



SWITCHBACK CREEK
at Sun Peaks

DOORS, WINDOWS & HARDWARE

Exterior Door & Glass Limited Warranty



MASONITE
Open to extraordinary.

Masonite's products are designed and built to high industry standards and are warranted pursuant to the terms of this document.

This warranty applies to Products shipped by Masonite after August 1, 2019 that are installed in residential homes in the United States and Canada.

THIS WARRANTY IS NOT TRANSFERABLE.

THE RESIDENTIAL WARRANTY IS GRANTED ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND THE FIRST OWNER OF THE RESIDENTIAL HOME WHERE THE PRODUCT WAS ORIGINALLY INSTALLED. THE MULTI-RESIDENT WARRANTY IS GRANTED ONLY TO OWNER OF THE HOME OR BUILDING IN WHICH THE PRODUCT HAS BEEN INSTALLED AT THE TIME OF INSTALLATION (AND ITS BUILDER AND CONTRACTOR).

Subject to the terms stated herein, Masonite warrants that the products listed below ("Products") will be free from manufacturing defects in material and workmanship from the original date of shipment by Masonite until the end of the time periods outlined below.

RESIDENTIAL PRODUCT WARRANTY (Table 1)

MASONITE PRODUCT	Coverage	Factory Finish Coverage
Fiberglass Doors Barrington®, Belleville®, Heritage Series®, Oakcraft®, and VistaGrande®	Lifetime*	2 years
Sta-Tru® Steel Doors Steel Edge and Wood Edge	20 years	5 years
Masonite Insulated Glass Decorative glass and Miniblinds	20 years	N/A
Masonite Factory Finished Lite Frame other than PVC	20 years	2 years
Masonite Factory Finish PVC Lite Frame & SDL bars	5 years	2 years
HD Steel Edge Doors	15 years	2 years
HD Wood Edge Doors	5 years	2 years
Utility Steel Door	1 year	1 year

*The definition of "Lifetime" is as long as the original owner occupies the residential home where the Product was installed.

Masonite Pre-Hung Door Units are subject to this warranty for the relevant components (door, glass, frame and finish) and may be subject to additional warranty terms if provided in writing with the pre-hung units. Masonite does not warrant the hardware or the frame of a pre-hung unit unless specified in the warranty materials that accompany the unit.

Masonite Prefinished Products: Subject to the terms of this warranty, Masonite warrants its Masonite factory applied finishes (paints and stains) will not peel, chip or crack due to a manufacturing defect. The warranty term is from the date of Masonite's shipment until the end of the time period listed above.

A primer coat is not a finish and is not warranted by Masonite.

Masonite does not warrant any finishes that are applied by other parties nor does Masonite warrant that a particular finish will adhere to its primer coat.

MULTI-RESIDENT PRODUCT WARRANTY (Table 2)

MASONITE PRODUCT	Coverage	Factory Finish Coverage
Fiberglass Doors Barrington®, Belleville®, Heritage Series®, Oakcraft®, and VistaGrande®	5 years	2 years
Sta-Tru® Steel Doors Steel Edge and Wood Edge	5 years	2 years
Masonite Insulated Glass Decorative glass and Miniblinds	5 years	2 years
Masonite Factory Finished Lite Frame other than PVC	5 years	2 years
Masonite Factory Finish PVC Lite Frame & SDL bars	2 years	2 years
HD Steel Edge Doors	5 years	2 years
HD Wood Edge Doors	2 years	2 years
Utility Steel Door	None	None

WARRANTY HOLDER CLASSIFICATIONS:

Residential Warranty Holders: If the Product is installed in (i) a new residential home and the first occupant owns the home or (ii) an existing owner-occupied residential home, and in each case, at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a "home") in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit and is also responsible for Product replacement, then that owner is a Residential Warranty Holder; however, if the owner is not the first occupant or if someone else other than the owner (for example, the condominium association) is responsible for Product replacement, then the owner is not a Residential Warranty Holder.

Multi-resident Warranty Holders: If the Product is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above, then the warranty holder is the owner of the home or building in which the Product has been installed at the time of installation (and its builder and contractor). That owner is classified as a Multi-Resident Warranty Holder. For example, this includes owners of multi-resident premises in which the occupant is not responsible (other than through periodic fees/other assessments) for Product replacement whether or not the occupant owns the residential home unit in the premises (including by example, certain condominiums, townhomes, duplexes, apartments, cooperatives).

