DUSCO
PORTES · DOORS

Limited Warranty for PATIO DOORS

Dusco™ Products are designed to create lasting value for your home. For additional information, including care and maintenance instructions, installation instructions and previous warranties, refer to www.duscodoors.com.

WHAT THIS WARRANTY COVERS

This warranty is effective for all Dusco PVC Patio Door Products installed in the United States or Canada. If your Dusco Patio Door exhibits a defect in material or workmanship within the time periods from the date of sale as specified below, we will, at our option, repair, replace or refund the purchase price of the product or component part. All replacement parts ship FOB our warehouse.

Owner-Occupied Single-Family Residence Warranty

We warrant our products to the original owner of the owner-occupied single-family residence in which they are initially installed for as long as you own and occupy your residence.

Transferability

The Owner-Occupied Single-Family Residence warranty is non-transferable.

Special Coverages

Special Glazings (including laminate glass units)
We warrant special glazings (including glass options such as leaded or decorative glass) for five (5) years from date of purchase.

Blinds/Shades integrated inside a glass window

We warrant the insulated glass unit (including the seal) for five (5) years from date of purchase.We warrant the external control mechanism and

the operation of the shade/blind for five (5) years from date of purchase.

Triple-Glazed Products

We warrant triple-glazed insulated glass units for five (5) years from date of purchase.

Spontaneous Glass Breakage

We warrant sealed glass units installed in patio doors (excluding laminated glass, and special glazings) for spontaneous breakage for one (1) year from date of purchase. This includes free replacement of glass only. Spontaneous breakage occurs when the glass develops a crack without sign of impact.

Screen Door Frame and Hardware

We warrant screen door frame and hardware for one (1) year from date of purchase.

Colored Exterior and Laminated Interior

We warrant that our factory-applied painted exterior color and factory-applied laminate interior finishes is warrantied not to peel, blister, or flake for five (5) years. Our applied exterior color will not exhibit excessive color change* for five (5) years. Note: this coverage does not extend to discoloration, polish, surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.

HOW TO GET ASSISTANCE

Should you feel that products exhibit a defect covered by this warranty, promptly communicate with Dusco Doors Customer Service Department, identifying nature of defects, date of purchase, original invoice, name and address of property owner(s) and distributor of products.

A copy of the original Dusco Doors invoice showing order details and shipping date must be submitted with all warranty claims. Warranty claims for insulating glass and tempered glass defects and failures must include all of the relevant information printed on the insulating glass spacer and sandblasted in the corner of each piece of tempered glass.

The Warranty period for any repaired or replaced products will be the remaining unexpired portion of the original warranty period for the products where applicable.

Dusco Doors reserves the right to discontinue or change any of its products, including colours, without giving notice to the original purchaser. In the event of such discontinuance or change, Dusco Doors shall not be liable to the original purchaser. Should a product covered by this warranty be unavailable Dusco Doors reserves the right to substitute a product that is of equal quality or price, according to Dusco Doors sole discretion.

Field Service Procedures

In the event of a product or component failure, it is the responsibility of the final selling agent/installer to conduct the on-sight assessment of the failure and to institute the appropriate repair.

If, following the on-sight investigation, the fabricator and selling dealer/installer cannot institute an effective repair and it is obvious that this is a manufacturing defect, Dusco Doors will at its discretion do one of the following:

- Replace the entire product free of charge or refund the Dusco Doors net selling price to Dusco Doors' original customer.
- Provide on sight assistance to the fabricator and its dealer/installer to identify the problem and to determine a solution to repair the problem.
- Fabricator and / or the dealer installer must accompany the manufacturer on-sight for support.
- No replacement/correction will either extend or modify the original warranty duration.

Maintenance and Cleaning

The surface of the window over time will collect a layer of surface dust. Normal dusting with a damp cloth will remove the surface dust.
Vinyl: A mild liquid cleaner may be used to clean the vinyl surfaces. Do not use harsh abrasives on the vinyl surfaces.
Weather Stripping: During the life of the window the weather stripping may become worn. It should then be replaced to prevent heat loss.

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WHAT THIS WARRANTY DOES NOT COVER

Dusco™ Doors is not liable for:

- Normal wear and tear and natural weathering of surfaces.
- Normal hardware wear and tear and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Damage caused by chemicals (e.g. brick wash) or a harsh environment (e.g., salt spray or airborne pollutants).
- Product failure due to misuse or abuse; damage caused by failure to provide maintenance, by alteration or modification to the patio door, or any damage resulting or caused beyond the control of Dusco Doors (e.g., fire, flood, earthquake, other acts of nature, and acts of third parties outside of our reasonable control).
- Glass breakage (except as specifically covered above).
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect. Slight color variations in glass are not considered a defect.
- Improper installation not in conformance with Dusco Doors installation instructions; operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Damage or poor product performance resulting from installation that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Damage caused by extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- Product or component performance decline due to aging, inert gas dissipation, naturalprocessesor failure to provide proper maintenance. Note: Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity (except as specifically covered above).
- Screen mesh is not warranteed.
- Condensation or damage as a result of condensation.
  Note: unless due to insulating glass failure,most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help.
- Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s).

IMPORTANT LEGAL INFORMATION

This Limited Warranty document sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above.

We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the Product, except as expressly contained herein. 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. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

No distributor, dealer or representative of Dusco Doors has the authority to change, modify or expand this warranty. The original purchaser of this Product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the Product is installed.

*Fading or changing in color of the applied exterior color finish is not a defect unless it exceeds five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2. Color change shall be measured on an exposed colored surface that has been cleaned of soils, and the corresponding values measured on the original or unexposed colored surface. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose to refinish the product.

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