

# CGI WINDOWS AND DOORS ESTATE, SENTINEL AND COMMERCIAL (ALUMINUM) PRODUCT WARRANTY AND INTRUDER PROTECTION

FOR PRODUCTS PURCHASED AFTER 05/01/2018  
Warranty is subject to change without notice



## Terms and Conditions

CGI Windows and Doors warrants to the original purchaser that its products shall be free from defects in material or workmanship for the periods specified below only when required maintenance instructions are followed. This warranty applies to the products under normal use, subject to the conditions herein, and as determined by CGI in its sole discretion. This warranty does not cover damages attributable to improper installation, inadequate maintenance, improper product use, aftermarket product modifications, normal weathering, highly corrosive environments, damages caused by fire, accident, flood, acts of God, hurricanes, water intrusion caused by wind-driven rain due to high wind events, vandalism, building settlement or structure failures, or other occurrences beyond CGI's control. CGI makes no representation, warranty or guaranty, express or implied, as to the performance of its products in a tropical storm or hurricane. CGI products were tested in accordance with Miami-Dade and/or other tests. Certain conditions may exist during a tropical storm, hurricane or tornado that exceeds these requirements. CGI's liability under this warranty is limited to material cost replacement only. Warranty covers materials only. Labor costs are not included under this warranty. Decisions as to warranty repair, replacement or refund of product will be determined by CGI in its sole discretion. Replacement parts provided will be the closest equivalent product available. The warranty will not be extended by supplying replacement parts. ALL PRODUCTS MUST BE PROPERLY PROTECTED DURING INSTALLATION, INSTALLED BY TRAINED CGI INSTALLERS AND MAINTAINED AND CLEANED IN ACCORDANCE WITH CGI MAINTENANCE INSTRUCTIONS.

## Registration of Warranty Coverage

This warranty applies to the original purchaser of CGI products in the home or structure where originally installed upon full payment to CGI and to their distributor. The warranty period begins when product is shipped from CGI. The owner must complete a CGI warranty registration form within 90 days of installation (available at [cgiwindows.com](http://cgiwindows.com)) and mail or email it to [warranty@cgiwindows.com](mailto:warranty@cgiwindows.com) or the warranty is void.

## Structural Integrity of Windows and Doors

The vent, panel and framing members shall be free from defects in material or workmanship and maintain their structural integrity and form for a period of ten (10) years from date of shipment.

## Glass

Glass defects to be covered under this warranty are described below and must be visibly inspected from a distance of ten (10) feet. Breakage – CGI warrants against stress cracks in glass for a period of one (1) year from shipment (removal and installation excluded). Other imperfections such as scratches or reflected distortions from a tempering or heat strengthening process are to be expected and are not covered. Laminated Glass – CGI warrants that for a period of five (5) years (ten (10) years with SGP interlayer) from shipment under normal conditions of use, that the glass shall be free of defects resulting in material edge separation or obstruction of vision from glass delamination. Further, glass delamination is covered under warranty only if the area of delamination materially obstructs vision through the glass and exceeds one inch in length and is visible at least ½ inch beyond the frame. Insulated Glass – CGI warrants that the sealed glass component of insulated glass shall be free of defects resulting in material obstruction of vision or film formation caused by dust or moisture on the internal surface of a sealed unit for a period of twenty (20) years from shipment.

## Screens

CGI warrants that its screens will be free of material defects for a period of three (3) years from shipment. Punctures or tears of the screen are not covered. Screens are not intended to act as a human barrier.

## Hardware

For products originally installed in a single family residence, CGI warrants that for a period of ten (10) years following shipment that the mechanical operation of hardware components will be free from material defect (installation excluded). For products originally installed in non-single family residential applications, CGI warrants that for a period of three (3) years following shipment that the mechanical operation of hardware components will be free from material defect (installation excluded).

## Finishes

All CGI finish warranties described herein do not cover scratches, weathering, fading or products that are not properly maintained as defined

under CGI maintenance instructions. Warranties are voided if high pressure cleaning or unapproved abrasive or harmful solvents and/or cleaners are used or third party applied film, paint or coatings are applied. Warranty is void if CGI product maintenance instructions are not followed.

Standard paint finishes – CGI warrants that for a period of five (5) years following shipment that the paint finish will not blister or peel. AAMA 2605 finishes – CGI warrants that for a period of ten (10) years following shipment that the paint finish will not blister or peel. Simulated wood finish – CGI warrants that for a period of five (5) years following delivery that the finish will not peel, chip, crack or blister. Simulated wood grain finishes by nature are designed to imitate real wood, and therefore will exhibit color variability. This is not considered to be a defect in the product. Class I Clear Anodized - CGI will warrant the finish against cracking, crazing, flaking or blistering for three (3) years from date of shipment. Note that it is typical for anodized finishes to have color variation and dye/processing marks that occur during manufacturing. These are not considered defects or covered under this warranty.

