

PEACHTREE[®]
DOORS AND WINDOWS

*A Guide to
Owner Satisfaction
Through Proper*

**CARE AND USE
OF PEACHTREE PRODUCTS**

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THANK YOU FOR CHOOSING PEACHTREE®

We design, engineer and manufacture all Peachtree® doors and windows to provide years of excellent performance.

This Care and Use Guide lists the maintenance procedures we recommend that the homeowner perform routinely, as well as certain service and repair functions that we recommend be performed by your contractor or personnel from the dealer where your Peachtree products were purchased.

INSTALLATION

As stated in your Warranty, Peachtree products must be installed in accordance with Peachtree instructions, which are supplied with the products when they are delivered. We recommend that you verify with your contractor or installer that this requirement has been met, and that you obtain from the contractor, installer or Peachtree dealer where your products were purchased a copy of the Peachtree installation instructions to keep on file for future reference.

IMPORTANT: PEACHTREE RECOMMENDS THAT PEACHTREE PRODUCTS BE INSTALLED BY A PROFESSIONAL.

KNOW YOUR PEACHTREE DEALER

Be sure to obtain the name and telephone number of your Peachtree dealer from your contractor or installer, and keep the information on file for future reference.

WHEN YOU BELIEVE YOU HAVE A WARRANTY-COVERED PROBLEM

- ◆ First, get your contractor or installer to check it out.
- ◆ If necessary, request an evaluation by service personnel from the Peachtree dealer where your product was purchased.
- ◆ If service personnel conclude that the problem may be covered by your Warranty, the dealer will contact his Peachtree distributor and carry out correction of the problem.

DON'T PUT OFF CORRECTING PROBLEMS

Peachtree wants you to be pleased and satisfied with all the Peachtree products used in your home. We recommend that you consult your contractor or Peachtree dealer as soon as you suspect any problems. They will probably be easily corrected, and it may be that immediate attention can prevent a much more serious problem down the line. You'll find the personnel at your Peachtree dealer helpful and always eager to meet your needs.

CAUTION: Do Not Use Reflective or Tint Film On Glass.

The application of film to insulated glass in any Peachtree® door or window will void your Warranty.

Such film can cause increased thermal loading of the glass, which can result in higher edge stresses that will cause breakage that would not normally occur. In addition, application of reflective or tinted film creates conditions that adversely affect the glass seal and can ultimately bring about seal failure.

CONDENSATION

Although window surfaces may be the first place you notice condensation forming, it's really not the fault of the windows. Condensation is caused by excess humidity trapped inside a home – moisture that can cause problems if allowed to remain.

There are several steps you can take to reduce or eliminate excess humidity and condensation inside your home.

- ◆ As a temporary solution to an acute problem, open a window in each room for just a few minutes. This is especially helpful after a shower, or after running the washing machine or other moisture-creating appliances.
- ◆ Keep attic louvers open. This will allow moisture that travels upward through the house and into the attic to be released to the outside. Some people close or block attic louvers during the winter in hopes of saving fuel. While energy savings are minimal, the moisture that is trapped in the attic can eventually do a great deal of damage to the roof, to attic insulation, and to the ceilings below.

Besides louvers, other types of attic ventilation to consider are continuous eave vents and ridge venting. If you are considering adding attic ventilation, it's best to consult with a knowledgeable contractor on the best types for your house.

- ◆ Check the crawl space or basement. The crawl space should have foundation vents so that moisture from the soil can travel to the outside instead of upward into your house. A vapor barrier (such as polyethylene film) over the ground is

also helpful. If you have a basement, watch walls and floor for moisture seepage. Again, for advice on eliminating moisture in crawl spaces and basements, it's best to consult an expert.

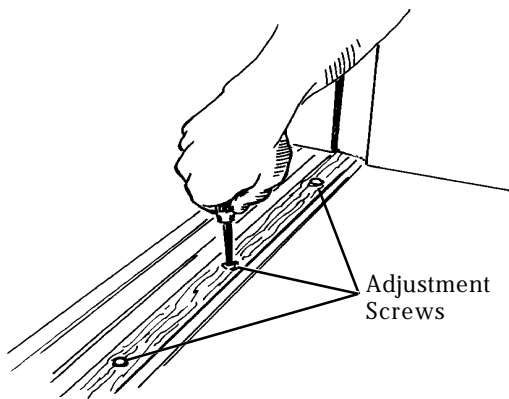
- ◆ If you have exhaust fans in your kitchen, bathrooms and utility rooms, run them longer than usual in winter. If you don't have them, consider having them installed.
- ◆ Keep draperies and shades open so that air can circulate around the inside glass. Condensation is more apt to occur when drapes are closed and shades are pulled down.
- ◆ Eliminate any other controllable sources of moisture in your house. Properly ventilate clothes dryer and all gas appliances. Control excessive use of room humidifiers.
- ◆ Use dehumidifiers. Check with your local heating and cooling contractor on the size you need.

