



Order# _____ Project _____ Date _____

Limited-Lifetime Warranty

Buena Vista Doors | Residential, Single-Family

1. Coverage

Subject to the terms and conditions stated herein, Crystal Pacific Window & Door Systems (hereinafter, "Crystal") warrants to the Original Purchaser that under normal use and conditions, its Buena Vista Glass Doors (hereinafter, "Products") shall be free from defects in material and workmanship as outlined below. This warranty applies exclusively to Crystal Products that are installed in the original purchaser's single-family residence.

I. 5-Years: Vinyl Extrusions

Crystal warrants that extruded vinyl frames and panels in the Buena Vista Glass Doors shall be free from cracking, peeling, flaking, blistering, rotting, or corrosion for as long as the original purchaser owns the property in which the products are installed. Exterior color coatings are covered for a period of ten (5) years. Interior color coatings are covered for a period of one (1) year.

II. 3-Years: Insulated Glass Seal Failure

Crystal warrants that factory-installed insulated glass units shall be free from material obstruction of vision due to hermetic seal failure for a period of three (3) years from the date of purchase.

III. 1-Year: Mechanical Parts

Crystal warrants all mechanical parts for the lifetime of the original purchaser and all door components for one (1) year, with proper maintenance. Hardware finishes are covered for one (1) year; wear from rings, keys, or fading/tarnishing due to natural weathering is not covered. Screens are warranted for one (1) year. Crystal may modify or replace discontinued parts at its discretion. **Note: Damage caused by mishandling is not covered. One (1) year of FREE parts sent to shop after one (1) year.**

Screens are covered by a limited one (1) year warranty.

IV. 1-Year: Labor

Crystal, at its sole discretion, may provide limited labor coverage. Unless otherwise agreed in writing, Crystal is not responsible for labor, installation, removal, or incidental costs related to original or replacement parts. Crystal will, at its option, either supply replacement parts at no charge or refund the purchase price. This applies only to normal use and service. This applies only to normal use and service. **See Article 6, 'LIMITATION OF REMEDY' for further details.**

2. Commencement

Warranty coverage starts on the date shown on the original purchaser's valid proof of delivery, such as a sales receipt, contract, or invoice referencing Crystal Products.

3. Exclusions

While Crystal strives to ensure the highest quality, certain factors are beyond its control.

Therefore, Crystal does not warrant or take responsibility for the following exclusions. This Warranty does not cover Products with damage, defects or minor imperfections due to:

a) Normal wear and tear from usage or age. Also, interior color coating normal wear and tear due to friction.

b) **This warranty does not cover any damage to parts or products resulting from human error. This includes, but is not limited to, accidental glass breakage.**

c) Improper handling, storage, or installation—including by the builder, consumer, or any third party—or any alterations to the product or installation.

d) Modifications of any kind, including applied films or finishes.

e) Structural settlement, movement, vibration, or failure.

f) Slight variations, curvature, or minor scratches/marks on glass (such imperfections are not considered defects).

g) Condensation, frost, mold, or mildew due to humidity, temperature, or weather conditions.

h) Natural weathering or fading of finishes, including discoloration.

i) Misuse, abuse, neglect, vandalism, civil disorder, civil unrest, civil disobedience, or excessive misuse.

j) Acts of nature including, but not limited to, fire, floods, earthquakes, hurricanes, tornadoes, or other extreme weather events.

k) Exposure to elements, pollutants, harsh chemicals or compounds (e.g., acid rain, sealants, residue), including salt and coastal conditions.

l) Components installed in high salt concentration areas, such as on or adjacent to the seashore, or in industrial or caustic atmospheres, are not guaranteed.

m) Crystal will not be liable for any hardware corrosion occurring within five (5) miles of a coastline.

n) Corrosive or harsh environments (including hardware or finishes exposed to salt or coastal weather).

- o) Any other causes beyond the manufacturer's control and not related to the manufacturing process (including brass finishes in any environment).
- p) On-site damage occurring during or after construction due to vandalism, acts of nature, or any other cause beyond Crystal's control.
- q) Glass breakage or failure due to misuse, applied tints or films, covered or clogged weep holes, or use of solvents. Minor glass imperfections that do not affect normal vision or product performance are not warranted.

Crystal Products may contain inert gas that is intended to improve the thermal quality of the Products. However, the best manufacturing methods cannot guarantee that the initial fill rate of inert gas will be maintained during the Products' lifetime and Crystal makes no such guarantee. Crystal does not guarantee the presence of inert gas or any thermal performance related to inert gas.