WARRANTY EXCLUSIONS:

1. Improper installation, storage, care, handling or finishing, including, without limitation, a failure to follow the instructions set forth below, that accompany the Product, or as posted on Masonite's website from time to time.
2. Failure to properly maintain the Product.
3. Exposure of the Product to chemicals, acid or fumes, air pollutants, such as acid rain.
4. Damage caused by improper handling, storage, abuse, vandalism, misuse, impact by foreign objects, acts of God, fire, explosions or other casualty.
5. Any damage resulting from air and water infiltration during severe weather conditions.
6. Any failure of the structure/building/foundation into which the Product is installed.

Exterior Door & Glass Limited Warranty



MASONITE

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7. Any issue due to alteration of the Product by other parties (such as cut downs or light cutouts).

8. Damage caused by not properly finishing the Product or not finishing it in a timely manner (45 days from date of Masonite's original shipment unless prefinished by Masonite).

9. Lite Frames and SDL bars need to be finished to be covered under warranty.

10. Masonite does not warrant hardware such as locksets or other hardware. A separate written warranty may be provided from the manufacturer and included in the materials that accompany a Pre-Hung Door Unit.

11. The finish on any Masonite supplied hardware is not warranted and is purchased "as is".

12. Variations in color or texture in any primed or pre-finished Product coating.

13. Normal wear and tear or natural weathering of surfaces including weather-strip and sweep.

14. Damage or defect arising from or related to improper field finishing of all sides, front, back and all edges of the Product.

15. Slight expansion or contraction of door panels, jams and slabs due to varying environmental conditions.

16. Structural integrity issues caused by improper installation of hardware or improper machining of the Product.

17. Damage or poor Product performance resulting from the installation of Product in a condition that exceeds Product design standards or certified specs and/or does not conform to applicable building standards.

18. Any warp, size, or squareness within the permitted tolerances including those listed below.

19. Damage resulting from or related to a Product being installed behind a non-vented storm door or excessive heat due to being finished a dark color.

20. Bubbles, lines, slight surfaced imperfections and slight discoloration are normal characteristics of fine hand-crafted glass and are not warranted.

21. Acts of third parties.

22. Non-uniformed fade or, color change after installation.

PERMITTED DOOR TOLERANCES

1. **Size:** Width, height and Thickness +/- 1/16" of a door
2. **Squareness:** +/- 1/8" measured corner to corner across the door's diagonal plane.
3. **Warp:** No more than 1/4" of warp as measured across the plane of the door in a section no greater than 3-6 x 7-0 in 1-3/4" or 3-0 x 7-0 in a 1-3/8" door. For doors that are larger than 3-6 x 7-0 but no greater than 8-0 in height and 4-0 in width, the warp shall not exceed 1/4" in a 3' by 7' section.

Masonite may defer action on any claims for warping for a period of up to 12 months from date of the claim to allow the door slab to adjust to local humidity and temperature conditions. This often remedies the issue.

INSTALLATION INSTRUCTIONS:

Refer to the installation instructions that are provided with the Product or that are found on the Masonite website.

Depending on the region, some areas require additional fasteners to install the unit. Please check with local building codes for additional installation information.

Installation of a Product within 5 miles of any body of salt water will reduce the Warranty period (Lifetime or Warranties of 15 years or greater will be limited to 10 years, other warranties will be reduced by 50%).

FINISHING INSTRUCTIONS

(not applicable to Masonite's pre-finished doors):

Refer to the installation instructions and finishing instructions on the Masonite website.

Also, follow the coating manufacturer's instructions carefully.

Primer does not function as a sealer or moisture barrier and is not a coating.

Masonite recommends cleaning the Product a few times a year using mild detergent and warm water. Repainting or re-applying topcoat every 1 to 7 years will be required depending upon the weather exposure.

STORAGE, CARE & HANDLING INSTRUCTIONS:

The instructions below are highlights of certain storage, care and handling instructions. Other instructions may accompany the Product or be posted on Masonite's website and should also be followed:

1. When Products are received they must be inspected immediately for quality, including correct size, machining, and finish (if factory finished).
2. Unfinished doors and frames must be finished within 45 days of original purchase with a national brand exterior grade paint or stain.
3. Prior to installation, the door/unit shall be stored so that it is not exposed to the elements or allowed to sit in a damp area or standing water.
4. When storing door slabs, keep the doors stacked horizontally and fully supported on a level surface, do not lean the doors vertically against a wall or other structure. When stacking doors, keep the top door covered at all times with a cover sheet, plywood or cardboard.
5. Masonite ships certain Products with spacers. In order to prevent Product distortion, it is required that the packaging spacers remain until the Product is removed to be hung.
6. Pre-hung door units should be stored vertically and secured to avoid accidentally falling over.

