

Amberline LLC Commercial and Residential Window & Door Warranty

WARRANTY

Limited Ten (10) Year Warranty applies to Amberline Windows & Doors (Products & Parts) purchased from Amberline LLC (Seller) shall be free from defects in material and workmanship.

The Warranty extends to the original Purchaser of Amberline Windows & Doors. **The Warranty starts on the date of Purchase of a covered building as new construction or the date of purchase of Amberline Window & Door products installed as replacements - Start Date of Warranty (SDOW) and expires ten (10) years after the SDOW date.** The limited warranty will automatically extend to any subsequent owners of the window products.

Limited Ten (10) Year Warranty is subjected to the following additional terms, conditions and limitations.

COMPONENTS:

GLASS COMPONENTS

The Glass warranty applies to properly installed glass that has been timely inspected by Amberline LLC for **ten (10)** years from the SDOW date under normal use and weather conditions.

All IGU (Insulated Glazing Units) assemblies of double pane or triple pane are warranted against seal failure that results in obstruction for **ten (10) years** from the SDOW date - unless a supplemental warranty is written based on project specific solutions outside of the standard options.

Glass is warranted against stress cracks caused by manufacturing defects for **one (1) year** from the SDOW date.

Glass breakage is not covered.

LAMINATED GLASS UNITS

The Glass warranty is for **ten (10) years** from the SDOW date. If the glass failure is a result of workmanship, materials or manufacturing within **ten (10) years** of the SDOW date - Amberline LLC at its option will decide to either provide a replacement items (labor installation not included), repair at no costs or a refund of original cost less a depreciation charge.

WHITE PROFILES WITHOUT LAMINATE

White Profiles without laminates are warranted for **ten (10) years** of the SDOW date against cracking, peeling, chalking, blistering, flaking, and significant decolorization. Note some decolorization is considered normal.

POWDER COATED FINISHES, EXTERIOR TRIM COMPONENTS, SILLS AND ALUMINIUM WINDOWS & DOORS

Standard finish AAMA 2604 - power coatings are formulated with super durable or modified polyester resins.

The finish provides good color and gloss retention warranty **five (5) years** of exposure from the date of the SDOW.

Expected service life span well over 5+ years.

AAMA 2605 - the high performance exterior specification. These finishes are resistant to moisture, weathering, ozone and UV radiation. An application for this finish would include architectural projects that require long term cosmetic & functional protection - warranty **ten (10) years** of exposure from the SDOW date. Expected service life span well over 5+ years.

PREMIUM LAMINATED UPVC FINISHES

Premium laminated UPVC finishes are warranted for **ten (10) years** of the SDOW date against cracking, peeling, chalking, blistering, flaking, and any major decolorization - as determined by Amberline LLC. Note some decholarization is considered normal.

OPERATIONAL COMPONENTS

Operational components - hardware and anodized finishes - are warranted to be free of manufacture defects for **five (5) years** from the SDOW date. Electric operators and motorized accessories are provided with the same warranty.

FRAMES (Profiles and Systems)

Frames - profiles and systems are warranted for **ten (10) years** of the SDOW date free of workmanship and defects (thermal corner welds, profiles, steel reinforcement).

SCREENS

Seller will replace window screen frame and mesh that is defective in material workmanship - at no charge for the replacement part but labor will be charged - for a period of **one (1) year** from the SDOW date.

EXCLUSIVE REMEDY

If a covered defect appears during the term of the applicable warranty, Amberline LLC will, at its option, repair or replace the product or component, or refund the price paid for the defective product or component (Cost less depreciation). Removal, installation, finishing, refinishing, and disposal costs and services are not included. Amberline LLC will endeavor to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement parts, including upgrades, are warranted for the remainder of the original product warranty. Amberline LLC reserves the right to substitute products and parts when necessary.

PROPER INSTALLATION, CARE, MAINTENANCE & CLEANING

Windows and Doors installed by the purchaser must be installed following the manufacturer's guidelines and prior to the start of installation there is a required Amberline LLC installation training/review with the installer/subcontractor. Purchaser must also obtain an inspection and certification issued by Amberline LLC - prior to closing walls - to ensure the product is installed correctly. It is important that the purchaser follow all routine care, maintenance and cleaning instructions for the Amberline Windows and Doors. Failure to comply with all the above proper installation, care, maintenance and cleaning may limit your coverage under the warranty.

EXCLUSIONS:

Damage, defects, or problems resulting from causes outside Amberline LLC'S control are excluded from coverage under the Limited Warranty. Such causes include, without limitation:

- installation not in compliance with Amberline installation instructions and or applicable building codes
- improper or non-standard field finishing
- non-standard installation, such as non-vertical or sloped glazing, upside down, or out-of square
- installation or use in applications exceeding design standards
- field mulls and finishes
- installation or use near pools, saunas, hot tubs, or other high-humidity environments
- failure to follow Amberline care and maintenance instructions
- failure to properly treat, seal, and maintain
- use of brick wash, razor blades, or other inappropriate cleaners or chemicals
- misuse, abuse, modification, alteration, accident, or negligence
- shifting or settling of the structure in which the product is installed
- extreme weather events, extreme, or unusual atmospheric conditions
- normal wear and tear
- hardware finishes
- slight glass curvature, minor scratches, or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision glass imperfections consistent with ASTM or other industry standards
- war, insurrection, civil unrest, terrorism, or other Acts of God
- products that have not been paid for in full
- altered or reinstalled products
- products used in non-vertical glazing applications
- frame deflection that is not impacting performance or operation of the window or door
- accidents, including accidental glass breakage
- application of after-market window films to glass of frame surfaces
- damage caused by high in-home humidity (condensation, frost, and mold)

CLAIMS WARRANTY PROCESS

If you believe the Amberline LLC Products or Parts are defective and covered under this warranty, you must submit a timely claim in writing to Amberline LLC - within thirty (30) days after any defect or other basis for the claim is discovered. Claims submitted after such deadline shall not be covered by the warranty. Written claims should be directed to Amberline LLC at 35 Batchelder St., Boston, MA 02119. Your written notice of the claim - must provide a description of the Amberline Product or Part including original order number, purchase price, and the date and of purchase. Your claim should include a description of the nature of the problem, the date of installation and reasonable evidence showing that you are covered by the warranty.

Upon receipt of that claim, Amberline LLC will review the claim to determine if it is covered under warranty and may require you to provide pictures, samples or request reasonable access for inspection. Claims covered by this warranty, Amberline LLC will replace the defective parts or products with new parts or products at no charge except as otherwise provided in accordance with the terms of this warranty. All replacement parts or products will be shipped from the manufacturing facility. Shipping and handling costs are the responsibility of the covered owner. Any claims under this warranty is limited to the original cost of the Amberline or the cost of replacing or repairing the defective products or parts. The costs covered by this warranty do not include any labor or installation costs. The warranty period shall not be extended by the replacement of any Amberline products or parts and will continue to be covered during the remainder of the original warranty. Amberline LLC reserves the right to change, alter or discontinue any of its products or parts at its sole discretion and reserves the right to substitutions of substantially equal quality or value.

LIMITATIONS

This limited warranty is the only warranty, written, orally, expressed or implied, provided by Amberline LLC covering Window and Door Products.