

Euro-Wall, LLC warrants the original and subsequent owners (subject to transferability conditions set forth below) that any Euro-Wall door and window product shall be free of material and manufacturing defects for the applicable period specified in the tables below. This Limited Warranty supersedes all previous product warranties offered by Euro-Wall prior to January 1, 2024. This limited warranty applies to the products under normal use and service as set forth in any Euro-Wall instruction manual, subject to the conditions, exclusions and limitations described in this limited warranty.

EURO-WALL’S LIABILITY UNDER THIS LIMITED WARRANTY SHALL BE LIMITED TO THE REPAIR OR, AT EURO-WALL’S OPTION, REPLACEMENT OF NONCONFORMING PARTS. EURO-WALL SHALL NOT BE RESPONSIBLE FOR ANY LABOR OR DELIVERY COSTS INCURRED IN REPAIRING OR REPLACING THE PRODUCTS, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY ARISE OUT OF A CLAIM FOR BREACH OF THIS WARRANTY. THE ORIGINAL WARRANTY PERIOD SHALL NOT BE EXTENDED BY SUCH REPAIR OR REPLACEMENT.

This limited warranty shall be null and void if: (i) harmful solvents are used to clean the product; (ii) any portion (excluding wood cladding) of the product is painted or coated at any time after the product leaves Euro-Wall factory; (iii) any post-production modifications are made by any party other than Euro-Wall or a party approved by Euro-Wall to make modifications; or (iii) any other “aftermarket” products, such as window films, are applied to the product.

Transferability

This limited warranty is transferable to subsequent owner(s) at no additional cost as specified herein provided Euro-Wall receives notice of transfer of title. Such notice of transfer shall include the name and address of the new property owner and include the order number for the related Euro-Wall product. If this limited warranty has not already expired or been voided for other reasons, it will be extended to the subsequent owner for the remainder of the same period as available to the previous owner as specified in the table below, subject to the conditions, exclusions and limitations described elsewhere in this limited warranty.

Warranty Coverage

Subject to the conditions, exclusions and limitations of this limited warranty, we warrant Euro-Wall supplied glass and components below, will be free from defects in materials and workmanship that would render the product unserviceable or unfit for ordinary recommended use from the date of shipment (except as otherwise specifically set forth in the table below) for the following time periods:

	Coverage Period	Coverage Details	Exclusions
Glass - IG, Laminated, Tempered, Heat Strength	10 years from original manufacturing date	Seal failure, material obstruction fogging or film formation internally, and delamination ASTM C1048 Standard Specifications	Noise cancellation, suppression, or protection characteristics
Aluminum Finish - AAMA 2605 Liquid & Powder Coat	10 years	Cracking, peeling, and adhesion loss; Color Fade within $\Delta E \leq 5.0$, defined in ΔE units calculated per the latest version of ASTM D2244; Chalking: to not chalk in excess of a number eight (8) rating, when measured in accordance with the standard procedures specified in the latest version of ASTM D4214.	Failure to properly clean and maintain (as evidenced by a contemporaneous written maintenance log kept by owner) at least every 3 (three) months for non-coastal and monthly if located in a Coastal Environment ¹
Aluminum Finish - AAMA 2604 Liquid & Powder Coat	5 years	Cracking, peeling, and adhesion loss Includes faux woodgrain finish.	Failure to properly clean and maintain (as evidenced by a contemporaneous written maintenance log kept by owner) at least every 3 (three) months for non-coastal and monthly if located in a Coastal Environment ¹

Aluminum Finish - AAMA 611-14 Anodized	5 years	Cracking, peeling and adhesion loss Includes faux woodgrain finish.	Failure to properly clean and maintain (as evidenced by a contemporaneous written maintenance log kept by owner) at least every 3 (three) months for non-coastal and monthly if located in a Coastal Environment ¹
Frame - Wood Clad (interior)	3 years	Delamination	Water intrusion: failure to seal or finish within three (3) days of installation; failure to store in climate-controlled environment.
Structural Hardware	10 years	Folding/Stacking: carriers, surface mounted locks and hinges Sliding: bottom rollers, recess pull handles Pivot: top & bottom pivot pins	Failure to properly clean and maintain (as evidenced by a contemporaneous written maintenance log kept by owner) at least every 3 (three) months for non-coastal and monthly if located in a Coastal Environment ¹
Finish Hardware	5 years	Folding: multipoint locking handles, twin point locking levers Sliding: twin point locking levers Pivot: pull bars, multi point locking handles, twin point locking levers Stacking: pull bar handles	Failure to properly clean and maintain (as evidenced by a contemporaneous written maintenance log kept by owner) at least every 3 (three) months for non-coastal and monthly if located in a Coastal Environment ¹
Weather Seals	10 years	Adjusted as per instructions and according to variances in site conditions	

¹The term “Coastal Environment” means any geographic area within three (3) miles of a seacoast or body of salt water.

