

The Windowmaster Products Warranties

LIMITED WARRANTY FOR WINDOWMASTER COMMERCIAL & RESIDENTIAL WINDOWS

WHAT IS COVERED

All Windowmaster factory-assembled and glazed residential and commercial windows (the "Windows") are warranted by Windowmaster Products ("Windowmaster") to be free from defects in material or workmanship at the time of sale. This warranty includes residential rolling windows, fixed windows, single hungs, replacement windows, garden windows, specialty units and commercial rolling windows, fixed windows and window wall units. Tempered or Insulating glass supplied factory glazed by Windowmaster is covered by a separate warranty.

FOR HOW LONG

This limited warranty begins on the date of delivery when Windowmaster Products relinquishes possession or control of the Window. It lasts for one (1) year from that date.

WHAT WINDOWMASTER WILL DO

Within thirty (30) days after written notice of the defect is received by Windowmaster, Windowmaster will arrange to provide you with either free repair of the defective product or will provide you with a free replacement Window or Window component at the location of original installation. Windowmaster reserves the right to choose whether to repair or replace a defective Window unit or component. Delays beyond the control of Windowmaster may extend the thirty (30) day period.

WHAT WINDOWMASTER WILL NOT DO

- Windowmaster will not pay for glass broken or damaged by any person other than the employees or agents of Windowmaster Products in handling, installing, operating or using the Window.
- Windowmaster will not repair or replace any Window, which has become defective as a result of unreasonable or abusive use or the lack of specified minimum maintenance.
- Windowmaster will not repair or replace any Window, which is inoperative as a result of improper installation, forced entry attack or building movement.
- Windowmaster will not repair, modify or replace a Window which has been deemed to be installed in noncompliance with any existing building ordinance or safety glazing code, or which is deemed to be in non-compliance after the date of purchase, due to any changes in or the adoption of any ordinance, regulation rule or law.
- Windowmaster will not pay the costs of removing a Window and/or installing a replacement Window.
- Windowmaster will not pay or be responsible for any consequential damages, such as injuries caused to persons or property as a result of a defective Window (or the work necessary to replace it), or any other cost or incidental damages which are incidental to or result from a defective Window.

WHAT YOU MUST DO

Write Windowmaster at P.O. Box 609, El Cajon, CA 92022, and request warranty service. Any questions regarding warranty service and the location of the nearest authorized warranty service representative can be answered by calling (619) 588-1144 or (619) 582-1242 or by visiting the company offices at 1111 Pioneer Way, El Cajon, CA.

OTHER CONDITIONS AND LIMITATIONS

The warranty is not effective unless our installation instructions are strictly followed. No service or replacement will be provided for any problem caused by improper installation.

This warranty does not apply to Window or Window Panel sizes larger than the largest Windowmaster standard catalog sizes. Those standard sizes are identified in the Windowmaster Products Technical Manual and product brochures and have been tested to the appropriate AAMA/ANSI performance certification tests.

This warranty does not include any Window or the glass within any Window, which is installed in any position other than 90° vertical position, other than skylites or sloped glazed windows.

This warranty is not effective unless the following minimum maintenance has been provided.

1. Keep Window roller tracks and “weep” drainage openings clean and free of dirt, plaster or other debris accumulation.
2. Keep vent rollers and/or balances in proper adjustment to maintain free vent operation.
3. Exterior Window finish surfaces shall be cleaned of construction materials such as dirt, plaster, paint or other materials after installation.
4. Exterior Window finish surfaces shall be cleaned of dirt, sprinkler water, or salt spray deposits at least once every six (6) months.

Any implied warranty including but not limited to a warranty of merchantability (which means the product will work normally), and warranty of fitness for a particular purpose (if Windowmaster is told your specific purpose) are expressly limited to the period of this warranty.

Windowmaster will not be responsible for any promise, representation or warranty not expressly included in this limited warranty.

Windowmaster reserves the right to make changes at any time, with or without notice, in price, construction, finish, material specifications or availabilities of those products.

LEGAL RIGHTS

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state.

