

**WARRANTY INFORMATION RECORD**

Registered By: \_\_\_\_\_

Date of Registration: \_\_\_\_\_

**INSTALLATION INFORMATION**

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

Installation Performed By:

Firm Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

Phone: \_\_\_\_\_

List your original  
CSW Quote or Invoice Number below


**YOU MUST REGISTER YOUR WARRANTY**

On-line at [www.connscreen.com](http://www.connscreen.com) or by mail by returning the warranty registration form supplied with your order. Registration is time sensitive.

To file a claim under this Warranty, you must send (within 30 days of the discovery of a defective condition) Written notice of claim describing alleged defect, together with clear photographs of the alleged defect, clear photos of the entire installation location, proof that this warranty was registered to you (or proof of transfer) within the registration or transfer registration period, to: CSW, Inc. Warranty Service Department, P.O. Box 4578 Wallingford, CT 06492. Notice to your installer or dealer is NOT notice to CSW.

CSW will evaluate your claim within a reasonable time period after proper notification. We may require you to submit additional photographs or information, at your expense, for further evaluation prior to resolving your claim in accordance with the terms of this Warranty.

You may obtain warranty registration, transfer, and claim forms at [www.connscreen.com](http://www.connscreen.com).

**Connecticut Screen Works, Inc.**

P.O. Box 4578  
Wallingford, CT 06492  
(203) 741-0859  
[sales@connscreen.com](mailto:sales@connscreen.com)  
[www.connscreen.com](http://www.connscreen.com)



Proudly Manufactured in Wallingford, CT  
- United States of America -  
**By Connecticut Screen Works, Inc.**



**Limited Warranty**

Connecticut Screen Works, Inc. (hereinafter referred to as "CSW") warrants that the Connecticut Screen Works Screen Wall System® **MASTER FRAME ASSEMBLY** (hereinafter referred to as the "Product"), manufactured by CSW or a CSW factory approved manufacturer, to be free of defects in material and workmanship, subject to the limitations and conditions herein listed, for a period of thirty (30) years. CSW further warrants, subject to the limitations and conditions herein listed, that standard and stock factory applied powder coat, metalized, and anodized finishes will not peel or blister during this same period under normal use and service.

During the first ten (10) years of this limited warranty period CSW will, free of charge, repair or replace any part(s), which are found to be defective in material, workmanship, or applied finish due to normal use. After 10 years of service, replacement parts cost will be based upon the proration table shown below. In the event of any required parts replacement within the period of this warranty, CSW replacement parts or parts supplied by a CSW approved manufacturer shall be used and will be warranted only for the period remaining on the original warranty. Use of any other replacement parts shall void this limited warranty with respect to the entire Product in question.

Years of Service	Replacement Parts Cost Covered
1 to 10 years	100%
10+ years to 20 years	50%
21+ years to 30 years	10%
30+ years	0%

Ready access to Product is the responsibility of the Product owner. All transportation and handling (to and from CSW, Inc.), labor costs to diagnose, repair or replace such defective parts, as well as costs for one-time use materials such as screen material, kick plates, PVC panels, vinyl films, etc which must be removed from assembly in order to accomplish repair are not covered by this limited warranty and are the Product owner's responsibility. Normal finish fading or patina is expected and normal over time and not covered by this warranty. Due to normal fading or patina and length of time Product has been in service replacement part(s) finish may not match exactly.

CSW may, from time to time, replace, upgrade or cancel product lines. CSW shall have the right, at its sole discretion, to substitute any limited warranty claim Product with a Product of equal or greater value or quality if replacement or repair Product is no longer available.

CSW will not be responsible for any other associated or additional costs including, but not limited to, costs associated with the removal, installation and/or reinstallation of the Product in question.

This limited warranty, as with most other home products, fixtures and appliance manufacturers' warranties, is based on time, not usage. This limited warranty does not cover Products manufactured in excess of the maximum UI for model purchased or Products manufactured by anyone or any business or firm other than CSW. This limited warranty does not cover failure to function or any damage(s) whatsoever

resulting from or caused by, without limitation to, unreasonable or improper use, abuse, misapplication, or damage inflicted by you, a shipper or any other third party, or improper installation, failure to provide reasonable and necessary maintenance, failure to follow written installation and operating or maintenance instructions provided with Product, if any.