Limited Warranty Exclusions:

The following are specific exclusions from this limited warranty:

Improper Care; Acts of Nature and Other Similar Occurrences

Improper installation, storage, application or use, failure to adhere to Euro-Wall’s recommended installation and other product care and maintenance instructions, improper maintenance or cleaning, normal weathering, corrosive or otherwise abnormal environments, condensation (except as described in the section above entitled “Insulated Glass”), accident, fire, flood, acts of God, multiple hurricanes, water intrusion, including but not limited to water intrusion caused by wind-driven rain due to high wind events, vandalism, riot or civil disorder, building settlement, excessive building movement or structural failures of walls or foundations, localized heat which causes excessive temperature differentials over glass surface edges, aluminum components having direct contact with a copper treated wood, such as Alkaline Copper Quaternary (ACQ), naturally occurring changes such as tarnish, corrosion, oxidization, or discoloration of hardware finishes or component parts, and occurrences beyond Euro-Wall control.

Glass Imperfections

Minor glass imperfections established by Federal Standard ASTM C 1036-01, which do not impair the structural integrity or obscure normal vision, including slight bubbles, lines, surface imperfections or discolorations; any imperfections in the glass not detected from within 10 (ten) feet. Cracked or broken glass or damage resulting from accident including from impact or wind pressure, misuse or abuse; glass with films or coatings applied; and failure of insulated glass seal due to contact of finishing product.

Thermal Stress Cracks

Thermal Stress Cracks that occur simply because of the outside weather conditions, including, without limitation; (1) rapid temperature changes in glass over a short period of time, and (2) glass that has uneven temperature distribution across the entire glass surface (e.g., glass that is half under shade due to overhang, trees, structure, and half exposed to direct sunlight). Thermal Stress Cracks are caused by outside environmental circumstances and are NOT due to any manufacturing defect.

Warp

Warp beyond one (1) year from date of shipment for any 3'3" wide by 8'0" high by 1 3/4", or smaller door panel, which does not exceed 1/4" in the plane of the door panel itself; Door panels wider and/or higher are not guaranteed for warp. Warp, bow or misalignment of frame components due to improper sizing of header and movement or sagging of framing or the header and flaws in building design and construction. Slight expansion or contraction due to varying environmental conditions; and panel movement (shrinkage) of 1/4" or less due to temperature and humidity; damage as a result of improper or lack of adjustment.

Water Intrusion or Air Infiltration

Failed design of an appropriate flashing system; failure to provide an adequate overhang and to prevent the effects of sheeting water from above; doors with ADA compliant, guide channel or zero-step sills, inswing, zero post corner and curved systems; and product installed in high moisture environments or in structures that fail to allow for the proper management of drainage or moisture; condensation on interior of product as a result of excess humidity.

Uniform Color Fade

Uniform color fade of finished material as a result of surface exposure to ultraviolet (sun) light or non-uniform color fading, discoloration, darkening and/or chalking as a result of unequal surface exposure to ultraviolet light and elements; damage caused by all external factors including, without limitation, harmful fumes, chemicals, distortion or warping due to building head, excessive temperature exposure or unusual heat sources including outdoor grills, interior and exterior reflection from roofs, windows, walls, window coverings or other surfaces, oxidation, staining or mildew, accident, abuse, misuse, and neglect. **REPLACEMENT PRODUCTS MAY NOT MATCH THE COLOR OF THE ORIGINAL PRODUCT, OR THE COLOR OF THE REMAINING WINDOWS AND DOORS IN THE HOME, AS COLOR MAY VARY DUE TO AGE, WEATHERING, COLOR LOT DIFFERENCES OR OTHER FACTORS. EURO-WALL WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY SUCH COLOR DIFFERENCES ASSOCIATED WITH ANY REPLACEMENT PRODUCT AND WILL NOT BE REQUIRED TO HAVE THE REPLACEMENT PRODUCT "MATCH" THE COLOR OF THE ORIGINAL PRODUCT THAT IS BEING REPLACED, OR ANY OF THE WINDOWS OR DOORS THAT REMAIN IN THE HOME.**

