

FORCE V ENVIRONMENTAL, LLC WINDOW AND DOOR PRODUCTS
(“PRODUCTS”)
LIMITED MANUFACTURER WARRANTY
LIFETIME LIMITED WARRANTY ON ALL DEFECTS IN MATERIALS OR COMPONENTS

FOR QUALITY ASSURANCE PURPOSES, ALL PRODUCTS SHOULD BE INSPECTED BY THE FIRST PURCHASER PRIOR TO, OR AT TIME OF INSTALLATION OR UPON TRANSFER OF TITLE TO THE ORIGINAL OCCUPANT.

This Limited Warranty covers materials only and does not cover installation or caulking. The Manufacturer does not assume any expense or responsibility involved with the removal and/or reinstallation of any replacement parts. The Manufacturer's obligation under warranties is expressly limited to, at the Manufacturer's option, replacement or repair of any defective part or component. The Manufacturer and Purchaser acknowledge that the Products sold by or distributed by Manufacturer may be discontinued at any time. Any discontinued Products or components thereof may be replaced with an equivalent part at the sole discretion of the Manufacturer. The Manufacturer is not responsible for any Product which has been modified in any manner to accommodate an alarm system which may be attached to the Product nor is it responsible for the reconnecting of the window to the alarm system. The Manufacturer reserves the right to inspect any and all defects in the field. Field visitation(s) may result in service charges for non-warranty site surveys.

NO INCIDENTAL OR CONSEQUENTIAL DAMAGES:

IN NO EVENT SHALL THE MANUFACTURER BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES. IN NO EVENT SHALL THE AMOUNT DUE HERE UNDER BE IN EXCESS OF THE DEFECTIVE UNIT/UNITS PURCHASE PRICE, WHETHER THE CLAIM IS FOR BREACH OF WARRANTY OR NEGLIGENCE OR OTHERWISE. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OR LIMITATIONS OF INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES OR LOSSES, SO THIS LIMITATION MAY NOT APPLY TO YOU.

NO IMPLIED WARRANTIES:

TO THE MAXIMUM EXTENT ALLOWED BY THE LAW, THE EXPRESS WARRANTIES SET FORTH HEREIN ARE IN LIEU OF ALL OTHER IMPLIED WARRANTIES OF ANY KIND (EXCEPT THE IMPLIED WARRANTY OF TITLE), INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE, AND ALL SUCH IMPLIED WARRANTIES ARE HEREBY DISCLAIMED AND EXCLUDED BY THE MANUFACTURER. THE DURATION AND TERMS OF ANY IMPLIED WARRANTY THAT IS NOT EFFECTIVELY DISCLAIMED BY THIS PARAGRAPH SHALL BE THE SAME AS THE DURATION AND TERMS OF THE MANUFACTURER EXPRESS WARRANTIES DISCUSSED ABOVE. HOWEVER, SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

WARRANTY TRANSFER:

Limited Warranty is transferable by the first purchaser/property owner to one subsequent owner provided the sale is noted in writing with date of transfer and notice is sent to Manufacturer within thirty (30) days after date of transfer of ownership, along with a check or money order in the amount of \$125.00.

WARRANTY FOR COMMERCIAL (OTHER THAN OWNER-OCCUPIED SINGLE-FAMILY RESIDENCE):

If Products are installed in a building operated as a multi-family dwelling or used for commercial purposes or rental properties such as schools, churches, apartment complexes, government owned structures, office building, etc., then this warranty will be limited to five (5) years on all materials and workmanship. It will not be transferable.

RESPONSIBILITIES OF FIRST PURCHASER:

Any first purchaser seeking remedies under this Limited Warranty must notify the Manufacturer, in writing, within 30 days after discovering a possible non-conformity or possible defect in any Product, and before beginning any permanent repair. This written notice should describe the possible non-conformity and must include the date the Product was installed. In addition, immediately upon discovering any possible non-conformity or defect in any Product, the first purchaser must have the Manufacturer make any temporary repairs or take such other actions as may be necessary to prevent additional loss or damage. In addition, any first purchaser seeking remedies under this Limited Warranty must allow either the Manufacturer or manufacturer's or distributor's agent, if so requested by any of them, to enter any property on which the Product is installed, to inspect any such possible non-conformity or possible defect. The failure of first purchaser to provide written notice and access to property as described above may, at the Manufacturer's sole discretion, void and/or waive any responsibilities the Manufacturer may have to first purchaser under this Limited Warranty.

COASTAL AREA EXCLUSIONS:

All moving parts, miscellaneous window components and bay, bow or garden window wood parts are warranted against failure for a period of five (5) years from date of installation in coastal areas (land within one mile of water affected by ocean tides).

