



LOEWEN INC.

Effective March 5, 2025

# US LIMITED WARRANTY

## **LIMITED GLASS WARRANTY (Cardinal Glass Industries)**

Loewen Inc. (Loewen) warrants standard insulating glass units manufactured by Cardinal Glass Industries with stainless steel spacers against defects in workmanship or materials for twenty (20) years from the date of original purchase.

Standard insulating glass units manufactured by Cardinal Glass Industries with aluminum spacers are warranted against defects in workmanship or materials for ten (10) years from the date of original purchase. Any appearance of moisture or distortion on the glass inside the air space resulting from a failure of the hermetic seal will be replaced with a qualifying insulating glass unit. Non-tempered glass is warranted against stress cracks caused by manufacturing defects for ten (10) years from the original date of purchase.

Insulating glass in high elevations must be manufactured with capillary tubes. Products observed in high elevations without capillary tubes are not warranted.

Laminated glass incorporating SentryGlas® Plus interlayer (“SGP® Laminated Glass”), is limited ten (10) years from original date of purchase against defects in material or workmanship that cause delamination of the laminated glass resulting in materially obstructed vision through the laminated glass. Laminated glass incorporating either only a polyvinyl butyral interlayer (“PVB Laminated Glass”) or a PVB interlayer and a polyethylene terephthalate interlayer (“PET Laminated Glass”) or an ethylene vinyl acetate interlayer (“EVA Laminated Glass”), is limited to a five (5) years from original date of purchase against defects in material or workmanship that cause delamination of the laminated glass resulting in materially obstructed vision through the laminated glass.

Standard insulated glass units with defective hermetic seals will be replaced with new product or components and installed by Loewen or approved technicians free of charge for the first two (2) years of the warranty. After this time, Loewen will deliver the replacement insulating glass unit to the dealer where the product was purchased and the customer will be responsible for the arrangement and cost of replacement. The installation of all glass must meet Loewen approved specifications to remain valid for the warranty period. At its option, Loewen may elect to refund the customer’s purchase price of the insulating glass unit. Product and components of current design may be substituted for the original product purchased. Color variation is not considered a defect. In instances where labor is covered by warranty, Loewen will cover labor costs for replacing or repairing components in areas within sixty (60) miles of the original point of purchase. Otherwise, labor and/or mileage expenses may be charged.

The Preserve® film applied to the outdoor surface of the glass must be removed within nine (9) months from date of installation. Under normal circumstances this will help ensure easy removal with little to none of the adhesive remaining on the glass. High absorption coatings, LoE-i89™ or other exposed Low-E coatings as well as NEAT® coatings may increase adhesion of the film. In areas of high humidity, sunlight and temperatures the film must be removed from windows with the NEAT® coating within 6 months from the date of installation. Upon rare occasion a faintly visible line could appear when there is moisture on the glass at



the location where the film overlaps. This history, or ghosting is not considered a defect.

### **LIMITED GLASS WARRANTY (Agnora Ltd.)**

Loewen Inc. (Loewen) warrants standard insulating glass units manufactured by Agnora Ltd with stainless steel spacers against defects in workmanship or materials for ten (10) years from the date of original purchase

### **LIMITED GLASS WARRANTY (Other)**

All other glass and glass components are supplied with the same warranties, limitations, and exclusions that Loewen receives from its supplier.

### **WOOD COMPONENT LIMITED WARRANTY ON METAL CLAD PRODUCTS**

Loewen warrants all wood components on metal clad products against defects in materials or workmanship that affect product performance for a period of twenty (20) years from the date of original purchase.

During the first two (2) years of the warranty period, Loewen, at its sole option, may repair the defective component at no cost, or provide and install replacement parts at no cost. Thereafter, Loewen will replace defective parts with the same or equivalent product(s) or component(s) free of charge for the remaining warranty period by delivering the replacement components to the dealer where the product was purchased. The customer is responsible for the arrangement and cost of installation and/or replacement. At its option, Loewen may elect to refund the customer's purchase price of the product component(s).

The twenty (20) year wood component limited warranty is applicable on metal clad products only. Non-clad products are covered under the COMPONENT LIMITED WARRANTY.

### **COMPONENT LIMITED WARRANTY**

Loewen warrants all wood components on curtain wall products and non-clad products against defects in materials or workmanship that affect product performance for a period of ten (10) years from the date of original purchase.

Loewen warrants all non-glass components including locks, hardware, hinges, and wood components against defects in materials or workmanship that affect product performance for a period of ten (10) years from the date of original purchase.