PEACHTREE® ENTRY DOOR SYSTEMS

Newport II • Avanti

GENERAL RECOMMENDED HOMEOWNER CARE

- ◆ Lubricate entry door hinges occasionally as needed with a light coat of silicone lubricant.
- ◆ The threshold may be easily moved up and down to achieve a snug, weather-tight fit with door panel bottom sweep. Simply turn adjustment screws with a slot-head screwdriver; be sure to adjust all the adjustment screws. You may need to readjust them as your house “settles” or when seasons change if you notice a draft or water leakage at the bottom of the door.



CAUTION: Adjusting the sill too tight can damage or tear the bottom sweep. Proper adjustment allows the door to open and close effortlessly, with no air or water leakage at the bottom. If you notice a fine black powder-like substance accumulating on the sill, or actual tears in the bottom sweep, your sill adjustment is too tight.

- ◆ Note that Peachtree® entry doors are supplied without hardware (locks/handles).

You or your contractor will have chosen this, and any necessary maintenance or problems with the hardware should be handled through your contractor or the supplier of the hardware.

CAUTION: Do not use abrasive cleaners or materials, solvents, bleach or harsh chemicals on painted Peachtree® entry doors.

- ◆ If you pressure-wash, we recommend that you test the effects on your painted door in an inconspicuous spot first.
 - ◆ With Peachtree or any other doors, avoid close pressure-spraying directly into weatherstripped seams/edges.
 - ◆ Brick cleaning fluids such as muriatic acid can damage the surface of your Peachtree door.
- ◆ To clean the exterior of Newport® or Vintage II® entry doors that are stained and clear-coated (see next section), wipe gently with a mild, non-abrasive glass cleaner. This will give you the best cleaning results and the least risk of damage to your fine stain finish.

CAUTION: Do not pressure-wash stain-finished Newport entry doors.

- ◆ Do not use abrasive cleaners or materials, solvents, bleach or harsh chemicals on stain-finished Newport entry doors.

Finish Protection

- ◆ Although Peachtree stainable doors stand up to the elements far better than any wood door, they do require maintenance and attention from time to time. Your Warranty does not cover applied finishes. We recommend protection against the fading action of sunlight for molded fiberglass Newport doors that have been finished with stain. If your contractor or installer followed Peachtree finishing instructions supplied with the product, this protection should already have been applied. Inquire about it. If it was not applied, you can do it yourself.
- ◆ Ask your Peachtree dealer to recommend high-quality, exterior-grade UV stabilized polyurethane or spar varnish, along with any other materials or supplies you may need.
 1. When the initial stain finish is thoroughly

dry, apply a polyurethane top coat according to label instructions.

2. When the first exterior top coat is dry, brush on a second coat.

3. For optimum protection brush on the second and a third coat, sanding lightly between coats.

4. Only one interior polyurethane coat is required. Be sure to coat all stained surfaces, including the tops of door panels.

- ◆ **Thermal Bow**-Peachtree® doors are engineered to prevent heat passing from one side of the panel to the other. As a result, the outside surface exposed to direct sun can become much hotter than the inside surface. The thermal expansion of the exterior surface can produce a bow in the panel. In all but the most extreme circumstances, the resilience of Peachtree's compression weatherstripping will maintain a weather tight seal. You can minimize thermal bow by avoiding dark paint colors on the external surface.

CAUTION: Do not expose weatherstripping or bottom sweep to the polyurethane or mineral spirits.

- ◆ We recommend that these protective top coats be renewed at least every two years or as needed when fading of stain or flaking of top coat is evident. To renew, first lightly scuff surfaces with .0000 steel wool and gently wipe clean using standard isopropyl alcohol. Allow to dry, then apply fresh top coats as directed above.

GLASS CLEANING

Clean lites, sidelites and transoms in Peachtree Entry Door Systems as needed with any good glass cleaner.

CAUTION: Do not use abrasive cleaners or materials, solvents or harsh chemicals.

