



Limited Warranty

owner2owner
LIMITED WARRANTY

This limited warranty applies only to Eagle® windows and doors.

Insulated Glass

The glass in Eagle® factory glazed window and door units (including dual-pane glass, High-Performance™ Low-E4® glass, High-Performance™ Low-E4® Sun glass, High-Performance™ Low-E4® SmartSun™ glass, High-Performance™ Low-E4® PassiveSun™ glass, i81-coated glass, Low-E glass, tinted glass, patterned glass (including: textured, frosted, grooved, beveled and color options), grilles between the glass and tempered versions of these glass options) is warranted to be free from defects in manufacturing, materials and workmanship for twenty (20) years from the date of purchase from the retailer/dealer. It is also warranted not to develop, under normal conditions, any material obstruction of vision resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for twenty (20) years from the date of purchase from the retailer/dealer. This limited warranty on glass does not apply to special order glazings, decorative glass, impact-resistant glass or glass that is not factory installed by Eagle.

Decorative glass is warranted against seal failure for a period of ten (10) years from the date of purchase from the retailer/dealer.

In the event a glass failure occurs as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Eagle, at its option, will: (1) provide the appropriate replacement glass product to the Eagle retailer/dealer that you specify - labor for installation, finishing, removal and disposal of the component part or product is not included; or (2) provide a factory-authorized repair to the existing glass at no cost to you; or (3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement or repair is warranted for the remainder of the original limited warranty period.

Laminated glass (Protector Series and HarborMaster® systems) in Eagle window and door products is warranted against stress cracking, thermal shock cracking and delamination for ten (10) years from the date of purchase from the retailer/dealer. In the event a failure due to stress cracking, thermal shock cracking or delamination of the laminated glass occurs within the limited warranty period, Eagle, at its option, will: (1) provide the appropriate replacement glass product to the Eagle retailer/dealer that you specify—labor for installation, finishing, removal and disposal is not included; or (2) provide a factory-authorized repair to the existing glass at no cost to you; or (3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

Exclusions: These limited warranties do not cover cracked or broken glass or other damage to the glass resulting from accident, abusive handling, or misuse; nor do they cover glass panes broken from the exterior. The application of films, coatings, or other substances or products to the glass and any modification of the product due to the installation of a security system will immediately void the limited warranty.

Wood and Wood Composite Components

The interior wood and exterior wood composite components in Eagle products is warranted to be free from defects in manufacturing, materials or workmanship for ten (10) years from the date of purchase from the retailer/dealer and five (5) years from the date of purchase from the retailer/dealer for wood exterior components. To be covered under this limited warranty, it is the consumer's responsibility to: (1) ensure that all wood surfaces (interior, exterior, top, bottom and any exposed sides) are immediately and thoroughly painted, varnished or sealed in conformity with generally accepted field finishing standards; (2) ensure that the finishes are maintained; and (3) properly care for and protect all wood components against moisture, excessive dryness and other abnormal exposure.

In the event a wood or wood composite component fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty periods, Eagle, at its option, will: (1) provide the appropriate replacement parts to the Eagle retailer/dealer that you specify—labor for installation, finishing, removal and disposal is not included; or (2) provide a factory-authorized repair to the existing component at no cost to you; or (3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

Hardware, Weather Stripping, Blinds and Insect Screens

The hardware (including the finish on Limited Lifetime Brass), weather stripping, blinds and insect screens on Eagle products are warranted to be free from defects in manufacturing, materials and workmanship for ten (10) years from the date of purchase from the retailer/dealer.

The retractable door insect screens for Eagle products are warranted to be free from defects in manufacturing, materials and workmanship for one (1) year from the date of purchase from the retailer/dealer.

In the event a failure occurs as a result of a defect in manufacturing, materials or workmanship within the limited warranty periods, Eagle, at its option, will: (1) provide the appropriate

replacement parts to the Eagle retailer/dealer that you specify—labor for installation, finishing, removal and disposal is not included; or (2) provide a factory-authorized repair to the existing component at no cost to you; or (3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

Exclusions: Weathering of hardware finishes (with the exception of Limited Lifetime Brass) is not considered a defect and is not covered under this limited warranty. Note: insect screens are designed for insect control and ventilation and not for preventing potential falls from windows and doors.

