

This extended WDG express limited warranty is effective for product manufactured by Lanai Doors, Inc. ("Lanai Doors, Inc. after March 1, 2011, WDG extends to all original end users and is not transferable.

WARRANTY COVERAGE Subject to the conditions, exclusions, and limitations of this limited warranty, we warrant our glass and components below will be free from defects in materials and workmanship which would render the product unserviceable or unfit for ordinary recommended use from the date of shipment for the following time periods:

Glass – We warrant insulated glass against failure of the air seal and that each unit will be free from material obstruction of vision as a result of fogging or film formation on the internal surfaces. We warrant laminated glass against delamination resulting in materially obstructed vision through the laminated glass. All glass is warranted for a period of twenty (20) years.

Component Finishes – Lanai Doors standard aluminum paint finish is warranted for a period of ten (10) years against defects resulting in cracking, peeling and other loss of adhesion. Optional and Custom color paint finishes are warranted for a period of ten (10) years unless in coastal environments (within three (3) miles of a seacoast or salt water, which will be warranted for a period of one (1) year). Anodized finishes are warranted for a period of three (3) years unless in coastal environment (within three (3) miles of a seacoast or salt water which will be warranted for a period of one (1) year). Lanai Doors standard vinyl is warranted for a period of ten (10) years against manufacturing defects which results in rotting, cracking, warping, pitting, corroding, peeling, blistering, or non-uniform color.

Hardware and Components – Folding system and swing door carriers, pivots, surface mounted locks and hinges will be warranted for a period of ten (10) years. Multipoint and locking mechanisms will be warranted for a period of five (5) years. Sliding system hardware components including multipoint lock mechanisms and rolling hardware will be warranted for a period of ten (10) years.

All hardware products should be cleaned and maintained as recommended below and as frequently as necessary. Hardware in coastal and saltwater environments should be cleaned and maintained every three (3) months as a minimum and more frequently to prevent buildup of salt water or corrosive residue. In event of a warranty claim user must be able to present maintenance schedule as recommended below.

Weather Seals - All seals are warranted for a period of ten (10) years. Systems should be adjusted as per our recommendation and according to variances in site conditions so as not to put undue stress and/or pressure on seals during operation.

Screens – When installed to the interior of a residence or place of business, both pleated and non-pleated screens are warranted for a period of five (5) years. Exterior application of screen is not recommended. Screens easily dislodge from the track if fallen on and are not designed to prevent falls. **Export Limitation** - The maximum warranty period for any product used outside of

the United States is two (2) years on glass and components and ten (10) years on folding system hardware.

WARRANTY CONDITIONS, EXCLUSIONS AND LIMITATIONS This warranty is limited to defects in materials and workmanship and expressly excludes damage or defects caused by or arising from:

- Minor glass imperfections which do not impair structural integrity or obscure normal vision, including slight bubbles, lines, surface imperfections or discolorations; any imperfections in the glass not detected from within ten feet whilst looking through the glass as per the guidelines established by federal standard ASTM C 1036-01; cracked or broken glass or damage resulting from accident including from impact or wind pressure, misuse or abuse; glass with films or coatings applied; and failure of insulated glass seal due to contact of finishing product.
- Warp beyond one (1) year from date of shipment for any 3'3" wide by 8'0" high by 1 3/4", or smaller door panel, which does not exceed 1/4" in the plane of the door panel itself and that adversely affect the normal functioning of the door system; door panels wider and/or higher are not guaranteed for warp; warp, bow or misalignment of frame components that can be straightened during typical installation or occurring beyond one (1) year from date of shipment;
- Structural integrity issues, including improper sizing of header and movement or sagging of framing or the header and flaws in building design and construction; improper installation not in conformance with our installation instructions; alignment of meeting panels; slight expansion or contraction due to varying environmental conditions; and panel movement (shrinkage) of 1/4" or less due to temperature and humidity; - Damage as a result of improper or lack of adjustment
- Water or water intrusion or air infiltration; design of an appropriate flashing system; failure to provide an adequate overhang and to prevent the effects of sheeting water from above; doors with ADA compliant, guide channel or zero-step sills, inswing, zero post corner and curved systems; and product installed in high moisture environments or in structures that fail to allow for the proper management of drainage or moisture; - Condensation on interior of product as a result of excess humidity.
- Uniform color fade of vinyl material as a result of surface exposure to ultraviolet (sun) light or nonuniform color fading, discoloration, darkening and/or chalking as a result of unequal surface exposure to ultraviolet light and elements. Damage caused by all external factors including harmful fumes, chemicals, distortion or warping due to building head, excessive temperature exposure or unusual heat sources including outdoor grills, interior and exterior reflection from roofs, windows, walls, window coverings or other surfaces, oxidation, staining or mildew, accident, abuse, misuse, and neglect.
- Accident, misuse, abuse, failure to follow the care and maintenance instructions and increased frequency of maintenance required in a corrosive environment or the seacoast in order to prevent damage from salt water; finish failures or corrosion of aluminum or damage to other

components caused by chemicals or environment conditions including but not limited to air pollutants, acid rain, brick wash, muriatic acid, direct contact with concrete and salt spray; field modification of product; impact or wind pressure; exposure to conditions beyond published performance data; or as a result of any cause beyond our control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).

