



15/5/3 Limited Window & Door Warranty

Fifteen (15) Year Limited Insulating Glass Unit Warranty:

Quantum Windows & Doors, Inc. (QWD) warrants to Owner for a period of fifteen (15) years from date of delivery from QWD, the insulating glass unit (IGU) manufactured by QWD to be free from internal moisture or foreign matter caused by defective materials or workmanship. Laminated glass units carry a limited five (5) year warranty.

Five (5) Year Limited Hardware Warranty:

QWD warrants to Owner for a period of five (5) years from date of delivery from QWD the standard hardware with standard finish to be free from flaws caused by defective materials or workmanship. Stainless steel Lift Slide components are warranted for 15 years.

Three (3) Year Limited Wood Component Warranty:

QWD warrants to Owner for a period of three (3) years from date of delivery from QWD the wood components to be free from flaws caused by defective materials or workmanship except those doors expressly excluded under this warranty.

Owner:

For purposes of this warranty, "Owner" means the person or corporation who owned the structure when QWD products were installed, or if the structure was built for resale, the person or corporation who purchased from the builder.

Limitations and Exclusions:

This warranty does not cover and QWD will not be responsible for consequential costs or damages such as water damage, shipping expenses, or removal, reinstallation and refinishing of windows and doors. QWD does not warrant solid core doors and 1-3/8" doors used in exterior applications. Incompatibility of hardware with a particular door or window construction will void the warranty. QWD does not warrant insulated glass units installed 15 degrees or more from vertical, units with angles other than 90 degrees or units larger than 50 square feet. Specialty items not covered under this warranty include but are not limited to applied lead, leaded glass, etched glass, sandblasted glass, HeatMirror® glass, electric or electronic components. Insulating glass units not manufactured by QWD may be covered by their manufacturer's prevailing warranty.

This warranty does not extend to product that is altered, abused, or installed in unusual, abnormal or extreme situations as determined by QWD; is field glazed by others; is not installed, finished or maintained in accordance with QWD's published instructions; product that is incorrectly or improperly installed; shows variations in the color and grain of the natural wood; appears discolored caused by weathering; has films applied to the glass surface. Lightening and darkening of the natural color of wood will occur with age and is not considered to be a defect. Wood surface checks, miter and other wood joint shrinkage is not considered a defect unless such exceeds 1/32" in width. This warranty is null and void if product is repaired or replaced without first obtaining the written consent of QWD, or conditions stated herein are not followed.

NOTE: Certain QWD supplied product may not be covered under this warranty. The architect, contractor and/or party responsible for placing the order was advised of any non-warranted items through shop drawings.

Finishing:

Refer to QWD's Factory Applied Finish Warranty under separate cover for all factory applied finishes. All exposed interior and exterior surfaces must be finished immediately. When products are ordered without factory applied finish or primed, failure to apply the final finish on all six sides within 30 days of delivery will void the warranty.

Warp and Twist:

Warp and twist is any distortion in the door itself and does not refer to the relationship of the door to the frame of the jamb in which it is hung. Warp is measured by placing a taut string along the concave face of each stile. The distance from the concave face to the bottom of the string is the warp amount. Twist is measured by placing two taut strings along the concave face at the top of each stile and at the bottom of the opposite stile, to form a X. The distance between the two strings at the point of crossing is the amount of twist.

Warp and twist is not considered a defect unless such exceeds 1/4" in doors less than 7' high or exceeds 3/8" in doors up to 8' high. The warranty against warp and twist does not apply to doors over 3'6" wide or 8'0" high. Minor swelling and shrinking of wood parts, particularly wood raised panels, is a normal wood characteristic that varies with seasonal humidity

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conditions and is not considered to be a defect. Small surface checking or slight shrinking or cupping that may cause tiny cracks at the joints may occur under certain conditions.

Unbalanced finishes using different types of stain or finish on the two faces of the door is not covered under this warranty.

