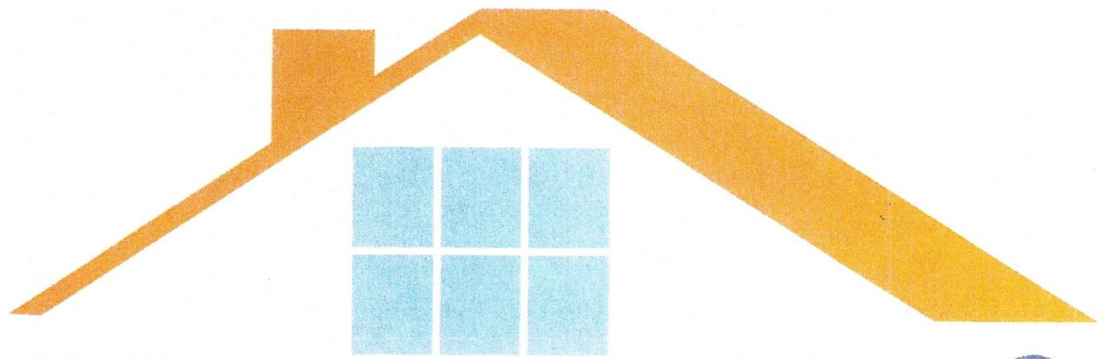




HomeCraft

W I N D O W S

**Congratulations on your newly installed
Windows!**

Thank you! It has been a pleasure working with you and we appreciate your business. Your next step is register your product for warranty. To do so, please visit <https://www.homecraftwindows.com/warranty-registration/>

Should you need assistance, please reach out to us at: 919-231-7181.
We are delighted to help!



DOUBLE LIFETIME PLUS WARRANTY

Effective September 1, 2017

Interstate Windows and Doors, manufacturer of "Atlantic Supreme" vinyl windows and doors, guarantees it will repair or replace, at its option, any "Atlantic Supreme" window product that is defective in materials or workmanship for life (including parts and labor) to the original registered homeowner. All "Atlantic Supreme" products shall be free of defects or Interstate Windows, at its sole discretion, shall repair, replace, or refund the original purchase price of the affected item. There are no warranties or implied warranties that extend beyond the description hereof. This guarantee is subject to the following terms and conditions:

CONDITIONS AND TERMS OF WARRANTY:

- (1) The life time warranty applies only to the original registered homeowner at the location where the product was originally installed within the state of North Carolina. In the event the original purchaser sells the property in which the windows or doors are installed, the coverage provided by this warranty will be extended to the new homeowner once, for a lifetime. Any warranty transfer described above will be deemed effective only if the following procedures are completed: 1) written notice is provided to Interstate Windows and Doors within 30 days after transfer of ownership of the premises where the products are installed, 2) delivered to Interstate windows and doors, 247 Old River Rd. Wilkes-Barre, Pa 18702, 3) accompanied by a copy of this double lifetime warranty with the product order number, 4) A \$100.00 transfer fee must be paid to Homecraft Windows within 30 days of the transfer of homeownership.
- (2) Interstate Window and Doors warrants the product only and not any consequential damages. Interstate Window and Door shall not assume any liability for glass breakage or damage caused by improper installation, vandalism, misuse, abuse or acts of nature including but not limited to fire, earthquakes, flood or any catastrophic occurrence beyond the control of the manufacturer. Homecraft Windows guarantees proper installation with a lifetime labor guarantee to the original homeowner, plus a 10-year transferrable up to ten (10) years from the date of original installation.
- (3) Installation, removal, repair, adjustment, tampering or re-installation of any Homecraft products or components by other than Homecraft Windows voids any warranties within this document. Homecraft Windows expressly disclaims any liability for any cost, defects, or damages with respect to such actions.
- (4) All products must be paid in full and in a timely manner in order to qualify under the conditions of the warranty.
- (5) To obtain service under this warranty, contact Homecraft Windows. All claims must be submitted with proof of purchase and home ownership.

3048 Barrow Drive Raleigh, North Carolina 27616

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Cleaning Instructions for Interstate Double Hung Windows



Fig 1.

Unlock window and lift bottom sash so that it is as close to center of the window as possible.

