painting or staining of vinyl parts of Weather Shield products will void any warranty with respect to such parts.

**Insul True Divided Lite Units.** Deflection is the bowing or curving of glass that commonly occurs in sealed insulated glass window or door units. Glass can be deflected in a concave or convex manner. The extent of deflection can vary with climate and altitude. Capillary tubes are useful in eliminating deflection. Deflection in Insul True Divided Lite Units ordered without capillary tubes does not indicate a defect and is not included in this warranty. Capillary tubes may be ordered without extra cost.

**Installation With Products of Other Manufacturers or Using Unapproved Parts.** This Limited Warranty and Adjustment Policy will not be available in the event that: (a) Weather Shield parts or parts manufactured by others are used in the installation of a Weather Shield product where such parts have not been approved for installation of that product; or (b) half circles, direct-sets or transoms manufactured by others are stacked or milled on Weather Shield products.

**Weather Shield Products With Synthetic Stucco.** Serious concerns have been raised about excessive moisture problems in houses and other buildings that have Exterior Insulation Finish Systems, commonly referred to as EIFS or Synthetic Stucco.

Many experts agree that some amount of water or moisture can be expected to enter almost any building exterior system. The building system should allow such water and moisture to escape or "weep" to the exterior, so no harm is done. However, some EIFS systems may not allow water or moisture that penetrates the wall system to "weep" to the exterior. This can cause excessive moisture to accumulate within the wall system, which can cause serious damage to wall and other building components. It has been reported that so-called "barrier" EIFS systems are particularly prone to this problem.

Moisture problems in any type of building structure can be reduced by proper design and construction with appropriate moisture control considerations, taking into account prevailing climate conditions. Examples of moisture control considerations include proper flashing and/or sealing of all building exterior penetration points, use of appropriate materials and construction techniques, adherence to applicable building codes, and general attention to proper design and workmanship of the entire building system, including allowances for management of moisture within the wall system.

Determination of proper building design, components and construction, including moisture management, are the responsibility of the building designer, the contractors, and the manufacturer of the exterior wall finish products. Questions and concerns about moisture management issues should be taken up with these professionals. Weather Shield is not responsible for problems or damages caused by deficiencies in building design, construction or maintenance, failure to install our products properly, or use of our products in systems that do not allow for proper management of moisture within the wall system.

**Ratings & Specifications.** The performance of windows and doors may be affected by factors beyond Weather Shield's control, such as handling and installation, construction details of the building, exposure conditions, maintenance, normal wear and tear, and the like. Ratings and specifications (for example, R or U-values, infiltration tests, etc.) are for comparison purposes only. While Weather Shield products are manufactured to meet or exceed published ratings and specifications, it is not possible to guarantee that they will meet or exceed those ratings or specifications after they have been installed, and this is specifically excluded from this warranty.

## General Provisions

**THERE ARE NO OTHER WARRANTIES EXCEPT AS SET FORTH HEREIN. ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE PERIOD OF COVERAGE OF THESE EXPRESS WRITTEN WARRANTIES. WEATHER SHIELD SHALL NOT BE LIABLE FOR APPLICABLE TAXES OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OR LOSS TO PERSONS OR OTHER PROPERTY.** Some states do not allow limitation on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations or exclusions 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. **NO DISTRIBUTOR, SALESPERSON, DEALER, RETAILER OR OTHER REPRESENTATIVE OF WEATHER SHIELD HAS THE AUTHORITY TO MAKE WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR TO ALTER OR CHANGE THESE WARRANTIES EITHER ORALLY OR IN WRITING.**

To obtain service under these warranties, contact your closest independent Weather Shield dealer. If no corrective action has taken place after waiting a reasonable time then write to:

Weather Shield Mfg., Inc.  
Attention: Field Service Dept.  
P.O. Box 309  
Medford, Wisconsin 54451

Please: 1) identify the Weather Shield product or glass that is involved, the date and place of purchase; 2) describe completely what the claimed defect is (photographs may be helpful) and where the product can be inspected; and 3) identify yourself, your home address and phone number and your daytime phone number if different. Weather Shield reserves the right to inspect, or designate a person to inspect, any part that is claimed to be defective and covered by these warranties.