



Casco Industries

Window & Door

Limited Warranty

Glass Twenty (20) Year Non-Transferable Limited Warranty

The glass in Casco factory glazed window and door units is warranted to be free from defects in manufacturing, materials and workmanship for twenty (20) years from the date of purchase from the retailer/dealer. This warranty includes failure of the seal causing impaired vision due to moisture, film, or dust between the glass panes. A new piece of glass is to be provided during the first five (5) years after purchase. After five (5) years from the date of purchase to twenty (20) years from the date of purchase, Casco Industries shall be limited to giving a 50% discount from the current list price of a comparable replacement insulating glass unit to the original purchaser. Shipping is not included in this rate and will be FOB South Elgin, Illinois.

This warranty does not include scratched, cracked, or broken glass; nor does it include damage by improper maintenance, handling, misuse, or heat build-up.

For one year from the time of shipment/purchase, Casco will provide a new sash to the original consumer at no extra charge for stress cracks and seal failures (any wood sash provided is to have clear pine interior with no interior pre-finishing/finishing provided by Casco). After one year, glass only will be warranted and supplied at no charge directly from Casco Industries. A service request form (provided by Casco) must be filled out and submitted along with original Casco order or invoice number. All provided warranted items are FOB South Elgin, IL.

Hardware Components

Ten (10) Year Non-Transferable Limited Warranty

The Hardware portion of Casco windows and doors (including non-electric operators, locks, hinges, and handles) are warranted to be free from defects in manufacturing, materials and workmanship for a period of ten (10) years from the date of purchase from the retailer/dealer.

In the event of a hardware failure, Casco, at its option will (1) provide a factory authorized repair to the existing hardware at no charge to you, (2) provide new hardware to the Casco Retailer/Dealer to be installed – installation labor is not included, (3) refund the purchase price of the retail's/dealer's price at the time of the original purchase, whichever is less.

Exterior Painted Aluminum Surfaces

Ten (10) Year Non-Transferable Limited Warranty

The aluminum clad painted finish of Casco windows and doors are a polyester enamel paint coating conforming to AAMA 2603 and AAMA 2604 standards. All aluminum clad standard and estate colors are warranted for a period of 10 years from the date of purchase from the retailer/dealer. During this time Casco warrants that the film will not crack, peel, blister or lose adhesion when exposed to normal atmospheric conditions. Custom Colors are excluded from this warranty.

General workmanship

One (1) Year Limited Warranty

Casco window and door units are warranted to be free from defects in manufacturing, materials and workmanship for one (1) year from the date of purchase from the retailer/dealer.

In the event of a defect in manufacturing, Casco, at its option will (1) provide a factory authorized repair of the manufacturing defect at no cost to you, (2) provide new components to the Casco Retailer/Dealer to be installed – installation labor is not included, (3) refund the purchase price of the retail's/dealer's price at the time of the original purchase, whichever is less.

It is suggested that each Casco window and door be inspected upon receipt of delivery and before installation and finishing. To initiate claim action under these Warranties, The original consumer must contact the retailer/dealer in which the purchase had been made. The retail/dealer must receive each claim within the applicable warranty period and also within (60) days after the date the defect is first discovered or reasonably could have been discovered. The claim must contain a brief written description of the following:

1. Original consumer name, address and telephone number.
2. Description of Casco's window or door involved in the claim.
3. Proof of date of purchase (invoice)
4. Nature of defect and any other pertinent information.

Casco reserves the right to perform all warranty work or arrange for another party to perform the warranty work.

The applicable Warranty period will be extended by the period of performance of any Warranty work, but thereafter the remaining original Warranty period will continue in effect and be applicable to the warranty work performed under the terms and conditions of these warranties. The company reserves the right to discontinue or modify part or all of its Casco windows and door products. If a Casco's window or door or any part covered by this Warranty is not available at the time of repair or replacement, Casco reserves the right to substitute a similar Casco window or door or part selected by the company of equivalent value or to refund the original purchase price at the time of purchase of the defective Casco window or door.

General Conditions and Exclusions....

The limited warranty set forth in this document is the only express warranty (whether written or oral) applicable to Casco windows and doors, and no one is authorized to modify or expand this limited warranty. All warranty claims must be made during the applicable warranty period.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WILL EXPIRE WITH THE TERM OF THIS LIMITED WARRANTY. CASCO EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

This limited warranty is only applicable in the U.S.A.



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What is NOT covered by this limited warranty....

Product failure or damage due to improper installation or modification including:

- * Adjustments or corrections due to improper installation
- * Failures due to product modifications or glass shading devices (e.g. glass tinting, security systems, improper painting or staining, insulated coverings, etc.).
- * Units improperly assembled or improperly mulled by others.
- * Failure due to the application of non-Casco hardware (e.g. locksets, trim sets, hinges, panic hardware, closers, etc.).
- * Failure to properly install Casco hardware.

Damage caused by the following:

- * Damage due to improper installation, maintenance or use, including use of a non-commercial door as a main entrance or exit door for a building other than a single-family residential unit.
- * Damage due to exposure to conditions beyond published performance specifications. . (These products and hardware are not designed for coastal environments).
- * Damage to the product caused by water infiltration other than as a result of a defect in manufacturing, materials or workmanship.
- * Damage due to condensation.
- * Damage to glass caused by others (e.g., brick wash, sanding or improper washing).
- * Damage caused by failing to properly seal the exposed wood portions of a product. This includes, but is not limited to, the exposed wood on all sides of a door panel (e.g., exterior, interior, top, bottom, and both sides), a door frame and wood grilles.
- * Damage to metal surfaces caused by brickwash, chemicals, or airborne pollutants, such as salt or acid rain. (These products and hardware are not designed for coastal environments).
available for installations exposed to salt water or acid rain.)
- * Damage that occurs during delivery by others.
- * Damage caused by accidents or acts of God.
- * Damage as a result of normal wear and tear.

Additional items excluded from this limited warranty:

- * Labor to replace sash or door panels.
- * Labor and other costs related to the removal and disposal of defective product.
- * Labor and materials to paint or stain any repaired or replaced product, component, trim or other carpentry work that may be required.
- * Products not manufactured by Casco.
- * Minor warping or wood and clad-wood doors. Casco may defer actions on any claim for warping for a period of up to twelve (12) months from the date of the claim in order to permit conditioning and equalization to humidity and temperature conditions.
- * Slight glass curvature, minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision.
- * Tarnish or corrosion to hardware finishes.
- * Service trips to provide instruction on product use.
- * Applicable taxes and freight.
- * Special glazings. Such as single glaze.
- * Casco art glass, insulated decorative art glass, impact-resistant glass, Contact us or refer to the specific limited warranties for these products.
- * Casco entry doors, storm doors and storm window, and other Casco products excluding Wood Windows and Wood Patio Doors. These products have their own limited warranties and are not covered by this warranty agreement.