REMEMBER THAT APPLICATION OF REFLECTIVE OR TINTED FILM TO GLASS IN PEACHTREE® ENTRY DOOR SYSTEMS WILL VOID YOUR WARRANTY. (SEE PAGE 2).

RECOMMENDED PROFESSIONAL CARE

Your contractor or service personnel from your Peachtree® dealership should perform the following care. Some of the procedures listed may be subject to service/labor charge. This type of expense is not covered by your Warranty.

- ◆ Diagnosis and correction of improper installation. Symptoms include:
 - ◆ Water leakage anywhere in the entry door system (that is not corrected by threshold adjustment).
 - ◆ Door does not evenly contact frame.
 - ◆ Weatherstrip does not seal evenly (air leaks).
 - ◆ Unit out of plumb.
 - ◆ Door does not close properly, gaps.
 - ◆ Door will not close without hitting strike jamb.
 - ◆ Oak threshold will not adjust properly.
 - ◆ Light visible between astragal and adjoining panel of double doors.
 - ◆ Light visible anywhere around frame or door panel of any Peachtree Entry Door System.
- ◆ Air leak diagnosis and correction.
- ◆ Glass replacement.
- ◆ Bottom sweep replacement.

PAINTING AND STAINING INSTRUCTIONS AVAILABLE

Peachtree supplies finishing instructions with every Entry Door System. We hope that your contractor or other installer followed them, because we developed them to give you the optimum results even though your Warranty does not cover applied finishes. You can obtain finishing instructions for your own use from your Peachtree dealer or Peachtree Consumer Services, 1-888-888-3814.

PEACHTREE® ARIEL® & ASPIRE® WINDOWS

RECOMMENDED DAY-TO-DAY USE

- ◆ Don't use extreme force to open or close any Peachtree® Window. It should not be necessary, but if it seems to be, the window should be checked carefully for some source of interference without forcing it.
- ◆ Always be sure any Peachtree window is fully closed before attempting to lock or latch it.
- ◆ Don't allow children or anyone else to pull, swing or lean on open casement sash and stabilizer arms.
- ◆ Open and close awning and casement windows only from inside using the operator handle designed for these purposes.
- ◆ Always apply even pressure both sides to open or close double hung sash, or apply pressure directly in the center if need be. Pushing or pulling at double hung sash from one side only is inviting problems, even if it works.

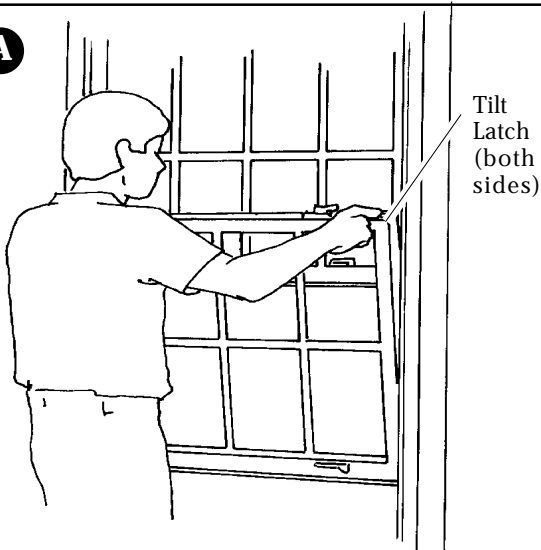
TO TILT WINDOWS:

To tilt sash of Ariel® tilt double hung windows to interior, unlock window and raise lower sash approximately 6". Retract tilt latches (see diagram A on next page). Sash will now freely tilt. To tilt upper sash, unlock window and lower sash about 6". Retract tilt latches. Upper sash will now tilt freely to interior.

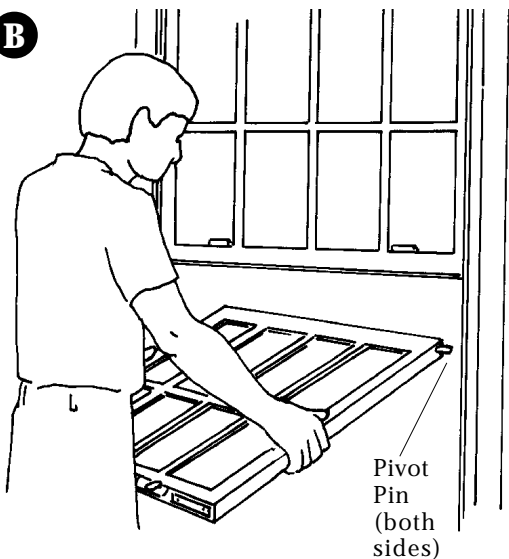
To tilt sash of Aspire® tilt double hung windows to interior, unlock window and raise lower each sash approximately 6". Apply pressure to vinyl jamb liner just above both sides of lower sash and pull (tilt) top of lower sash in. Before tilting upper sash, lower sash must either be tilted in or removed from opening. To tilt upper sash, lower sash about 6" and repeat steps used for tilting lower sash.