HOW TO MAKE A CLAIM:

If you detect a warranty issue, please promptly notify the person or company from whom you purchased the Product or the residential home where the Product was installed and provide the following information:

1. Description of the Product and a photo of the defect;
2. Name and address of the location of the Product and, if installed, the builder and/or the installer;
3. Proof of Sale if you bought the door and, if not, the date you purchased the residential home or date it was installed;
4. Detailed explanation of the defect; and,
5. Statement that the defect was not caused by any of the exceptions listed in this warranty.

At Masonite's discretion, a warranty claim may be subject to site inspection.

REMEDY AND LIABILITY LIMITATION:

If a warranty issue is detected during the applicable warranty term, Masonite, in its sole discretion, will either a) repair or provide a replacement Product or component or b) will refund the original purchase price paid to Masonite for the product (Prorated price for glass see Table 2). The remaining warranty term for any replaced or repaired product will run from the date of the original door warranty. Masonite will not be liable for any labor, rehang charges,

Exterior Door & Glass Limited Warranty



MASONITE

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painting/staining, installation, incidental, special or consequential damages or other costs under this warranty.

GLASS PRO-RATED WARRANTY (Table 3)

Period (years)	Charge to Customer	refund to customer
0-5	None	100%
6	20%	80%
7	30%	70%
8	40%	60%
9	50%	50%
10	60%	40%
11-15	70%	30%
16-20	80%	20%

MASONITE MAXIMUM LIABILITY IS LIMITED TO THE AMOUNT OF THE ORIGINAL PURCHASE PRICE PAID TO MASONITE. MASONITE IS NOT OBLIGATED AND THIS WARRANTY DOES NOT COVER THE COSTS OF LABOR, INSTALLATION OR FINISHING FOR ANY REPLACEMENT PRODUCT. THIS IS THE SOLE WARRANTY GRANTED TO ANY PARTY AND THERE ARE NO OTHER WARRANTIES GRANTED, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. MOREOVER, IN NO EVENT WILL MASONITE BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Your rights may vary based on the laws in your state or province. If your state or province does not allow the exclusion of implied warranties, the length of any implied warranty shall be one year or the shortest time in excess of one year permitted under the applicable law. Similarly, if your state or province does not allow the exclusion of consequential, incidental or special damages, this limitation will not apply.

Unless Masonite agrees in writing to an alternative, any dispute under this warranty or related to the warranted Product, shall be resolved by mandatory arbitration administered by the American Arbitration Association ("AAA") and governed by the Federal Arbitration Act, 9 U.S.C. section 1 et seq. as interpreted by the U.S. Supreme Court and the U.S. Court of Appeals for the Eleventh Circuit. Such an arbitration shall be before a single arbitrator and conducted under the AAA Consumer Arbitration Rules in effect at the time of the arbitration. The parties agree not to exercise any option to proceed in any small-claims court and waive any such right. Any in-person arbitral proceedings shall occur in Tampa, Florida. If the arbitrator decides, based on evidence submitted, that the specified venue would result in undue hardship to the person making the claim ("claimant"), then the arbitration will occur in a location more convenient for the claimant as specified by the arbitrator. Neither you nor Masonite will be entitled to join or consolidate claims in arbitration.

No representative of Masonite or any of its dealers or distributors has authority to modify this warranty or assume for Masonite any additional liability or responsibility in connection with this warranty. Only an officer of Masonite may vary the terms.

Ply Gem reserves the right to discontinue or make changes to any products, including color changes. In the event products covered by these warranties are not available, Ply Gem reserves the right to substitute a product or component that, in Ply Gem's sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference.

Ply Gem reserves the right to change, without notice, the provisions of its warranties for any or all of its products. The warranty in effect for each Ply Gem product at the time of sale of such product remains in effect regardless of subsequent changes in warranty policy.

Replacement parts, components and products are warranted for the balance of the original product warranty.

No dealer, distributor, retailer, contractor, salesperson or other representative of Ply Gem products is authorized to change or add to this warranty. Owner agrees that no action or inaction of Ply Gem shall constitute a waiver.

