



Henselstone
WINDOW & DOOR SYSTEMS INC.

Extended Warranty (Ten Years)

Henselstone Window and Door Systems, Inc. warrants that glass, frame, sash parts and hardware of its product line shall be free from defects in material and workmanship for a period of TEN (10) YEARS from the date of original purchase. The warranty shall be transferable from the original purchaser of the HWDS, Inc. product if the new owner enters into a Service Contract for the duration of the warranty period with HWDS, Inc.. This warranty does not cover normal wear and tear, damages caused by excessive use or exposure, damages caused by Acts of God or lack of maintenance as described above.

During the first five (5) years from the date of purchase, for any products or parts of products determined by HWDS, Inc. to contain defects in material or workmanship, HWDS, Inc., at its option, may repair the products or parts at no charge, or provide replacements at no charge, or refund the replacement value of the products containing the defective parts. Decisions as to whether to repair, replace, or refund shall be made by HWDS, Inc., in its sole discretion. During the second five (5) years from the date of purchase, HWDS, Inc. will provide replacements for any frame, sash or glass parts or products determined by HWDS, Inc. to contain defects in material or workmanship. Replacement parts will be the closest equivalent current product and may not exactly match the original. Replacements will be delivered to the original point of purchase, with no shipping charges.

In cases relating to hardware, the consumer will be invoiced for the replacement hardware at the list price and full credit will be issued when the defective hardware has been returned to HWDS, Inc. This warranty applies only to the original owner of the structure into which the product is installed and is nontransferable.

Specific Limitations

Taller than eight foot Doors (Hinged & Sliding): There will be no warranty against warpage of a taller than eight-foot door unless HWDS, Inc.'s multi-point lock system is used on the door.

Warpage of Doors: Warping shall not be considered a defect unless it exceeds 1/4" the plane of the door itself, which does not include the relation of the door to the frame or jamb in which it is hung. In measuring the amount of warpage present in a door, the following method shall be used: Place a straightedge, taut wire or string on the suspected concave face of the door, with the door in its installed position. The measurement of the warpage shall be made at the point of maximum distance between the straightedge, taut wire or string and the face of the door. Action on any warranty claim for warpage may be deferred, at HWDS, Inc.'s option, for a period not to exceed twelve (12) months from the date of the claim, to permit conditioning of the door to humidity and temperature. If a door has been installed prior to a warpage claim being made, the door must remain hung in the original installation during the period of deferment.

Instructions: This warranty applies only to products finished, installed and operated in accordance with HWDS, Inc.'s instructions.

Misuse, Abuse, Etc: This Limited Warranty does not cover any product that has been abused, misused, altered or used for a purpose other than that for which it was intended or in a manner inconsistent with any instructions regarding its use.

Glass: This warranty does not cover glass breakage or slight glass curvature; minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision, or any failures or operating difficulties in the glass, wood or vinyl components or cladding due to accident, misapplication, faulty building construction or design, exposure to the elements, improper or insufficient handling, storage, installation, maintenance or service, or nonstandard installations, including, but not limited to, installation in a non-vertical, upside down, on-the-side, or out-of-square position. Also excluded from this warranty are failures or operating difficulties due to exposure to corrosive fumes or condensates, stress from movement of the structure, use of night insulation or films and coatings on the product, or use in swimming pool or other high humidity areas without adequate ventilation or humidity control.

Finishes: Factory applied wood finishes will be guaranteed for 5 (five) years provided that a UV reconditioning agent specified by Henselstone (or applied by Henselstone as part of the Service Agreement) is used once every 12 months. This agent can be applied as part of the normal washing of exterior windows and doors.

Labor: HWDS, Inc. will not normally provide or pay for any labor for replacements provided under this warranty. This includes, without limitation, labor for installation, repainting, refinishing or other activities necessary to complete any replacement, unless a) HWDS, Inc. has installed the defective product and b) the defect is directly related to improper installation. In any other case, the consumer shall be responsible for installation, repainting, refinishing or other activities necessary to complete any replacement.

Proof of Purchase: HWDS, Inc. may require proof of the date of purchase of any product, so you should retain your sales slip or invoice.

Condensation: Condensation on windows and any related water damage, which occurs as the natural result of humidity within the property or changes in interior/exterior temperatures, does not indicate a defect and is not covered by this warranty.

Painting or Staining: Painting or staining of HWDS, Inc. products with other than approved paints or stains will void any warranty with respect to such parts.

Installation with Products of Other Manufacturers or Using Unapproved Parts: This warranty does not cover: (a) HWDS, Inc. products that are installed with parts (whether manufactured by HWDS, Inc.'s suppliers or by others) that have not been approved by HWDS, Inc. for installation of that product; or (b) HWDS, Inc. products that are stacked or mulled with half circles, direct-sets or transoms manufactured by others.

General Provisions

THERE ARE NO OTHER WARRANTIES EXCEPT AS SET FORTH HEREIN. ALL WARRANTY COVERAGE IS VOID IF PRODUCT OR INSTALLATION CHARGES HAVE NOT BEEN PAID IN FULL. ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE PERIOD OF COVERAGE OF THESE EXPRESS WRITTEN WARRANTIES. HWDS, INC. SHALL NOT BE LIABLE FOR APPLICABLE TAXES OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OR LOSS TO PERSONS OR OTHER PROPERTY. Some states do not allow limitation on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations or exclusions may not apply to you. These warranties give you specific legal rights, and you may also have other rights which vary from state to state. NO DISTRIBUTOR, SALESPERSON, DEALER, RETAILER OR OTHER REPRESENTATIVE OF HWDS, INC. HAVE THE AUTHORITY TO MAKE WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR TO ALTER OR CHANGE THESE WARRANTIES EITHER ORALLY OR IN WRITING.

To obtain service under these warranties, contact HWDS, Inc.:

P.O. Box 116

Amissville, VA 20106

Please: 1) identify the HWDS, Inc. product or glass that is involved, the date and place of purchase; 2) describe completely what the claimed defect is (photographs may be helpful) and where the product can be inspected; and 3) identify yourself, your home address and phone number and your daytime phone number if different.

HWDS, Inc. reserves the right to inspect, or designate a person to inspect, any part that is claimed to be defective and covered by these warranties.