

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 October 12, 2015

DETACH THE WARRANTY CARD,
FOLD AND SECURE THE EDGES
WITH TAPE AND MAIL



To help us serve you better, we invite you to respond to the following questions.
Important note: We respect your privacy. The information you give us WILL NOT be sold or distributed outside our company.

WHY did you purchase this product?	HOW did you hear about us?	WHY did you select Craft-Bilt?
<input type="checkbox"/> Shade the deck/patio <input type="checkbox"/> Shade the windows <input type="checkbox"/> Reduce cooling costs <input type="checkbox"/> Protect the furnishings <input type="checkbox"/> Keep the house cooler <input type="checkbox"/> Ease of operation <input type="checkbox"/> No unsightly framework <input type="checkbox"/> Attractive Appearance <input type="checkbox"/> No storage concerns <input type="checkbox"/> Other _____	<input type="checkbox"/> TV <input type="checkbox"/> Newspaper <input type="checkbox"/> Dealer Showroom <input type="checkbox"/> Home Show, Fair, Festival <input type="checkbox"/> Craft-Bilt Website <input type="checkbox"/> Internet Search Engine <input type="checkbox"/> Internet Contractor <input type="checkbox"/> Locator Website <input type="checkbox"/> Radio <input type="checkbox"/> Mail <input type="checkbox"/> Friend / Neighbor <input type="checkbox"/> Yellow Pages <input type="checkbox"/> Other _____	<input type="checkbox"/> Quality <input type="checkbox"/> Price <input type="checkbox"/> Reputation <input type="checkbox"/> Salesperson <input type="checkbox"/> Recommendation <input type="checkbox"/> Other _____ Approximate household income? <input type="checkbox"/> Under \$35,000 <input type="checkbox"/> \$35 - 49,999 <input type="checkbox"/> \$50 - 74,999 <input type="checkbox"/> \$75 - 99,999 <input type="checkbox"/> Over \$100,000

over please → →

----- FOLD HERE, SECURE ALL EDGES WITH TAPE AND MAIL -----

CUSTOMER WARRANTY REGISTRATION



Name _____ Date of Contract _____

Address _____

City _____ State _____ Zip _____

email _____

Telephone (____) _____ Purchased from _____

Name of Salesperson _____ Installer _____

Product Purchased: Awning Canopy Solar Shades Tension Shade Horizontal Shade

We would appreciate your comments about your Aristocrat Product: _____

Thank you! Craft-Bilt Manufacturing Co.

Craft-Bilt Manufacturing Co.

53 Souderton-Hatfield Pk. • Souderton, PA 18964
www.craft-bilt.com

**DETACH THE WARRANTY CARD,
FOLD AND SECURE THE EDGES
WITH TAPE AND MAIL**



When was your home built?

After 2010
 2006-2010
 2001-2005
 1996-2000
 1990-1995
 1980-1989
 1970-1979
 Before 1970

Are you:

Single
 Couple
 Family with:
 Children under 5 yrs.
 Children 5-17 yrs.
 Family with grandchildren

Homeowner age range:

25 - 34
 35 - 44
 45 - 54
 55 - 64
 65 - 74
 75 +

How long have you lived at your present address?

Less than a year
 1 - 5 years
 6 - 10 years
 Over 11 years

Are you thinking of adding any of these products within the next 5 years?

Replacement Windows
 Sunroom / Patio Room
 Hot Tub or Spa
 Swimming Pool
 Kitchen or Bath Renovation
 Home Security System
 Other _____

Circle how you would GRADE your experience: (A=Excellent)

The salesperson was knowledgeable, respectful & professional
 A B C D F

The installers were prompt, courteous and professional
 A B C D F

My shade product was installed by the date expected
 A B C D F

The quality of the product meets or exceeds my expectations
 A B C D F

I / we are delighted with our purchase
 A B C D F

I / we would recommend Craft-Bilt products to others
 A B C D F

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

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.

----- FOLD HERE, SECURE ALL EDGES WITH TAPE AND MAIL -----

|||||
CRAFT-BILT MANUFACTURING COMPANY
53 SOUDERTON-HATFIELD PIKE
SOUDERTON, PA 18964

PLACE
STAMP
HERE