ADDITIONAL EXCLUSIONS:

- Product failure due to improper installation or adjustment.
- Modifications to the Product, including but not limited to the fastening or mounting of security systems, window treatments, insulated window coverings or films, and storm windows to any part of the window.
- Improper staining or painting.
- Product units assembled or improperly mulled by others.
- The improper installation or use of the Products by the first purchaser, his agents or invitees. Not following installation instructions so operational problems, water problems and/or air infiltration/ leaking as a result of said improper installation or flaws in building design or construction.
- Damage or poor product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- The improper application or use of the Products.
- The occurrence of accidents, vandalism, misuse, house settling, fire, floods, natural causes and/or natural disasters, including but not limited to tornadoes, earthquakes and hurricanes.
- Acts of God, war or civil unrest.
- Doors can be warped up to $\frac{1}{8}$ " as measured across the diagonals.
- The failure to perform reasonable and necessary maintenance on the Product or Products.
- Small scratches, marks or other minor imperfections in glass or vinyl.
- Water infiltration other than as a result of a defect in manufacturing or materials.
- Normal wear and tear (e.g., natural fading, weathering, etc.).
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Damage caused by chemicals (e.g. brick wash) or a harsh environment (e.g., salt spray or airborne pollutants).
- Brass hardware finish.
- The neglect, abuse, improper handling and/or improper storage of the Product or Products.
- Exposure of the product to excessive heat and/or cold beyond naturally occurring conditions.
- Stresses caused by building defects or settlement or movement of the structure in which it was installed.
- The application of harmful cleaning solutions or products including, but not limited to, acetone, petroleum products or abrasive compounds.
- Misalignment of grills/muntins of $\frac{1}{8}$ " or less from appropriate position.
- Slight fading and/or color variations caused by normal aging or weathering. Variance in color, grain, or texture, and normal wear or discoloration of interior or exterior finishes.
- The improper removal of any permanent warning or identification labels from the Product or Products.
- The rusting or corrosion of non-vinyl products or components due to the close proximity to coastal areas unless the Product is composed of appropriate stainless steel or other non-corrosive hardware.
- Any inappropriate or unintended use or uses of the Product including, but not limited to, any commercial use.
- Product that is altered or abused or installed in unusual, abnormal or extreme locations or situations.
- Minor blemishes in glass that do not significantly impair the structure or vision through the glass including glass curvature,
- Color variation or variations of the glass.
- Slight imperfections or wavy distortions in the glass that do not impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminated interlayer or heat strengthening of glass) are not considered a defect. Slight color variations in glass are not considered a defect.
- Glass breakage for any cause or any reason.
- Condensation on the surfaces of the window and/or glass, which may occur as the natural result of humidity and interior/external temperature differentials.
- The transportation or installation of the glass Product or Products at altitudes in excess of 7,000 feet above or below point of manufacture.
- The very gradual, natural migration of inert gas in fills used in insulated glass units.
- Improper application, alteration, modification, or use of the insulated glass units, including the application of aftermarket films.
- Any costs associated with the use of scaffolding or lifts.
- Rattling of internal grills/muntins within an airspace, or grid touching glass surface.
- Screens are intended solely as protection from insects and are not intended to provide safety protection or to prevent falling through an open window.
- Damage that occurs during delivery. All claims and/or inquires should be forwarded to the shipping/trucking company. All damaged material should be returned to manufacturer for claims to be processed swiftly.

FURTHER LIMITATIONS AND EXCLUSIONS:

GLASS:

STRESS CRACK: A stress crack occurs mostly on the center lite of triple glazed units due to possible heat buildup, warranty is for twelve (12) months until house stops shifting. Stress cracks can result from natural settlement or extreme thermal changes between inside and outside temperatures. Stress cracks are not the result of defects in materials and/or workmanship. In the event of a stress crack during the twelve (12) month warranty period, Manufacturer will ship a replacement insulated glass unit to the first purchaser at no cost (installation costs are not covered). Photograph of glass is required. Manufacturer reserves the right to ask for defective sash back. Stress cracks should be spontaneous with no sign of impact.

SEAL FAILURE/FOGGING: We warranty the insulating glass to be free from moisture infiltration between the pieces of glass for twenty years from date of manufacture. This warranty is for the first purchaser and is not transferable. If condensation appears between pieces of glass within years 1 – 10, we will furnish replacement glass without charge. Freight and installation will be at homeowner's expense. If condensation appears within years 11 – 20, we will furnish replacement glass at 50% of then current list price. Photograph of glass is necessary. However, if not definitive & if more than one, then Manufacturer will replace one and ask for replacement sash back for quality inspection. Freight and installation will be at first purchaser's expense.

