

# Wooden Window Warranty



## **LIMITED WARRANTY FOR PRODUCTS MANUFACTURED AND INSTALLED**

**WOODEN WINDOW, INC.** warrants, for a period of two years from the date of delivery that the products manufactured, or manufactured and installed, will be free from any material defects in material or workmanship as defined in this document. This warranty is valid to the original CUSTOMER (end-user) and is not transferable to any subsequent owners.

### **GENERAL DISCLAIMER**

**Unless otherwise agreed to by Wooden Window, Inc., in writing, Wooden Window, Inc. makes no warranties, express or implied, including, but not limited to implied warranties of merchantability or fitness for a particular purpose. WOODEN WINDOW, INC.** will not participate in or be responsible for any liability for any incidental, special, or consequential damages resulting from bowing or warp, de-lamination, or defects of any kind, and the Client's exclusive remedy is limited to replacement materials in the condition the materials were originally provided, and under no circumstances shall the warranty include installation labor.

Wooden Window products must be installed in accordance with WOODEN WINDOW, INC.'s recommended installation instructions, drawings and/ or details, including the use of adequate fasteners and the proper installation of support corbels.

Wooden Window product must NOT be part of an enclosure for a hot tub, spa, swimming pool, pond, or any other source of unusually high humidity.

### **FAILURE TO REPORT UPON INSPECTION**

All manufactured items must be inspected upon delivery to the CUSTOMER. Any damage or discrepancies must be noted on the shipping or delivery tag. This includes scratched or cracked panes of glass, missing hardware, damaged wood pieces and any other visible and obvious defect. Failure to inspect and make notation of defects or damage will be deemed to be acceptance and WOODEN WINDOW, INC. reserves the right to deny claims for uninspected materials.

## **BOWING AND WARP**

**WOODEN WINDOW, INC.** warrants any laminated sash to meet or exceed industry standards and warrants against bowing, warp and de-lamination for a period of two (2) years from the date of manufacture. Bow or warp shall not be considered a defect unless it exceeds 1/4" in the plane of the sash. Warp claims may be deferred for up to one year to allow the product to return to its original form once it has acclimated to local humidity and temperature conditions. The deferral will not be counted against the warranty period. Warranty replacement or repair for bowing, warp and de-lamination does not include labor.

## **GLASS**

**WOODEN WINDOW INC.** warrants against stress cracks in glass for a period of one (1) year from shipment (removal and installation excluded).

Laminated glass is warranted for a period of ten (10) years from shipment under normal conditions of use, that the glass shall be free of defects resulting in material edge separation or obstruction of vision from glass delamination. Further, glass delamination is covered under warranty only if the area of delamination materially obstructs vision through the glass and exceeds one inch in length and is visible at least ½ inch beyond the frame. Reflected distortions from a tempering or heat strengthening process are to be expected and are not considered a covered defect.

Insulated glass panels are warranted to the CUSTOMER (end-user) to be free from material obstruction of vision as a result of dust or film formation on its internal glass surfaces caused by failure of the hermetic edge seal for a period of ten (10) years from the date of manufacture.

**WOODEN WINDOW, INC'S** sole responsibility is to replace the failed insulated glass, F.O.B. Oakland, CA and includes no other expense (such as removal and reinstallation labor, repainting or staining touch up, etc.). In each case where a replacement insulated glass unit is supplied, the warranty on said unit will extend only for the balance of the original ten (10) year period.

**WOODEN WINDOW, INC.** assumes no responsibility for glass breakage, water leakage, and condensation, or failure of the insulating glass on account of faulty installation (by others), faulty building construction, faulty design (by others), improper handling, improper storage, or failure to follow **WOODEN WINDOW, INC.'s** instructions regarding installation.

## **APPLICATION OF SEALANT OR OTHER FINISHES**

(1) This warranty shall not apply if the products have not been sealed properly by paint or varnish on all six sides against moisture penetration and excessive dryness, both upon receipt by the purchaser within two weeks and on a reasonable, regular schedule after that according to the weather exposure of the products. It is the CUSTOMER'S responsibility to apply and properly maintain an acceptable and effective seal and finish on all sides, tops, and bottoms of all manufactured products in accordance with **WOODEN WINDOW, INC'S** recommended "Final Finishing Instructions" which are prominently depicted on shop drawings, attached to the product paperwork at the time of sale, attached to this Warranty, and/or found online at [www.woodenwindow.com](http://www.woodenwindow.com).

