

LIMITED WARRANTY

This limited warranty is effective for AmesburyTruth door and window products set forth herein and manufactured after April 16, 2018 for use in the United States and Canada. Any previous warranties will continue to apply to products manufactured by AmesburyTruth or its subsidiary companies prior to this date.

This Limited Warranty is extended to and may be enforced by only the party who is the initial purchaser of products from AmesburyTruth. This Limited Warranty is not transferable.

Limited Warranty

Except as set forth in the Special Coverages section below, AmesburyTruth warrants the products below against defective material and workmanship under normal use and service within the time periods from the date of manufacture as specified below.

	Limited Warranty Coverage for product using all AmesburyTruth products (including hardware and seal components)	Limited Warranty Coverage for product not using all AmesburyTruth products
Door, Sliding Window, and Hinged Window Hardware	15 years	10 years
Sliding Window Balances	15 years	10 years
Weather Seals	15 years	10 years
Extrusions	15 years	10 years
Electrical products used to drive manual hardware systems (operators and hinges)	1 year	1 year

Special Coverages:

The following Special Coverages apply to special products and product features.

		Limited Warranty Coverage	Additional Requirements or Exclusions
Hardware Using PVD Finish Over Forged Brass	Door	10 years	Solid Brass Hardware with PVD finish. See PVD finish Warranty below.
Coastal Products	Door, Sliding Window, and Hinged Window Hardware	10 years	Coastal is defined as any application within four miles of salt water. Aesthetic corrosion is not covered and preventative maintenance is required. Plated finishes are not recommended or warranted for coastal applications other than PVD.

PVD Finish Warranty

AmesburyTruth’s solid brass hardware with PVD finish are warranted against tarnish, pitting and discoloration for 10 years if the product is used in the residence in which it was first installed and still owned by the original purchaser.

This PVD Finish Warranty is expressly limited to window and door manufacturers and AmesburyTruth Authorized Distributors who purchase products for the purpose of resale, in the ordinary course of the buyers business, and may not be assigned or transferred.

AmesburyTruth's PVD Warranty covers residential and condominium applications only and proof of purchase is required to make a claim under the warranty. This warranty does not cover the product under the following conditions; Product has scratches or abrasions; Product is used in commercial applications with the exception of condominiums; Product has been damaged by acts of nature; or, Product has been altered in some way, improperly installed, or damaged from misuse or abuse. Contact AmesburyTruth for inspection procedures and criteria.

Exclusions from Limited Warranty Coverage

This Limited Warranty does not cover damage, product failure or poor product performance due to:

- **Normal wear and tear**
- **Discoloration, normal wear and tear or naturally occurring changes to finishes, including decorative plated finishes**
- **Corrosion related damage**
- **Incidental damages**
- **Misuse, abuse or failure to properly finish and provide maintenance**
- **Alteration or modification of the product**
- **Exposure to chemicals (e.g., brick wash, vinegar, cleaners, wood treatments, chemical strippers, paints, varnishes, etc.)**
- **Improper installation not in conformance with AmesburyTruth catalog or application drawings or instructions**
- **Use for a purpose other than that for which it was intended, or in a manner inconsistent with any instructions regarding its use or in a manner beyond product specifications**
- **Any cause beyond the reasonable control of AmesburyTruth (e.g., including but not limited to fire, flood, acts of nature, and acts of third parties outside of AmesburyTruth's control**

What AmesburyTruth Will Do

If any product manufactured by AmesburyTruth is found to be defective by AmesburyTruth, in its sole judgment, AmesburyTruth will, at its option either repair or replace with the same or substantially equivalent replacement for such defective product, or refund the purchase price. Custom or non-standard finishes that are determined to require service may be substituted with a similar color at AmesburyTruth's discretion if the finish is no longer available. Any repaired or replaced part is covered only for the remainder of the warranty period.

Disclaimers and Limitations

THIS LIMITED WARRANTY IS EXCLUSIVE. AMESBURYTRUTH MAKES NO OTHER WARRANTY OF ANY KIND WHATSOEVER, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS MANUFACTURED AND SOLD BY IT, WHETHER AS TO ANY WARRANTY OR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER MATTER.

AMESBURYTRUTH'S LIABILITY IS LIMITED ONLY TO THE REPLACEMENT VALUE OF THE PRODUCT. AMESBURYTRUTH SHALL NOT IN ANY EVENT BE LIABLE TO ANY BUYER FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL OR SPECIAL/PUNITIVE DAMAGES OF ANY KIND, OR FOR THE LABOR CHARGES WHICH MAY BE REQUIRED FOR THE REMOVAL, REPLACEMENT OR REINSTALLATION OF SAID PRODUCT, WHETHER FOR BREACH OF WARRANTY, NEGLIGENCE, ON THE BASIS OF STRICT LIABILITY, OR FOR ANY OTHER REASON.

Some local laws do not allow limitations on how long an implied warranty lasts and some local laws do not allow the exclusion or limitations of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have rights which vary from state to state.

The purpose of this exclusive remedy shall be to provide initial purchaser with repair and replacement of products or parts manufactured by AmesburyTruth found to be defective in materials or workmanship or negligently manufactured. This exclusive remedy shall not be deemed to have failed of its essential purpose as long as AmesburyTruth is willing and able to repair or replace said defective products or parts in the prescribed manner.

Warranty Claims

For warranty service and shipping instructions contact Customer Service by phone at (800) 866-7884, by email innovation@amesburytruth.com, or through our website at <http://www.amesburytruth.com/contact-us.cfm>. All warranty claims must be submitted in writing to AmesburyTruth for approval. The following information must be submitted with the warranty claim: name and address of claimant, product number, proof of purchase and description of problem or defect.

AmesburyTruth will advise the purchaser of its position with respect to the warranty claim. In the event a product or part is to be returned to AmesburyTruth under this limited warranty, the product or part returned must be suitably packed. Upon receipt of the product or part and determination by AmesburyTruth that this Limited Warranty applies, AmesburyTruth will perform the warranty repair, or replace the part, or refund the purchase price for the part, as required in accordance with this Limited Warranty. Any part that is repaired or replaced will be returned to the initial purchaser freight collect. All parts replaced or for which the purchase price has been refunded become the property of AmesburyTruth.