

15/5/3 Limited Window & Door Warranty

Warranty Coverage.

Quantum Windows & Doors, Inc. (QWD) warrants to the original Owner that Quantum products will be free from defects in material or workmanship as identified for the time periods described below:

Fifteen (15) Year Limited Insulating Glass Unit Warranty.

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 except those IGUs expressly excluded by QWD and specifically excluded under this warranty. If an IGU fails within the warranty period, because of a defect in its original manufacture, QWD will provide a replacement unit to Owner. If the specific materials are unavailable for any reason, QWD will provide a replacement unit of similar composition and quality. Laminated glass and insulated units manufactured using laminated glass carry a limited five (5) year warranty. Owner will be responsible for providing all labor, materials, and shipping cost necessary to reinstall the replacement unit.

Ten (10) Year Limited Exterior Aluminum Cladding Finish.

QWD warrants to Owner for a period of ten (10) years from date of delivery from QWD, standard Exterior Aluminum Cladding Finish against manufacturing defects that result in chalk, fade or loss of surface adhesion (peeling). Anodized finishes are warranted to be free of defects for five (5) years from the original dates of purchase. QWD shall provide no warranty to any non-QWD standard or custom Exterior Cladding Finish including patina finishes and shall only be subject to the warranty expressed or implied by the manufacturer of the applied finishing material(s).

For installation within coastal regions, QWD warrants the Exterior Aluminum Cladding Finish against manufacturing defects resulting in abnormal deterioration caused by corrosion or loss of adhesion for five (5) years from the original date of purchase. For installation within one (1) mile of any salt water environment, QWD warrants the Exterior Cladding Finish against manufacturing defects resulting in abnormal deterioration caused by corrosion or loss of adhesion for two (2) years from the original date of purchase. Anodized or other non-standard QWD or custom Exterior Aluminum Cladding Finish such as factory applied patina or surface staining are not warranted in coastal regions. Any post installation surface scratching or damage affecting the integrity of the surface finish must be immediately repaired in order to maintain the QWD 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 except that hardware expressly excluded by QWD and specifically excluded under this warranty. Stainless steel Lift & Slide components and Exterior Aluminum Cladding Finish gaskets are warranted per the hardware manufacturer's standard warranty subject to the limitations described hereinafter.

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 wood components expressly excluded by QWD and specifically excluded under this warranty. This warranty does not cover defects that occur as an inherent property of the wood used in the manufacture of QWD products.

Inspection, Maintenance and Touch-Up Guidelines.

All exposed interior and exterior surfaces must be finished immediately.

Primer alone is not a suitable barrier against exterior exposure. Failure to apply the final finish on all surfaces before any exposure to inclement weather and within the following days of delivery will void Quantum's warranty: Raw: 7 days, Primer/Benite: 30 days, Paint/Stain: 60 days. The following inspection, maintenance and site touch-up guidelines must be followed in order to achieve desired results and maintain warranty coverage for QWD finished products. This maintenance is not part of this warranty.

1. Immediately seal (putty, caulk, finish, etc.) any areas where moisture could intrude behind the finish. This includes areas where the finish has been penetrated for hardware installation and nail holes created during glazing or install, etc.

2. Carefully inspect all final coatings prior to installation. Store prefinished windows and doors in such a manner as to protect them from moisture, extreme variations in temperature, dust and dirt, etc.

3. If the finish needs to be repaired, please refer to the finish manufacturer's guidelines for repairing your particular finish. General finish repair can be accomplished as follows: Clean the surfaces to be coated with a standard exterior cleaning solution of 2 oz. TSP (tri-sodium phosphate), 1 quart bleach and 3 quarts of water before application of the coating. If surface sanding is necessary, additional cleaning will be required following sanding. Any breach in the coating exposing raw wood is reason for recoating. Left uncorrected, a breach can lead to coating failure.

