

Warranty Coverage (5/09)

EPAL NA is committed to providing products of the highest quality. We back this commitment with some of the longest warranties in the industry. In addition, this limited warranty is not prorated and is fully transferable. EPAL North America provides the same coverage from day one throughout the warranty period regardless of who owns our products.

- *Frames –Window and Door frames are warranted for **10 years** against defects in manufacturing, materials, and workmanship*
- *Glass –Insulated Glass Units are warranted for **10 years** against visible obstructions caused by a failure of the insulating glass air seal*
- *Finish - Finishes are warranted for a minimum of **10 years** not to chip, crack, blister, or peel under normal application. Fade resistance warranties are determined by coating type and range from **1 to 10 years**.*
- *Hardware –Factory installed hardware is fully covered for **10 years**. Hardware is guaranteed to perform during the term of this warranty*

What is NOT covered by this limited warranty?

Damage caused by the following:

- Damage caused by excessive heat or contact with flame
- Damage caused by abrasive materials or cleaners
- Damage to the finish caused by direct contact with corrosive chemicals
- Damage caused by accidents or acts of God
- Damage as a result of abnormal wear and tear
- Damage as a result of improper maintenance

Product failure or damage due to improper installation or modification including:

- Adjustments or corrections due to improper installation
- Failures due to product modifications or glass shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated coverings, etc.)
- Units improperly assembled or improperly milled
- Failure due to the application of non-factory installed hardware (e.g., locksets, trim sets, hinges, panic hardware, closers, etc.)

Additional items excluded from this limited warranty:

- Labor to replace products
- Service trips to provide instruction on product use
- Applicable taxes and freight
- Hardware components not installed during production

THIS WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE, AND DOES NOT APPLY TO THE PRODUCTS NORMAL DETERIORATION, ACCIDENTS, ACT OF GOD, FIRE, MISUSE, ABUSE, NEGLIGENCE, USE OF HARMFUL CLEANING COMPONENTS, OR INSTALLATION, OTHER THAN AS RECOMMENDED BY EPAL NA. THIS WARRANTY GIVES YOU THE SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY, FROM STATE TO STATE. UNDER NO CIRCUMSTANCES SHALL EPAL NA BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGE OR LOSS OF OTHER PROPERTY OR EQUIPMENT, OR FOR THE COST OF REMOVING, INSTALLING OR REINSTALLING ANY REPLACEMENT PART OR PARTS FURNISHED HEREUNDER.