
Limited Warranty

This Limited Warranty covers **windox** windows and exterior doors bought from an authorized **windox** dealer on or after the Effective Date, and installed within the United States or Canada. This Limited Warranty is extended to the owner of the building where the products were initially installed.

GLASS COMPONENTS

Warranties for glass components apply to factory-installed glass or glass supplied by **windox** and installed by authorized **windox** service personnel. Standard insulating glass with thermal spacers is covered against seal failure caused by manufacturing defects, which results in visible obstruction through the glass, for a period of ten (10) years for sizes up to sixty (60) square feet. Non-tempered glass is warranted against stress cracks caused by manufacturing defects for ten (10) years. All other glass and glass features come with the same warranties, limitations, and exclusions that **windox** receives from its supplier.

COMPONENTS

Hardware and other non-glass parts are warranted against manufacturing defects for a duration of ten (10) years. Stainless steel hardware used in coastal environments is warranted against manufacturing defects that cause abnormal finish deterioration for ten (10) years. Other hardware finishes are not covered under warranty in coastal environments. Electric operators and other motorized accessories carry the same warranties, limitations, and exclusions that **windox** receives from its supplier.

EXTERIOR CLADDING FINISH

windox's standard exterior aluminum cladding finish is warranted against manufacturing defects leading to fading, chalking, and loss of adhesion in accordance with the American Architectural Manufacturers Association (AAMA) Specification 2605-11 Sections 8.4 and 8.9 for ten (10) years. Anodized finishes and other specialized exterior finishes are covered for five (5) years against manufacturing defects.

windox's standard exterior composite cladding finish is warranted against manufacturing defects according to AAMA 625-10, Section 5, for ten (10) years.

In coastal environments (within one (1) mile of a sea coast or saltwater source), the standard exterior aluminum cladding finish is warranted for five (5) years against manufacturing defects causing abnormal

deterioration due to corrosion and/or loss of adhesion. "Abnormal deterioration" includes damage such as flaking, peeling, or blistering beyond what is typical for a coastal environment. Anodized and other specialized finishes are not covered in coastal environments.

INTERIOR FINISH

The factory-applied coated aluminum interior finish is warranted against Finish Defects for ten (10) years. The factory-applied anodized aluminum interior finish is warranted against Finish Defects for five (5) years. Finish Defects include cracking, peeling, checking, delamination, blistering, flaking, excessive chalking, and, for painted interior finishes, fading or color change (according to ASTM D2244) under normal interior environmental conditions.

OBSOLETE OR DISCONTINUED PARTS

Parts identified by **windox** as obsolete or discontinued at the time of sale are covered against manufacturing defects for a duration of one (1) year.

EXCLUSIVE REMEDY

This Limited Warranty starts from the original product purchase date* and is not a guarantee of future performance. The warranty notice periods commence on the original purchase date*. If a covered defect is reported within the applicable warranty notice period and in accordance with the Limited Warranty terms, **windox**, at its discretion, will repair or replace the product or component, or refund the purchase price of the defective product or component. This warranty does not include removal, installation, finishing, refinishing, or disposal costs and services. **windox** will attempt to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement parts, including upgrades, are covered for the remainder of the original product warranty period.

EXCLUSIONS

This Limited Warranty does not cover damage, defects, or issues arising from causes beyond **windox**'s control, including but not limited to:

Installation, Maintenance, and Acts of God

- Installation not following **windox**'s instructions, industry best practices, or applicable building codes
- Improper or non-standard field finishing

- Non-standard installation methods such as non-vertical or sloped glazing, upside down, or out-of-square installation
- Use or installation exceeding design standards
- Field mulls
- Insulating glass installed above 5,000 feet without capillary tubes (unless specifically covered in the **windex** Limited Warranty High Altitude Supplement)
- Installation or use near pools, saunas, hot tubs, or other high-humidity environments or chlorine sources
- Power surges, power loss, battery failure, or corrosion
- Integration or compatibility with any third-party system or device
- Failure to follow **windex**'s care and maintenance instructions
- Use of inappropriate cleaners or chemicals such as brick wash or razor blades
- Misuse, abuse, modification, alteration, accident, negligence, or third-party products (films, tinting, security systems, etc.)
- Shifting or settling of the structure where the product is installed
- Extreme weather events or unusual atmospheric conditions
- Water infiltration not caused by manufacturing defects
- Normal wear and tear; normal discoloration or fading of finishes
- Glass imperfections consistent with ASTM or industry standards that do not affect structural integrity
- War, insurrection, civil unrest, terrorism, or Acts of God

WARP

Bow, twist, and warp are not considered defects unless exceeding one-quarter (1/4) inch in the plane of the door. Wood-clad doors eight (8) feet or taller ordered without both sill and header locking hardware systems are not warranted against bow, twist, or warp. Claims for bow, twist, or warp may be deferred at **windex**'s discretion for up to twelve (12) months post-installation to allow the door to acclimate to temperature and humidity conditions.

MOISTURE MANAGEMENT

Products installed in wall systems without proper moisture management, such as exterior insulation and finish systems (EIFS) or "synthetic stucco" without effective engineered drainage systems, are not covered by this Limited Warranty.

THERMAL EFFICIENCY

windex does not warrant the amount or percentage of argon or other inert gas in insulating glass after manufacture. Inert gas dissipates over time and may be ineffective in products with capillary tubes. Thermal efficiencies vary with product application, and **windex** does not warrant specific thermal efficiency levels maintained by inert gas, low-emissivity coatings, or other product features.

CONDENSATION

Condensation is not a product defect but results from excess humidity. Issues such as condensation, frost, mold, mildew, and/or fungus are not covered by this Limited Warranty.

CORROSION

Except as expressly covered in this Limited Warranty, finish failure or corrosion of aluminum cladding, anodized and other specialty finishes, hardware, or other components due to environmental conditions such as air pollutants, acid rain, salt, sand, chemicals, or other corrosive substances is not covered.

Follow **windex**'s care and maintenance instructions or AAMA 609 & 210-02 (Cleaning and Maintenance Guide for Architecturally Finished Aluminum).

SCREENS

Screens are not designed to, and will not, prevent falls.

SENSORS

Factory-installed sensors are warranted against manufacturing defects for two (2) years. **windex** is not responsible for third-party systems used with the sensors or their compatibility. Sensors are not a substitute for insurance and should not be relied upon to prevent property loss or damage, personal injury, or death.

DISCLAIMERS

This Limited Warranty is the only warranty provided by **windex** or its affiliates (collectively, "windex"). No dealer, employee, agent, or third party may create or assume any other liability on behalf of **windex**. **ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED.** Any implied warranty that cannot be disclaimed will be limited to the shortest permissible

term and shall not exceed the express limited warranty term. Any product or component not specifically covered by this Limited Warranty is provided **AS IS**. This Limited Warranty grants specific legal rights, and other rights may vary by state. **THIS WARRANTY IS NOT A GUARANTEE OF FUTURE PERFORMANCE OR A STATEMENT OF USEFUL LIFE, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.**

LIMITATIONS

IN NO EVENT SHALL windox BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. windox'S LIABILITY SHALL NOT EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT.