

# LUXVIEW

## WARRANTY

LuxView products are designed, engineered, and handcrafted to last for generations. Our goal is simple – to create stunning spaces with doors and windows that become statement pieces in each home we're a part of. Whether you are an architect, builder or homeowner, we've got your back. Why? Because this is not just a business, this is our passion!

LuxView LLC, hereinafter "LuxView", warrants to the original consumer homeowner that its products shall be free from defects in materials or workmanship for a period of ten (10) years from the invoice date, subject to the provisions and exclusions stated below, only when required maintenance instructions are followed and so long as the original homeowner owns and lives in the single-family residence, in which the product was installed. This warranty applies to the products under normal use, subject to the conditions herein, and as determined by LuxView in its sole discretion.

### Summary

The LuxView warranty covers Glass for 10 years, Hardware 10 years, and Finishes 10 years (10 / 10 / 10). Complete warranty details are as follows:

### Glass

Glass defects to be covered under this warranty are described below and must be visibly inspected in accordance with ASTM or other industry standards (10 feet). Please refer to the [LuxView ASTM Guidelines Supplement](#).

- Insulated Glass - LuxView warrants that the sealed glass component of insulated glass shall be free of defects resulting in material obstruction of vision or moisture on the internal surface of a sealed unit for a period of ten (10) years from shipment. The warranty varies for sizes over 96 square feet, so please inquire.
- Laminated Glass - LuxView warrants that for ten (10) years from shipment under normal conditions of use, 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 delamination area materially obstructs vision through the glass, exceeds one inch in length, and is visible at least half an inch beyond the frame.

**Insulated Glass** – LuxView warrants that the sealed glass component of insulated glass shall be free of defects resulting in material obstruction of vision or moisture on the internal surface of a sealed unit for a period of ten (10) years from shipment. For sizes over 96 square feet, warranty varies, so please inquire.

**Laminated Glass** – LuxView warrants that 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 1/2 inch beyond the frame.

### Hardware

For products originally installed in a single-family residence, LuxView warrants that for a period of ten (10) years following shipment, the mechanical operation of hardware components will be free from material defects. For products originally installed in non-single-

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family residential applications, LuxView warrants that for a period of three (3) years following shipment, the mechanical operation of hardware components will be free from material defects. Electronic components or factory-installed motors will be limited to three (3) years in warranty.

### Finishes

**Standard paint finishes** – LuxView warrants that for a period of ten (10) years following shipment, the paint finish will not blister or peel.

**Anodized finishes** - LuxView will warrant the finish against cracking, crazing, flaking or blistering for ten (10) years from date of shipment. Note that it is typical for anodized finishes to have color variation and dye/processing marks (natural imperfections) that occur during manufacturing. LuxView uses ASTM determination for quality standards. These are not considered defects or covered under this warranty.

REPLACEMENT PRODUCTS MAY NOT MATCH THE COLOR OF THE ORIGINAL PRODUCT, OR THE COLOR OF THE REMAINING WINDOWS AND DOORS ON THE PROJECT, AS COLOR MAY VARY DUE TO AGE, WEATHERING, DYE LOT DIFFERENCES OR OTHER FACTORS. LUXVIEW WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY SUCH COLOR DIFFERENCES ASSOCIATED WITH ANY REPLACEMENT PRODUCT AND WILL NOT BE REQUIRED TO HAVE THE REPLACEMENT PRODUCT "MATCH" THE COLOR OF THE ORIGINAL PRODUCT THAT IS BEING REPLACED, OR ANY OF THE WINDOWS OR DOORS THAT REMAIN IN THE HOME.

### Workmanship

LuxView warrants against defects in workmanship for a period of 12 months after full completion of the scope of work specified in the order contract. Warranty excludes effects of normal damages brought by wear and tear or by lack of maintenance as described herein and in accordance with LuxView maintenance instructions. LuxView is not responsible for latent unseen construction defects to include but not be limited to improper framing, water damage, insect activity, measurements by others, or materials ordered by others. LuxView is not responsible for replacement glass or materials due to breakage, scratching, chipping, etc. not directly caused by its installation team. This warranty does not take effect if Owner is in default of the order contract at any time.

