

Quantum Windows & Doors (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. In all cases of insulating glass unit warranty claims, the Owner will be responsible, financially and logistically, for providing all labor, materials, and shipping costs necessary to reinstall the replacement unit(s).

### **Five (5) Year Limited Hardware Warranty**

QWD warrants to Owner, for a period of five (5) years from date of delivery from QWD, 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 the Owner, for a period of three (3) years from date of delivery from QWD, 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. The Owner acknowledges that wood is an organic material with naturally-occurring variations in color, porosity, seasonal finish viscosity, texture, moisture content, absorption characteristics, and relative hardness, all of which have an influence on finished product aesthetics and performance.

### **Limited Ten (10) Year Exterior Aluminum Cladding Finish Warranty**

#### *Quantum Clad Standard Finish Warranty*

QWD warrants to Owner, from the date of delivery from QWD, against manufacturing defects that result in chalk, fade, or loss of surface adhesion (peeling) in accordance with the following limitations:

More than five (5) miles from the coast:	10 years
Between one (1) and (5) miles from the coast:	5 years
Less than one (1) mile from the coast:	2 years

#### *Quantum Clad Coastal Finish Warranty:*

QWD warrants to Owner, from the date of delivery from QWD, against manufacturing defects that result in chalk, fade, or loss of surface adhesion (peeling) in accordance with the following limitations:

Any location or exposure:	10 years
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#### *Quantum Clad Anodized Finish Warranty:*

QWD warrants to Owner, from the date of delivery from QWD, against manufacturing defects that result in chalk, fade, or loss of surface adhesion (peeling) in accordance with the following limitations:

More than five (5) miles from the coast:	5 years
Between one (1) and (5) miles from the coast:	2 years
Less than one (1) mile from the coast:	no warranty

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).

### **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 are any distortion in the product itself and does not refer 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 an X. The distance between the two strings at the point of crossing is the amount of twist. Warp and twist are not considered defects unless they exceed 1/4" in doors less than 84" high or exceeds 3/8" in doors up to 96" high. The warranty against warp and twist does not apply to doors over 42" wide or 96" 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 42" in panel width and 96" in height. This includes 56mm and 68mm panels. For door panels greater than 42" x 96", the test is used in any 42" x 96" section of the product.

If there is a claim for warp or twist, QWD 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.

## Inspection, Maintenance and Touch-Up Guidelines

All exposed interior and exterior surfaces must be finished within the following timelines from the day that the products arrive at the jobsite or address to which they are shipped, whichever occurs first:

Raw or Benite:	7 days
Primer:	30 days
Paint/Stain:	60 days

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/or within the designated number of days of the products arrival at the jobsite or address to which they are shipped will void Quantum's warranty.

The following inspection, maintenance, and site touch-up guidelines must be followed in order to achieve desired results and maintain warranty coverage for QWD products:

1. 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, installation, etc.
2. Carefully inspect all product prior to installation. Store windows and doors in such a manner as to protect them from moisture, extreme variations in temperature, dust, dirt, etc.
3. If the finish needs to be repaired, please refer to the finish manufacturer's guidelines for repairing your particular finish. Prior to finish repair, clean the surfaces to be coated with a standard exterior cleaning solution of 2 ounces of TSP (tri-sodium phosphate), 1 quart of bleach, and 3 quarts of water. If 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 a coating failure.
4. When coating a door or operable window, allow finish to dry completely before closing. Never paint weather-stripping.
5. At a minimum, annual inspections, cleaning, and potential maintenance coats are required to maintain warranty coverage and help ensure that the effects of exposure to contaminants (e.g. dust, dirt, mildew, salt) are minimized. Record keeping of inspections, cleaning, and maintenance are the responsibility of the Owner. 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. QWD does not recommend clear or dark finishes that may impair the integrity of the underlying wood for exterior exposure. Failure to follow any of these guidelines will void the warranty.
6. QWD exterior cladding finishes must be cleaned with mild detergent soap and water at least on an annual basis outside of coastal regions and at least quarterly within coastal regions to remove potentially corrosive build-ups. Refer to Quantum Clad Maintenance Instructions for further information. Failure to maintain exterior cladding finishes may, at the sole discretion of QWD, void the warranty.