4. Limitation of Liability

THE FOREGOING WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CRYSTAL MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, EXCEPT AS STATED IN THIS LIMITED WARRANTY. CRYSTAL SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO YOU OR ANY OTHER PERSON OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS, OR DAMAGE CAUSED DIRECTLY OR INDIRECTLY BY USE OR PERFORMANCE OF THE PRODUCT(S) OR ARISING OUT OF ANY BREACH OF THIS LIMITED EXPRESS WARRANTY, INCLUDING BUT NOT LIMITED TO, ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR OTHER DAMAGES RESULTING FROM INCONVENIENCE, LOSS OF TIME OR PROPERTY, OR OTHER DAMAGES ARISING OUT OF THE INSTALLATION OF, REINSTALLATION OF PRODUCTS MANUFACTURED BY CRYSTAL. NOR SHALL CRYSTAL HAVE ANY LIABILITY OR RESPONSIBILITY FOR ANY SUCH DAMAGES IN THE EVENT THAT THIS WARRANTY IS NOT APPLICABLE OR APPLIED. IN ANY EVENT CRYSTAL'S LIABILITY OR RESPONSIBILITY SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF THE PART(S), OR THE REFUND OF THE ORIGINAL SALES PRICE RECEIVED BY CRYSTAL FOR THE PRODUCT. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF CRYSTAL OR A REPRESENTATIVE OF CRYSTAL HAS BEEN ADVISED BY YOU OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES. NO CUSTOMER, DEALER, DISTRIBUTOR AND OR REPRESENTATIVE OF CRYSTAL IS AUTHORIZED TO WAIVE, MODIFY OR EXPAND THIS WARRANTY IN ANY WAY, EITHER ORALLY OR IN WRITING. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE LIMITATION OF INCIDENTAL AND OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

5. Warranty Claim

A warranty holder may make a warranty claim by contacting either a local area authorized dealer or Crystal Pacific.

Claims must include the following:

- Claimant's name, address, and phone number.
- Description of the nature of the claim.
- Valid proof of purchase and delivery, and a copy of this warranty.
- Identity of Crystal salesperson, dealer, or distributor who provided installation.

Crystal Pacific Customer Service
1850 Atlanta Ave, Riverside, CA 92507
Ph 951-779-9300 Fx 951-779-6300

Warranty Checklist*

- ☐ Proof of purchase
- ☐ Order number or purchase number
- ☐ Has contacted the ORIGINAL dealer first or the dealer has inspected first

Claimant's inability to provide the foregoing information may result in a denial of a warranty claim at Crystal's sole discretion. All claims must be made no more than thirty (30) days following the discovery of the defect or other basis of a claim covered by this warranty. Claims made after this time period will be excluded from warranty coverage. Crystal, under all circumstances, reserves the right to perform a field inspection of any Products upon which a warranty claim is made and charge the claimant administrative, inspection, shipping and or delivery fees at Crystal's sole discretion. Mileage charges based upon the location of the field inspection may apply.

6. Limitation of Remedy

Upon Crystal's determination that a warranted product does not conform with the express warranties specified herein, the warranty holder's sole and exclusive remedy is that Crystal, at its sole option and discretion, will either: repair the product, provide a replacement product or parts (without charge), or refund a prorated portion of the original sales price paid to Crystal. Unless otherwise agreed to in writing, Crystal shall not be responsible for the cost of labor, removal, reinstallation, or any incidental expenses related to the installation or repair of the warranted product. This includes both original and replacement parts. It is specifically understood and agreed that Crystal's liability under this warranty, whether in contract or tort, shall not exceed the return of the prorated portion of the original purchase price paid by the original purchaser.

It is specifically understood and agreed that Crystal's liability under this warranty, whether in contract, or in tort, shall not exceed the return of the prorated portion of the original purchase price paid by the original purchaser. Under no circumstances will Crystal be liable for special, indirect, or consequential damages. The price paid by the original purchaser for the Product(s) is a consideration in limiting Crystal's liability herein.

Crystal shall provide the warranty holder all parts and products required to replace warranted products that do not conform to the express warranties specified herein. Crystal reserves the right to modify or discontinue any of its Product lines at any time and current designs may be substituted for originals and the suitability of any substitution is in

This warranty gives you specific legal rights, and you may have other rights, which may vary from state to state. The foregoing warranty applies only to products installed in the United States. The foregoing warranty is effective for all products manufactured and or delivered by Crystal on or after January 1, 2023. All prior warranties shall be applicable to products manufactured and or delivered prior to January 1, 2023 and such prior warranties shall be considered null and void as to products manufactured and or delivered on or after January 1, 2023.

*Please make sure the
Warranty Checklist is
complete before
contacting Crystal
Pacific. A service
charge of \$200 will be
implemented if the
services are deemed to
be installation related.

Crystal[®]
WINDOW & DOOR