



Product Warranty Amendment

Simulated divided lights from The Coeur d'Alene Window Company are an attractive way to improve the look of your windows. Before selecting this option, there are a few restrictions and operational realities you should be aware of:

Sound/Friction Associated with Simulated Divided Lights (SDL)

In order to ensure energy-efficient performance in the field, Coeur d'Alene Windows are built with very little tolerance between operating parts. These tolerances will cause some drag and noise when opening and closing single-hung and sliding windows with simulated divided lights. This noise/friction is expected and does not constitute faulty performance.

High Altitude Restrictions – Simulated Divided Lights (SDL)

High altitude installations can cause excessive clearance or distortion issues to insulated glass units. Because of this, **The Coeur d'Alene Window Company does not recommend the use of simulated divided lights (SDL) on windows installed 5000 or more feet above sea level.** Doing so can lead to operating issues on windows.

