

# EURO-WALL

## LIMITED WARRANTY

Euro-Wall LLC warrants to the original and subsequent owners (subject to the 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 outlined in any Euro-Wall instruction manual, subject to the conditions, exclusions, and limitations described herein.

**EURO-WALL'S LIABILITY UNDER THIS LIMITED WARRANTY SHALL BE LIMITED TO THE REFUND, 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 the 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 (iv) 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 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 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, Euro-Wall warrants that the Euro-Wall-supplied glass and components identified 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 time periods indicated.

Component	Coverage Period	Coverage Details	Exclusions
<b>Glass – IG, Laminated, Tempered, Heat-Strengthened</b>	10 years from original manufacturing date	Seal failure, material obstruction, fogging or film formation internally, and delamination per ASTM C1048 Standard Specifications.	Noise cancellation, suppression, or protection characteristics.
<b>Aluminum Finish – AAMA 2605 Liquid &amp; Powder Coat</b>	10 years	Cracking, peeling, and adhesion loss; color fade within $\Delta E \leq 5.0$ calculated per the latest ASTM D2244; chalking not in excess	See Note <sup>2</sup> — maintenance schedule required.

Component	Coverage Period	Coverage Details	Exclusions
		of a number eight (8) rating per the latest ASTM D4214.	
<b>Aluminum Finish – AAMA 2604 Liquid &amp; Powder Coat</b>	5 years	Cracking, peeling, and adhesion loss. Includes faux woodgrain finish.	See Note <sup>2</sup> — maintenance schedule required.
<b>Aluminum Finish – AAMA 611-14 Anodized</b>	5 years	Cracking, peeling, and adhesion loss. Includes faux woodgrain finish.	See Note <sup>2</sup> — maintenance schedule required.
<b>Frame – Wood Clad (Interior)</b>	3 years	Delamination.	Water intrusion; failure to seal or finish within three (3) days of installation; failure to store in a climate-controlled environment.
<b>Structural Hardware</b>	10 years	Folding/Stacking: carriers, surface-mounted locks, and hinges. Sliding: bottom rollers and recess pull handles. Pivot: top and bottom pivot pins.	See Note <sup>2</sup> — maintenance schedule required.
<b>Finish Hardware</b>	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.	See Note <sup>2</sup> — maintenance schedule required.
<b>Finish Hardware (Third Party) — Smart Locks, Automation, etc.</b>	Per manufacturer	Defects in material and workmanship under normal use and service.	Third-Party Products (Smart-Lock, BluSafe, Summit, AutoSlide, etc.) — see Limited Warranty Exclusions.
<b>Weather Seals</b>	10 years	Adjusted per instructions and according to variances in site conditions.	—

<sup>1</sup> “Coastal Environment” means any geographic area within three (3) miles of a seacoast or body of salt water.

<sup>2</sup> Failure to clean and maintain per schedule (quarterly; monthly in Coastal Environments<sup>1</sup>), documented by owner's written maintenance log.

## Limited Warranty Exclusions

The following are specific exclusions from this Limited Warranty:

### Third-Party Products; Limitation of Warranty

Euro-Wall LLC (“Euro-Wall”) may specify, integrate, install, or supply products manufactured by third parties, including but not limited to The Connected Shop, BluSafe, Summit, AutoSlide, and any other smart lock, automation, motorization, or accessory product (collectively, “Third-Party Products”). Each Third-Party Product is covered exclusively by its original manufacturer's written warranty, if any, and the customer's sole and exclusive remedy shall be against that manufacturer. Euro-Wall does not extend, adopt, assume, or guarantee any manufacturer's warranty.

**EURO-WALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THIRD-PARTY PRODUCTS, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

Euro-Wall shall have no liability for the performance, failure, or compatibility of any Third-Party Product, or for any resulting damage to Euro-Wall products or other property. All warranty claims relating to Third-Party Products must be submitted directly to the applicable manufacturer.

### **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 causing excessive temperature differentials over glass surface edges; aluminum components having direct contact with copper-treated wood, such as Alkaline Copper Quaternary (ACQ); naturally occurring changes such as tarnish, corrosion, oxidation, or discoloration of hardware finishes or component parts; and occurrences beyond Euro-Wall's control.

### **Glass Imperfections**

Minor glass imperfections as defined by Federal Standard ASTM C 1036-01 that do not impair structural integrity or normal vision, including but not limited to slight bubbles, lines, surface irregularities, or minor discoloration, which are not visible when viewed from a standard industry viewing distance of ten (10) feet under normal lighting conditions. This warranty excludes any glass imperfections that are only visible at distances closer than ten (10) feet.

Also excluded are cracked or broken glass, or damage resulting from accident, impact, wind pressure, misuse, or abuse; glass to which aftermarket films or coatings have been applied; and failure of insulated glass seals resulting from contact with finishing products.

### **Thermal Stress Cracks**

Thermal stress cracks that occur simply because of 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, or structure, and half exposed to direct sunlight). Thermal stress cracks are caused by external environmental circumstances and are NOT due to any manufacturing defect.

### **Warp**

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

### **Water Intrusion or Air Infiltration**

Failed design of an appropriate flashing system; failure to provide an adequate overhang 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 proper

management of drainage or moisture. Also excluded: condensation on the interior of the 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; non-uniform color fading, discoloration, darkening, and/or chalking as a result of unequal surface exposure to ultraviolet light and the elements; damage caused by external factors including, without limitation, harmful fumes, chemicals, distortion or warping due to building heat, 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 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. Also excluded: wood-veneered aluminum components used on the exterior of a home or structure; improper use and re-application of seals by a 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 the 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 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 the 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 increase 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](http://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](mailto: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 a detailed description of the problem.**

## Contact Information

<b>Mail:</b>	Euro-Wall LLC (Attention: Warranty Department) 2200 Murphy Court, North Port, FL 34289
<b>Phone:</b>	941-979-5316 • 888-989-3876
<b>Email:</b>	<a href="mailto:warranty@euro-wall.com">warranty@euro-wall.com</a>

## Dispute Resolution

Any dispute arising between Euro-Wall and owner, or subsequent owner, from the purchase, use, or warranty of any Euro-Wall product shall be subject to binding arbitration under the American Arbitration Association (“AAA”) Construction Industry Arbitration Rules and Mediation Procedure in place at the time of the dispute, 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.

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