REPLACEMENT PRODUCTS MAY NOT MATCH THE COLOR OF THE ORIGINAL PRODUCT, OR THE COLOR OF THE REMAINING WINDOWS AND DOORS ON THE PROJECT, AS COLOR MAY VARY DUE TO AGE, WEATHERING, DYE LOT DIFFERENCES OR OTHER FACTORS. CGI WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY SUCH COLOR DIFFERENCES ASSOCIATED WITH ANY REPLACEMENT PRODUCT, AND WILL NOT BE REQUIRED TO HAVE THE REPLACEMENT PRODUCT "MATCH" THE COLOR OF THE ORIGINAL PRODUCT THAT IS BEING REPLACED, OR ANY OF THE WINDOWS OR DOORS THAT REMAIN IN THE HOME.

## Owners Responsibility

Even though CGI products are of high quality, this limited warranty applies only when the CGI products have been properly installed, maintained, cleaned and used. Refer to and follow CGI's product maintenance instructions, as non-adherence will void all items contained in this warranty. Caulking or other third party applied products and components are not covered. Pressure cleaning or subjecting units to high pressure spray of any kind voids this warranty. Condensation on products, which is a common occurrence, does not indicate a defect in the products and is not covered by this warranty.

## Residential Intruder Protection

CGI warrants that for a period of ten (10) years following shipment, that CGI will reimburse the original single family residential homeowner for property loss arising out of a burglary due to entry through a smashed or broken piece of glass in a locked window or door. Reimbursement is up to a maximum of the owner's insurance deductible not to exceed \$1,000. In order to file a claim, within 30 days of the burglary customer must provide CGI proof of purchase, a copy of the police report, a copy of the loss claim notice to the insurance company for the burglary and two pictures of the broken glass in the window or door which also shows the logo of the glass manufacturer.

## Where to Make a Claim

Any claim for defect under this warranty should be submitted, in writing, within 90 days of discovery of the defect, to the dealer where the products were purchased. If you cannot locate the dealer, claims should be submitted to CGI customer service by mail or email at [warranty@cgiwindows.com](mailto:warranty@cgiwindows.com).

## General Provisions

THERE ARE NO OTHER WARRANTIES EXCEPT AS STATED HEREIN. ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF PARTICULAR COVERAGE OF THESE EXPRESS WRITTEN WARRANTIES. CGI IS NOT RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE, LOSS OR INJURY TO PERSONS OR PROPERTY. Certain states do not allow limitations on the duration of an implied warranty or whether a warranty can exclude or limit incidental or consequential damages, therefore these limitations may not apply to you.

## CGI WARRANTY REGISTRATION FORM

To properly register your warranty, please send this completed form along with a copy of the purchase receipt to the address below or email it to [warranty@cgiwindows.com](mailto:warranty@cgiwindows.com). It is important that this information be received for registration within ninety (90) days of installation or the warranty is void.

**Name of Property Owner(s):** \_\_\_\_\_

\_\_\_\_\_

**Property Address:** \_\_\_\_\_

\_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Contact Phone #1:** \_\_\_\_\_

**Contact Phone #2:** \_\_\_\_\_

**Contact Phone #3:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Date of Installation :** \_\_\_\_\_

**Name of Contractor Who Built the Home:** \_\_\_\_\_

**Contractor's Address:** \_\_\_\_\_

\_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Contractor's Phone #:** \_\_\_\_\_

**Name of Dealers/Distributor Who Sold the CGI Products:** \_\_\_\_\_

**Order #:** \_\_\_\_\_

**Name of Installer, if Different than Dealer/Distributor:** \_\_\_\_\_

\_\_\_\_\_

**Approximately How Many Windows Were Used:** \_\_\_\_\_

**Approximately How Many Door Panels Were Used:** \_\_\_\_\_



**Impact Resistant  
Windows & Doors**  
**WE'RE STRONGER™**

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### Owners Responsibility

Life expectancy of your windows and doors increases with proper care and maintenance. Coastal exposure can be detrimental to building products, thus requiring more frequent care and maintenance. Products that are clean, free of sand, salt and debris and are properly lubricated will serve you best. Please refer to and follow the CGI Product Maintenance Requirements for your windows and doors. Thank you for choosing CGI products.

[cgiwindows.com](http://cgiwindows.com)