Delay of More than Three (3) Days and Climate Controlled Environment

Delay of more than three (3) days in finishing product or exposure to weather; improper finishing of all surfaces of door panels and frame; normal wear and tear; natural weathering of surfaces or variations in the color or texture of the wood and aluminum or finish; the appearance of field finished wood; plated finishes; surface checks that are less than 1/8" in width and/or 2" in length; solid wood sills; and damage caused by extreme temperature; wood veneered aluminum components used to the exterior of a home or structure; improper use and re-application of seals by third party when removed to stain, paint or finish wood. Wood Clad finishes must be stored in a climate-controlled environment to prevent moisture absorption and delamination.

General Disclaimers and Limitations

Euro-Wall is not responsible or liable for any costs incurred by end user for labor, installation, removal or repainting, refinishing or similar activities connected with the replacement product or component; execution of service and costs incurred for shipping, handling, transferring, insuring and transporting.

IN NO EVENT SHALL EURO-WALL BE LIABLE TO END USER OR TO ANY THIRD PARTY FOR ANY LOSS OF USE, REVENUE, OR PROFIT OR FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, OR PUNITIVE DAMAGES WHETHER ARISING OUT OF BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, REGARDLESS OF WHETHER SUCH DAMAGE WAS FORESEEABLE AND WHETHER OR NOT EURO-WALL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.

THE WARRANTIES SET FORTH HEREIN ARE THE ONLY WARRANTIES GIVEN BY EURO-WALL AND EURO-WALL MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WARRANTIES IMPLIED BY VIRTUE OF COURSE OF PERFORMANCE, COURSE OF DEALING, USAGE OF TRADE, OR TRADE PRACTICE, AND ANY OTHER OBLIGATION ON THE PART OF THE EURO-WALL EXCEPT AS EXPRESSLY SET FORTH HEREIN. IN NO EVENT WILL EURO-WALL'S TOTAL AGGREGATE LIABILITY ARISING OUT OF OR IN CONNECTION WITH THIS LIMITED WARRANTY EXCEED THE TOTAL AMOUNT OF MONIES ACTUALLY PAID BY END USER TO EURO-WALL FOR THE PRODUCT GIVING RISE TO THE WARRANTY CLAIM.

In the event that applicable law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of asserting any claim thereon shall be the same as, the express warranties set forth herein.

This warranty may only be modified by a writing signed by an authorized officer of Euro-Wall. Any failure by Euro-Wall to take action or enforce its rights hereunder shall not constitute a waiver barring such action or enforcement in the future.

Owner Responsibility

Proper care and maintenance increases life expectancy and Euro-Wall products require reasonable care and periodic cleaning. In salt-air environments, increased care and maintenance is required. Visit www.euro-wall.com/support/maintenance-care for additional information. The failure to follow cleaning, care and maintenance requirements will void this limited warranty.

Claim Procedure:

Any claim for a defect under this limited warranty must be submitted promptly after discovery to the independent dealer or distributor from whom the product was purchased and within the warranty period specified above. If you cannot locate the independent dealer or distributor from whom the product was purchased, you may contact Euro-Wall for assistance at solutions@euro-wall.com or call 941-979-5316. **To better serve you, all claims must include proof of purchase, product identification or order number, the installation address, and detailed description of the problem.**

Contact information:

Mail:

Euro-Wall LLC
(Attention: Warranty Department)
2200 Murphy Court
North Port, FL 34289

Phone:

941-979-5316
888-989-3876

Email:

warranty@euro-wall.com

Dispute Resolution:

Any dispute arising between Euro-Wall and owner, or subsequent owner, as defined herein, from the purchase, use, warranty or otherwise shall be subject to binding arbitration pursuant to the American Arbitration Association (“AAA”) and be conducted pursuant to the AAA’s Construction Industry Arbitration Rules and Mediation Procedure in place at the time of the dispute. The arbitration shall be subject to U.S.C. Title 9—Federal Arbitration Act. The dispute shall be governed by Florida law, and the arbitration location shall be Sarasota County, Florida, unless agreed otherwise by both parties.