During the first two (2) years of the warranty period, Loewen, at its sole option, may repair the defective component at no cost, or provide and install replacement parts. Thereafter, Loewen will replace defective parts with the same or equivalent product(s) or component(s) free of charge for the remaining warranty period by delivering the replacement components to the dealer where the product was purchased. The customer is responsible for the arrangement and cost of installation and/or replacement. At its option, Loewen may elect to refund the customer's purchase price of the product component(s).

Oil Rubbed finishes include an applied oil and variation in color between individual pieces of hardware is normal and should be anticipated. Repeated handling of oil rubbed bronze hardware will create the bronze or brass patina that is the distinguishing characteristic of oil-rubbed and rustic bronze finishes. Oil rubbed bronze and rustic bronze are "living finishes" with no protective coating. With time or frequent handling the dark oiled appearance will wear away revealing the bronze or brass



substrate beneath. The appearance of these finishes will vary depending on usage, supplier and environmental conditions such as but not limited to high salt concentrations. This patina process is considered normal and not a warranted item.

## **FINISHES**

### **EXTERIOR CLADDING FINISHES**

Loewen's standard aluminum finish is warranted for a period of twenty (20) years from the date of original purchase against manufacturing defects resulting in chalk (in excess of ASTM D-4214 number eight (8) rating, determined by the procedure outlines in ASTM D-4214), fade (more than five (5) Delta-E Hunter units (square root of the sum of square Delta L, Delta a, and Delta b) as determined by ASTM method D-2244 method 6.3, and loss of adhesion (peeling), per AAMA (American Architectural Manufacturer's Association's Specification 2605, except where provided below. Anodized finishes are warranted to be free from manufacturing defects for a period of ten (10) years from the date of original purchase, except where provided below. Fiberglass cladding components are warranted free from manufacturing defects for a period of ten (10) years from the date of original purchase. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements, which is not considered a defect.

The factory applied protective film on the exterior of some metal clad components is required to be removed within ninety (90) days from date of installation.

Products installed in coastal environments (within one (1) mile of a sea coast or other salt water source) must be cleaned thoroughly with mild detergent soap and water. This must be done every three (3) months as a minimum, and more frequently if necessary to prevent the build-up of salt or corrosive residue. Any chips or scratches must be repaired immediately and not left exposed to the elements. Aluminum clad painted products in these environments are warranted to be free from manufacturing defects that result in abnormal corrosion or deterioration of the exterior cladding or finish for a period of ten (10) years, including anodized sills used on sliding and swinging doors. The determination as to whether abnormal corrosion or deterioration in coastal environments and/or in areas of high salt concentration has occurred will be made at Loewen's sole discretion.

Coastal environments can be extremely corrosive and some finish deterioration is normal and should be expected. Areas with higher salt concentration that are within one (1) mile of a sea coast or other salt water source may have more deterioration occurring.

Except as stated above, anodized finishes are not warranted in coastal or high salt concentration environments.

Failure to comply with the regular cleaning and maintenance requirements within the specified schedule will invalidate this warranty. Thorough cleaning of all exterior window and door surfaces (including those not visible when the operating unit is closed) must be undertaken with mild soap and water and a complete fresh water rinse.

Documented proof of regularly scheduled cleaning is required. A maintenance log, as well as instructions on cleaning, can be found in the "Care and Maintenance of Exterior Aluminum Cladding" section found at [www.loewen.com](http://www.loewen.com) (Professional Resources – Installation & Maintenance).



During the first two (2) years of the warranty period, Loewen, at its sole option, may repair the defective component at no cost, or provide and install replacement parts. Thereafter, Loewen at its sole option will supply materials for repair or equivalent product(s) or component(s) for the remaining warranty period by delivering the replacement components to the dealer where the product was purchased. The customer is responsible for the arrangement and cost of installation and/or replacement. At its option, Loewen may elect to refund the customer's purchase price of the product component(s).

## **WOOD FINISHES**

Refer to the Loewen Limited Warranty – Factory Applied Finishes for warranty coverage found under the performance and warranty section at [www.loewen.com](http://www.loewen.com).

## **SURFACE PATINA, CYPRIUM COLLECTION**

Humidity, airborne salinity and pollutants work together with time to coat the surfaces with a natural patina ("living finish") and are dependent on environmental and location specific conditions. The rate of change, color variations, or uniformity of the naturally occurring patina process is excluded from warranty coverage.