4. When coating a door or window allow finish to dry completely before closing. Never paint weather-stripping.

5. Annual inspections and cleaning of the coated surfaces are required to maintain warranty coverage and will help to ensure that the effects of exposure to contaminants, e.g. dust, dirt, mildew and salt are minimized. Contaminants are key factors in the degradation of finish over time. In general, horizontal surfaces are the most susceptible to damage and may require more frequent maintenance. Highly exposed products should be inspected and cleaned at least twice annually. Failure to follow any of these guidelines will void this warranty. If finish is not maintained, it will begin to fail. Evidence of finish failure includes but is not limited to 1) dark streaks forming at the bottom of a door, window or panel, 2) extreme discoloration or fading of the wood, and 3) flaking of the top coat of finish. If any of these have occurred, the window or door will likely need to be refinished. QWD Exterior Cladding Finishes must be cleaned with mild detergent soap and water at least on an annual basis outside of coastal regions and cleaned at least on a quarterly basis within coastal regions to remove any potentially corrosive build-ups. Failure to do so may, at the sole discretion of QWD, void the warranty.

Hardware Guidelines.

Metal parts used in the production of your windows and doors were selected for both their aesthetic appeal and resistance to corrosion. The metal parts are corrosion resistant and not corrosion proof. The finish on metal parts can be affected if exposed to industrial chemicals, smog, coastal environments or standing water. Metal parts should be cleaned using the mildest cleaning method possible, such as a soft cloth with mild soap and water. Avoid cleaning with vinegar, citrus-based cleaners, paint removers, window cleaners, brick and siding cleaners, or other industrial or abrasive cleaners. These substances can damage the protective hardware finishes. Normal wear, discoloration of hardware, corrosion related damage, and breakage are not covered under this warranty.

Warp and Twist.

Warp and twist is any distortion in the product itself and does not refer

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15/5/3 Limited Window & Door Warranty

to the relationship of the door or sash to the frame. 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 conditions and is not considered to be a defect. Small surface checking or slight shrinking or cupping that may cause tiny cracks may occur under certain conditions and are not covered under this warranty. The application of unbalanced finishes using different types of stain or finish on the two faces of the door will void this warranty. The maximum allowable warp and twist will not exceed 3/8" for any QWD door width and height combinations up to 96" in height and 42" in panel width. This includes 56mm and 68mm thick panels.

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.

Limitations and Exclusions.

This warranty does not cover, and QWD will not be responsible for, incidental costs or damages or consequential costs or damages including, but not limited to, water damage, shipping expenses, or removal, reinstallation and refinishing of windows and doors. QWD does not warrant Solid Stock doors and 1-3/8" doors used in exterior applications.

This warranty does not extend to product that is altered, abused, or installed in unusual, abnormal or extreme situations as determined by QWD. This warranty does not extend to glass units installed 15 degrees or more from vertical, units with angles other than 90 degrees or units larger than 50 square feet. Specifically, items not covered under warranty include, but are not limited to, applied lead, leaded glass, etched glass, sandblasted glass, radius glass, art glass, butt glazed IGUs, HeatMirror™ glass, electric or electronic components. Insulated glass units not manufactured by QWD may be covered by the warranty expressed or implied by the manufacturer of the insulated glass unit.

This warranty does not extend to product that is field-glazed by others, is not installed, finished or maintained in accordance with QWD's published guidelines, is incorrectly or improperly installed, shows variations in the color and grain of the natural wood, appears discolored caused by weathering, or 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, cracks, miter and other wood joint shrinkage are not considered a defect unless such exceeds 1/32" in width. Natural expansion of the wood or pitch seepage is not considered a defect. 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 and/or quote.

This warranty does not cover parts or components (e.g., locksets, handles, etc.) not sold by QWD to the original owner.