IMPORTANT OWNER INFORMATION:

EXCLUSIVE REMEDY: THIS WARRANTY IS THE EXCLUSIVE OWNER REMEDY. IT SHALL OPERATE IN LIEU OF ALL OTHER REMEDIES, WARRANTIES OR CLAIMS IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE.

LIMITATION OF REMEDIES: IN NO EVENT SHALL PLY GEM BE LIABLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE AND INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY OR PUNITIVE DAMAGE OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL PLY GEM BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PART, COMPONENT OR PRODUCT.

ADDITIONAL DISCLAIMER: THIS IS THE SOLE WARRANTY FOR PLY GEM WINDOW AND DOOR PRODUCTS. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the extent required by such law. This warranty gives you specific legal rights and you may also have other rights that vary from province/state to province/state.

OWNER AGREES THAT ANY OBLIGATION OF PLY GEM WITH RESPECT TO ITS PRODUCTS IS CONTINGENT UPON NOTICE AS DEFINED HEREIN AND PLY GEM'S OPPORTUNITY TO RESPOND.

PRODUCT RATINGS: Ply Gem products are designed and tested in accordance with required standards. These measure performance of sample products in a laboratory setting. To pursue consistency, Ply Gem manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.

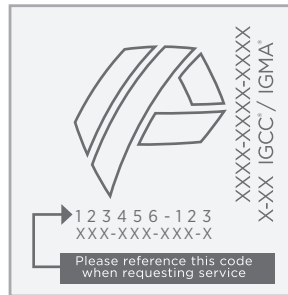
HOW TO MAKE A WARRANTY CLAIM:

If you have a warranty claim with your Ply Gem window or door, you must immediately contact the dealer or contractor who provided you the product or us directly (visit www.plygem.ca) and provide written notice of such warranty claim within thirty (30) days of product failure.

To help us serve you faster, please have the following information available when contacting Ply Gem:

- Your name, address and daytime telephone number.
- A description of the alleged product failure for which the claim is being made (photographs are useful)
- The date the product was purchased (or possession date)
- The name of the Ply Gem dealer/contractor from whom the product was purchased/supplied (if known)
- In the case of insulated glass, provide the date of manufacture as printed on the spacer bar or etched on the surface of the glass.

Ply Gem shall have no obligation whatsoever without proper notice from the owner and an opportunity to respond. Upon proper notice, Ply Gem shall be afforded the opportunity to inspect or take other action necessary to formulate a response. Owner agrees to pay for the costs of an inspection which reveals that no action is called for under this warranty. In no event shall Ply Gem be liable for the costs of repair or finishing for products not supplied by Ply Gem.



PLYGEM.CA

LIMITED WARRANTY
Windows & Doors

Since 1958, Gienow Canada Inc. (doing business as Ply Gem Canada and Gienow Renovations (“Ply Gem”)) window and door products have been manufactured to specific engineering standards utilizing quality materials and craftsmanship. We are committed to stand behind our products with a comprehensive warranty, and as a consumer-purchaser, we will respond to notice from you regarding any product concerns according to the terms set forth below. This warranty is effective for all Ply Gem window and door products delivered on or after December 1, 2014 and is applicable only in Canada. Any previous warranties will continue to apply to products manufactured by Ply Gem and/or Gienow prior to this date.

WARRANTY COVERAGE

If a Ply Gem window and door product shows evidence of any of the following defects in material or workmanship, upon notice from you as required herein, Ply Gem will, at our option, repair, replace or refund the original purchase price of the part, component or product per the terms set forth herein provided such defect is directly caused by a defect in the product as manufactured by Ply Gem and has resulted in a significant impairment in operation and usage as determined by Ply Gem. Any replacement part, component or product supplied outside the Skilled Labour time period will be delivered to the original point of purchase.

A. Skilled Labour

Unless otherwise specifically noted, skilled labour to repair or replace any affected component is provided for two (2) years from the date of delivery. Skilled labour includes work in which specialized product knowledge or methods are required to complete a repair and does not include any reinstallation, repair, refinishing or refurbishment of materials or products beyond the affected Ply Gem product.

Ply Gem reserves the right to apply a travel charge when products are installed in remote areas, areas outside our branches normal territory or areas outside Canada's four (4) western most provinces. Normal territory coverage varies from branch to branch but generally encompasses Central Metropolitan Area (CMA) and a zone within 40km of the CMA. Contact your dealer or Ply Gem directly to determine how your home/territory is covered.

