

## Fenstür Windows Warranty Document

### 5+ Year Materials and Workmanship Warranty

Fenstür warrants its products for five (5) years, including two (2) years on-site labour for residential projects. Doors with thicknesses of 1 3/8", 1 3/4" and 2 1/4" have a one (1) year warranty. Glass carries a minimum ten (10) year warranty. Commercial projects have a 30-day parts and labour warranty.

Warranty is non-transferable and valid to the original purchaser of the windows only. The warranty period begins on the date of delivery to site if Fenstür ships the products in our own trucks, or the date the order leaves our shop when using a third-party shipper or if the order is picked up by the customer.

### Maximum Warranted Sizes

#### Note: All dimensions below are Width x Height

- Tilt and Turn windows up to 36" x 72", or 42" x 60"
- Picture windows up to 72" x 72"
- Casement windows up to 34" x 60"
- Awning windows up to 60" x 30"
- Combination windows up to 96" x 84", but no single element may exceed the above warranted sizes.
- 2-panel lift-and-slides up to 144" x 96"
- 4-panel lift and slide doors up to 216" x 96"
- Euro entry doors up to 42" x 96"
- Tilt and Turn (balcony) doors up to 32" x 84"
- 1-3/8" thick door slabs up to 36" x 84"
- 1-3/4" and 2-1/4" door slabs up to 42" x 84"
- Door jambs up to 7 1/4"

Swinging doors must maintain a minimum 2:1 height:width ratio to maintain warranty up to the maximum stated sizes.

### Defect Warranty

This warranty covers defects in the materials and manufacturing methods used in the products, including wood defects, cladding, gaskets, and seals. Wood defects that fall under this warranty include warping, cracking, and dimensional stability issues exceeding 1/4" (6mm), provided the product is stored and installed in a climate-controlled environment immediately after delivery. Manufacturing accuracy is to be +/- 3/8" (10mm).

At Fenstür's sole discretion, defective product will be repaired, replaced or reimbursed up to a maximum of the original purchase price.

### Finish and Appearance Warranty

The finish on the products is warranted for five (5) years against defects such as cracking or peeling (with a two-year warranty for clear coats) and a 30-day warranty for commercial projects. To maintain this warranty, homeowners must apply Fenstür's cleaning and maintenance kit to the exterior of all wood windows and doors once annually (although twice annually is recommended). The homeowner is responsible for documenting the maintenance process to ensure continued warranty coverage.

## Hardware and Cladding Warranty

Hardware is covered by the manufacturer's warranty, which typically lasts between 5 and 15 years, depending on the hardware supplier. Aluminum cladding finishes are also covered under the warranty of the powder coater, which ranges from 5 to 20 years. For specific warranty periods, please contact Fenstür.

## Labor Warranty

Fenstür includes labor for warranty claims onsite for up to two (2) years (warranty starts from the date of product leaving our shop, or three (3) weeks after production is complete, whichever occurs sooner).

- Fenstür is not responsible for any additional charges for labor or service work, such as paint touch-ups or replacing mouldings and trim should service or warranty work require its removal, or cause damages to it.
- If a third-party contractor performed installation, Fenstür is not liable for the removal or installation of the window unit should it need to be replaced or returned for warranty repairs.
- For products installed by a third-party, any required repairs will involve Fenstür picking up the product from the installation location in its delivered state, protected and packaged and ready to be picked up by a truck.

## 10-Year Minimum Insulated Glass Seal Warranty

The 10-Year Minimum Insulated Glass Seal Warranty covers defects in insulated glass (double or triple pane units) caused by material or workmanship issues. Some glass suppliers offer extended warranties of 10 to 20 years, depending on the product type. If this is important to you, please confirm the specific warranty duration for your order. The warranty covers the air space between the glass panes maintaining their inert-gas filling without condensation.

## Exceptions

### Damage Exceptions

- Any damaged or deficient products as a result of shipping or delivery are to be reported in writing to Fenstür within 48 hours of delivery. After 48 hours any damages or deficiencies reported will be handled as though the damage occurred on-site. This includes but is not limited to bruised or dented wood, scratched or broken glass, or weathering or tarnishing of hardware. If orders are picked up by customers, damages or deficiency claims are not accepted once the product leaves our shop.
- Any damage arising from failure to follow regular or recommended maintenance is excluded from warranty coverage. Maintenance guidelines are included within this warranty document and product-specific manuals at the time of delivery. For additional manuals or inquiries, homeowners may contact Fenstür or visit our website.

