

# Proper Care And Maintenance

For Anlin Vinyl Windows And Doors

## FRAME CLEANING:

- Vacuum dirt from sill and track areas before washing.
- Clean window and door frames with a mixture of mild dish soap and water.
- Abrasive or caustic cleaners or solvents are NEVER recommended.
- Always rinse completely with clean water and wipe dry.

## DRAINAGE SYSTEMS:

- Check to make certain the drainage or “weep holes” are always clear of dirt, stucco, sand or building materials, both inside and outside the window or door in the bottom of the frame.
- It's normal for water to accumulate in the sill or track area with wind driven rain. The water is intended to drain to the outside as water builds up or outside pressure subsides.
- Keep sill or track areas clean of dirt or debris.
- Use a small, soft bottle brush to clear openings.

## GLASS CARE:

- Clean glass with mild dish soap and clean water.
- Avoid washing glass in direct sunlight.
- Never use any petroleum-based cleaners or caustic chemicals on your glass.
- Never use a razor blade, putty knife or abrasive pad to clean the glass.
- Never use a high pressure spray nozzle when rinsing your windows and doors after washing.
- Abrasive or caustic cleaners are NEVER recommended because they might cause permanent damage to the finish/coating or the glass.

## SCREENS:

Clean screens by first removing, then washing on a flat, clean surface with mild dish soap and water and a very soft brush. Rinse, wipe dry and reinstall.

## CONDENSATION & MOLD:

- Condensation can be a natural occurrence in the home.
- Check all windows and doors for airtight seals.
- Open windows and doors whenever practical to allow interior moisture to escape.
- Regularly use ceiling fans to circulate the air.
- Use exhaust fans in rooms with high humidity (bathrooms/kitchen).
- Use dehumidifiers to reduce the amount of moisture inside homes with high humidity.

### KEY DO'S AND DONT'S

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|--------|---|
| DO:    | Clean the frame surfaces.                       |
| DON'T: | Use a razor blade, putty knife or abrasive pad. |
| DO:    | Use a glass cleaner or mild dish soap.          |
| DON'T: | Use any petroleum-based cleaners or solvents.   |
| DO:    | Clean tracks and “weep holes.”                  |
| DON'T: | Use oil-based lubricants.                       |
| DO:    | Check weather stripping and hardware.           |
| DON'T: | Live with poor performing components.           |

Purchaser Name:

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Dealer:

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Dealer Phone:

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Anlin Order #:

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Date of Install:

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## Limited Double Lifetime Warranty

Residential Only | California Only

**Anlin**  
Windows · Doors

THE STAR OF ENERGY SAVINGS™

# LIMITED DOUBLE LIFETIME WARRANTY

For Products sold in California

Anlin Windows & Doors ("Anlin") offers the following double lifetime limited warranty ("Limited Warranty") to the "Purchaser" (defined hereinafter) of its Del Mar, Catalina, Coronado and Panoramic vinyl windows; Malibu patio doors; ThermaCoat SRC coatings and associated screens (collectively referred to herein as "Products") installed in single or multi-family residences owned and occupied by Purchaser as replacement or new construction ("Home"), as specified in this Limited Warranty to the extent the Purchaser continuously owns and occupies the Home. No other warranty will be provided for Products unless otherwise specified in this Limited Warranty. This Limited Warranty includes the costs of all parts and expenses including freight, and labor. If, in Anlin's sole opinion, it is not commercially practical to repair the Product in a timely manner, Anlin will either replace the defective Products or refund the manufacturer price. This Warranty applies to Products sold to all purchasers in California after July 1, 2023.

## WHO IS COVERED - Purchaser

Only "Purchasers" are covered by this Limited Warranty. For purpose of this Limited Warranty "Purchaser" shall mean the individual(s) who owns and occupies the Home when Products are installed and the immediate subsequent owner of the Home who owns and occupies the Home.

## LIMITED WARRANTY COVERAGE

Anlin will repair or replace any Products that are defective in materials or workmanship free of charge unless otherwise excluded and in accordance with the conditions specified in this Limited Warranty. This Limited Warranty will cover Products from the date of delivery to the Original Purchaser (as defined hereinafter) for the duration set forth below.

Coverage	Original Purchaser/Owner	One Subsequent Homeowner
Vinyl	Limited Double Lifetime	Lifetime
Glass Unit	Limited Double Lifetime	Lifetime
Hardware	Limited Double Lifetime	Lifetime
Screens	Limited Double Lifetime	Lifetime
Exterior Colors (ThermaCoat)	12-year Limited Warranty	12 years from original date of installation
Pet Doors	2-year Limited Warranty	15 years from original date of installation
Capstock Frames	15-year Limited Warranty	2 years from original date of installation

## ACCIDENTAL GLASS BREAKAGE

This Limited Warranty also includes Complimentary Accidental Glass Breakage Replacement to purchaser as long as the Purchaser owns and continually occupies the home. This service includes specialty glass such as: special obscured glass, tinted glass, tempered glass, V-Groove glass, but excludes laminated glass.

## PET DOORS

For Anlin pet doors, this Limited Warranty will cover Products defects in materials or workmanship for a period of two (2) years from date of delivery to the Purchaser.

## CAPSTOCK FRAMES

For capstock frames, this Limited Warranty will cover for a period of fifteen (15) years from date of delivery to the Original Purchaser for non-uniform or color change not caused by general wear and tear, or excessive cracking, pitting, warping, chipping, peeling, blistering or corrosion.

## EXTERIOR COLORS

For exterior colors, this Limited Warranty will cover for a period of twelve (12) years from date of delivery to the Original Purchaser for non-uniform or color change not caused by general wear and tear, or excessive cracking, pitting, warping, chipping, peeling, blistering or corrosion.

## TRANSFERABILITY OF WARRANTY

This Limited Double Lifetime Warranty may be transferred by the Purchaser who owns and occupies the Home when the Products are installed to the subsequent owner who also occupies the Home on the following condition: Within 90 days of the transfer of either the Original Purchaser or the Subsequent Purchaser must notify Anlin of the transfer of ownership. The notification may be made by phone, mail or email as specified below. The required transfer of warranty notification must include the name(s) of the Original Purchaser, the name(s) of the Subsequent Purchaser, the address of the Home and the date of transfer. Failure to comply with this condition will result in the termination of this Limited Warranty on the date the

Original Purchaser no longer owns or occupies the Home. If the condition is satisfied, the Limited Warranty described herein will remain effective during the period stated herein from the date of delivery to the Original Purchaser.

## WHAT IS NOT COVERED

- Any products manufactured by Anlin installed in a non-residential building.
- Damage or defects related by improper installation, storage or handling or failure to properly care for and maintain the Product.
- Damage or defects related to normal wear and tear, natural weathering of finishes, abuse, misuse, vandalism, natural catastrophe, acts of God.
- Damage or defects caused by paint, solvents, chemicals, after market films/tints, customer applied finishes, fumes, vapors, mildew, air pollution, or corrosion from a salt-air environment.
- Damage or defects caused by building settlement or structural failures of walls and/or foundations.
- Damage to Products that occur before installation is complete.
- Loss of function of hardware in Products installed in buildings located within 2 miles of the ocean or a body of salt water.
- Anlin Products that are installed in buildings that have a non-drainable EIFS or DEFS siding product.
- Damage to ThermaCoat SRC coating that occurs as the result of: lack of maintenance, including the removal or cleaning of known contaminants such as tree sap, resin-pollen, dead bugs, bird droppings, acid rain, paint over-spray, salt water and sand from coastal environments. Damage to ThermaCoat SRC coating that occurs as the result of ANY solvent based cleaners.
- Glass breakage that occurs as a result of: abuse, negligence, vandalism, civil disorder, hazardous location, acts of God, structure failure, improper installation and/or building settling.
- Damage that occurs as the result of water and/or wind intrusion and/or animal and/or people coming into and/or leaving the structure by way of the Anlin Pet Door. While Anlin Pet Doors will keep the interior of the building in which they are installed comfortable under most circumstances, they are not weather proof and the closing panel provided with the door is not a security device. Anlin will not be responsible for damages or other consequences that arise as the result of an animal or people (including small children) passing through or attempting to pass through the pet door either into the structure or to the exterior.

## LIMITATIONS ON REMEDIES

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER ORAL OR WRITTEN EXPRESS WARRANTIES, LIABILITIES OR OBLIGATIONS OF ANLIN.

IN NO EVENT SHALL ANLIN BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND (OTHER THAN LABOR AND PARTS TO REPAIR OR REPLACE ANLIN PRODUCTS UNDER THIS WARRANTY), INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS OR ANY PERSON, RESULTING FROM THE BREACH OF ANY WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL THEORY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This Warranty can only be modified, revised or changed in writing signed by a duly authorized Officer of Anlin.

## TO OBTAIN COVERED SERVICES

To make a claim under this Limited Double Lifetime Warranty, you must (1) notify the contractor or builder that installed the Product or contact Anlin directly; and (2) permit the contractor, builder or Anlin to inspect and test the product before processing or removal from any assembly or installation location. Anlin's contact information is provided below. The contractor, builder or Anlin will examine the Product or defects and make covered repairs and/or replacements free of charge.

Mail: Anlin Window and Doors, Warranty Department, 1665 Tollhouse Road, Clovis, CA 93611

Phone: 1-800-899-4896 Email: service@anlin.com