TO TILT ARIEL® WINDOWS

A



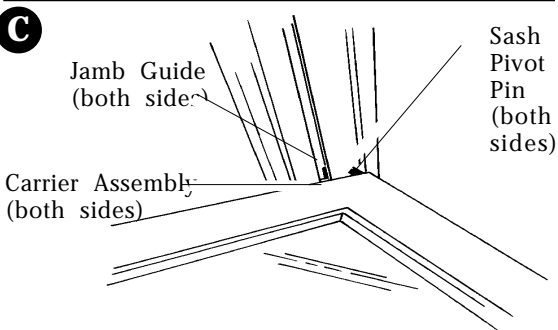
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WINDOWS

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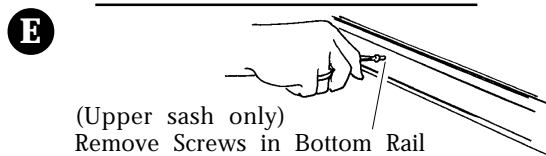
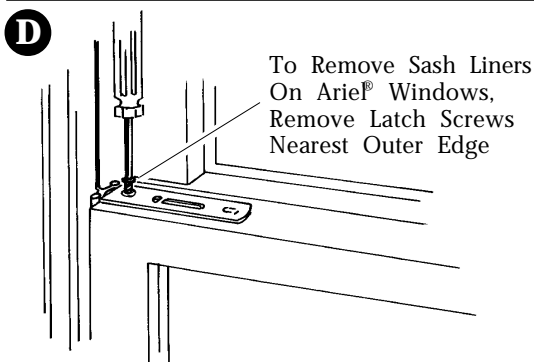
C



- ◆ To remove Ariel® or Aspire® tilt double hung sash completely, follow the steps on page 9, then tilt sash at least 45°. Gently lift sash up and out of window jambs one corner at a time. When reinstalling sash, be sure to slip sash pivot pins (see diagram B & C at left) back into jamb guides above carrier assemblies, then ~~lower~~ sash into place.

CAUTION: If sash pivot pins do not correctly engage both carriers, sash will not function properly and damage to mechanisms will result from forced sash operation.

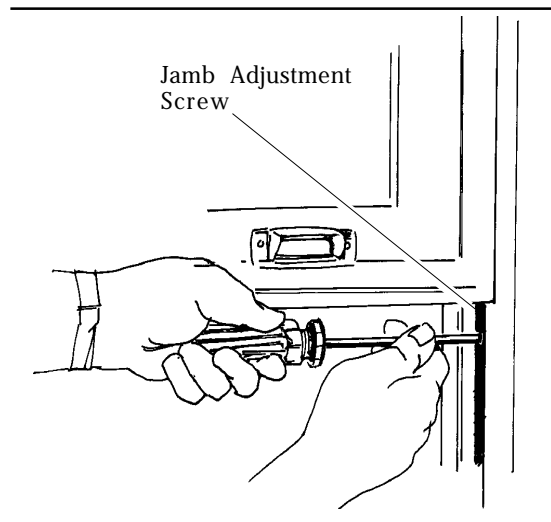
- ◆ You can remove sash liners from Ariel tilt double hung windows for easy glass cleaning or finishing with sash in or out of frame. Unlock window. Remove screw in each tilt latch nearest outer edge of top sash rail (see diagram D below). Tilt latches will remain attached to liner. Next, loosen screws in sash lifts. Liners without muntin bars (upper sash only) may have two additional screws in face of bottom rail that must also be removed (see diagram E below). When all indicated screws are loosened or removed, gently slide liners up and away from sash. To reinstall liners, simply reverse these directions.



