

## THE VETTER® CRAFTSMANSHIP LIMITED WARRANTY

Subject to the conditions, exclusions and limitations that follow, the manufacturer of VETTER products, SNE Enterprises, Inc. ("SNE"), warrants VETTER products to be free from defects in material and workmanship as follows:

### **Vinyl Main Frame and Vinyl Sash - Twenty-Five Years**

SNE warrants the vinyl main frame and vinyl sash on VETTER Pro V Vinyl Window Systems products to be free from defects in material and workmanship for a period of TWENTY-FIVE (25) YEARS from the date of manufacture. All other parts on VETTER Pro V Vinyl Window Systems products are warranted to be free from defects in material and workmanship for a period of TEN (10) YEARS from the date of manufacture. SNE's obligation under this warranty shall be limited to, at its option, repair of, provision of replacements for, or refund of the original purchase price of, any product or part which it determines to be defective in material or workmanship under normal use and service. Decisions as to whether to repair, replace, or refund shall be made by SNE, in its sole discretion.

### **Insulated Glass Hermetic Seal - Twenty Years**

SNE warrants that the INSULATED GLASS only, if any, in VETTER products shall be free from failure of the hermetic seal for a period of TWENTY (20) YEARS from the date of manufacture.

Should there be such failure of the air seal within the warranty period, SNE shall provide either a replacement piece of insulated glass or a sash glazed with insulated glass, at its discretion, delivered to the original point of purchase, or, if it is shipped direct to a customer, normal shipping and handling charges will apply. The customer will be responsible for installation and replacement of the glass. SNE will not be responsible for repairing, refinishing or similar activities involved in the installation and replacement of glass.

For the first ten (10) years from the date of manufacture, no charge will be made for providing replacement glass or a sash glazed with insulated glass. Thereafter, up to 20 years, the customer will be charged for fifty percent (50%) of the then list price.

This warranty does not apply to, and SNE will not be liable for, glass cracking, shattering, breaking, or scratching, however caused, and it will not apply to any installations where loading applied to the unit could be expected to exceed the structural performance rating of the unit without prior written approval of design by SNE. This warranty also will not apply to any installations at an altitude over 3,500 feet above sea level unless breather tubes have been installed. Insulated units for installations at an altitude over 3,500 feet, or any glass having breather tubes, will not be argon filled.

The effectiveness of an inert gas is not warranted.

Condensation on the interior (room side) glass surface or on the interior surface of storm combination units is a sign of high humidity. It is not a product defect.

### **Aluminum Clad - Ten Years**

### **Primed Wood - One Year**

SNE warrants that its aluminum clad VETTER product line, and all parts thereof, and all primed wood casement and awning gear operators and handles which open and close the window sash, shall be free from defects in material and workmanship for a period of TEN (10) YEARS from the date of manufacture. SNE warrants that its primed wood (unclad) products, and all parts thereof except those referred to above, shall be free from defects in material and workmanship for a period of ONE (1) YEAR from the date of manufacture. SNE's obligation under this warranty shall be limited to, at its option, repair of, provision of replacements for, or refund of the original purchase price of, any product or part which it determines to be defective in material or workmanship under normal use and service. Decisions as to whether to repair, replace, or refund shall be made by SNE, in its sole discretion.

### **General Provisions**

SNE makes no warranties which cover installation of units in a sloped or non-vertical position, discoloration of non-visible parts, or failures or operating difficulties due to accident, acts of God, abuse, misuse, alteration, misapplication, faulty building construction or design, exposure to the elements, improper or insufficient handling, storage, installation, maintenance or service including, but not limited to, obstruction of weep holes.

Also excluded from the above warranties are failures or operating difficulties resulting from use of expanding foam insulation or incompatible sealant or cleaning agent, exposure to corrosive, unusual, harmful or aggressive substances, fumes or condensates (including exposure within 2 miles of salt water), subjection to abnormal stress from localized application of heat, excessive vibration or movement of buildings or foundations or to other abnormal physical stress or use in ships, boats, watercraft vehicles, trailers, campers, saunas, swimming pools, greenhouse enclosures or other high humidity areas. Selection and purchase of VETTER products which conform to all applicable building codes and local ordinances is the sole responsibility of the architect, building contractor or homeowner and SNE assumes no responsibility for compliance or for calculation and design of support mullions, structural support, or flashing required for installation. Consult with your local building code officials and/or a qualified contractor, architect or engineer for specific requirements.

Painting or staining of vinyl parts or weatherstrip of VETTER products will void any warranty with respect to the related window or door product.

This warranty applies only to the owner of the structure at the time the product is first installed and is nontransferable.

Screens are for insect protection only and are not meant to provide safety protection.