LIMITED WARRANTY FOR WINDOWMASTER COMMERCIAL & RESIDENTIAL SLIDING DOORS

WHAT IS COVERED

All Windowmaster factory assembled and glazed residential and commercial doors (the “Doors”) are warranted by Windowmaster Products (“Windowmaster”) to be free from defects in materials or workmanship at the time of sale. Tempered or insulating Glass supplied factory glazed by Windowmaster is covered by a separate warranty.

FOR HOW LONG

This limited warranty begins on the date of delivery when Windowmaster Products relinquishes possession or control of the Door. It lasts for one (1) year from that date.

WHAT WINDOWMASTER WILL DO

Within thirty (30) days after written notice of the defect is received by Windowmaster, Windowmaster will arrange to provide you with either free repair of the defective product, or will provide you with a free replacement Door or Door component at the location of original installation. Windowmaster reserves the right to choose whether to repair or replace a defective Door unit or component. Delays beyond the control of Windowmaster may extend the thirty (30) day period.

WHAT WINDOWMASTER WILL NOT DO

- Windowmaster will not pay for glass broken or damaged by any person other than the employees or agents of Windowmaster Products in handling, installing, operating or using the Door.
- Windowmaster will not repair or replace any Door, which has become defective as a result of unreasonable or abusive use or the lack of specified minimum maintenance.
- Windowmaster will not repair or replace any Door, which is inoperative as a result of improper installation, forced entry attack or building movement.
- Windowmaster will not repair, modify, or replace a Door which has been deemed to be in non-compliance with any existing building ordinance or safety glazing code, or which is deemed to be in non-compliance after the date of purchase due to any changes in or the adoption of any ordinance, regulation, rule or law.
- Windowmaster will not pay the costs of removing a Door and/or installing a replacement Door.
- Windowmaster will not pay or be responsible for any consequential damage, such as injuries caused to people or property as a result of a defective Door (or the work necessary to replace it), or any other cost

or incidental damages which are incidental to or result from a defective Door.

WHAT YOU MUST DO

Write Windowmaster at P.O. Box 609, El Cajon, CA 92022, and request warranty service. Any questions regarding warranty service and the location of the nearest authorized warranty service representative can be answered by calling (619) 588-1144 or (619) 582-1242 or by visiting the company offices at 1111 Pioneer Way, El Cajon, CA.

OTHER CONDITIONS AND LIMITATIONS

This warranty is not effective unless our installation instructions are strictly followed. No service or replacement will be provided for any problem caused by improper installation.

This warranty does not apply to Doors or Door panel sizes larger than the largest Windowmaster standard catalog sizes. These sizes are identified in the Windowmaster Products Technical Manual and product brochures and have been tested to the appropriate AAMA/ANSI performance certification tests.

This warranty is not effective unless the following minimum maintenance has been provided from the date of purchase.

1. Keep Door roller tracks and “weep” drainage openings clear and free of dirt, plaster, or other debris accumulation.
2. Keep Door panel rollers in proper adjustment to maintain free vent panel and lock operation and full interlock of panel meeting rails.
3. Exterior Door finish surfaces shall be cleaned of construction materials such as dirt, plaster, paint or other materials after installation.
4. Exterior Door finish surfaces shall be cleaned of dirt, sprinkler water, or salt spray deposits at least once every six (6) months.

Any implied warranty indicating but not limited to a warranty of merchantability (which means the product will work normally), and warranty of fitness for a particular purpose (if Windowmaster is told your specific purpose) are expressly limited to the period of this warranty.

Windowmaster will not be responsible for any promise, representation or warranty not expressly included in this limited warranty.

Windowmaster reserves the right to make changes at any time, with or without notice, in price, construction, finish, material specifications or availabilities of these products.

LEGAL RIGHTS

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state.

LIMITED WARRANTY FOR WINDOWMASTER TEMPERED AND INSULATING GLASS

WHAT IS COVERED

Windowmaster Products (“Windowmaster”) warrants its Tempered or Insulating Glass products (“Glass”), or such glass supplied factory glazed within Window or Door Products, at the time of sale to be free from defects in material and workmanship. Windowmaster warrants its Insulating Glass against material obstruction to vision due to defects in material or workmanship which result in film formation, or dirt collection on the interior Glass surfaces of Insulating Glass caused exclusively from failure of the hermetic seal.