Recommended Homeowner Care

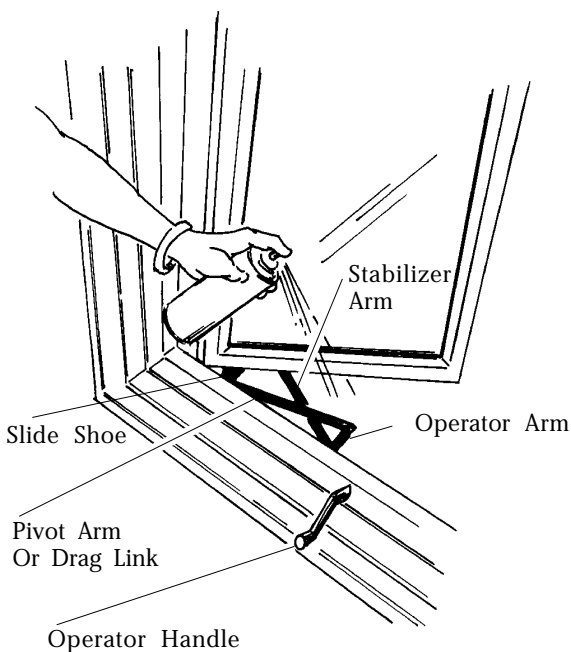
Double Hung Windows

- ◆ Keep the tracks on which sash operates and the sash liner at the bottom of the window clean. They should be free of trash, dirt, dust and cobwebs. Clean regularly with the dusting attachment on a vacuum cleaner.
- ◆ If tracks require lubrication, use only silicone spray, which does not attract dirt and trash.
- ◆ If sashes begin to slip or stick as your house “settles,” use the simple jamb adjustment screw (see diagram below) to make slight adjustments that should eliminate such problems. (Applies to tilt double hung only).



Casement and Awning Windows

- ◆ Keep tracks and jamb free of dirt, trash, cobwebs, etc., by cleaning regularly with the dusting tool on a vacuum cleaner.
- ◆ If lubrication of slide tracks is needed, use only a silicone spray that does not attract dirt and trash.



◆ Lubricate the operating hardware as needed. It may be required more frequently if your home is near salt water. See diagram (above) to identify parts you should lubricate.

- Pivot arm to slide shoe
- Pivot arm to stabilizer arm
- Drag link or pivot arm and operator arm
- Latch mechanism

First, clean these parts of any debris or salt deposits. Then lightly spray with a good silicone lubricant over the interconnecting parts of the operating hardware. For the latch mechanism, use the same type of lubricant to lightly spray the internal moving parts.

CAUTION: Lubricate only the parts indicated and only as needed.

CLEANING FACTORY-FINISHED EXTERIORS

The factory-finished exteriors of Ariel[®] and Aspire[®] Windows (and Ariel[®] Patio Doors, and Citadel[®] Patio Doors and Prado[®] pre-finished Patio Doors) can be cleaned with a solution of mild detergent and water applied with a soft cloth or sponge. Start at the top and work down, cleaning first horizontally, then vertically, using uniform pressure. Rinse immediately with clean water from a hose adjusted to moderate pressure. If some of your cleaning solution has dried, you may need to sponge as you rinse.

CAUTION: Too-frequent cleaning and hard rubbing of factory-finished exteriors can do more harm than good. Do not use abrasive cleaners or materials, harsh chemicals or solvents.

PROTECTING WOOD INTERIORS

Note that wood naturally changes color as it ages. If you elect to retain the natural wood look of Ariel window interiors, we recommend that you protect them with a top coat of high-quality, exterior-grade, UV stabilized, clear polyurethane to keep color change to a minimum. All wood surfaces should be covered.

For best results follow these directions.

- ◆ Ask your Peachtree[®] dealer to recommend a high-quality, exterior-grade UV stabilized clear polyurethane, along with any other materials or supplies you may need.

1. Use a vacuum cleaner, soft brush and/or a cheesecloth dust rag to make sure surfaces to be coated are free of dust and any other foreign matter.

2. Apply one coat of the clear polyurethane according to label instructions.

- ◆ We recommend that this top coat be renewed at least every two years or as needed when unwanted color change of wood or flaking of polyurethane is evident. To renew, first lightly scuff surfaces with .0000 steel wool and gently wipe clean using standard isopropyl alcohol. Allow to dry, then apply a fresh coat of clear polyurethane as directed above.

CAUTION: Do not expose weatherstripping to the polyurethane or mineral spirits.

GLASS CLEANING

Clean the glass as needed with any good glass cleaner from your supermarket or hardware store.

CAUTION: Do not use abrasive cleaners or materials, solvents or harsh chemicals.

