



# WARRANTY INFORMATION

LINCOLN WOOD PRODUCTS, INC.

## 10 YEAR LIMITED PRODUCT WARRANTY - WINDOW PRODUCT

Lincoln Wood Products, Inc. ("LWP") extends a limited warranty for ten (10) years from the date of manufacture, to the first owner occupant or lessor of the structure subsequent to original product installation. LWP will replace or repair, at its discretion, any of its products found to be defective by virtue of materials or workmanship, provided notice is given to it within thirty (30) days from discovery of a defect. LWP may choose, at its discretion, to refund the original purchase price of a product if replacement or repair is not reasonably possible. LWP reserves the right to supply current design, which may not exactly match the original, in the event a product is discontinued or is otherwise unavailable. The warranty on replacement product will extend for the remainder of the warranty period of the original unit. The warranties set forth herein may not be altered or amended by any individual either orally or in writing without the express written consent of LWP. This warranty is applicable only to product installed in the USA.

This limited warranty does not extend to:

1. Insulated Glass, Impact-Resistant Glass, Laminated Glass or Door Products (covered by separate warranty).
2. Product that is altered or abused or installed in unusual, abnormal or extreme locations or situations or not in accordance with applicable building codes.
3. Products installed in structures that do not allow for proper management/drainage of moisture, such as Exterior Insulation Finish Systems (EIFS), also known as Synthetic Stucco.
4. Improper or incomplete finishing of all surfaces, interior and exterior, or failure to provide reasonable maintenance. All wood surfaces must be painted or stained. Heat reflective paint must be used on any exterior cPVC components when color has an L Value of 55 or darker. Consult LWP Owner's Manual for finishing requirements.
5. Discoloration caused by weathering or water infiltration not related to a defect in materials or workmanship of the product.
6. Damage to metal or clad surfaces caused by cleaning, powerwashing, brickwash, chemicals, salt, acid rain or airborne pollutants (corrosion-resistant hardware is available for coastal applications).
7. Condensation on windows and resultant water damage which occurs as a natural result of excess humidity.
8. Window hardware finishes are not warranted. All window hardware is warranted against defects in materials and workmanship for a period of ten (10) years.
9. Product that has been field mulled or products assembled by others with LWP fabricated parts.
10. Damage due to exposure to conditions beyond published performance specifications or products that exceed dimensional sizing as listed in LWP price/product catalogs.
11. Wood is a product of nature and may have variations in grain. Color variations when staining or painting product are not considered a defect.
12. Rattling of Internal Grilles within an airspace.
13. Products not installed pursuant to LWP installation instructions.
14. Compliance with published performance ratings for air and water infiltration, structural performance, insulation performance or energy efficiency after product installation, as factors beyond LWP's control, such as installation technique, maintenance, environmental conditions and wear and tear will affect performance over the life of the product.
15. To argon fill rates or energy efficiency of units containing argon gas after product installation as argon gas may deplete over time due to circumstances beyond LWP's control.

**This limited warranty specifically excludes any liability for consequential or incidental damages. Damages, whether based on breach of contract or tort, are limited to the purchase price of the product.** 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. Replacement product will be provided F.O.B. LWP in Merrill, Wisconsin. This limited warranty does not cover LWP distributor or service center processing and handling fees, shipping expenses, or other costs associated with the installation or removal of product for repair or replacement. There are no warranties granted other than as expressly provided. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY DISCLAIMED.  
SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

## 20 YEAR LIMITED WARRANTY - WINDOW PRODUCT INSULATED GLASS

LWP extends a limited warranty on insulated glass for twenty (20) years from the date of manufacture, to the first owner occupant or lessor of the structure subsequent to original product installation, for seal failure causing impaired vision due to moisture, film or dust between the glass.

This glass warranty does not include:

1. Minor imperfections that do not impair the integrity or performance of the glass.
2. Scratches, cracked or broken glass or damage caused by improper maintenance, handling, misuse, or heat buildup caused by the application of after manufacture film on glass.
3. Damage to glass caused by cleaning, powerwashing, brickwash, sanding or improper washing.
4. Insulated glass installed at altitudes greater than 5000 ft. above sea level, unless a breather or capillary tube has been installed.

For seal failures, LWP will furnish replacement glass at no charge for a period of twenty (20) years from date of manufacture, to the first occupant or resident of the structure subsequent to original product installation. Replacement product will be provided F.O.B. LWP in Merrill, Wisconsin. This limited warranty does not cover LWP distributor or service center processing and handling fees, shipping expenses, or other costs associated with the installation or removal of product for repair or replacement. The warranty on replacement product will extend for the remainder of the warranty period of the original product.

LWP extends a limited warranty on insulating glass for a period of one (1) year from date of manufacture, to the first owner occupant or lessor of the structure subsequent to original product installation, for stress-cracked glass. This warranty does not apply to products containing tempered glass. The warranty on replacement product will extend for the remainder of the warranty period of the original unit.

**These limited glass warranties specifically exclude any liability for consequential or incidental damages. Damages, whether based on breach of contract or tort, are limited to the purchase price of the product.** 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. There are no warranties granted other than as expressly provided. These warranties may not be amended without the written consent of LWP. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. These warranties apply only to product installed in the USA.

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SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

This warranty is non-transferable. You must provide proof of purchase with your claim.

For information regarding the procedure to file a warranty claim, contact your LWP dealer or notify LWP at:  
Lincoln Wood Products, Inc., P.O. Box 375, Merrill, WI 54452, (800) 967-2461 or visit us at [www.lincolnwindows.com](http://www.lincolnwindows.com)