



# Warranties

## For Service

In the event service is necessary, please contact the dealer you originally purchased your windows from or contact:

The Coeur d'Alene Window Company as follows:  
[service@coeurdalenewindow.com](mailto:service@coeurdalenewindow.com)

The Coeur d'Alene Window Company  
3808 N Sullivan Building 18 Suite I  
Spokane Valley, WA, 99216

## About Us

Windows from the Coeur D' Alene Window Company were designed for home owners and home builders who still care about quality and craftsmanship. In recent years, the industry has seen a rush toward thinner frames and cheaper construction. Windows from the Coeur D' Alene Window Company feature thicker walls and a wider exterior than typical low-end construction grade products. At The Coeur d'Alene Window Company, we are committed to providing discerning builders and homeowners with a product they can be proud to put in their homes and projects.

# Coeur D'Alene Window Warranty

**Limited Lifetime Transferable Warranty  
Valid for Owner-occupied Single-family  
Residences Only**

## The Frame

The Coeur d'Alene Window Company warrants you the original purchaser of Coeur d'Alene Windows, that the frame will be free of manufacturing defects for as long as you own and reside in your home.

## The Hardware

The Coeur d'Alene Window Company warrants you the original purchaser of Coeur d'Alene Windows, that all hardware including locks and rollers will be free of manufacturing defects for as long as you own and reside in your home.

## The Glass

The Coeur d'Alene Window Company warrants you the original purchaser of Coeur d'Alene Windows, that all insulated glass will be free of manufacturing defects including seal failure for long as you own and reside in your home.

## Screens

Warranted to be free for defects at delivery.

## Lamination

Coeur d'Alene Window Company warrants that its Mikron Interior Lamination, as applied to its PVC extrusions ( extrusions covered with such Mikron Interior Lamination. "Laminated Extrusions"), will be free from manufacturing defects resulting in peeling, blistering, or flaking, under normal interior, dry use and service conditions, for the applicable period from the date of manufacture by Coeur d'Alene Window Company, subject to the exclusions and limitations of this warranty. The applicable period, in cases where the extrusions supplied by Coeur d'Alene Window Company are all of the frame, sash and primary accessory components for an entire window unit, shall be twenty (20) years.

## Solar Reflective Coating and Extruded Color Cap

Coeur d'Alene Window Company warrants that its solar reflective coating, as applied to its PVC extrusions and SuperCapSR™ solar reflective color cap, as co-extruded to its PVC ( extrusions covered with such solar reflective coating or co-extruded with SuperCapSR™, "Color Extrusions" ), will be free from manufacturing defects resulting in peeling, blistering, or flaking, under normal use and service conditions, for the applicable period from the date of manufacture by Coeur d'Alene Window Company, subject to the exclusions and limitations of this warranty. The applicable period, in cases where the extrusions supplied by Coeur d'Alene Window Company are all of the frame, sash and primary accessory components for an entire window unit, shall be twenty (20) years.

## Custom Paint

10 year excessive fade, chalking and peeling. Please see Coeur D'Alene website for detailed explanation of excessive fading.

## Transfer

This warranty is transferable. Upon sale of the property, the warranty period is five years on the frame and hardware and twenty years on the glass from the original purchase date of the product from The Coeur d'Alene Window Company. Limited to one time transfer only. Transfers must be made within 90 days of sale of property. Please provide proof of purchase at the time of transfer.

## Exclusions

**The Coeur d'Alene Window Company is not liable for the following:**

- Normal weathering, color change, corrosion in high corrosion environments.
- Glass breakage.
- Failure due to misuse or abuse including but not limited to applied tints or films, paints and improperly installed security systems or blinds.
- Acts of God (e.g. fire, flood, earthquake, acts of terror, etc.)
- Improper handling or installation not in conformance with The Coeur d'Alene Window Company's instructions.
- Labor in excess of \$100 should a complete re-installation be required.
- Condensation.
- Product that has not been paid for in full.
- Incidental or consequential damages. Some states do not allow for the exclusion or limitation of incidental or consequential damages, so this provision may not apply.
- Modifications of any kind not performed by certified factory, employees, or installers.
- Wood working of any kind .
- Applied film on the glass

In the event of a valid warranty claim, The Coeur d'Alene Window Company will at its option: repair the product, replace the product, or refund the original purchase price received by The Coeur d'Alene Window Company for the product. The Coeur d'Alene Window Company makes no warranty except as stated herein and specifically disclaims all other warranties express or implied.

## Commercial

The warranty period for commercial applications (Defined as non-single family owner occupied dwellings including but not limited to apartments, condominiums, property utilized as a rental property, places of business, etc.) shall be ten years from the date of delivery for all items excluding screens and the seal on the insulated glass. The warranty period for the seal on the insulated glass shall be twenty years from delivery. Screens are warranted to be free from defects at delivery. The commercial warranty is non-transferable.

## Remedy for Valid Warranty Claims

In the event of a valid warranty claim, The Coeur d'Alene Window Company will at its option: repair the product, replace the product, paint or refund the original purchase price received by The Coeur d'Alene Window Company for the product. The Coeur d'Alene Window Company makes no warranties except as stated herein and specifically disclaims all other warranties express or implied.

## Proof of Purchase

Proof of purchase is required to process a warranty claim. Transfers must be made within 90 days of sale of property.

For proof of purchase please supply us with one of the following:

Copy of invoice from CDA Windows or copy of contract/invoice with your Name and Address clearly spelled out from your retailer or contractor.

Please register your product at [www.coeurdalenewindow.com](http://www.coeurdalenewindow.com)