CSW is the Product manufacturer not the Product installer. This limited warranty does not cover, in any manner or form whatsoever either whole or in part, the installation of Product or any failure to function or any damage(s) whatsoever resulting from or caused by or from the installation or improper installation of Product. This limited warranty will also be void if the Product is not maintained according to the instructions supplied with the Product, and does not extend to damage misuse, abuse, alterations, negligence of others, including the installation thereof by unqualified installers.

This limited warranty is also contingent upon Product being installed in areas of normal weather and atmospheric conditions. This limited warranty does not apply in any fashion whatsoever to damage or failure caused by, salt spray or proximity to seacoast, blowing sand or debris, chemical or foreign atmospheric substances, installation of Product in direct contact with pressure treated materials, fire, any act of god, vandalism, terrorism, harsh or caustic cleaners, power washing, power or hand scrubbing or sanding, painting, refinishing, as well as gouges or scratches of any kind or cause or any other condition, exposure, or experience that weakens applied finish or exposes aluminum base material.

Screen materials, sunshading materials, retainer spline, PVC films or other applied films as well as all styles and types of glass, acrylics, or kickplates installed in the Product by means of direct installation or by use of removable frames (inserts) have no warranty whatsoever under this limited warranty. Coverage for removable frames (inserts), insert installation hardware, installation channels and custom applied finishes, if used, are provided coverage under our **STANDARD LIMITED WARRANTY**. Screen and sunshading materials, PVC films or other applied films as well as all styles and types of glass, acrylics, or kickplates have no warranty whatsoever.

No warranties are made for units sold outside of the United States of America. If the unit is put to commercial, business, rental, or other use or application other than for consumer use in single family free standing detached homes, we make no warranties, express or implied, including but not limited to, any implied warranty of merchantability or fitness for particular use or purpose.

Registration of this limited warranty is time sensitive and is the sole responsibility of the Product owner to properly register Product within the registration window. This limited warranty shall be valid only if, and after, a limited warranty registration form is completed in full, signed by the original purchaser and installing contractor, and postmarked or server time stamped within 30 days from date of completed installation of the Product. Completed installation must also be within 60 days of Product manufacture or this warranty shall be void and not enforceable. This limited warranty shall also be void and not

enforceable if registration form is incomplete, contains false information, or if registration is attempted after registration window closes. You must retain the original or copies of the original bill of sale for product as well as your registration number, which will be sent after successful registration.

This limited warranty is transferable from original property owner, or any registered subsequent property owner(s), to any further subsequent property owner(s) where Product is installed, provided each subsequent property owner registers this limited warranty transfer with 30 days of property transfer, provides a non-refundable transfer-processing fee of \$50.00 (USD), retains the originals or copies of the original bill of sale and all prior limited warranty registrations and/or limited warranty transfers. Transferred warranties originate on the starting date of the original limited warranty registration of the Product and shall provide coverage only for the period of time remaining from the original registration date.

**THIS WARRANTY IS EXCLUSIVE AND REPLACES ALL OTHER WARRANTIES, CONDITIONS, REPRESENTATIONS, AND GUARANTEES, WHETHER EXPRESS OR IMPLIED, WHETHER BY STATUTE, AT LAW OR IN EQUITY, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE.**

**This written warranty is your exclusive warranty from CSW and represents the SOLE REMEDY available to any owner of the Connecticut Screen Works Screen Wall System® MASTER FRAME ASSEMBLY for any defects in material or workmanship. CSW makes NO OTHER REPRESENTATIONS, CONDITION, GUARANTEE, OR WARRANTY of any kind other than that stated herein.**

**CSW WILL NOT BE LIABLE IN ANY EVENT FOR CONSEQUENTIAL, PUNITIVE, SPECIAL, INCIDENTAL, OR OTHER SIMILAR DAMAGES OF ANY KIND, whether for breach of this warranty, negligence, strict liability in tort, or for any other cause even if advised in advance of the possibility of such damages.**

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, 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 may vary from state to state.