

FREQUENTLY ASKED QUESTIONS

Low-E Glass

Q: What is a Low-Emissivity (Low-E) coating?

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 3000 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 1 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 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, Lestoil

The following are trademarks or registered trademarks of their respective owners: Fantastik, Murphy Oil Soap, Windex, Lysol, Soft Scrub, and Brillo Pad.



800.442.8544
www.cascadewindows.com

PPG Glass Technology
Since 1883

WARRANTY

Care Instructions
& Lifetime Limited
Warranty

OUR PRODUCTS REFLECT THE *people* WHO BUILD THEM.



THANK YOU FOR CHOOSING CASCADE WINDOWS

The information included in this brochure is designed to help you enjoy a lifetime of comfort with your new windows. Please take a few minutes to read over this information. We hope you will contact us if you have any questions. We are always open to suggestions or ideas you may have to help us serve you better.

Cascade Windows Vinyl Window & Patio Door Lifetime Warranty

This warranty is effective for all Cascade Windows' products¹ manufactured on or after August 17, 2009. Any previous warranties will continue to apply to products manufactured by Cascade Windows prior to this date. For additional information, including care, maintenance, and installation instructions see www.cascadewindows.com.

RESIDENTIAL LIFETIME WARRANTY (Owner-Occupied Single-Family Residences)

Each Cascade Windows' product will be free from defects in materials or workmanship to the original owner of the owner-occupied single-family residence which they are initially installed for as long as you own and occupy your residence.

TRANSFERABILITY

The Owner-Occupied Single-Family Residence Warranty is transferable as follows. In the event you sell your residence, or it becomes occupied by other than the original owner, the warranty is five years from the original purchase date of the windows from Cascade Windows.

COMMERCIAL TEN-YEAR LIMITED WARRANTY

(Other than Owner-Occupied Single-Family Residence)

Each Cascade Windows product will be free from defects in material or workmanship for a period of ten years from the date of purchase.

Cascade Windows requires reasonable access to nonconforming product.

This Warranty gives you specific legal rights, and you may have other rights that vary from state to state.

REQUESTING SERVICE

Immediately upon finding any problem with a Cascade Windows' product, contact the Cascade Windows Warranty Department at (800) 442-8544 or through e-mail at: warranty@cascadewindows.com, or through the dealer or contractor from

whom you originally purchased the windows. (Important: If a problem is found before the product is installed, DO NOT install the product). We can respond more efficiently if you provide the following:

- Your name, address and daytime phone number.
- Sales receipt or other documentation establishing proof and date of purchase.
- The name of the dealer or contractor that originally supplied the product.
- A description of the problem.

Upon notification, we will investigate the problem. If the product is found to be defective, and is covered under the provisions of this warranty, Cascade Windows will provide the labor and/or materials needed to repair the product at no charge. If the defect cannot be repaired, Cascade Windows will provide a replacement² product and ship it to the original delivery site.

² Because manufacturing materials and techniques can change, replacement product(s) may not be an aesthetic match to the original.

³ For more information visit www.cascadewindows.com or contact us at 1-800-442-8544

THIS WARRANTY DOES NOT COVER

Cascade Windows is not liable for:

- Normal wear and tear; and natural weathering or fading of surfaces and/or hardware finishes, including corrosion in highly corrosive environments.
- Glass breakage; failure due to misuse or abuse; and damage caused by failure to provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes, improperly installed security systems or blinds³), or as a result of any cause beyond the control of Cascade Windows (e.g. fire, flood, earthquake, other acts of nature).
- Improper handling, installation, maintenance or operation not in conformance with Cascade Windows installation instructions; problems related to water and/or air infiltration/leaking; flaws in building design or construction or sloped glazing or other nonvertical installation.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes. Damage from settling or movement of the home.
- Condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help.)
- Labor and materials for the installation of a complete replacement product or any repainting or finishing required in connection with any warranty work.
- Product that has not been paid for.
- Products sold by Cascade Windows as clearance items, seconds, blemished, or in "as is" condition.
- Incidental or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

IMPORTANT LEGAL INFORMATION:

This warranty sets forth Cascade Windows' maximum liability for its products. CASCADE WINDOWS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES. YOUR SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. CASCADE WINDOWS EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, AND ANY OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR ARISING BY OPERATION OF LAW, TRADE USAGE, OR COURSE OF DEALING. In no event shall the liability of Cascade Windows exceed the price paid to Cascade Windows for the product. 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 Cascade Windows has the authority to change, modify or expand this warranty. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed.

¹ "Cascade Windows' products" shall refer to vinyl windows and patio doors manufactured by Window Products, Inc., and marketed under the Cascade Windows brand name for use in the United States.