

### WARRANTY TERMS FOR FFI PRODUCTS

Warranty is available for most FFI products: FFI Decorative, FFI Stainless Steel Lift Slide, FFI tracks, AGB, Tiger, Truth and Winkhaus.

FINISHES: Limits of Warranties, Recommended Maintenance

Most FFI finishes have no warranty, per industry norms. Scratches and other effects of daily use are not warranted. Proper maintenance will protect finish durability; avoid abrasive cleaners, brushes, steel wool, & chemicals to prevent surface corrosion. Clean hardware & tracks regularly with water, mild soap, & wipe dry with a soft cloth. Oil-Rubbed Bronze (ORB, BHMA code 613) is a patina of dark oxidation and oil-coating on bronze or brass. It's a variable ('living') patina that changes over time and rubs off from touching. An artificially aged patina is accelerated with oxidation chemicals such as potash sulfured. ORB is categorized by the BHMA as 'unstable', and as a finish that cannot and does not color match. FFI cannot guarantee color consistency of ORB items. FFI ORB alternatives: Painted Dark Bronze (code 690) for a dark brown, consistent color that won't rub off and change. Unfinished Brass (code 721) for natural patina over time, or for custom patina that you arrange. Stainless steel may develop minor surface rust over time, especially in coastal applications. Stainless steel is corrosion-resistant, not corrosion-proof. Recommended preventive maintenance: rub annually with coating of Boeshield T-9 or lemon oil. Use non-abrasive stainless steel cleaner to remove minor surface rust. FFI Warranty Limitations FFI will replace or repair defective products under warranty guidelines covering defects in materials and manufacturing. Not covered by warranties: damage from improper storage or installation, use outside of recommendations, unauthorized modification, normal environmental corrosion not affecting product function; nor normal wear, minor surface rust, discoloration or defects having negligible effect on product operation. FFI will not assume liability for any labor charges regarding the removal or reinstallation of products. Warranty is void if repairs are undertaken by unauthorized persons and/or without following available instructions and recommendations. Liability of Functional Fenestration Inc (FFI), Hawthorne, CA, as the seller for any defective product is limited to the replacement or credit of FFI product at original cost, and shall not include damages of any kind, whether incidental, consequential or otherwise. Any return and/or warranty claim must be made in accordance with FFI Terms and Conditions; see pages A-3. Special Order Deposit: FFI requires a 50% non-refundable deposit on Special Order items. Because most special order items can't be returned to the manufacturer, the deposit protects FFI and our clients from loss, for example if the end-user changes their mind after placing a non-returnable order. It is recommended, as a standard industry practice, that you in turn ask a 50% non-refundable deposit from your customer.

### WARRANTIES FOR FFI DESIGNED DECORATIVE HARDWARE

Manufacturing Warranty: FFI-Design handles and pulls series LS100, LS300 and LS400. FFI-Design decorative handles and pulls, series LS100, LS300 & LS400, are warranted for five (5) years from invoice date against defects in materials and manufacturing (not including finishes), under normal installation and use.

Limited PVD Finish Warranty: FFI warrants trimset handles with PVD (Physical Vapor Deposition) finish are warranted against tarnish for the life of the Product as long as the Product is owned by the original purchaser and used in the residence in which it was originally installed (proof of original purchase required)

Manufacturing Warranty: FFI cylinders series LS100. FFI cylinders are warranted for one (1) year from invoice date against defects in materials and manufacturing, under normal installation and use. Finish Warranties: FFI brass handles series LS100 and LS300, only Painted Dark Bronze (code PDB/690) and Satin Nickel (code SN/619) finishes are warranted for one (1) year from date of purchase against defects in materials or manufacturing (such as flaking or peeling) under normal installation and use. Oil-rubbed bronze and other special order, non-stock finishes are not warranted. These warranty terms are guaranteed by Functional Fenestration Inc., Hawthorne, CA.

### WARRANTY FOR FFI STAINLESS STEEL LIFT SLIDE

Products including:

FFI 304 and 430 grade stainless steel lift slide hardware, developed with and contracted-manufactured for FFI by 3G Technologies. FFI 304 and 430 grade stainless steel lift slide products are warranted for fifteen (15) years against defects in material and manufacturing from the invoice date, under normal installation and use. FFI SST system (carriages, link rods, gears and lock bolts) is designed for use together for lift slide panels; if connected to other brands of lift slide hardware warranty may be void. FFI 304 grade stainless steel products are warranted against corrosion-related product failure in all areas for fifteen (15) years. FFI 430 grade stainless steel products are warranted against corrosion-related product failure for two (2) years within 5 miles of seacoast, and for fifteen (15) years in all other areas. These warranty terms are guaranteed by 3G Technologies Co. Ltd., Seoul, Korea, specifically for 304 and 430 grade stainless steel products developed with and contract-manufactured exclusively for Functional Fenestration Inc (FFI). Liability of Functional Fenestration Inc (FFI), Hawthorne, CA, as the seller for any defective product is limited to the replacement or credit of FFI product at original cost, and shall not include damages of any kind, whether incidental, consequential or otherwise. Any claim and return must be made in accordance with FFI Terms and Conditions.

