

Manufacturer's Limited Lifetime Transferable Warranty

Craft-Bilt® Manufacturing Company

Shade Products: Retractable Awnings, Canopies & Solar Shades

LIFETIME

The following parts are covered for the lifetime from the date of sale that the product remains as originally installed should they become unserviceable due to a manufacturing defect:

- **Awnings:** front profile, torsion bar, roller tube, tray, hood and cassette
- **Retractable Canopies:** extruded aluminum supports
- **Solar Shades:** cassette, roller tube, drop bars and tracks
- **Tension Shade Systems:** front profile, roller tube, cassette and guides
- **Horizontal Shades:** pull bar, roller tube and cassette

12 YEARS NON PRO-RATED

The following parts are covered for twelve (12) years from the date of sale should they become unserviceable due to a manufacturing defect:

- **Awnings:** arms, shoulders, mounting brackets and assembly brackets
- **Retractable Canopies:** cast aluminum brackets, plates and pergola rafter
- **Solar Shades:** cables, rods, mounting brackets and end caps
- **Tension Shade Systems:** mounting brackets, assembly brackets and tension springs
- **Horizontal Shades:** tension springs and mounting brackets

12 YEARS PRO-RATED

Northport Series Fabrics are covered for twelve (12) years from the date of sale if the fabric becomes unserviceable due to a manufacturing defect resulting in color or strength loss during normal usage and exposure conditions, including sunlight, mildew and atmospheric chemicals as follows:

- In the first eight (8) years at 100%
- During the ninth (9th) year at the then-current selling price, less a 30% discount
- During the tenth (10th) through twelfth (12th) year at the then-current selling price, less a 15% discount

Other fabrics are covered in accordance with the warranty offered by the fabric manufacturer. Replacement fabric is warranted under the remaining term of the original warranty. Gore Tenara® sewing thread and ultrasonic welded and glued seams will not be damaged by sunlight or water for the life of the fabric warranty. Any custom printing or lettering done on Northport Series Fabrics or other fabrics are covered in accordance with the painter or printers warranty.

5 YEARS

The following parts are covered for five (5) years from the date of sale should they become unserviceable due to a manufacturing defect:

- Motors, gears, gas pistons and electronic controls including switches, connectors, remote control devices and sensor
- Trolleys, pulleys and end caps
- Paint finish is covered for manufacturing defects that cause the part to become unserviceable due to cracking or peeling paint

3 YEARS

Paint chalking in excess of a rating of six (6) as measured using ASTM D4214-07 procedures is covered for three (3) years from the date of sale.

What is covered?

This warranty, if applicable, is limited at the manufacturer's discretion to the repair or replacement of fabric, hardware, systems, and in-factory manufacturing labor costs, free of charge. Craft-Bilt's liability is expressly limited to this warranty.

What is not covered?

- Shipping and on-site labor costs associated with replacement of warranted parts
- Damage resulting from the following: 1) improper installation; 2) wind; 3) the accumulation of rain, water or weight loads on the fabric; 4) exposure to salt spray or water from pool or spa; 5) atmospheric chemicals; 6) acts of nature, fire, accident or similar hazards; 7) unauthorized repairs, modifications or additions
- Any materials not manufactured or supplied by Craft-Bilt Manufacturing Company
- Dents, scratches, corrosion, oxidation, rust, chipping or peeling of painted finish or weathering that results from normal use or wear and tear
- Any wear, discoloration, or damage from roller tube center supports or cassette seam supports
- Products that have been removed or moved from their original location by a non-authorized Craft-Bilt Dealer
- Failure to provide reasonable and necessary maintenance to prevent an accumulation of dirt, debris, staining or mildew
- Deterioration due to improper installation, abuse, negligence, vandalism, burns, misuse or improper use and care

Effective 10-12-15

How to Obtain Warranty Service

Purchaser must retain the dated contract, invoice or purchase order for this warranty to be valid. If it appears within the warranty period that the shade product does not meet the warranty, the purchaser should contact the dealer from whom the product was purchased. The dealer or an authorized representative of that dealer must be permitted to inspect the product to determine whether or not the components are defective and covered by this warranty. Alternatively, the purchaser may contact the manufacturer directly at Craft-Bilt Manufacturing Co., 53 Souderton-Hatfield Pike, Souderton PA 18964 or at consumerservices@craftbilt.com.

How to Transfer Warranty

This warranty is transferable to the subsequent owner of the property identified in the warranty provided that the product remains as originally installed. Send notice via certified mail of transfer of property ownership with 60 days to Craft-Bilt Manufacturing Company Warranty Department, 53 Souderton-Hatfield Pike, Souderton, PA 18964. Failure to notify will relieve the manufacturer of any further obligation under this warranty. Transfer of warranty may occur only once. The warranty period on all components for the second owner is for the remainder of the original warranty. Include warranty registration number, new homeowners' names, date of awning purchase, and name of company from whom product was purchased.

NO OTHER WARRANTIES OF ANY KIND, WRITTEN OR ORAL, STATUTORY OR OTHERWISE, ARE GIVEN OR HEREIN EXPRESSED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE FOLLOWING LIMITATIONS MAY NOT APPLY TO YOU.

WARRANTY LIMITATIONS AND DISCLAIMERS: No implied statutory warranty or implied statutory warranty of merchantability or fitness for a particular purpose shall apply beyond the aforementioned warranty periods. The manufacturer shall not be liable for any injury, loss or damage that arises from the use or the inability to use the products. Under no circumstances, whether as a result of breach of contract, breach of warranty, tort, strict liability or otherwise, will Craft-Bilt be liable for incidental, exemplary, special or consequential damages.

About the Fabric

Craft-Bilt awnings, shades and canopies are made with your choice of 100% solution dyed acrylic fabric, vinyl laminated 100% polyester fabric, PVC coated fiberglass fabric or PVC coated polyester fabric. All of our fabrics are manufactured under the highest standards of quality and precision and are covered under our manufacturer's warranty.

We take extreme care when we cut, sew, assemble, and ship your awning, canopy and shades. Your local dealer devotes great care to providing a trouble free installation.

If you notice some variation in the properties of the fabric, please be assured that such variations do not affect the effectiveness, durability, value, warranty, or the ability to use the product.

Light Discoloration and Dimpling

If the fabric has been folded or gathered in order for proper sewing or assembly to occur, you might see very light lines or indistinct marbling. This may be more noticeable on solid colored fabrics and more obvious in bright sunlight. This is called "crazing" and does not affect the quality or durability.

The nature of 100% woven water repellent acrylic shade fabric accepts slight irregularities, such as fabric "slubs" and color shading as being distinctive characteristics of the craft industry from which it has evolved. These minor inconsistencies are embraced as part of the unique and individual charm and elegance of the fabric and do not affect the durability or shading properties.

Dimpling is a natural occurrence with products that use a roller tube. The hems and seams are thicker and tighter than the single layer panels. This sometimes causes dimpling next to the seams, hems, or the center of the fabric panel. This "dimpling" is natural to acrylic fibers and does not affect the quality or durability.

REFER TO "HOW TO CARE" SHEET FOR INSTRUCTIONS ON PROPER USE OF YOUR CRAFT-BILT SHADE PRODUCT (CONTAINED IN YOUR WARRANTY PACKET).