### Owners Responsibility

Even though LuxView products are of high quality, this limited warranty applies only when the LuxView products have been properly installed, maintained, cleaned and used. Refer to and follow LuxView's product maintenance instructions, as non-adherence will void all items contained in this warranty. Caulking or other third party applied products and components are not covered. Pressure cleaning or subjecting units to high pressure spray of any kind voids this warranty. Condensation on products, which is a common occurrence, does not indicate a defect in the products and is not covered by this warranty.

### Making a Claim

Claims under this warranty must be made in writing to the Registered Dealer or Contractor from whom the product was purchased and/or to LuxView at [warranty@luxviewsystems.com](mailto:warranty@luxviewsystems.com) and include: (1) your name, address, and telephone number; (2) proof of purchase; (3) LuxView order number; (4) proof of home ownership; (5) the date the alleged condition was first observed; and (6) a

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specific description of the alleged condition. All warranty claims must be made as soon as practicable after discovery of the alleged condition and in all events within the applicable warranty period and prior to the beginning of any repair work. LuxView reserves the right to inspect any and all units alleged to be defective, including but not limited to having the unit returned to the factory for inspection and/or testing, prior to making any determination as to whether a covered defect exists or authorizing any repair or replacement hereunder.

### General Provisions & Exclusions

This warranty does not cover conditions or factors outside of LuxView's control, including without limitation, condensation, front mold, mildew, corrosion, or fungus on product surfaces. Temporary thermal expansion or bowing resulting from direct sunlight or significant differential between indoor and outdoor temperatures is considered normal. Defects in exterior finishes resulting in cracking, peeling, and other loss of adhesion in coastal applications are not warrantable. This warranty shall be void under the following conditions: the unit is shattered, cracked, broken or damaged for any reason. Glass professionally verified as 'spontaneous breakage' will be replaced at a 50% discount. Damages attributable to improper installation, inadequate maintenance, improper product use, aftermarket or non-factory product modifications, normal weathering, highly corrosive environments, localized heat exceeding 150 degrees Fahrenheit, damages caused by high pressure cleaning, harmful or abrasive solvents being used, fire, accident, flood, acts of God, hurricanes, water intrusion caused by wind-driven rain due to high wind events, vandalism, vibration, building settlement or structure failures, rattling of grids between glass panes, failure resulting from installation in high moisture areas, failure to order capillary tubes or properly close them at elevations at or above 8,000 ft, failure to order high elevation glass at elevations at or above 5,000 ft, normal glass deflection, applied film, discontinued products where stocked inventory, e.g. extrusions and hardware, has been depleted, or other occurrences beyond LuxView's control. Products for which LuxView has not been paid in full, and which have not been maintained according to LuxView care and maintenance instructions. Labor, shipping, and any expenses related to replace or repair products. LuxView makes no representation, warranty or guaranty, express or implied, as to the performance of its products in a tropical storm or hurricane. LuxView's liability under this warranty is limited to material cost replacement only. Warranty covers materials only. Labor costs are not included under this warranty. Decisions as to warranty repair, replacement or refund of product will be determined by LuxView in its sole discretion. Replacement parts provided will be the closest equivalent product available. The warranty will not be extended by supplying replacement parts.

ALL PRODUCTS MUST BE PROPERLY PROTECTED DURING INSTALLATION, INSTALLED BY TRAINED LUXVIEW INSTALLERS AND MAINTAINED AND CLEANED IN ACCORDANCE WITH LUXVIEW MAINTENANCE INSTRUCTIONS. THERE ARE NO OTHER WARRANTIES EXCEPT AS STATED HEREIN. ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF WARRANTY COVERAGE OF THESE EXPRESS WRITTEN WARRANTIES. LUXVIEW IS NOT RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE, LOSS OR INJURY TO PERSONS OR PROPERTY.

Certain states do not allow limitations on the duration of an implied warranty or whether a warranty can exclude or limit incidental or consequential damages, therefore these limitations may not apply to you. Warranty is subject to change without notice.