CONDENSATION: Condensation on the interior surfaces of the insulated glass (surfaces exposed to the interior of the dwelling, not between the panes), that may occur as a natural result of humidity within the house or building area and interior/exterior temperature differential, does not indicate a defect in the insulated glass and is not covered by this limited warranty. Cold glass surface with high relative humidity will cause moisture to condense out on glass. This can happen inside the house or outside the home given the proper conditions. The better the window performs, the greater the possibility this may occur. This is not a warranty issue.

MOLD AND MILDEW: Condensation on the inside or outside of the window does not indicate a defective product or faulty installation. Maintaining proper household humidity levels may prevent problems such as mold, mildew and related health risks. In no event shall the product manufacturer be liable for any damages, including special incidental or consequential damages, resulting from condensation, mold or mildew.

IF YOU BECOME AWARE OF PERSISTENT CONDENSATION ON YOUR WINDOWS OR DOORS, YOU SHOULD TAKE IMMEDIATE REMEDIAL ACTION TO PREVENT WATER, MOLD, AND/OR MILDEW DAMAGE TO YOUR PROPERTY AND POTENTIAL HEALTH RISKS. FOR EXAMPLE; REDUCE HUMIDITY LEVELS FOR THE INTERIOR AND LIMIT SHADE FROM SHRUBBERY/TREES FOR EXTERIOR GLASS.

LOSS OF INERT GAS: Thermo plastic spacer adheres to the glass providing a permanent bond and vapor barrier that keeps the gas in and moisture out. The secondary poly sulfide structural seal also helps keep the TPS in place. Physics says a little gas can equalize out over a few years and then will stabilize. The performance is not affected. Inert gas is intended to improve the thermal performance of the product. TPS is short for Thermo Plastic Spacer. The TPS is applied hot and fills in any voids to give maximum structural sealing, thus warm edge technology. The warm edge technology helps reduce condensation formation at the window's edge, reduces stress on the glass surface, helps reduce convection currents, especially on direct glazing projects and saves on heating and cooling bills. However, the best manufacturing techniques cannot guarantee that the initial fill rate of inert gas will be maintained during the Product's lifetime and the Manufacturer makes no such guarantee.

MARKS ON GLASS: Vacuum/Suction cup marks are allowed in the industry. The suction cups used to lift and move glass leave a slight chemical residue. They can be removed with some effort. Usually they only appear when humidity hits them (rain, condensation, cleaning solutions, etc.) on surfaces exposed to weather side and inside house. Not a warranty issue. They will clean off in time (weather or human).

ADHESIVE RESIDUE: A deposit of adhesive material resulting from the application of, and subsequent removal of, an adhesive label, shipping spacer, separator, or other similar item that creates a visual obstruction. Maximum allowable size of 1/16" in any dimension per occurrence. Minimum spacing of 24" in any direction between occurrences.

IMPERFECTIONS/MARKS: These are rubs, scratches, digs, or similar indentations that create visual obstructions. Flat glass used in sealed insulating glass units shall comply with the requirements of ASTM C 1036 for the applicable Type, Class, Quality, Form, Finish, Mesh, and Pattern.

FINGERPRINTS: Maximum allowable size of 1/16" in any dimension per occurrence. Minimum spacing of 24" in any direction between occurrences.

SIGHT LINE INFRINGEMENT OF SEALANT SHALL BE NO GREATER THAN _" ALONG ANY SIGHTLINE OF THE INSULLATING GLASS UNIT.

SURFACE DIRT/DEBRIS: Maximum allowable size of 1/16" in any dimension per occurrence. Minimum spacing of 24" in any direction between occurrences.

BREAKAGE NOT COVERED: Any breakage due to impact or mishandling is not covered. Manufacturer reserves the right to ask for return of defective glass.

WATER SPOTS: Maximum allowable spot size of 1/16" in any dimension per occurrence. Minimum spacing of 24" in any direction between occurrences.

LAMINATED GLASS UNIT: The glass is warranted to be free of defects resulting in material obstruction of vision or delamination for a period of five (5) years from date of delivery.

V-GROOVED GLASS: Same as laminated above.

BREWSTER'S FRINGES, NEWTON'S RINGS AND QUENCH MARKS ARE ALLOWED AND ARE NOT WARRANTY ISSUES.

FRAME:

Manufacturer warrants that the vinyl members will be free from defects such as cracking, peeling, flaking or blistering.

COLOR FROM VENDOR: Any color problem will be a pass through warranty from manufacturer's extruder and/or hardware suppliers.

WELD: If a weld crack is due to freight or handling of the unit (dropping) we will require a picture (do not install product first) if the unit is installed with the crack then it is determined to be broken during installation and no warranty applies.