## Finishing Exceptions

- Clear coatings have a limited warranty (limited to two (2) years), and product finishes (paint or wood) are not guaranteed against certain types of damage or aging.
- Pitch bleed and paint discoloration is not considered a defect.
- We do not guarantee colours, including custom color matches. Colours may vary between production batches and change over time as the wood ages and is exposed to light and the elements. Blotches are not considered a defect.
- Shop option paint grade wood may include finger jointed wood (when the windows are being painted a solid color such as white). Telegraphing through finger joint lines are acceptable.
- Natural color and grain variations in wood are not considered defects unless excessive, as determined by Fenstür. Sap bleed, common in Douglas Fir, is also not a defect unless deemed excessive by Fenstür. Fenstür reserves the right to determine when warranty work or repairs will be performed, and these may not occur immediately, especially in cases where wood movement is a concern.
- Units finished in dark colors are not covered under warranty unless stated in the order contract. This does not apply to aluminum clad products.
- The finish (paint) on the windows and doors is not warranted against physical damages, such as impacts (falling ice, tree branches, hail, sandstorms, etc.) or abrasion (rubbing vegetation, rubbing when walking through door frames etc.)
- Lines or raised portions of the topcoat, particularly along glue joints or coarse wood grain, are not considered defects but a natural result of wood movement through the seasons. If a product is replaced due to wood failure, the cost of refinishing the new item will be charged separately.
- Generally speaking, if a blemish/concerning area is not eye catching or noticeable to an untrained eye from 10ft away it will not be considered to be defective.

## Glass Exceptions

Minor blemishes, color variations, or bubbles that do not impact visibility are not considered defects. Glass imperfections are not deemed defects if they meet the following criteria:

- They are not eye-catching from a distance of 10 feet, and not in direct sunlight, when viewed straight on to the untrained eye.
- They fall outside of the central 80% of the glass area.
- They are deemed to be OK from the glass manufacturer's perspective.
- Larger glass pieces allow a higher tolerance for imperfections. These guidelines follow ASTM (American Society for Testing & Materials) standards.
- Broken glass is not warranted at any time for any reason whatsoever.
- These warranties do not cover frost or condensation on the exterior glass surfaces, surface glass scratches not noted at time of delivery, color of glass, bent glass, triple insulating decorative/art type glass, distortion (including tempered glass), or any other failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, faulty building construction or design, improper or insufficient handling, storage, installation, maintenance or service, nonstandard installations including, but not limited to, installation in a non-vertical, upside-down, on the side or out-of-square position.

## Other Exclusions

- Insect screens are not warranted.
- This warranty does not cover loss of time, or inconvenience, nor does it cover delays or construction costs for late or damaged delivery or incidental or consequential damages. This warranty does not cover costs associated with the replacement of glass which meets or exceeds Fenstür's glass standards. This warranty does not cover the replacement of surface applied grids (SDL, Simulated Divided Lites) regardless of the glass being replaced under this warranty.
- This warranty does not cover against the effects of, or damages caused by: normal wear and tear; abuse; harmful fumes, vapors or chemicals; strong solvents; building heat; structural movement or settling; painting or staining; harmful cleaners or excessive temperature exposure; harsh cleaning methods; natural weathering or fading of exterior finishes; finish failures due to air pollution or corrosive substances; intentional acts; unreasonable use; accident; negligence; improper care; lack of maintenance as per maintenance instructions; improper handling; deformation, warping and cracking due to extreme temperature exposure; acts of nature (such as fire, flood, earthquakes or storms); any other causes beyond Fenstür's control.
- Salt and other corrosive or abrasive materials must not build up on the exterior surfaces of or hardware. The environment within one mile of the seacoast can be extremely corrosive. Even with the appropriate maintenance, products installed in this environment will typically deteriorate more than products installed in a less severe environment. Some corrosion and/or deterioration is considered "normal wear" in this environment.
- Fenstür is not responsible for product performance in water, air, thermal, or structural areas for products that are not NAFS rated. We are also not responsible for specifying the appropriate product type for the end user or for installation methods and sealing against the building envelope, although we are able to provide suggestions. Fenstür is also not responsible for specifying the installation method/style or sealing our products against the building envelope and any other application or design related decisions.
- Windows used inside showers or any application where the interior of them will be in contact with water, or subject to other extreme conditions such as but not limited to the high heat and humidity from saunas or green houses are not warranted.
- Fenstür is not responsible for any issues caused by changing site conditions, including climate changes, settling foundations, building movement, or shifting/sagging walls or other structures.
- Any alterations or modifications to the products by a third party, whether physical or cosmetic, are not covered under this warranty. Any issues resulting from such alterations are also excluded unless written permission from Fenstür or Wescon Doors is obtained, along with clearly outlined terms regarding coverage.
- Transportation, delivery and shipping costs, travel expenses, and travel time are not covered under the warranty at any time for any reason.

## Terms and Conditions of Supply

All products are subject to our terms and conditions of supply.