Do not assemble or install a Product until the finishing process has been completed on that Product. The two-week time frame for finishing applies to all Products, even if the storage of Products becomes a necessity before final installation. In storing any finished Products, be sure to keep in a dry, protected area, keep your Products elevated from wet floors or concrete (using wood blocks), and avoid direct sunlight.

## **HARDWARE WARRANTIES**

1. **SASH OPERATORS AND LOCKS** — Sash operators and locks (excluding motors) are warranted by the hardware manufacturer's limited lifetime warranty
2. **ALL OTHER HARDWARE** — Additional products provided by **WOODEN WINDOW, INC.** carry the manufacturers' pass-through warranties, copies of which are available on request, or directly from the manufacturer.
3. **HARDWARE INSTALLED BY THIRD PARTY** — **WOODEN WINDOW, INC.** is not responsible for hardware provided by a third party.

If **WOODEN WINDOW, INC.** elects to repair or replace any hardware warranted by the hardware manufacturer, this action shall not be considered an alteration to the terms of this warranty, and shall not bind **WOODEN WINDOW, INC.** to future repairs or warranty coverage.

## **PRODUCTS EXPOSED TO THE ELEMENTS -- All WOODEN WINDOW, INC.**

Products manufactured for exterior application are warranted for that application, and are covered for the life of this two-year limited warranty, subject to the following conditions:

1. All appropriate flashing is installed properly and professionally around exterior product applications.
2. All building codes and industry standards are used in the preparation of rough and finished openings for exterior product installation.
3. The exterior **WOODEN WINDOW, INC.** products are properly and professionally installed.
4. All weather-related building applications including but not limited to proper roof overhangs, drainage, roof structure, gutter applications, and drip caps are present and installed professionally at or above recommended local building codes. **WOODEN WINDOW INC.** does not warranty any outswing door installed into a zero overhang southern or western exposure opening.

Over time, small surface imperfections may appear, and doors or windows may shrink or swell slightly as they adapt to climate changes. These characteristics are normal and reflect the aging process of wood windows and doors. They are not considered defects. To minimize these occurrences, the Product should have the right finish and an adequate overhang. If your windows or doors receive a more than on half day of sunlight, you will want to examine your windows and doors more regularly, and you may need to implement an ongoing schedule to maintain your window & door finishes more frequently.

## **OUT OF SQUARE MANUFACTURING SPECIFICATIONS**

Unless otherwise specified by the CUSTOMER, **WOODEN WINDOW, INC.** manufactures its products to be square and true. If a customer requests a product to be fabricated in any dimensions other than true or square, or if CUSTOMER alters the product to a condition other than true or square, **WOODEN WINDOW, INC.**

## **NON-DEFECTS**

**WOODEN WINDOW, INC.** warrants the millwork aspect of their products to be free from material defects and to be constructed at or above industry standards. **WOODEN WINDOW, INC.** also hand-picks wood used in the manufacture of its products with special attention to quality. Wood is subject to random variations in grain, texture, and color, and other variations which are beyond the control of **WOODEN WINDOW, INC.**, and these normal, naturally-occurring variations are not defects and are specifically excluded from any warranty coverage. The following is a list of conditions which shall NOT be considered defects covered by this warranty:

1. Pitch leakage/seepage from the millwork surfaces of any WWI product, or blistering of paint, lacquer or finish as a result of said pitch seepage. Note that softwoods are more susceptible to pitch leakage when used with exterior applications, and the amount of leakage/seepage is a natural aspect of the wood. **WOODEN WINDOW INC.**, cannot effectively predict, nor warrant which raw lumber will weep or leak pitch, or in what amount. These are factors out of the control of **WOODEN WINDOW, INC**, and are not covered by this warranty.
2. Variations of wood character, grain, burl, checks, grain slope, core density, soft or hardwood variations, mineral streaks, rays, natural splits, or any other variation in aesthetic appearance, as well as knots or knot fill.
3. Warp in the plane of a door or window not exceeding ¼ of an inch or warp of any amount or measure in a door over 8 feet in height and 42”in width. Warp shall be measured according to the procedures and definitions published by the Window and Door Manufacturers Association (WDMA).
4. Warp of any amount or measure in French-style Doors over 7 feet in height and 3 feet in width.
5. Customer dissatisfaction with performance or appearance of the field-applied finish.
6. Panel shrinkage and misalignment which leaves an unstained line along the edge of the panel.
7. Slight expansion and contraction of the product due to changes in temperature and humidity.
8. Any change in the product’s function or appearance from excessive trimming or alteration of more than ½ inch.
9. Any stepping, variation in reveal, or aesthetic abnormality manifest as a result of old, altered, or poorly constructed framing openings.