CLEANING: Windows are not considered clean leaving the factory and there is no warranty for cleaning windows.

SQUARENESS AND PLUMB OF FRAME: A brief explanation of Product operation and how to check for Product squareness by using diagonal measurements, height and width measurements, and plumb check are standard procedures.

SURFACE SCRATCHES: Slight scratches viewed at 90 degrees and not visible at ten (10) feet are not warranty issues.

INTERIOR WOOD GRAIN FOIL IMPERFECTIONS: Wood grain should be viewed by Manufacturer and first purchaser upon receipt prior to installation. Photo is needed and a material return authorization would be issued by Manufacturer's customer service department.

WELD CLEAN OFF: Weld clean is recessed and can be uneven. Not warranty issue.

SASH:

Manufacturer warrants that the vinyl members will be free from defects such as cracking, peeling, flaking or blistering.

COLOR FROM VENDOR: Any color problem will be a pass through warranty from manufacturer's extruder and hardware suppliers.

WELD: If a weld crack is due to freight or handling of the windows (dropping) we will require a picture (do not install product first) if the unit is installed with the crack then it is determined to be broken during installation and no warranty

CLEANING: Windows are not considered clean leaving the factory and there is no warranty for cleaning windows.

SQUARENESS AND PLUMB OF SASH: A brief explanation of Product operation and how to check for Product squareness by diagonal measurements, height and width measurements, and plumb check are standard procedures.

SURFACE SCRATCHES: Slight scratches viewed at 90 degrees and not visible at ten (10) feet are not warranty issues.

INTERIOR WOOD GRAIN FOIL IMPERFECTIONS: Wood grain should be viewed by Manufacturer and first purchaser upon receipt prior to installation. Photo is needed and a material return authorization would be issued by Manufacturer's customer service department.

WELD CLEAN OFF: Weld clean is recessed and can be uneven. Not warranty issue.

HARDWARE:

ALL MOVING PARTS: Hardware (locking mechanisms, fasteners, rollers, balances, etc., excluding brass door handles) is warranted for ten (10) years against peeling, flaking, rusting, blistering and corrosion. If such defects occur replacement parts will be provided by the Manufacturer at no charge. Parts must remain in the original installation location of the home, and have not been tampered with or adjusted by anyone but a qualified and experienced window mechanic. On verified manufactured defects, the warranty shall be limited to providing new parts.

LOCK & KEEPER ALIGNMENT ON DOUBLE HUNG: Locks and keepers can be moved without need of new sash.

KEEPERS CAN BE ADJUSTED ON CASEMENT, AWNINGS and BASEMENT WINDOWS: Adjustments to keepers can be made without new sash.

HARDWARE ON ALL PRODUCTS CAN BE ADJUSTED AS NEEDED BY AUTHORIZED MANUFACTURER/TRAINED MECHANIC AND INSTALLER.

SCREEN:

SCREEN FRAMES: Aluminum screen frame is warranted against peeling, flaking, blistering and corrosion under normal use and conditions for a period of twenty (20) years from date of purchase.

SCREEN MESH: IF SCREEN MESH IS SLICED OR CUT, FIRST PURCHASER IS TO RETURN ENTIRE SCREEN TO BE RE-MESHED TO MANUFACTURER. (FREIGHT PAID BY FIRST PURCHASER). THIS IS A ONE (1) YEAR WARRANTY.

Screen mesh damage due to normal wear and tear, misuse, abuse, insect activity or animals and birds activity is not warranted after one (1) year.

WARRANTY REGISTRATION FORM

The warranty registration form below must be completed and returned to Force V Environmental, LLC within thirty (30) days after installation of any Force V Environmental windows or doors for the Limited Manufacturer Warranty to be valid. This form must be returned to Force v Environmental, LLC at _____
_____. The Limited Warranty is not Transferable except as specifically set forth in the Limited Warranty. The Limited Warranty gives you specific legal rights, and you may also have rights which vary from state to state.

Order No.: _____

Date Installed: _____

Customer Name: _____ Street Address: _____

City: _____ State/Province: _____

Zip/Postal Code: _____ Telephone: _____ Fax: _____ Email: _____

Force V Environmental Dealer Name: _____ Force V Environmental Dealer City: _____

Force V Environmental Dealer State: _____ Force V Environmental Dealer Zip: _____

THIS FORM MUST BE COMPLETED AND RETURNED WITHIN 30 DAYS AFTER INSTALLATION FOR LIMITED WARRANTY TO BE VALID. Please Cut along dotted line and send to the address below:

**Force V Environmental, LLC
1775 Torrington Road.
Clinton, SC 29325**