- Delay of more than seven (7) days in finishing product or exposure to weather; improper finishing of all surfaces of door panels and frame; normal wear and tear; natural weathering of surfaces or variations in the color or texture of the wood and aluminum or finish, including compared to samples; the appearance of field finished wood; plated finishes; surface checks that are less than 1/8" in width and/or 2" in length; solid wood sills; and damage caused by extreme temperature. - Wood veneered aluminum components used to the exterior of a home or structure - Improper use and re-application of seals by third party when removed to stain, paint, or finish wood.
- Products purchased through us that are manufactured by a third party (including but not limited to custom hardware); panels including glass that are manufactured by others and supplied to us for inclusion in our door system and related panel and system performance; and special product that includes items manufactured according to customer supplied specifications or no hardware.
- Improper screen assembly and installation, damage because of environmental conditions such as wind, normal wear and tear but not limited to exposure to sun, rain abrasion, heat and/or cold, exterior application, damage to, or contamination of, screen cloth and other screen components by rough handling, misuse, abuse or neglect, damage caused by humans or pets accidentally running, walking, or falling into screen, damage and/or contamination of dirt, dust, or debris.

We are not responsible or liable for: Cost for labor, installation, removal or repainting, refinishing or similar activities connected with the replacement product or component; execution of service and costs incurred for shipping, handling, transferring, insuring, and transporting; and incidental or consequential damages of any kind other than as mandated by applicable state law. This warranty is not a promise of future performance. Your exclusive remedy shall be repair, replacement or refund as stated in this warranty. If we determine that a defect exists that is covered by this limited warranty, we will elect to either repair the product or components or ship replacement product or components to the distributor or person making the warranty claim in the same condition as the product originally sold, subject to our right to substitute a similar product when the product originally sold has been discontinued or modified. We may elect to provide replacement glass with or without associated sash. WDG, in its sole discretion, may choose to repair the product as an option to replacement in full satisfaction of its warranty obligation. If we are unable to provide replacement and repair is not practical or cannot be made timely, then we may elect to refund the purchase price paid directly to us if the warranty applies. The warranty on any replacement product will extend for the balance of the original warranty period. It is the purchaser's sole responsibility for determining whether a product purchased from us is suitable for an end user's needs or application. All visible defects must be reported

before installation and finishing. Claims under these warranties must be made within the specified warranty period and within thirty (30) days of the appearance of a defect. Failure to report defects to us, as specified under the "Procedure for Warranty Claims" section, will void all express warranties. If the claimed defect is warp in door or frame components, we may defer repairing or replacing the door panel or frame component for a period up to twelve (12) months from the date of claim. It is not uncommon for temporary warp condition to occur as the door panel adjusts to local humidity and temperature conditions. Failure by the purchaser or end user to follow the installation and maintenance contained within this warranty required shall void any and all express warranties. This warranty shall be interpreted, construed, and applied under the laws of the State of California. All disputes under this warranty shall first be decided by mutually agreeable mediator, with each side to bear its own fees and costs. If the dispute is not resolved through mediation, the dispute shall be submitted to a mutually agreeable arbitrator, pursuant to the arbitration rules of the State of California. The prevailing party to any claim filed under this limited warranty is entitled to reasonable attorney's fees, expert's fees, and costs. WDG is entitled to attorney's fees, expert fees, and testing fees regarding any dispute over the installation of its product.

This express limited warranty sets forth our maximum liability for our products. No one is authorized to modify or expand this express limited warranty. The absolute limit of our liability is the product purchase price from Lanai Doors. We shall not be liable for special, indirect, consequential, incidental, or punitive damages of any kind and all such claims are waived to the fullest extent permitted by applicable law. Your sole or exclusive remedy with respect to any and all losses and damages resulting from any cause whatsoever as specified herein. All Lanai Doors product is sold 'as is' and as such Lanai Doors disclaims any and all implied warranties. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and of fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. The entire risk as to the quality and performance of the goods is with the buyer. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein.

Contacting us for any Repairs and Service Warranty:

Window Design Group provides repair services for the products sold by Window Design Group. Prior to contacting us to set up a repair please gather the following information:

- Original Invoice with proof of purchase date.
- Contact information including first and last name, address (where the products are installed), best number to reach you during the day).
- Specific details about your repair request.
- The room where replacement door or window is located.
- A picture of the specific warranty issue so that we may better diagnose your request.
- Applicable repair/service fees may apply as outline in our WDG installation and service warranty.
- Claims under these warranties must be made within the specified warranty period and within thirty (30) days of the appearance of a defect.