B. Insulated Glass Unit (IGU)

Should an IGU fail (evidenced by moisture within the IGU caused by failure of the hermetic seal), Ply Gem will supply a replacement unit (or complete sash, including IGU, at Ply Gem's discretion) for the failed unit free of charge for as long as you own your home.

Ply Gem warrants NEAT® monolithic glass coating for a period of ten (10) years from date of delivery.

Ply Gem warrants that under normal circumstances removing the PRESERVE® film within one (1) year of delivery date will ensure easy removal with little or none of the films adhesive remaining on the glass. Under the rare occasion where adhesive transfer occurs, a faint visible line could appear on the glass. This history or ghosting is not considered a defect. Rattling of in-glass decorative panels, such as blinds or grill bars, is not a defect.

C. Vinyl Window and Patio Door Extrusions

Peeling, cracking, flaking or blistering under normal use, application and proper care are warranted for twenty (20) years from the date of delivery. This warranty does not extend to discoloration caused by exposure to natural elements or caused by the use of chemical solvents or abrasive cleaners.

D. Factory Painted Vinyl, Filmed Vinyl and Aluminum Extrusions

Peeling, cracking, flaking or blistering under normal use, application and proper care are warranted for ten (10) years from the date of delivery. This warranty does not extend to discoloration caused by exposure to natural elements or caused by the use of chemical solvents or abrasive cleaners.

E. Door Slabs

Slab warpage exceeding 8mm (5/16”) along the plane of the door is warranted per the applicable warranty period set forth below, provided

- the slab is installed with standard lock and hinge preparation,
- insulated glass units within the slab do not exceed 21” x 65”,
- the slab is installed with multi-point hardware when the slab height is greater than 84”,
- the slab width is not less than 28” or greater than 42”, and
- the slab is finished per the finishing/sealing instructions/timelines outlined herein.

Steel and Fiberglass Slabs:

Ten (10) years from date of delivery

Metal Clad Wood Slabs:

Five (5) years from date of delivery

Action on any warpage claim may be deferred, at Ply Gem's option, for a period of twelve (12) months from the date of delivery to permit the slab to condition to local environmental factors.

F. Decorative Door Lites

Door IGU's, door lite frames, plastic components, operating mechanisms and internal mini-blinds are warranted for ten (10) years from the date of delivery.

G. Hardware and Components

Failure or breakage of locking mechanisms, rollers, balance systems, hinges, cranks and handles under normal usage and proper care are warranted for ten (10) years from the date of delivery.

H. New Home Envelope

When an Enhanced Service Package (i.e. window, door and screen final lockout) is available and purchased, Ply Gem warrants that its products properly installed will not directly cause a failure in the building envelope for a period of five (5) years from the last Enhanced Service Package service date.

The New Home Envelope warranty does not cover installation of Ply Gem products, their tie in with the building envelope nor does it supersede any other conditions of warranty noted herein. Products with components manufactured with natural products (i.e., wood) are not covered by this warranty.

I. Installation

When Ply Gem installs its products, the installation will be warranted to not directly cause water infiltration for ten (10) years from date of install. Ply Gem is not

responsible for damage to property resulting from pre-existing conditions of the home including, but not limited to, dry rot, cracked stucco, leaking siding, existing leaks or water damage.

Transferability: If the original property owner/ purchaser sells the property in which a Ply Gem product is installed that's covered by this warranty, Ply Gem will transfer the coverage provided by this warranty to the subsequent property owner/purchasers until ten (10) years from date of delivery unless a shorter period is specified under this warranty. The new owner/purchaser must register in writing directly with Ply Gem within 90 days of title transfer. Visit the Ply Gem location nearest your residence or www.plygem.ca.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY:

Any Ply Gem obligation is contingent upon proper installation per manufacturer's or governing bodies instructions, good building practice, normal product use, maintenance and proper care by owner. Ply Gem will assume no liability for the stated warranties under, but not limited to, the following conditions:

- Installation or any defects attributable to installation, including but not limited to, improper management/drainage of moisture, installation in non-vertical, upside down, on the side, or out-of-square positions unless noted otherwise herein, installation of products within 2.4km of salt water.
- IGU's whose area exceeds 4.05m², that are not factory installed or not installed by Ply Gem authorized third parties.
- Condensation or frost on windows or doors. Condensation or frost, and any related water damage, which may occur as the natural result of humidity or changes in interior versus exterior temperatures is not a defect and is not covered by this warranty.
- High moisture environments including, but not limited to, pools, hot tubs or greenhouses.
- Product or component performance decline caused by normal wear and tear, aging, natural processes and normal deterioration, including normal wear and tear of weather-stripping, natural weathering of surfaces or variations in the colour or texture of wood or finish, naturally occurring changes to hardware finishes and inert gas dissipation. *Note:* Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.
- Product failure due to alterations, modifications or unauthorized repair to the product, such as customer applied tints, paint finishes or security systems.
- Conditions caused by but not limited to misuse or abuse (including contact with corrosive or abrasive products), neglect, accident, damage, mishandling, vandalism, lack of or improper maintenance, improper care, improper or harmful cleaning, stresses from localized application of heat (such as a barbeque), chemicals or airborne pollutants, brick wash and unapproved sealants.
- Finish failure or corrosion of finishes or components (such as aluminum cladding) caused by chemicals (i.e., brick wash) or environmental conditions such as salt or acid rain.
- Replacement vinyl or aluminum components may vary in colour or gloss in comparison to the original vinyl or aluminum components and Ply Gem shall not be responsible or liable as a result of such variance
- Repainting and/or refinishing of products or components.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards, certified performance specifications and/or does not comply with applicable building codes.
- Damage or poor product performance because of settlement of the building structure or structural defect of the building.
- Failing to properly finish/seal any wood, door slab or door lite frame of a product within thirty (30) days of delivery. This includes, but is not limited to, all sides of a door slab (i.e. exterior, interior, top, bottom, and both sides), door frame or wood grilles. Failure to do so will void the warranty on this product.
- It is recommended that the application of dark paint colours be avoided when steel or fiberglass doors are exposed to extreme direct sun or when installed in conjunction with a non-ventilated storm door. Ply Gem does not warrant steel or fiberglass door products, including door lite frames, under these conditions.
- Adjustments of locking mechanisms, strikers and door sills are the responsibility of the homeowner as part of regular maintenance and are not covered under warranty.
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity or significantly obscure normal vision are not considered a defect. Slight colour variations in glass are not considered a defect.
- Ply Gem makes no warranty and will have no responsibility with respect to: an Insulated Glass Unit (IGU) with any post-manufactured film or coating applied; deflection in glass surface due to temperature or barometric pressure; installing window blinds (i.e., venetian blinds, heavy drapes, black out blinds, etc.) less than 5cm (2”) from the glass; the level or retention of gas in a particular gas-filled IGU; or any installation over 4,400 feet above sea level unless a factory installed capillary tube is properly utilized. Any IGU having a capillary tube will not be gas filled.
- Caulking is sometimes used to seal the frames or accessories from water and/or air penetration. Exposed caulking is considered a maintenance responsibility of the homeowner is not covered under this warranty.
- Ply Gem's obligation with respect to insect screens is limited to providing screen material. Insect screens are intended to impede intrusion by insects and are not intended to keep persons or animals in or out. Ply Gem makes no warranty that insect screens will keep persons or animals in or out and shall have no responsibility for any damages or injuries arising or resulting from the failure of insect screens to keep persons or animals in or out.
- Warranties for products purchased from outside manufacturers will be limited to that manufacturer's original warranty or guarantee. These products include, but are not limited to, skylights, glass block, custom/ decorative door lites and window/door operating hardware.
- Acts of God and perils such as fire, flood, earthquake, storms, acts of nature or any other causes beyond Ply Gem's control.
- When Ply Gem has not been fully paid for the products supplied or when claims are made beyond the expiration date of any of the specified warranty periods.
- Selection and purchase of Ply Gem products to conform to applicable building codes and local ordinances is the sole responsibility of the architect, building contractor or homeowner. Ply Gem assumes no responsibility for compliance of your selection or purchase.

Limited Warranty and Limitation of Liability for Plastpro Door Products

1. Limited Warranty

When sold directly by Plastpro or through an authorized retailer, Plastpro, Inc. ("Plastpro") door products ("Product") are guaranteed to be free of defects in material and workmanship that might unreasonably affect its performance. This Limited Warranty initiates on the original date of purchase from Plastpro or an authorized retailer and continues for the stated duration, so long as the original purchaser continues to own and reside in the property in which the Product was installed. This Limited Warranty is non-transferable. For the avoidance of doubt, this Limited Warranty does not cover any product not manufactured by Plastpro, even if it is sold through Plastpro.