Windowmaster further warrants the Glass quality to be in compliance with the referenced Federal and Uniform Building Code Specifications:

- All primary Glass shall meet Federal Specification DD-G-451d, Glazing Quality Q4.
- Tempered Glass shall meet Federal Specification 16CFR 1201, Category I and II and ANSI-Z-97.1 - 1975.
- Samples of Insulating Glass are tested annually to the SIGMA/ASTM E774 test procedure and certified to have passed.

FOR HOW LONG

This limited warranty begins on the date of delivery when Windowmaster Products relinquishes possession or control of the Glass. It lasts for five (5) years from that date.

WHAT WINDOWMASTER WILL DO

Within thirty (30) days after written notice of the defect is received by Windowmaster, Windowmaster will arrange to provide you with either free repair of the defective product or will provide you with free replacement glass at the location of original installation. Windowmaster reserves the right to choose whether to repair or replace a defective piece of Glass. Delays beyond the control of Windowmaster may extend the thirty (30) day period.

WHAT WINDOWMASTER WILL NOT DO

- Windowmaster will not pay for Glass broken or damaged by any person other than the employees or agents of Windowmaster Products in handling, installing or using the Glass.
- Windowmaster will not replace Glass, which has become defective as a result of unreasonable or abusive handling or use.
- Windowmaster will not replace Glass, which has become defective as a result of improper installation or glazing techniques, forced entry attack or building movement.
- Windowmaster will not replace Glass which has been deemed to be installed in non-compliance with any existing building ordinance or safety glazing code or is deemed to be in non-compliance, after the date of purchase, due to any changes in or the adoption of any ordinance, regulation, rule or law.
- Windowmaster will not pay the costs of removing Glass and/or installing replacement Glass.
- Windowmaster will not pay or be responsible for any consequential damage such as injuries caused to persons or property as a result of defective Glass (or the work necessary to replace it), or any other cost or incidental damages which are incidental to or result from the defective Glass.

WHAT YOU MUST DO

Write Windowmaster at P.O. Box 609, El Cajon, CA 92022, and request Warranty Service. Any questions regarding warranty service and the location of the nearest authorized warranty service representative can be answered by calling (619) 588-1144 or (619) 582-1242 or by visiting the company offices at 1111 Pioneer Way, El Cajon, CA.

OTHER CONDITIONS AND LIMITATIONS

This warranty is not effective unless our glazing instructions are strictly followed. No service or replacement will be provided for any problem caused by improper installation.

Specifically, for insulating Glass, the Glass unit must be:

1. Adequately mechanically supported across the bottom edge with setting blocks of proper size and location in accordance with Windowmaster glazing guidelines.
2. The unit edges must be fully protected and secured by a minimum one-half inch face covering or "bite".
3. Glazing sealants and materials used must be compatible with Windowmaster Products Hot Melt Butyl/ Single Part Silicone Glass Edge Sealant

This warranty does not cover Insulating Glass that is used at an elevation higher than 6,000 feet above sea level.

This warranty does not cover insulating Glass which is installed in any position other than a 90° vertical position, other than when glazed in Windowmaster skylites or sloped glazed windows.

This warranty shall be void if insulating Glass is used in a non-architectural application including refrigeration cabinets, swimming pool enclosures, greenhouse structures or hot saunas, aboard ships or boats, or in vehicles, campers, trailers or other similar applications.

This warranty does not cover Glass cosmetic or appearance defects caused by accumulated dirt, construction materials, rain, sprinkler water or salt spray deposits or cleaning techniques and materials.

Windowmaster makes no warranty as to the shading or thermal performance properties of any Glass it offers for sale other than that those products meet or exceed the standards of normal performance, design, and workmanship of Windowmaster Products. All such values contained in the Windowmaster Products Technical Manual are subject to industry manufacturing tolerances and are prepared in good faith and believed accurate

WQ19850101Windowmaster_warranty.doc Page 4 of 5

and reliable.

Any implied warranty, including but not limited to a warranty of merchantability (which means the product will work normally), and warranty of fitness for a particular purpose (if Windowmaster is told your specific purpose), are expressly limited to the period of this warranty.

Windowmaster will not be responsible for any promise, representation or warranty not expressly included in this limited warranty.

Windowmaster reserves the right to make changes at any time, without notice, in price, construction, material specification or availabilities of these products.

LEGAL RIGHTS

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state.