The warranties provided herein shall not apply when SNE is furnishing products or parts in a size which is greater in width or greater in height than the largest standard size shown for that species in SNE's printed price catalog for VETTER products, nor does it apply to any products or parts installed in a structure that does not permit appropriate drainage of moisture such as, an exterior insulation and finish system or synthetic stucco, without a properly engineered drainage system. In these cases, there shall be no warranty of any kind, whether implied or otherwise.

Replacement product and parts will be the closest equivalent current product or part and may not match the original. Replacements will be delivered to the original point of purchase, with no shipping charges.

If shipment of replacement product or parts direct to the customer is requested, normal shipping and handling charges will apply. In cases relating to hardware, the customer will be invoiced for the replacement hardware at the list price and appropriate credit will be issued when the defective hardware has been returned to SNE. Supplying replacement products or parts shall not extend the time period of the warranty and the replacement product or part shall be warranted only to the extent of the un-expired portion of the warranty period on the originally purchased product or part.

This warranty applies only to products finished, installed and operated in accordance with SNE's instructions.

SNE will not, under any circumstances, be responsible for installation, repainting, refinishing or other similar activities necessary to complete any replacement. It will be the customer's responsibility for installation, repainting, refinishing or other similar activities necessary to complete any replacement.

SNE may require proof of the date of purchase of any product, so you should retain your sales slip or invoice.

Weathering is normal and does not indicate a product defect and therefore is not covered by this warranty.

Air or water infiltration of an outswinging French door with VETTER'S handicap sill option is not a product defect. Warping of a door shall not be deemed to be a product defect unless the warping is in the door panel itself and then only if the warping is more than one quarter inch. The amount of warp shall be determined by placing a taut wire or string or straightedge across the face of the installed door panel thought to be concave and measuring the amount of warp at the point of the greatest distance between the bottom of such wire, string or straightedge and the face of the door panel. SNE may, at its option, defer action on a warping claim for a period of not more than one (1) year from the date of the claim to permit the door panel to adjust to temperature and humidity in its installed position. SNE does not warrant any swing patio door with a rough opening height of greater than 6'11" against warping or air or water infiltration unless VETTER'S multi-point lock system is used with the door.

Natural variations in color or texture of woods are not defects. We suggest that all millwork be inspected upon arrival and before installation and finishing. A good quality top coat of paint, sealer or varnish must be applied to all exposed wood surfaces. The top coat should be

applied as recommended by the paint manufacturer. This warranty will not apply if a good quality top coat is not applied within thirty (30) days after purchase. It is the customer's responsibility to properly care for and protect woodwork against moisture or excessive dryness. This warranty will not apply if the woodwork is not so protected.

The VETTER Craftsmanship Limited Warranty does not cover:

- (a) SNE products that are installed with parts (whether manufactured by SNE or by others) that have not been approved by SNE for installation with that product
- (b) SNE products that are stacked or mulled with half circles, direct-sets or transoms manufactured by others.

The performance of windows and doors may be affected by factors beyond SNE's control, such as handling and installation, construction details of the building, exposure conditions, maintenance, normal wear and tear, migration of inert gas and the like. Ratings (for example, R- or U-values, infiltration tests, etc.) are for comparison purposes only. While SNE products are manufactured to meet or exceed published ratings, it is not possible to guarantee that they will meet or exceed those ratings after they have been installed, and this is specifically excluded from this warranty.

THE EXPRESS WARRANTIES SET FORTH HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY AND ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES, TO THE EXTENT PERMITTED BY LAW, ARE HEREBY DISCLAIMED AND EXCLUDED BY SNE. ANY IMPLIED WARRANTIES WHICH ARE NOT EXCLUDED HEREBY DUE TO OPERATION OF LAW ARE LIMITED IN DURATION TO THE PERIOD OF COVERAGE OF THE EXPRESS WARRANTY PROVIDED HEREIN FOR THE PRODUCT WARRANTED. THE REMEDIES SET FORTH ABOVE ARE THE SOLE AND EXCLUSIVE REMEDIES PROVIDED HEREUNDER, AND SNE SHALL NOT BE LIABLE FOR COSTS OF SHIPPING, APPLICABLE TAXES OR ANY OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, THE PAYMENT OF ANY COSTS OR EXPENSES OF DISASSEMBLY, REMOVAL OR REINSTALLATION OF ANY PRODUCT OR PART, INCLUDING, WITHOUT LIMITATION, THE INSULATED GLASS, ANY COSTS OR EXPENSES RELATING TO PAINTING, STAINING OR ANY OTHER ACTIVITY NECESSARY IN FINISHING THE REINSTALLATION, OR DAMAGE OR LOSS TO OTHER PROPERTY.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation on the duration of any implied warranties not excluded hereby due to the operation of law, may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the exclusion of incidental and consequential damages may not apply to you. This warranty gives 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 VETTER PRODUCTS HAS THE AUTHORITY TO ALTER OR CHANGE THESE WARRANTIES OR TO MAKE ANY OTHER WARRANTY EITHER ORALLY OR IN WRITING.