REMEMBER THAT APPLICATION OF REFLECTIVE OR TINTED FILM TO GLASS IN PEACHTREE ARIEL® AND ASPIRE® WINDOWS WILL VOID YOUR WARRANTY. (SEE PAGE 2.)

CARE OF SCREENS

Screens available for Peachtree Ariel and Aspire Windows are made of strong, non-glare fiberglass which will be almost invisible if kept reasonably clean. Use a solution of mild detergent and water to clean screens, then rinse thoroughly with clean water.

CAUTION: Screens available for Ariel and Aspire windows are not designed to support a child's weight, and they are not security devices. Always take appropriate precautions when any window is left open.

REFINISHING INSTRUCTIONS AVAILABLE

Your Warranty does not cover factory or field-applied finishes. However, Peachtree® has developed refinishing instructions for Ariel factory-finished exteriors, should you want a new color or touchup of the original finish. To obtain these instructions, call Peachtree Consumer Services, 1-888-888-3814.

RECOMMENDED PROFESSIONAL CARE

The following care should be performed by your contractor or service personnel from your Peachtree Factory Certified Dealer. Some of the procedures listed may be subject to a service/labor charge. This type of expense is not covered by your Warranty.

- ◆ Diagnosis/correction of improper installation. Symptoms include difficult operation of sash, light visible around sash, window will not open/close, water leakage around sash.
- ◆ Glass replacement.
- ◆ Replacement of parts, hardware or sash.
- ◆ Weatherstripping replacement.
- ◆ Repair/refinishing of dings, dents in aluminum exteriors.
- ◆ Diagnosis of finish/refinish problems.

PEACHTREE® PATIO DOORS

- Ariel®, Citadel™, Avanti® & Prado™ Sliders
- Prado™, Citadel™, Newport™ & Avanti® Swingers
- Prado™, Citadel™ & Avanti® French Doors

GENERAL RECOMMENDED HOMEOWNER CARE

Sliders

- ◆ Keep bottom and top tracks free of dirt and debris by cleaning regularly with the dusting or crevice tool on a vacuum cleaner.
- ◆ Operating Panel Roller Adjustment
 - Peachtree Sliding Patio doors feature adjustable rollers to maintain smooth operation. Simply remove plugs and use a slotted screwdriver to adjust rollers up or down. Ariel sliding patio doors require the wood interior liner be removed to adjust rollers.
- ◆ Lubricate rollers and ball bearings as needed. You may also lightly lubricate tracks as needed.

CAUTION: Use a good silicone spray lubricant that does not attract dirt and trash. Remember that a light lubricant coating is all that's needed.

- ◆ **IMPORTANT:** *Never force Peachtree sliders* open or closed. It should not be necessary; if it seems to be, first make sure that the operating panel is properly unlocked/unlatched. Then carefully check for obstructions on the tracks, bottom and top.

- ◆ Don't let debris accumulate, in any season, against the exterior bottom rail of sliders. It is care that should be taken for all Peachtree® sliders, both operating and stationary panels, because accumulated debris attracts and holds water and moisture, which simply invites problems no matter what type of exterior material is involved.
- ◆ Make sure that sliders are fully closed before attempting to lock/latch them.

Swingers and French Doors

- ◆ Lubricate hinges as needed with a light coat of silicone spray.
 - ◆ Peachtree swingers and French door thresholds are easily moved up and down to achieve a snug, weather-tight fit with door panel bottom sweep by turning adjustment screws with a slot-head screwdriver. (See diagram below). You may need to readjust threshold(s) as your house “settles” or when seasons change if you notice a draft or water leakage at the bottom of the door.
-

CAUTION: Adjusting the sill too tight can damage or tear the bottom sweep. Proper adjustment allows the door to open and close effortlessly, with no air or water leakage at the bottom. If you notice tears on the bottom sweep, your sill adjustment is too tight.

- ◆ Make sure that Peachtree®swingers and French doors are fully closed before attempting to lock and/or bolt them.

GLASS CLEANING

Clean glass as needed with any good glass cleaner from your supermarket or hardware store.

CAUTION: Do not use abrasive cleaners or materials, solvents or harsh chemicals.

REMEMBER THAT APPLICATION OF REFLECTIVE OR TINTED FILM TO GLASS IN PEACHTREE PATIO DOORS WILL VOID YOUR WARRANTY. (SEE PAGE 2).

CARE OF SCREENS

Screens available for all Peachtree patio doors (except outswinging French doors) are made of strong, non-glare fiberglass mesh, which will be almost invisible if kept reasonably clean. Use a solution of mild detergent and water to clean screens, then rinse thoroughly with clean water.