We are not liable for:

- Normal wear and tear, including normal wear and tear of weather-strip; and natural weathering of surfaces or variations in the color or texture of wood or finish; surface cracks that are less than 1/32" in width and/or 2" in length.
- Problems due to misuse, abuse, failure to follow the care and maintenance instructions; or as a result of any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Problems related to: improper finishing of all surfaces (front and back) and edges (top, bottom, and sides); variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- Failure to provide an adequate overhang; damage caused by extreme temperature buildup. For specific information pertaining to your structure, consult your contractor or other building professional.
- Warp for any door slab 3'6" wide by 8'0" high by 1 3/4" or smaller which does not exceed 1/4" in the plane of the door slab itself. Door slabs wider and/or higher are not guaranteed for warp.
- Warp, bow, misalignment, splitting, or shrinking caused by the natural tendencies of the wood for QWD product.
- Slight expansion or contraction due to varying environmental conditions; movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity, consult your contractor or other building professional on how to work with this natural movement.
- Bow or misalignment in the frame or jamb.
- Damage, poor product performance or other problems related to water and/or air infiltration due to improper assembly or installation.
- Structural integrity issues or other problems caused by improper fitting of the hardware, improper sizing, or other assembly problems.
- Damage, poor product performance or other problems resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or does not comply with applicable building codes.
- Discoloration or rusting of decorative metal accent options, such as grilles, clavos, straps, etc.; discoloration of wood sills provided by us.
- Cost for labor, removal or disposal of defective product(s), installation or finishing of the replacement product or component (other than as stated above).

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 QWD. IN ANY CASE, ANY IMPLIED OR WRITTEN WARRANTY SHALL BE LIMITED TO THE WARRANTY PERIODS STATED ABOVE AND QWD'S LIABILITY IS EXPRESSLY LIMITED TO THE REPAIR OR REPLACEMENT OF NON-CONFORMING GOODS OR THE REFUND OF THE ORIGINAL PURCHASE PRICE AT THE OPTION OF QWD. ORAL REPRESENTATIONS OR NONCONFORMANCE SHALL NOT BIND QWD WITH ANY MODEL OR SAMPLE. QWD SPECIFICALLY DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL DAMAGES RESULTING FROM



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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.

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 download and submit our Warranty Claim Form which can be found on our website, www.quantumwindows.com. You can also call the Quantum Customer Service Department at 1-800-287-6650, Monday through Friday, 7:30am to 4:30pm Pacific Standard Time or mail your claim form to: 2720 34th Street, Everett, WA 98201. Please include your name, address, and daytime phone number, as well as purchase date and QWD's Job Number. This warranty is effective for all products purchased after April 30, 2013. Any previous warranties will continue to apply. This warranty covers QWD products installed in the United States and Canada.

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 costs of removal or reinstallation. QWD shall not be responsible for the costs of refinishing unless the original 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.

Definitions.

Owner: For purposes of this warranty, "Owner" means the person or corporation who owned the structure when Quantum products were installed, or if the structure was built for resale, the person or corporation who purchased from the builder. This warranty applies to QWD's customer, the "Owner," and is not transferable to subsequent owners.

Defects: The term "defects" shall not be construed as embracing damage arising from misuse, negligence, Acts of God, normal wear or breaches in coatings due to external forces outside QWD's control or failure to follow installation and maintenance instructions. This warranty is not applicable to defective products or finish resulting from faulty work by other trades or damage to any surface caused by others or defects arising from improper storage or transportation.

Exclusion of Consequential and Incidental Damages.

QWD shall have no obligation or liability, whether arising in contract (including warranty), tort (including active, passive, or imputed negligence and strict liability), or otherwise, for damage to its product, property damage, loss of use, revenue or profit, cost of capital, cost of substitute product, additional costs incurred by Owner (by way of correction or otherwise) or any other incidental, special, indirect, or consequential damages, whether resulting from non-delivery or from the use, misuse or inability to use the product. This exclusion applies even if the above warranty fails of its essential purposes and regardless of whether such damages are sought for breach of warranty, breach of contract, negligence, or strict liability in tort or under any other legal theory. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

Governing Law.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. This warranty shall be governed by the law of the State of Washington.

Purchase Date: _____

Job Number: _____

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