This Limited Warranty excludes any Product defects or failures caused by the following:

- Fire, corrosive fumes, stains, contact with chemically abrasive substances, acts of God, and/or any events or actions not controlled by Plastpro;
- Normal wear and tear;
- Damage caused by high winds, floods, fire and/or other conditions that exceed Plastpro product design and testing specifications;
- Damage caused by localized application of heat, movement of building or building components, and/or expansion or contraction of building or building components;
- Damage caused by freight carriers, common carriers, private transportation, or any other means of transportation or handling that occur after the product leaves Plastpro facility;
- Components not supplied by parties other than Plastpro or its agents;
- Damage or changes to the door by installation or repair; and/or
- Products with storm doors.

This Limited Warranty sets forth the only warranty for the Products. Plastpro provides no other warranties or representations of any kind, express or implied, statutory or otherwise, with respect to the Products including, without limitation, any implied warranties of merchantability or fitness for a particular purpose. All such warranties are hereby specifically disclaimed. Plastpro shall not be liable for any knowledge of the Product's intended use. Moreover, no statement or conduct by Plastpro or its representatives, in addition to or beyond this Limited Warranty, shall constitute a warranty. For more information about Plastpro's Limited Warranty by product, please refer to Plastpro website and the article "Recommended Door Installation, Care & Maintenance" (<http://www.plastproinc.com/how-to-guides>).

2. Claims

No claim under this Limited Warranty is valid unless: (1) it is received in writing by Plastpro within ten (10) days of the date the alleged defect was discovered; (2) Plastpro is given an opportunity to sufficiently inspect the allegedly defective Product; and (3) at Plastpro's request, you provide representative samples of the allegedly defective Product to Plastpro in accordance with Plastpro's instructions. To file a warranty claim, you should first contact the builder or dealer where you purchased the Product. If not possible, you can contact Plastpro's customer service at CUS-Support@plastproinc.com. Your claim email must contain all of the following:

1. Name and address of the owner of the residential and commercial property;
2. Name of the installer;
3. Proof of purchase and the original date of purchase;
4. Product catalog number and description; and
5. Detailed explanation and pictures of the alleged defect.

3. Limitation of Liability

Your sole and exclusive remedy for Plastpro's breach of this Limited Warranty, and Plastpro's sole and exclusive liability to you for any breach of this Limited Warranty, shall be, at Plastpro's sole discretion: (1) repair of the Product; (2) replacement of the same type, size and quantity of the Product; or (3) a credit or refund of the purchase price of the Product. If Plastpro elects to provide a replacement, the Limited Warranty for the replacement will continue for the balance of the original warranty period for the original Product. If the original purchaser fails to provide satisfactory proof of the date of the purchase, the Limited Warranty shall be deemed to commence on the manufacture date. **Your (the original purchaser's) total remedy and Plastpro's maximum liability shall not exceed the purchase price.** In no event shall Plastpro be liable for any for lost profits, loss of goodwill, loss of business opportunities, damage to reputation, special damages, indirect damages, punitive damages, exemplary damages, incidental damages, or consequential damages, including without limitation any costs incurred relating to the removal or reinstallation of allegedly defective Product.

4. General

This Limited Warranty may only be modified or altered in writing by Plastpro management. In the event that any provision of this Limited Warranty is held to be illegal or unenforceable by any court of competent jurisdiction, the remaining provisions of this Limited Warranty shall remain in full force and effect. This Limited Warranty shall be governed by the laws of the state of California. Any and all disputes arising out of or relating to this Limited Warranty shall be subject to the exclusive jurisdiction of the state or federal courts located in Los Angeles, California or, at Plastpro's sole election, to binding arbitration before a single arbitrator pursuant to the American Arbitration Association's Commercial Dispute Resolution Procedures, with such arbitration taking place in Los Angeles, California. Plastpro reserves the right to revise this Limited Warranty and Limitation of Liability without notice at any time.

MARCH 2023



DOOR HARDWARE, RESIDENTIAL & COMMERCIAL LOCKS/HARDWARE WARRANTY

Taymor is pleased to offer a Lifetime Mechanical and Finish Warranty against defects in materials and workmanship for one full year to the original purchaser, effective from the date of purchase, unless otherwise specified. Taymor provides a Lifetime Finish Warranty against corrosion, tarnishing, discolouration, and environmental impacts on its products; however, this does not apply to scratches, abrasions, normal wear and tear, accidental damage, corrosive or abrasive cleaning agents or misused products. This warranty is non-transferable and applies to products installed in a residential setting. Commercial use is only covered for our Commercial products as outlined in the chart below. Taymor is not liable for damages caused by incorrect installation nor incidental or consequential damages. At the company's discretion, Taymor will replace any part or finish that proves to be defective in material and/or workmanship under normal installation, use and service.