CAUTION: Screens available for Peachtree patio doors are not designed to support a child's weight, and they are not security devices. Always take appropriate precautions when a patio door is left partially or fully open.

CLEANING FACTORY-FINISHED EXTERIORS

(Ariel[®], Citadel[†], and Prado[™])

You can clean the exteriors of Ariel, Citadel, and Prado patio doors with a solution of mild detergent and water applied with a soft cloth or sponge. Start at the top and work down, cleaning first horizontally, then vertically, using uniform pressure. Rinse immediately with clean water from a hose adjusted to moderate pressure. If some of your cleaning solution has dried, you may need to sponge as you rinse.

CAUTION: Too-frequent cleaning and hard rubbing of factory-finished exteriors can do more harm than good. Do not use abrasive cleaners or materials, solvents or harsh chemicals.

CLEANING OTHER EXTERIORS

◆ **For painted finishes:** If you wash the exterior of your home to maintain appearance, you can include your painted Peachtree[®] patio doors. Clean with a solution of mild detergent and water, then rinse immediately with clean water and wipe down with a soft cloth.

CAUTION: If you pressure-wash, we recommend that you first test the effect on your painted Peachtree patio doors in an inconspicuous spot.

- ◆ With Peachtree or any other patio doors, avoid close pressure-spraying directly into weatherstripped seams/edges.
- ◆ Do not use abrasive cleaners or materials, bleach, solvents or harsh chemicals.

◆ **For stain finishes with protective top coat** (see next section):

Clean gently with cheesecloth and a mild, non-abrasive glass cleaner for best cleaning results with the least risk of damage to fine stain finishes.

CAUTION: Never pressure-wash this type of finish.

- ◆ Do not use abrasive cleaners and materials, bleach, solvents or harsh chemicals.

RECOMMENDED FINISH PROTECTION

◆ Your Warranty does not cover factory or field-applied finishes. However, Peachtree® recommends protecting against the fading action of sunlight for stain finishes and the color changes that occur naturally. We recommend this protection for all stained surfaces of Peachtree patio doors, and for natural wood interiors that you choose to leave unfinished on Ariel patio doors.

◆ Peachtree supplies finishing instructions with every product. Check with your contractor or other installer to determine if protective top coats have already been applied. If not, you can do it yourself.

1. Ask your Peachtree dealer to recommend a high-quality, non-yellowing, exterior-grade, UV stabilized clear polyurethane, along with any other materials or supplies you may need.

2. Be sure stained surfaces are thoroughly dry. For Ariel natural wood interiors, use a vacuum cleaner, soft brush, and/or a cheesecloth dust rag to clean surfaces of dust and other foreign matter.

3. Apply a coat of the clear polyurethane according to label instructions. Allow to dry. Apply a second coat to exterior surfaces. Interior surfaces, stained or natural, require only one coat.

4. Be sure to coat all stained surfaces, including the top of swinging patio door panels.

- ◆ We recommend that these protective top coats be renewed at least every two years or as needed when unwanted fading of stain, color-change of wood or flaking of polyurethane is evident. To renew, first lightly scuff surfaces with .0000 steel wool and gently wipe clean using standard isopropyl alcohol. Allow to dry. Then apply fresh top coats as directed above.

CAUTION: Do not expose weatherstripping to the polyurethane or the mineral spirits.

FINISHING/REFINISHING INSTRUCTIONS AVAILABLE

Even though factory and field-applied finishes are not covered by your Warranty, Peachtree® has developed finishing instructions which are supplied with every patio door. We also have available refinishing instructions for factory-finished patio doors. To obtain any of these instructions call Peachtree Consumer Services, 1-888-888-3814.

RECOMMENDED PROFESSIONAL CARE

The following care should be performed by your contractor or service personnel from your Peachtree dealer. Some of the procedures listed may be subject to a service/labor charge. This type of expense is not covered by your Warranty.

- ◆ Diagnosis/correction of improper installation. Symptoms include air and/or water leakage (not eliminated by threshold adjustment); light visible around door unit or frame; difficult door operation; difficult latch/lock operation.
- ◆ Glass replacement.
- ◆ Lock adjustment or replacement; all hardware problems.
- ◆ Diagnosis/correction of air or water leaks (all models and styles).

