

Effective Jan 1, 2018

AMSL Arizona (2016) Inc.

LIMITED WARRANTY CUSTOM (WOOD) PRODUCTS

Applicable for Custom (Wood) product installed in the United States of America and Canada

LIMITED GLASS WARRANTY

AMSL Arizona (2016) Inc. (Manufacturer) 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 except for insulated glass units over 70 ft² which are warranted for a period of five (5) years.

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 supplied 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 units in high elevations (above 4000') must be manufactured with capillary tubes. Products observed (installed or transported) in high elevations without capillary tubes are not warranted.

Laminated glass incorporating Dupont's™ 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.

Insulated glass units with defective hermetic seals will be supplied with new product or components. Manufacturer 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 Manufacturer approved specifications to remain valid for the warranty period. At its option, Manufacturer 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.

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 six (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.

All other sealed units, glass, and/or glass components are supplied with the same warranties, limitations, and exclusions that Manufacturer receives from its supplier(s).

WOOD COMPONENT LIMITED WARRANTY

Manufacturer warrants wood components on products against defects in materials or workmanship that affect product performance for a period of five (5) years from the date of original purchase. All other wood components are covered under Manufacturer's Limited Warranty for Custom Products. During the warranty period, Manufacturer, at its sole option, may repair or replace the defective component(s) with the same or equivalent product(s) or component(s) by delivering the replacement component(s) 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, Manufacturer may elect to refund the customer's purchase price of the product component(s).

COMPONENT LIMITED WARRANTY

Manufacturer warrants all non-glass components including locks, hardware, hinges, and non-wood components against defects in materials or workmanship that affect product performance for a period of one (1) year from the date of original purchase. During the warranty period, Manufacturer, at its sole option, may repair or replace the defective component(s) with the same or equivalent product(s) or component(s) by delivering the replacement component(s) 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, Manufacturer 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. This is considered normal and not a warranted item. 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.

EXTERIOR FINISHES

Manufacturer warrants factory applied exterior stains for a period of one (1) year against defects in materials or workmanship, including blistering, peeling, and flaking. Factory applied exterior paints are warranted for a period of two (2) years against defects in materials or workmanship, including blistering, peeling, flaking, and excessive chalking. Wood naturally changes color over time (typically darkening) and the application of finishes does not inhibit this process. The color change may be more noticeable in woods treated with a clear coat or light colored stain and the appearance of a raised grain or other natural variation in the wood grain may be enhanced by the finish and is not considered a defect.

It is the homeowner's responsibility to regularly clean and maintain the finish. Wear and tear from normal use and/or cleaning is not covered by this warranty. Products installed in coastal environments (within one (1) mile of a sea coast or other salt water source) must be cleaned thoroughly 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. 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 natural deterioration occurring. Documented proof of regularly scheduled cleaning is required.

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. Additional maintenance and finishing requirements may be part of the warranty conditions and can be obtained through your local dealer.

INTERIOR FINISHES

Manufacturer warrants factory applied interior stains and/or paints for a period of two (2) years against defects in materials or workmanship, including blistering, peeling, flaking, and excessive chalking. Wood naturally changes color over time (typically darkening) and the application of finishes does not inhibit this process. The color change may be more noticeable in woods treated with a clear coat or light colored stain and the appearance of a raised grain or other natural variation in the wood grain may be enhanced by the finish and is not considered a defect.

It is the homeowner's responsibility to regularly clean and maintain the finish. Wear and tear from normal use and/or cleaning is not covered by this warranty.

REPLACEMENT PARTS

Replacement parts provided by Manufacturer 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. Labor is not covered by warranty and will be at the expense of the customer.

Electric window operators, retractable screens, and other accessories supplied with Manufacturer products are warranted for the same warranties, limitations, and exclusions that Manufacturer 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 Manufacturer's 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, Lift and Slide, 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.

Manufacturer is not responsible for site measurements or the determination of structural and architectural requirements for the installation of fenestration products. Site specifications are typically the responsibility of building professionals or engineers to determine.

All warranty categories are non-prorated except as listed.