## 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, removal, reinstallation, and/or refinishing of windows and doors. QWD does not warrant flush panel doors and 1 3/8" doors used in exterior applications. Oversized sashes are not warranted for warp, twist, and sagging.

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. Scratches, smudges, and other blemishes can occur and are not necessarily a defect. Refer to ASTM C1036-06 for further guidelines. Specifically, items not covered under warranty include, but are not limited to, applied lead, leaded glass, etched glass, sandblasted glass, radius, art glass, butt glazed IGUs installed without corner caps, Heat Mirror<sup>™</sup> glass, and electric/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 products that are not installed, finished, or maintained in accordance with QWD's published guidelines. This warranty does not extend to products that are incorrectly or improperly installed, products that show natural variations in the color and grain of the wood, or for wood that appears discolored as a result of weathering, or to products that have 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, miters, and other wood joint shrinkage are not considered a defect unless they exceed 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 in the event that there is a failure to comply with requirements stated herein.

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 (ie...locksets, handles, etc.) not sold by QWD to the original owner.

Quantum Windows & Doors is not liable for:

- Normal wear and tear, including normal wear and tear of weatherstrip, natural weathering of surfaces, variations in the color or texture of wood or finish, and 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, sides) and 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 which is defined as: At a minimum, windows and doors should have an overhang projecting from the structure equal to one half the distance from the bottom of the window or door to the bottom of the overhang, at the point which is farthest from the window or door. For specific information pertaining to your structure, consult your contractor or other building professional.
- Damage caused by extreme temperature buildup, by any cause.
- Warp, bow, misalignment, splitting, shrinking, or cracking caused by the natural tendencies of the wood.
- Slight expansion or contraction due to varying environmental conditions (shrinking or swelling of 1/4" or less due to temperature and/or 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 specification, and/or does not comply with applicable building codes.



- Discoloration or rusting of decorative metal accent options, such as grills, clavos, straps, etc., as well as discoloration of wood sills provided by QWD.
- Cost for labor, removal, or disposal of defective product(s), installation or finishing of the replacement product or component (other than stated above).

**EXCEPT AS SPECIFICALLY PROVIDED ABOVE, THERE ARE NO WARRANTIES OR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER IMPLIED WARRANTY, EXCEPT AS SUCH REPRESENTATION OF WARRANTY IS STATED IN THE ACKNOWLEDGEMENT 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 NONCONFORMING GOODS OR THE REFUND OF THE ORIGINAL PURCHASE PRICE AT THE OPTION OF QWD. ORAL REPRESENTATION OR NONCONFORMANCE SHALL NOT BIND QWD WITH ANY MODEL OR SAMPLE. QWD 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.**

**Warranty Claim Procedure**

Owner must notify QWD of any defects within thirty (30) days of the defect occurring. Shipping damage must be reported immediately to the carrier and QWD. Owner must provide QWD with proof of the purchase date and/or QWD's Job Number. To file a claim, please download and submit our Warranty Claim Form which can be found on our website at [www.quantumwindows.com](http://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 PST or mail your claim for to 2720 34<sup>th</sup> Street, Everett, WA 98201. Please include your name, address, daytime phone number, purchase date, and/or QWD's Job Number. This warranty is effective for all products purchased after March 1, 2021. 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 FOB 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 the products from the builder. This warranty applies to QWD's customer, the original "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 coating due to external forces outside of QWD's control or failure to follow installation and maintenance instructions. This warranty is not applicable to defective products or finishes resulting from faulty work by other trades or damage to any surface caused by others or defect 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 incidental, special, indirect, or consequential damages, whether resulting from non-delivery or from the use, misuses, 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. You may also have other rights, which vary from state to state. This warranty shall be governed by the laws of the State of Washington.

Purchase Date: \_\_\_\_\_

Job Number: \_\_\_\_\_