## **FACTORY-APPLIED PATINA, CYPRIUM COLLECTION**

Factory-applied patina finishes will continue to evolve naturally over time. The initial factory-applied patina may not be representative of the natural evolution that may occur on a Cyprium product in any specific location. Depending on environmental and location specific conditions, factory-applied patina finishes may evolve or revert back to what would be a natural progression of unfinished copper or bronze. As such, there shall be no specific warranty pertaining to factory-applied patina finishes. The rate of change, color variations, or uniformity of factory-applied patina finishes is excluded from warranty coverage. As the natural or factory-applied patina evolves, residue may wash down and stain surfaces beneath the cladding and is considered a natural occurrence. Staining of adjacent surfaces is excluded from warranty coverage.

## **REPLACEMENT PARTS & LABOR**

Replacement parts and labor provided by Loewen staff or agents are warranted for ninety (90) days or the balance of the existing warranty, whichever is greater.

## **WARRANTY LIMITATIONS**

Product and components of current design may be substituted for the original product purchased. Texture and color variation, nail holes, and fastener marks are not considered defects. In instances where labor is covered by warranty, Loewen will cover labor costs for replacing or repairing components in areas within sixty (60) miles of the original point of purchase. Otherwise, labor and/or mileage expenses may be charged.

Clad and non-clad panels for all doors including but not limited to Bifold, LiftSlide, and MultiSlide must be properly finished according to Loewen finishing instructions immediately upon delivery to the jobsite. These instructions can be found under the "Guidelines for Finishing your Loewen Windows and Doors" section found at [www.loewen.com](http://www.loewen.com) (Professional Resources – Installation & Maintenance).

Accessories such as but not limited to electric window operators, and retractable screens supplied with Loewen products are



warranted for the same warranties, limitations, and exclusions that Loewen receives from its supplier.

Screens are not designed to, nor will they prevent falls.

Suitability and compliance with building codes and standards (local or other), including building components, design and installation of flashing and/or sealing systems, and the use of Loewen product is the responsibility of the purchaser, user, architect, contractor, installer, or other building professional.

The preparation of the rough opening for large openings such as those required by, but not limited to, Curtain Wall, LiftSlide, MultiSlide and Bifold doors have unique requirements. Structural headers that allow for deflection no greater than 1/8" along the unsupported length once the header is fully loaded are required. Special care needs to be taken when installing any unit including transoms above such large opening units.

Loewen is not responsible for site measurements or the determination of structural and architectural requirements for the installation of product(s). Site specifications are the responsibility of building professionals or engineers to determine.

Product exposed to weather events or conditions that exceed the published DP / PG values are not covered under the Loewen warranty.

All warranty categories are non-prorated except as listed.

This limited warranty supersedes all previous versions and notifications, is transferable, and applies to product purchased and installed in the United States. The warrantor is Loewen Inc., a Georgia corporation.

## **EXCLUSIONS**

This limited warranty excludes coverage for damage to Loewen units or non-Loewen components and materials as a result of the failure of components covered by the warranty.

This warranty does not cover:

- Touch-up Paint.
- Damage or failure occurring because of finishing by others. This would include, but is not limited to, wood bleaching.
- Retractable screens are not warranted for blow out from the guides. The screen supplier states that the screen is intentionally designed to expand and blow out of the guides in heavy winds or when pushed upon to prevent damage to the screen. To reset the screen into the guides, slowly operate the screen while directing the fabric into the guides. We recommend that the screen be always retracted during heavy winds. As such, retractable screens are not warranted for blow out from the guides.
- Factory applied primer. Factory applied primer is meant to assist in the adhesion of a field applied finish top coat and is not meant to provide protection in an unfinished state over an extended period of time. Instructions can be found in the "Finishing Your Product" section at [www.loewen.com](http://www.loewen.com).
- Minute paint fracturing which may occur in proper fabrication of building parts.