With both hands, release right and left tilt latches (See Fig 1. inset) located on top of sash while pulling the sash toward you. (Fig 1)

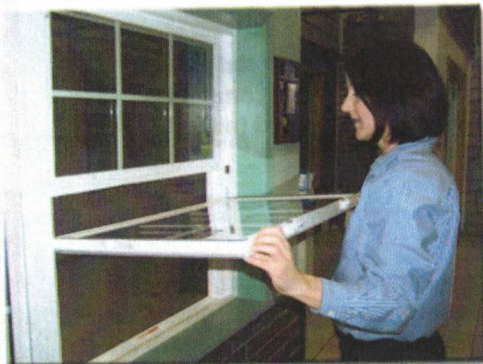


Fig 2.

The bottom sash must be supported through the tilt-in process and can be hung in the window frame for cleaning. (Fig 2,3)



Fig 3.

Handle top sash in the same fashion but take care not to drop the top sash onto the open bottom sash, nor to allow the top sash weight to rest on bottom sash. (Fig 4)



Fig 4.

Reverse the process to return sash to operating position supporting both ends of the sash through the process. Both tilt latches must fully click into place when returning the sash to the operating position.

Glass Cleaning Procedures

The purpose of this section is to provide guidance to consumers on proper glass cleaning procedures for windows containing Guardian Residential glass. These recommendations apply specifically to the glass portion of the window unit. Consumers should consult the window manufacturer for guidance on cleaning window frame and hardware components.

Glass Cleaning

1. Cleaning the glass of common surface debris, such as fingerprints, dust, and typical environmental deposits can be easily accomplished with common household glass cleaners.
2. Stubborn marks left on the glass, such as crayons, adhesives, and artificial snow, may be difficult to remove with typical glass cleaners, and may require an alternative cleaning method.
3. Stickers, tape, and other adhesives may be removed with a mild solvent based cleaner. Refer to cleaning solvent manufacturer for use on glass surfaces. Examples of products advertised for use on glass include:
 - Goo Gone® by the Homax Group
 - Turtle Wax® Label and Sticker Remover
4. Crayons, artificial snow, bird droppings, and other stubborn deposits can be removed by using a mild abrasive cleaner on the affected area. The abrasives within these cleaning compounds vary greatly, and harsh abrasives could scratch the glass surface. Recommended mild abrasive cleaners are:
 - Turtle Wax® Premium Polishing Compound (liquid)
 - Sparkle® SP101 Cleaner and Stain Remover
5. Certain common materials and chemicals may come into contact with the glass that, although apparently removed with common household cleaners, may reappear as an irregular pattern in condensation or dew that may form on the glass surface. This irregular condensation mark is the result of a change in the surface energy of the glass when contacted by the material. Examples include materials introduced to the glass during manufacture of the window, installation of the window, as well as everyday use of the window. Some of these materials include: rubber gloves, suction cups, silicone lubricants, cleaning fluids, markers, and stains left by hard water. This resultant change in surface energy does not alter the performance of the glass, and may be easily removed by cleaning with one of the mild abrasive cleaners listed above.
6. When using any of the cleaners or chemicals outlined above, take care not to allow contact between the cleaning solution and other components of the window, unless otherwise permitted by the window manufacturer. Always obey the safety recommendations of the manufacturer of the cleaning product.
7. There are certain items that should never be used to clean glass, as they may scratch the glass, stain the glass, or pose a safety risk. These items include razor blades and other sharp objects, steel wool, sandpaper, abrasive pads, acids or bases, undiluted or improperly diluted brick wash. **Power washing is strictly prohibited and can damage the insulated glass unit, the glass seal, the window and all its components. Use of a power washer will void the overall window and glazing warranty.**

NOTES on IS-20 GLASS

Never allow the IS-20 coating to come into contact with metallic objects (blades, watches, rings, scourers etc) as it can leave behind deposits which show up on the glass as stains or scratches.

DO NOT use the following things on an inside surface Low E – abrasive cleaners, ammonia based products, powder based cleaners, alcohol based products, harsh alkali or acid based cleaners, scrapers, blades, squeegees or metal based objects like scour pads.

The most common causes of problems are when someone uses a product like Windex with ammonia, or two sided sponges with an abrasive side.

- It's better to cover the glass or mask off around the frame/sash when painting or staining to avoid having to clean off a spill.