## WARRANTIES FOR FFI TRACKS AND EXTRUSIONS

**Materials and Manufacturing:** All FFI-branded tracks and extrusions, including FFI Panel Interlock, FFI lift slide tracks, FDP patio door tracks, FFI ALU top-hung track and FFI SST top-hung track are warranted for one (1) year from invoice date against defects in materials and manufacturing.

**Corrosion:** FFI SST (stainless steel) tracks are warranted for ten (10) years against corrosion-related functional failure. FFI brass tracks and Class I anodized aluminum tracks are warranted for one (1) year against corrosion-related functional failure. Surface discoloration, surface rust and minor scratches are normal and don't affect product function.

**Limitations:** Warranty applies under normal use conditions and following recommended installation and maintenance. Warranty doesn't cover corrosion from direct exposure to harsh chemicals such as chlorine or chlorides. Aluminum is at risk for corrosion when embedded in concrete that contains chlorides. Warranty doesn't cover malfunctions due to improper installation nor settling of floor.

**Recommended Maintenance:** Monthly maintenance to clean debris and surface residue away from tracks is recommended, using water and mild dishwashing soap or diluted vinegar. To clean surface discoloration and rust from stainless steel use: water and brass/bronze cleaning wool or a mildly abrasive green pad such as Scotch-Brite. To clean surface discoloration and rust from aluminum use: water, mild dishwashing soap or diluted vinegar and a soft brush or cloth. Never use steel wool or steel brushes. Keep stainless steel separated from steel, iron or other dissimilar metals to prevent galvanic corrosion.

**Compatibility:** The Delrin wheels of FFI SST lift slide carriages are compatible on any track material. If using patio door rollers with steel or stainless steel wheels, aluminum track is not recommended. See FFI catalogs for compatibility recommendations for 5mm and 6mm diameter tracks and rollers.

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## WARRANTY FOR FFI FASTRACK SYSTEMS

**Materials and Manufacturing:** All FFI FASTrack components are warranted for one (1) year from invoice date against defects in materials and manufacturing.

**Corrosion:** FFI stainless steel components are warranted for ten (10) years against corrosion-related functional failure. FFI Class I anodized aluminum and brass components are warranted for one (1) year against corrosion-related functional failure. Surface discoloration, surface rust and minor scratches are normal and don't affect product function.

**Limitations:** Warranty applies under normal use conditions and following recommended installation and maintenance. Warranty doesn't cover corrosion from direct exposure to harsh chemicals such as chlorine or chlorides. Aluminum is at risk for corrosion when embedded in concrete that contains chlorides. Warranty doesn't cover malfunctions due to improper installation nor settling of floor.

**Recommended Maintenance:** Monthly maintenance to clean debris and surface residue away from tracks is recommended, using water and mild dishwashing soap or diluted vinegar. To clean surface discoloration and rust from stainless steel use: water and brass/bronze cleaning wool or a mildly abrasive green pad such as Scotch-Brite. To clean surface discoloration and rust from aluminum use: water, mild dishwashing soap or diluted vinegar and a soft brush or cloth. Never use steel wool or steel brushes. Keep stainless steel separated from steel, iron or other dissimilar metals to prevent galvanic corrosion.

**FFI FASTrack System Assemblies and Compatibility:** FFI has a range of FASTrack systems, including FASTrack in all Stainless Steel & Brass, all Aluminum Class I anodized, and FASTrack Drainage systems. Use each system only as specified and recommended. Do not mix-and-match parts as they may not fit properly on a different system (for example, the aluminum clips aren't compatible on the stainless track).

The Delrin wheels of FFI SST lift slide carriages are compatible on any track material. If using patio door rollers with steel or stainless steel wheels, aluminum track is not recommended. See FFI catalogs for compatibility recommendations for 5mm and 6mm diameter tracks and rollers.

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### **WARRANTY FOR AGB PRODUCTS**

Products including: lift slide, multipoint locks, tilt turn hardware, and other AGB hardware.

Each Alban Giacomo spa (AGB) product is warranted for a period of one (1) year from invoice date against defects in materials and manufacturing, under normal installation and use. Not covered by the warranty: damage arising from improper (non-recommended) use, modification, installation or storage; nor normal wear or defects which have negligible effect on the value or operation of the product. The warranty becomes void if repairs are undertaken by unauthorized persons. Normal environmental corrosion is not covered by warranty. AGB's liability for any defective product is limited to the repair or replacement of said product at their option, and shall not include damages of any kind, whether incidental, consequential or otherwise. These warranty terms are guaranteed by Alban Giacomo spa, Vicenza, Italy.

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### **WARRANTY FOR TIGER PRODUCTS**

Products including: top-hung sliding and folding door hardware, in stainless steel, steel, and aluminum.

Each Tiger product is warranted for a period of one (1) year from invoice date under normal installation and use, against defects in material and manufacturing. These Material Defect Terms are by Tiger (Hermann Francksen Nachf. GmbH & Co. KG, Bremen, Germany): The terms of the goods is determined exclusively by the technical specifications supplied. In the event of Tiger having to supply in accordance with drawings, specifications, or samples provided by a customer, the customer will assume the risk of fitness for the intended use. The condition of the goods in accordance with the contract is determined as at the time of transfer of risk in accordance with dispatch and transfer terms.

