INTEGRITY WINDOWS AND DOORS

LIMITED WARRANTY

This Limited Warranty applies to Integrity® windows and doors purchased from an authorized Integrity dealer, and extends to the owner of the structure in which the products are originally installed. This Limited Warranty is fully transferable. This Limited Warranty is applicable only to product installed in the U.S.A. and Canada. For information on warranties available in other countries, please contact Integrity at the address or phone number below.

GLASS COMPONENTS

Glass warranties apply to factory-installed glass or Integrity-supplied glass installed by Integrity-authorized service personnel. Clear insulating glass with stainless steel spacers is warranted against seal failure resulting in visible obstruction through the glass for twenty (20) years from the original date of purchase. Non-tempered glass is warranted against stress cracks caused by manufacturing defects for ten (10) years from the original date of purchase. All other glass and glass features are provided with the same warranties, limitations, and exclusions Integrity receives from its supplier; contact Integrity for further details.

NON-GLASS COMPONENTS

Non-glass components are warranted to be free from manufacturing defects for ten (10) years from the original date of purchase. Non-stainless steel hardware, hardware without physical vapor deposition ("PVD"), and hardware not otherwise specifically-designated as having a "coastal" finish, when installed within one (1) mile of a sea coast or other salt water source, are not warranted.

EXCLUSIVE REMEDY

If a covered defect appears during the term of the applicable warranty, Integrity will, at its option, repair or replace the product or component, or refund the price paid for the defective product or component. Removal, installation, finishing, refinishing, and disposal costs and services are not included. Integrity will endeavor to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement parts, including upgrades, are warranted for the remainder of the original product warranty.

EXCLUSIONS

Damage, defects, or problems resulting from causes outside Integrity's control are excluded from coverage under the Limited Warranty. Such causes include, without limitation:

Installation, Maintenance, and Acts of God

- installation not in conformance with Integrity's installation instructions and applicable building codes
- non-standard installation, such as non-vertical or sloped glazing, upside down, or out-of square
- installation or use in applications exceeding design standards
- field mulls; field finishes
- insulating glass installed more than 5000 feet above sea level without capillary tubes (except as specifically provided in the Integrity Limited Warranty High Altitude Supplement)
- installation or use of Wood-Ultrex® product near pools, saunas, hot tubs, or other high-humidity environments
- failure to follow Integrity's care and maintenance instructions
- failure to properly treat, seal, and maintain exposed wood
- use of brick wash, razor blades or other inappropriate cleaners or chemicals
- misuse, abuse, modification, alteration, accident, negligence
- shifting or settling of the structure in which the product is installed
- extreme weather events, extreme or unusual atmospheric conditions
- normal wear and tear; normal discoloration or fading of finishes
- variation in wood color, texture, and grain
- glass imperfections consistent with ASTM or other industry standards which do not affect structural integrity
- war, insurrection, civil unrest, terrorism, or Acts of God

Warp

Bow, twist, and warp shall not be considered defects unless in excess of ¼" in the plane of the door. Action on claims for bow, twist, or warp may be deferred at Integrity's option for a period not to exceed (12) months after installation to permit the door in question to acclimate to temperature and humidity conditions.

Water Management

Products installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems (EIFS) or "synthetic stucco" without effective engineered drainage systems, are not covered under the Limited Warranty.

Thermal Efficiency

Integrity does not warrant the amount or percentage of argon or other inert gas present in insulating glass at any time after manufacture. Inert gas dissipates over time, and may be ineffective in products manufactured with capillary tubes. Thermal efficiencies vary with the application of the product. Integrity does not warrant a specific level of thermal efficiency will be maintained by inert gas, low emissivity coatings, or other product features.

Condensation
Condensation is not a product defect, but the result of excess humidity. Condensation, frost, or mold, mildew, or fungus on product surfaces is not covered by the Limited Warranty.

Finish Degradation
Degradation or failure of the Ultrex® finish, hardware, or other components due to environmental conditions such as air pollutants, acid rain, salt accumulation, chemicals, or exposure to other corrosive or abrasive substances is not covered by the Limited Warranty.

Screens
Screens are not designed to, and will not prevent falls.

Window Opening Control Devices
Window Opening Control Devices (WOCDs) are not a substitute for careful supervision of children. WOCDs must be tested at least monthly. Follow all safety information and instructions provided with WOCDs. This information is also available online at www.integritywindows.com/wocd-safetyinformation.

DISCLAIMERS, LIMITATIONS, AND ADDITIONAL TERMS AND CONDITIONS

Disclaimers
This Limited Warranty is the only warranty, written or oral, express or implied, provided by Integrity. No dealer, employee, or agent of Integrity, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Integrity. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible term and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claim so affected will be as provided in this Limited Warranty. Any product or component not specifically subject to this Limited Warranty or another written Integrity product warranty is provided AS IS and without warranty. This Limited Warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY INTEGRITY PRODUCT, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.

Limitations
IN NO EVENT WILL INTEGRITY BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN NO EVENT WILL INTEGRITY'S LIABILITY EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT OR COMPONENT. The limitations of warranty and liability set forth herein shall survive and apply, even if the exclusive remedy set forth in this Limited Warranty is found to have failed of its essential purpose.

Certifications and Ratings
Many standard Integrity products are labeled with the Window & Door Manufacturers Association (WDMA) Hallmark Certification. WDMA Certification is based on the performance of a single sample of the product at the time of manufacture. Many standard Integrity products are labeled with National Fenestration Rating Council (NFRC) ratings. NFRC ratings are based on a combination of computer simulations and physical testing of product samples. Certifications and ratings typically apply to single products only; however certain factory-mulled or combined product configurations may also be certified. Performance of individual products may vary and will change over time, depending upon the conditions of use. WDMA certifications and NFRC ratings are not performance warranties. For details on Hallmark Certification, go to www.WDMA.com. For details on NFRC Energy Performance ratings, go to www.NFRC.org.

Suitability
Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including the use of any Integrity product, and the design and installation of any flashing or sealing system, is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. Integrity will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products. Windows and doors are only one element of a structure; Integrity does not warrant that third party certification of a building or project to any specific standard will be achieved through the use of any Integrity product.

No Waiver
Integrity may, in its discretion, extend benefits beyond what is covered under this Limited Warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of Integrity's right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all other circumstances.

Warranty Claims
All warranty claims must be made within sixty (60) days of the appearance of the defect. To make a warranty claim, contact your local Integrity dealer or distributor. If you do not know the name of your local dealer or distributor, use the "Where to Buy" feature at www.integritywindows.com, or call 800-533-6898 to locate the one nearest you. If, after five days, your dealer or distributor has not responded, send a written request to Integrity Windows & Doors, PO Box 100, Warroad, MN 56763, Attn: Warranty Department. Include the following information: your name, address, and telephone number, the date you purchased your product, the name of the dealer or distributor from whom you purchased your product, a description of product, order number, specific definition of problem or defect, actions you have taken and contacts you have made with your local dealer or distributor. Once we've received your letter, we will respond to your claim promptly.