NON-STOP LIMITED WARRANTY **Peachtree® Product Lines** *identified below*

For the original owner of Peachtree® Ariel® windows and patio doors; Avanti®, Newport II®, and Vintage II® entry doors; and Citadel™, Avanti® and Newport® Insulated Patio Door products purchased and installed in the owner's home...

Your Peachtree products, identified above, are guaranteed for as long as you own them to be free of defects in material or workmanship that might unreasonably affect their performance in normal usage when installed and maintained in accordance with the manufacturer's instructions.

This Non-Stop Limited Warranty extends only to the owners of detached, single-family, owner-occupied homes at the time Peachtree products are installed in such homes located within the USA. This Non-Stop Limited Warranty is not transferrable to subsequent owners.

In order to establish that a claim is covered under the Non-Stop Limited Warranty, proof of purchase must be shown in a reasonable manner. One convenient way to establish on our files that you are the original owner of a Peachtree product is to complete the attached card and mail it to us within 90 days of installation. Failure to send this card will not adversely affect your warranty rights if you can otherwise provide the necessary proof. Moreover, your return of the card will provide us with marketing information that will allow us to better meet your needs in the future.

GENERAL PRODUCTS LIMITED WARRANTY:

For those who directly purchase Peachtree products but who do not qualify for warranty coverage under the Non-Stop Limited Warranty...

Your Peachtree doors and windows are warranted for two years from the date of manufacture against defects in material or workmanship that might unreasonably affect their performance in normal usage when installed and maintained in accordance with the manufacturer's instructions. In addition, factory installed insulated glass units are warranted against hermetic seal failure for ten years from the date of manufacture.

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IF ONE OF THESE PEACHTREE WARRANTIES APPLIES TO YOU:

Your remedies...

Peachtree will repair or furnish replacements for defective components within the provisions of the appropriate warranty, or, at Peachtree's sole discretion, refund the original purchase price of the defective product. **Peachtree does not provide labor or labor expenses incurred to remove or replace any defective product, or any defective component thereof.**

General conditions and exclusions related to your warranty...

ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL EXPIRE SIMULTANEOUSLY WITH THESE NON-STOP AND GENERAL PRODUCTS LIMITED WARRANTIES. PEACHTREE IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND ITS LIABILITY SHALL UNDER ALL CIRCUMSTANCES BE LIMITED TO REPAIR, REPLACEMENT, OR REFUND OF YOUR ORIGINAL PURCHASE PRICE OF THE DEFECTIVE DOOR OR WINDOW.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or of how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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Certain items are not covered by your Peachtree Warranties...

Peachtree's warranties do not cover product problems related to the following: improper installation or maintenance, abuse or misuse of the product; application of film to glass surfaces; glass breakage; glass provided by others; minor scratches in glass that do not obscure normal vision or impair structural integrity; damage caused by airborne pollutants such as salt or acid rain; applied finishes; hardware finishes; air or water infiltration due to the nature of the product (example: French doors); high humidity; structural movement; acts of God. Custom designs and non-catalog items are not covered under the Non-Stop Limited Warranty.

The home owner will bear all responsibility for installation, repainting or refinishing necessary to complete any replacement.

How to make a claim...

To make a claim under these warranties, contact your installer or your Peachtree dealer. If your problem is not resolved within a reasonable period of time please submit a concise, written summary of your problem, including all supporting documentation, to Peachtree's central office.

10-YEAR LIMITED WARRANTY
Peachtree® Aspire® Windows and
Prado™ Patio Doors

This 10-Year Limited Warranty extends only to the owners of detached, single-family, owner-occupied homes at the time Peachtree products are installed in sucQA

Certain items are not covered by your Peachtree Warranty...

This warranty does not cover product problems related to the following: Improper installation or maintenance, abuse or misuse of the product; application of film to glass surfaces; glass breakage; glass provided by others; minor scratches in glass that do not obscure normal vision or impair structural integrity; damage caused by airborne pollutants such as salt or acid rain; applied finishes; hardware finishes, high humidity; structural movement; acts of God.

The home owner will bear all responsibility for installation, repainting or refinishing necessary to complete any replacement.

How to make a claim...

To make a claim under this warranty, contact your installer or your Peachtree dealer. If your problem is not resolved within a reasonable period of time, please submit a concise, written summary of your problem, including all supporting documentation to Peachtree's central office:

Peachtree's central office address:

Peachtree Doors and Windows
Consumer Service Department
P.O. Box 5700
Norcross, Georgia 30091

**CONTACT US AT:
1-800-PEACH99
or**

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