- Repainting or refinishing costs after replacement of defective components.
- Costs for installation, loss of time, inconvenience, delays in construction, or late delivery.
- Normal wear or discoloration of finishes, including tarnishing; and condensation or frost on exposed surfaces of the insulating glass unit, either on the inside or on the outside of the house resulting from excessive humidity.
- Damage or scratches to the glass occurring from improper removal of factory-applied protective films and labels.
- Cracked, shattered or broken glass; damage due to application of films, fixtures or decorations.
- Minor glass imperfections which do not impair structural integrity or obscure normal vision, including minor scratches and curvature of the glass, are not considered defects and are excluded from coverage.
- Visual distortion in tempered, heat strengthened and or laminated glass is to be expected. This is not considered a defect. Bi-stable glass characteristics are normal in oversized tempered and heat strengthened glass. This is not considered a defect. This can be reduced by using thicker glass and sizes that are more rectangular than square.
- Damage due to direct heat or flame.
- Damage or failure of hermetic seals from improper installation.
- Insulating glass units installed in units not manufactured by Loewen.
- Other manufacturer's glass or insulating glass units, unless factory installed by Loewen.
- Insulating glass units manufactured with Georgian Polished Wire glass installed in doors.
- Retention of Argon or other inert gas present in insulating glass at time of manufacture.
- Bending of metal components may lead to surface deformation and should be anticipated.
- Damage from accident, improper handling, alteration or misuse.
- Damage occurring in transit after leaving the Loewen plant or Loewen truck.
- Damage occurring in the customer's storage facility, on site prior to or during construction, through vandalism, theft, or from any other cause beyond Loewen's control.
- Damage to products or structures resulting from failure to follow Loewen installation instructions and recommendations.
- Damage as a result of nonstandard and/or improper installation including non-vertical, upside down, on the side, out of square and out of plumb.
- Installation in structures lacking adequate moisture drainage or moisture management including units installed without flashing and units with Exterior Insulation and Finish Systems ("EIFS") without proper drainage systems.
- Deficiencies in construction, building design and maintenance.
- Modification or repair to the product by anyone other than the manufacturer or Loewen Certified Service Partner.
- Damage resulting from exposure to extreme weather, excessive dryness, or excessive humidity including but not limited to products installed in or near pools, saunas, hot tubs, or other high-humidity environments.
- Bleed through of resin, pitch or tannins
- Damage while in an unfinished or unprotected state (may include distortion or splitting of wood components). Interiors must be primed, sealed, or finished within 14 days of delivery. Exteriors must be primed, sealed, or finished immediately upon delivery.
- Damage occurring from tape or other self-adhesive protection applied directly to finished surfaces. Do not apply tape or other self-adhesive protection directly to the finished surfaces.
- All exposed wood surfaces must be finished. This includes wood components in both the open and closed position.
- Any treatment or finish not applied by Loewen that alters or may alter Loewen product.
- Timber Curtain Wall(s) or products inserted into Timber Curtain Wall(s) not installed by certified or approved installers.
- Corrosion and related damage.



- Use of brick wash, chemical solvents or other inappropriate cleaners.
- Acts of God, nature, war, or terrorism.

Defects shall be defined by any characteristic, flaw, failure, weakness, imperfection, or error, determined by Loewen to be defective in material or workmanship, under normal use.

Minimal flexing of door panels or door warpage is considered a defect when the deflection exceeds 8 mm (5/16"), providing the door is manufactured with standard multi-point lock and hinge preparation. Door warpage on units without a multi-point locking system, and minute fracturing of paint finishes are not considered defects and are excluded from coverage. Multi-point locks must be activated and used at all times.

Flush track for LiftSlide and other products and flat/low profile Terrace/French door sills are not warranted against water or air intrusion of any sort. The Owner must make sure that these units are installed in an area that is covered and not exposed to unfavorable weather conditions. The Owner takes full responsibility for the installation and use of these products.

Loewen is not responsible for site measurements or the determination of structural and architectural requirements for the installation of product(s). Site specifications are the responsibility of building professionals or engineers to determine.

Loewen published performance ratings are representative of average performance and are not warranted for specific units or applications. Product performance can vary and will change over time. Examples of situations that can have an impact on performance include but are not limited to shipping and handling, installation, maintenance, exposure to weather events or conditions that exceed published DP / PG values, and normal wear and tear. Untested product shall make no claim of performance nor will they carry labels relating to performance grade or thermal performance.

## **WARRANTY CONDITIONS**

**THE LIMITED WARRANTY SET FORTH BY LOEWEN IN THIS DOCUMENT EFFECTIVE JANUARY 1, 2024 IS THE ONLY EXPRESS WARRANTY APPLICABLE TO THESE PRODUCTS. NO ONE IS AUTHORIZED TO MODIFY OR EXPAND THIS LIMITED WARRANTY. THE ABSOLUTE LIMIT OF LOEWEN'S LIABILITY IS THE PURCHASE PRICE OF THE PRODUCT. THERE IS NO OTHER EXPRESS WARRANTY. ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY PROVIDED HEREIN. THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY, AND LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER ANY AND ALL WARRANTIES IS EXCLUDED TO THE EXTENT PERMITTED BY LAW.**

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.



## **CLAIMS PROCEDURE**

- Be sure to file claims within the warranty coverage period.
- To make a claim, contact the Loewen dealer where the original purchase was made.
- Provide information verifying date of purchase.

If the problem is not resolved within a reasonable period of time, please contact Loewen Customer Job Site Services at [cjs@loewen.com](mailto:cjs@loewen.com) or phone 1-800-563-9360.

Loewen may have a representative inspect the product and remove samples for technical analysis.