This limited warranty supersedes all previous versions and notifications, is not transferable, and applies to product purchased and installed in the United States and Canada. The warrantor is AMSL Arizona (2016) Inc., an Arizona corporation.

EXCLUSIONS

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

This warranty does not cover:

- Touch-up Paint.
- 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. It is required that the exterior must be painted within 14 days of installation with a high quality finish coat.
- Minute paint fracturing which may occur in proper fabrication of building parts.
- Scratches, abrasions, or other damage caused by improper handling or cleaning.
- 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.
- 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 Manufacturer.
- Other manufacturer's glass or insulating glass units, unless factory installed by Manufacturer.
- 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.
- Damage from accident, improper handling, alteration or misuse.
- Damage occurring in transit after leaving the Manufacturer's plant or 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 Manufacturer's control.
- Damage to products or structures resulting from improper installation, including, but not limited to, nonstandard and/or improper installation including non-vertical, upside down, on the side, out of square and out of plumb.
- Damage to products resulting from improper storage.

- 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.
- Damage resulting from exposure to extreme weather, excessive humidity or excessive dryness.
- Damage while in an unfinished or unprotected state (may include distortion or splitting of wood components).
- Corrosion and related damage.
- Use of brick wash, chemical solvents or other inappropriate cleaners.
- Acts of God, nature, war, or terrorism.
- Modifications and alterations to product and/or repair or service of the product by anyone other than manufacturer.
- Any use of the product other than for which it was intended.
- The use of 1 3/8” doors for exterior purposes.
- The use of Alder wood for exterior use.
- Gates or doors used as a gate.
- True plank doors or plank overlays.
- Shutters for warpage or bowing
- Wood screen door panels for warpage or bowing
- Products installed in or near pools, saunas, hot tubs, or other high-humidity environments
- Variations in wood color, texture, pattern and/or grain. These are natural characteristics of wood and are not considered defects.
- Doors installed with an inadequate overhang above. An adequate overhang refers to an overhang projecting a distance away from the door that is at least equal to one-half of the elevation difference between the bottom of the door and the base of the overhang structure.
- Oversized product.
- Doors above 84” in height must have a multipoint lock installed.
- Unfinished windows and doors not sealed on all sides with fourteen (14) days of delivery.

Defects shall be defined by any characteristic, flaw, failure, weakness, imperfection, or error, determined by Manufacturer 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. Minute fracturing of paint finishes is not considered a defect and is excluded from coverage. For doors over 84” in height, a multipoint is required and the warpage is limited to any 84” portion of the door. Warpage will be measured by placing a straight edge or a taut line on the concave face of the door and determining the maximum distance from the straight edge or line to the door face. The door must be properly hung and finished with all surfaces being sealed and cannot be the result of an improperly installed door jamb or a wall out of plumb. Multi-point locks must be activated and used at all times.

Flush track for LiftSlide and other products and flat/low profile 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 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 and normal wear and tear.

WARRANTY CONDITIONS

THE LIMITED WARRANTY SET FORTH BY THE MANUFACTURER IN THIS DOCUMENT EFFECTIVE JANUARY 1, 2018 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 the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusion or limitation 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.

RECEIVING PRODUCT

Upon receipt of product, it is mandatory that an inspection immediately occurs, verifying that the products received are what was ordered. In addition, the product(s) need to be checked for potential freight damage and/or defects.

If the claimed nonconformity is for a warped component, Manufacturer may defer repairing or replacing the product for a period up to twelve (12) months from date of claim or the date when the product was installed, to permit conditioning and equalization to humidity and temperature conditions. This deferred period will not be counted against the warranty period. In obvious cases of uncorrectable warp, the product will be replaced immediately.

If a product is perceived to be defective, Manufacturer must be notified within thirty (30) days of delivery. To make a claim, contact the Manufacturer dealer where the original purchase was made and provide the order number, item number, or other information verifying the date of purchase.

If the problem is not resolved within a reasonable period of time, please contact Manufacturer directly.

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 Customer Service at marjieklein@loewen.com, phone 520-745-2477 ext. 13.

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