The maximum allowable warp and twist will not exceed the following door width and height combinations:

Thickness	36" x 84"	42" x 84"	36" x 96"	42" x 96"
1 $\frac{3}{8}$ "	$\frac{1}{4}$ "	N/A	N/A	N/A
1 $\frac{3}{4}$ "	$\frac{1}{4}$ "	$\frac{1}{4}$ "	$\frac{3}{8}$ "	$\frac{3}{8}$ "

If there is a timely claim for warp or twist, Quantum may defer, at its option, taking action to remedy such a problem for a period not to exceed twelve (12) months from the date of the claim. If the door has been installed prior to such a claim being made, the door must remain in the original installation during the period of deferment to permit conditioning to humidity and temperature. Nothing stated herein shall extend the period in which a claim must be made or shall extend the warranty period beyond that which is stated above.

Warranty Claim Procedure:

Owner must notify QWD of any defects within thirty (30) days of the defect occurring. Owner must provide QWD with proof of the purchase date and/or Quantum's Job Number. To file a claim, please call the Quantum Customer Service Department at 1-800-287-6650, Monday through Friday, 7:30am to 4:30pm Pacific Standard Time or mail to; 2720 34th Street, Everett, WA 98201. Include your name, address, and daytime phone number, as well as purchase date and QWD's Job Number.

This warranty is effective for wood windows delivered on or after July 1, 2007. Any previous warranties will continue to apply to wood windows delivered prior to July 1, 2007. This warranty covers QWD windows installed in the United States only.

This warranty is effective for Quantum wood doors delivered on or after September 1, 2003. Any previous warranties will continue to apply to doors delivered prior to September 1, 2003. This warranty covers Quantum doors installed in the United States only.

Quantum's Responsibilities:

Upon receipt of Owner's warranty claim, QWD shall have the right to inspect or cause the product to be inspected. If the inspection confirms the defect, QWD will make the necessary repairs. QWD shall not be responsible for the cost of removal, reinstallation or refinishing unless the finish was applied by QWD. If QWD determines that repair or replacement is not practical, QWD may elect to refund the original purchase price of the affected products. The repair or replacement is warranted for the remainder of the original warranty period. Any replacement parts are F.O.B. QWD's plant.

EXCEPT AS SPECIFICALLY PROVIDED ABOVE, THERE ARE NO WARRANTIES OF MERCHANTABILITY FITNESS FOR A PARTICULAR PURPOSE, OR ANY OTHER IMPLIED WARRANTY, EXCEPT AS SUCH REPRESENTATION OF WARRANTY IS STATED IN THE ACKNOWLEDGMENT OF ORDER OR OTHERWISE AGREED TO IN WRITING AND SIGNED BY AN OFFICER OF QUANTUM. IN ANY CASE, ANY IMPLIED OR WRITTEN WARRANTY SHALL BE LIMITED TO THE WARRANTY PERIODS STATED ABOVE AND QUANTUM'S LIABILITY IS EXPRESSLY LIMITED TO THE REPAIR OR REPLACEMENT OF NONCONFORMING GOODS OR THE REFUND OF THE ORIGINAL PURCHASE PRICE AT THE OPTION OF QUANTUM. ORAL REPRESENTATIONS OR NONCONFORMANCE SHALL NOT BIND QUANTUM WITH ANY MODEL OR SAMPLE. QUANTUM SPECIFICALLY DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF THE WARRANTY STATED HEREIN. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR ALLOW EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

Governing Law:

This limited warranty shall be governed by the law of the State of Washington.

Maintenance:

Maintaining Quantum wood windows and doors is easy. Quantum's stainless steel and bronze hardware is virtually maintenance free.

Simple annual cleaning with soap and water will prevent the buildup of dirt and grime that may affect the operation of the product. Follow paint and stain manufacturer's instructions for the proper cleaning and finishing of the surfaces.

Proper maintenance of the window(s) and door(s) will protect the warranty and ensure your product operates properly for years to come.

Purchase Date:

Job Number: