



Effective as of Apr. 25, 2016

LIMITED WARRANTY AND ADJUSTMENT POLICY

The warranties described below are subject to the limitations and requirements described in the warranty provisions themselves and under 'Specific Limitations' and 'General Provisions'.

GENERAL WARRANTY (TWO YEARS) - Unison Windows Inc. warrants that its products shall be free from defects in material and workmanship, under normal weather conditions and free from highly corrosive atmosphere, for a period of TWO (2) YEARS from the date of purchase.

WINDOW HARDWARE (LIFETIME) - Unison warrants that window hardware shall be free from defects in material and workmanship, for the LIFE of the structure into which the window is installed. In all cases, the customer will be invoiced for the replacement hardware at the regular price and full credit will be issued when defective hardware has been returned to Unison.

INSULATING GLASS (FIVE OR TEN YEARS) - Unison warrants that the insulating glass only, if any, in Unison products shall be free from failure at the air seal for a period of FIVE (5) or TEN YEARS (10) from the date of purchase depending on glass options chosen.

This warranty does not cover glass breakage, distortion or any other failure and operating difficulties due to accident, abuse, misuse, alteration, misapplication, faulty building construction or design, exposure to the elements, improper or insufficient handling, storage, installation, maintenance or service, installation in sloped glazing, or non standard installations, including, but not limited to, installations in a nonvertical, upside down, on the side, or out of square positions. Also excluded from this warranty are failures or operating difficulties resulting from the exposure to corrosive fumes or condensates, subjection to stress from movement of the structure, use of night insulation of films and coatings on the interior of the product, or use in the swimming pool or other high humidity areas without adequate ventilation or humidity control.

Should there be such failure Unison shall provide, delivered to the original point of purchase, or, if it is shipped direct to consumer, normal shipping and handling charges will apply. The consumer will be responsible for installation and replacement of the glass. Unison will not be responsible for repairing, refinishing or similar activities involved in the installation and replacement of the glass.

Depending on the glass option chosen, for the first FIVE (5) or TEN (10) years from the date of purchase, no charge will be made for providing replacement glass or a sash glazed with insulating glass. Thereafter, the consumer will be charged the current list price for replacement. This warranty with respect to insulating glass does not apply to butt glazed insulating glass.

SPECIFIC LIMITATIONS - Unison's Obligation. Except as otherwise more specifically provided in this Limited Warranty and Adjustment Policy, Unison's obligation under this Limited Warranty and Adjustment Policy shall be limited to, at its option and expense, its repair of or provision of a comparable new Unison replacement part of any part which Unison determines to be covered by its Limited Warranty and Adjustment Policy.

Warpage of the Doors: Warping shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself, and does not refer to the relation of the door to the frame or jamb in which it is hung. In measuring the amount of warpage present in a door, the following method should be used. Place a straight edge, taut wire or string on the suspected concave face of the door at any angle which could be horizontal, vertical or diagonal, with the door in its installed position. The measurement of the warpage shall be made at the point of maximum distance between the bottom of the straightedge, taut wire or string and the face of the door. Action on any claim for warping may be deferred at Unison's option, for a period not to exceed twelve (12) months from the date of the claim at which time the claim would be reevaluated. If a door has been installed prior to such claim being made, the door must remain hung in the original installation during the period of deferment, to permit conditioning to humidity and temperature.

Instructions: Any warranty will apply only if the product is finished, installed and operated in accordance with Unison's instructions.

Misuse, Abuse, Etc: This Limited Warranty and Adjustment Policy does not cover any product that has not been properly protected and maintained with paint or stained finish in accordance with the manufacturers instructions or that has not been protected with paint or stain immediately following delivery of the products to the job site, products that have been abused, misused or altered, used for a purpose other than the for which it was intended or in a manner inconsistent with any instructions regarding its use, nor does it cover products installed that are not plumb and square before anchoring. Products must be properly sealed on the exterior with Tremco Dymonic or equivalent caulking, on the interior between the jamb and the rough opening with Hilti CF 128 foam or equivalent. Contact Unison for complete specifications. This warranty does not cover glass breakage or slight glass curvature; minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision or other failures of operating difficulties in the glass, wood due to accident, misapplication, faulty storage, installation, maintenance or service or nonstandard installation including, but not limited to, installation in a non vertical, upside down, on the side, or out of square position. Also excluded from this warranty are failures or operating difficulties resulting from the exposure to corrosive fumes or condensates, subjection to stress from movement of the structure, use of night installation or films and coatings on the interior of the product, or use in the swimming pool or other high humidity areas without adequate ventilation or humidity control.

Installation, Etc: Unison will not, under any circumstances, be responsible for installation, repainting, refinishing, or other similar activities necessary to complete the replacement with the exception of the twelve months warranty in insulated glass units as described under the Insulating Glass Warranty. Beyond this provision it will be the consumer's responsibility for installation, repainting, refinishing or other similar activities necessary to complete the replacement.

Proof of Purchase: Unison may require proof of the date of purchase of any product, so you should retain your sales slip or invoice.

Condensation: Condensation on windows and ant related water damage, which may occur as the natural result of humidity within the property or changes in interior/exterior temperatures, does not indicate a defect and it is not included in the warranty.

Variance in Coloration: Variances in the coloration of natural wood parts of Unison products do not indicate a defect and is not included in this warranty.

Swinging Exterior Doors: Air or water infiltration of swinging exterior doors installed in an exterior wall does not indicate a defect and it is not included in this warranty.

Painting or Staining Vinyl Parts: Painting or staining vinyl parts of Unison products will void any warranty with respect to such parts.

Insulated glass True Divided Lite Units: Deflection is the bowing or curving of glass that commonly occurs in sealed insulated glass windows or door units. Glass can be deflected in a concave or convex manner. The extent of deflection can vary with climate and altitude. Capillary tubes are useful in eliminating deflection. Deflection in Insul True Divided Lite Units ordered without capillary tubes does not indicate a defect and it is not included in this warranty. Capillary tubes may be ordered at extra cost.

Installation with Products of other Manufacturers or Using Unapproved Parts: This Limited Warranty and Adjustment Policy will not be available in the event that:

- (a) Unison parts or parts are manufactured by others are used in the installation of a Unison product where such parts have not been approved for installation of that product; or
- (b) Half circles, direct sets or transoms manufactured by others are stacked and mulled on Unison products.

GENERAL PROVISIONS

THERE ARE NO OTHER WARRANTIES EXCEPT AS SET FORTH HEREIN. ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE PERIOD OF THESE EXPRESS WRITTEN WARRANTIES. UNISON SHALL NOT BE LIABLE FOR APPLICABLE TAXES OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO DAMAGE OR LOSS TO PERSONS OR OTHER PROPERTY. NO DISTRIBUTOR, SALESPERSON, DEALER, RETAILER OR OTHER REPRESENTATIVE OF UNISON HAS THE AUTHORITY TO MAKE WARRANTIES OF FITNESS FOR A PRODUCT IN PARTICULAR PURPOSE OR TO ALTER OR CHANGE THESE WARRANTIES EITHER ORALLY OR IN WRITING.

To obtain service under these warranties, contact:

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Please:

- 1) Identify the Unison product or glass that is involved, the date and the place of purchase.
- 2) Describe completely what the claimed defect is (photographs may be helpful) and where the product can be inspected.
- 3) Identify yourself, your project, address and phone number and your daytime phone number, if different. Unison reserves the right to inspect, or designate a person to inspect, any part that is claimed to be defective and covered by these warranties.