Any material defects in respect of any defect deriving from unsuitable or improper use, defective assembly or operation by the customer or third parties, normal wear and tear, defective or negligent handling, will be excluded as the consequences of unsuitable modifications or repairs undertaken by the customer or third parties without approval from Tiger. The same shall apply to defects which only reduce the value of the goods or their fitness for their intended use to an insignificant extent. Claims for material defects shall become statute-barred after 12 months. Where it is agreed that the goods are to be accepted after completion or that the initial samples are to be tested, notification of defects which could have been discovered by the customer under careful acceptance or testing of initial samples is excluded. Tiger must be given the opportunity of assessing the notified defect. The goods complained of must be returned immediately; Tiger will take over the transport costs where the notice of defect is justified. In the event of the customer failing to observe these obligations, or carrying out

modifications of the goods which are complained of without our consent, customer will lose any claims for material defects. In the event of notice of defect which is justified and made at the due and proper time, Tiger will, at their discretion, make improvements to the goods complained of or supply a replacement free of defect.

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### **WARRANTY FOR WINKHAUS TILT TURN SYSTEMS**

10 Year Warranty for Winkhaus autoPilot/activPilot fitting systems. Aug. Winkhaus GmbH & Co. KG, August-Winkhaus-Straße 31, 48291 Telgte gives a warranty of 10 years for the Winkhaus autoPilot/activPilot fitting range. Aug. Winkhaus GmbH & Co. KG guarantees no safety-relevant parts or interlinked components of the above-mentioned fitting systems will break. In case of a warranty claim, Winkhaus will replace the defective parts free of charge. No further reimbursements will be made.

This consent only applies if the fitting parts have been professionally mounted in accordance with valid mounting instructions, correctly operated according to installation instructions, and maintenance has verifiably been carried out as per maintenance instructions. Winkhaus is in a position to assume a warranty for the surface quality only if no aggressive environmental strains or cleaners work on the fittings from the outside or aggressive substances from the window material corrode the components (e. g. timber with aggressive chemical components).

Furthermore, Winkhaus General Product Information as well as the Guidelines on Product Liability must be observed. The 10 year warranty exceeding the legal warranty period is valid from the day the goods are delivered. Liability of Functional Fenestration Inc (FFI), Hawthorne, CA, as the seller for any defective product is limited to the replacement or credit of FFI product at original cost, and shall not include damages of any kind, whether incidental, consequential or otherwise. Any claim and return must be made in accordance with FFI Terms and Conditions.

**WARRANTY FOR TRUTH HARDWARE**

Products including: casement and awning window hardware, skylight operators, motors for windows and skylights, and patio door hardware Warranty for Window & Door Manufacturers & Authorized Distributors Truth Hardware products are warranted against defects in materials and workmanship for the life of the product\*\*, with the exception of electrical products\* which are warranted for 1 (one) year. These warranty terms are guaranteed by Truth Hardware, Owatonna, MN. Truth Hardware's warranty is expressly limited to window & door manufacturers and Truth Hardware Authorized Distributors, who purchase Truth Hardware products for the purpose of resale, or use in the ordinary course of the buyers business, and may not be assigned or transferred. This warranty does not cover normal wear or discoloration on finishes or any product which has been improperly installed, abused, misused, worn out, altered, used for a purpose other than that for which it was intended, or in a manner inconsistent with any instructions regarding its use, nor does it cover corrosion related damage.

This warranty is exclusive. Truth Hardware makes no other warranty of any kind whatsoever, expressed or implied, with respect to the products manufactured and sold by it, whether as to merchantability, fitness for a particular purpose, or any other matter. No agent, employee or representative of Truth Hardware has any authority to bind Truth Hardware to any affirmation, representation, or warranty concerning Truth Hardware products or parts, except stated herein. If any product manufactured by Truth Hardware is found to be defective by Truth Hardware, in its sole judgment, Truth Hardware will, at its option, either repair or replace such defective product. Truth's liability is limited only to the replacement value of the hardware. This remedy shall be the exclusive remedy available for any defects in the products manufactured and sold by truth Hardware or for damages resulting from any other cause whatsoever, including without limitation, Truth Hardware's negligence. Truth Hardware shall not in any event be liable to any buyer for consequential, or incidental, or punitive damages of any kind, or for the labor which may be required for the replacement of said product, whether for breach of warranty, negligence, on the basis of strict liability, or for any other reason. The purpose of this exclusive remedy shall be to provide the window/door manufacturer, or Truth Hardware Authorized Distributor, with replacement of products, or parts, manufactured by Truth Hardware found to be defective in materials or workmanship, or negligently manufactured. This exclusive remedy shall not be deemed to have failed its essential purpose so long as Truth Hardware is willing and able to repair or replace said defective products or parts in the prescribed manner.

\* Truth Hardware electrical products are warranted for one (1) year against defects in materials and workmanship.

\*\*Industry related testing has defined the typical lifetime of fenestration hardware to be 10 years.

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