	THE PREMIER LINE	PROFESSIONAL SERIES®	PROSET® SERIES	BUILDERS SERIES	EPIC LOCK SERIES®	COMMERCIAL GRADE 1 Locksets, Door Closers & Exit Hardware	COMMERCIAL OTHER Locksets, Door Closers & Exit Hardware	GENERAL HARDWARE
Mechanical	Lifetime*	Lifetime*	Lifetime*	Lifetime*	Lifetime*	10 year	5 year	1 year
Finish	Lifetime*	5 year	5 year	5 year	1 year	1 year	1 year	1 year
Electronic**	-	1 year	-	-	-	-	-	-

* Limited Lifetime

**Applies to Taymor Professional Series® Centinel and Concierge electronic deadbolts only.

Care and Cleaning Tips

Taymor uses advanced technology to create a finish highly resistant to the effects of weather and normal wear and tear. Over time, frequency of use will cause some finishes to gracefully age in appearance. Additionally, exposure to atmospheric conditions and elements such as cleaning chemicals may cause some changes to occur. These finish changes are not considered manufacturing defects and are not covered by warranty. Rather, they are indicative of normal wear and tear. As always, following the manufacturer's care instructions will safeguard the longevity of your cherished Taymor product.

DO: Clean the product with mild soap and warm water. For best results, dry immediately with a soft, clean cloth.

DON'T: Do not use abrasive sponges or scouring agents for cleaning. We also advise against the use of solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid.

For additional information or questions regarding Taymor warranties, please contact our Customer Service team:

WESTERN CANADA 1 800 267 4774 | custserv@taymor.com

EASTERN CANADA 1 800 387 7064 | customerservicetor@taymor.com

*WARRANTY APPLIES IN CANADA ONLY

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taymor.com

03/2020

Lifetime Limited Warranty

Moen® products have been manufactured under the highest standards of quality and workmanship. Moen warrants to the original consumer purchaser for as long as the original consumer purchaser owns their home (the "Warranty Period" for homeowners), that this faucet will be leak- and drip-free during normal use and all parts and finishes of this faucet will be free from defects in material and manufacturing workmanship. All other purchasers (including purchasers for industrial, commercial and business use) are warranted for a period of 5 years from the original date of purchase (the "Warranty Period" for non-homeowners).

If this faucet should ever develop a leak or drip during the Warranty Period, Moen will FREE OF CHARGE provide the parts necessary to put the faucet back in good working condition and will replace FREE OF CHARGE any part or finish that proves defective in material and manufacturing workmanship, under normal installation, use and service. Replacement parts may be obtained by calling 1-800-289-6636 (Canada 1-800-465-6130), or by writing to Moen Incorporated, 25300 Al Moen Drive, North Olmsted, OH 44070-8022. Proof of purchase (original sales receipt) from the original consumer purchaser must accompany all warranty claims. Defects or damage caused by the use of other than genuine Moen parts is not covered by this warranty. This warranty is applicable only to faucets purchased after December, 1995 and shall be effective from the date of purchase as shown on purchaser's receipt.

This warranty is extensive in that it covers replacement of all defective parts and finishes. However, damage due to installation error, product abuse, product misuse, or use of cleaners containing abrasives, alcohol or other organic solvents, whether performed by a contractor, service company, or yourself, are excluded from this warranty. Moen will not be responsible for labor charges and/or damage incurred in installation, repair or replacement, nor for any indirect, incidental or consequential damages, losses, injury or costs of any nature relating to this faucet. Except as provided by law, this warranty is in lieu of and excludes all other warranties, conditions and guarantees, whether expressed or implied, statutory or otherwise, including without restriction those of merchantability or of fitness for use.

Some states, provinces and nations do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions 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, province to province, nation to nation. Moen will advise you of the procedure to follow in making warranty claims. Simply write to Moen Incorporated using the address

above. Explain the defect and include proof of purchase and your name, address, area code and telephone number.

Moen Incorporated

25300 Al Moen Drive

North Olmsted, Ohio 44070-8022