Exterior Painted Aluminum Surfaces – 2604 & 2605 Coating Systems

Subject to the conditions described below, the paint film (Silicone polyester enamel conforming to AAMA 2604-05 and Kynar® fluorocarbon coating system conforming to AAMA 2605-05) on Eagle aluminum cladding in its standard colors is warranted not to crack, check, peel, flake, blister or lose adhesion for a period of twenty (20) years from the date of purchase from the retailer/dealer when exposed to normal atmospheric conditions. See below for Coastal Seashore warranty coverage details. The paint film is also warranted against chalking in excess of a number eight (8) rating based on ASTM D 4214-98 and against color change of more than five (5) Delta E units in accordance with ASTM D-2244-02e1 for ten (10) years from the date of purchase from the retailer/dealer.

In the event a failure occurs within the limited warranty periods, Eagle, at its option, will: (1) refinish the product (the finish will be done with standard commercial refinishing techniques and will not necessarily be the same finish as originally applied to the product); or (2) repair the product or provide replacement part(s) or product(s) (not including cost of labor); or (3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

Exclusions: Products subjected to the detrimental effects of air pollutants, chemical or caustic washes, or the accumulation of concentrated salt deposits are not covered by the terms of this limited warranty. Any scratches, chips or surface damage that would expose the aluminum cladding surface must be repaired immediately, and such repair is required to maintain limited warranty coverage.

Paint performance may vary based on orientation, altitude, installation in heavy salt spray environments, and other atmospheric conditions. Regular maintenance of the product is required to maintain the appearance of the finish on clad units, including hardware, and is therefore required to maintain limited warranty coverage.

Exterior Painted Aluminum Surfaces – 2604 & 2605 Coating Systems for Coastal Seashore

Subject to the conditions described below, the paint film (Silicone polyester enamel conforming to AAMA 2604-05 and Kynar® fluorocarbon coating system conforming to AAMA 2605-05) on Eagle aluminum cladding in its standard colors is warranted not to crack, check, peel, flake, blister or lose adhesion from the date of manufacture for product exposed to high salt concentrations as follows:

— Products installed between two (2) miles and 1,001 feet from the coastal seashore are warranted for ten (10) years from the date of purchase from the retailer/dealer. In the event a failure occurs, Eagle, at its option, will: (1) refinish the product (the finish will be done with standard commercial refinishing techniques and will not necessarily be the same finish as originally applied to the product); or (2) repair the product or provide replacement part(s) or product(s) (not including cost of labor); or (3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

— Products installed between 1,000 feet and the seashore are warranted for ten (10) years from the date of purchase from the retailer/dealer, prorated after five (5) years. In the event a failure occurs in years one (1) through five (5), Eagle, at its option, will: (1) refinish the product (the finish will be done with standard commercial refinishing techniques and will not necessarily be the same finish as originally applied to the product); or (2) repair the product or provide replacement part(s) or product(s) (not including cost of labor); or (3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period. In the event a failure occurs in years six (6) to ten (10), Eagle, at its option, will: (1) refinish the product (the finish will be done with standard commercial refinishing techniques and will not necessarily be the same finish as originally applied to the product) at 50% discount of Eagle's cost; or (2) repair the product at 50% discount of Eagle's labor costs or provide replacement part(s) or product(s) at 50% discount of Eagle's cost (not including cost of labor); or (3) refund the purchase price at 50% of the original purchase price or retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the limited warranty period.

The paint film is also warranted against chalking in excess of a number eight (8) rating based on ASTM D 4214-98 and against color change of more than five (5) Delta E units in accordance with ASTM D-2244-02e1 for ten (10) years from the date of purchase from the retailer/dealer. In the event a failure occurs, Eagle, at its option, will: (1) refinish the product (the finish will be done with standard commercial refinishing techniques and will not necessarily be the same finish as originally applied to the product); or (2) repair the product or provide replacement part(s) or product(s) (not including cost of labor); or (3) refund the original purchase price or retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the limited warranty period.

Exclusions: Products subjected to the detrimental effects of air pollutants, chemical or caustic washes, or the accumulation of concentrated salt deposits are not covered by the terms of this limited warranty. Any scratches, chips or surface damage that would expose the aluminum cladding surface must be repaired immediately and such repair is required to maintain limited warranty coverage.

For coastal seashore (areas of high salt concentration), such as those within two (2) miles of the coastal seashore or industrial atmospheres, homeowners must implement a systematic

fresh water-cleaning program which consists of cleaning with mild soap and water at least every three (3) months or more often when necessary so as to prevent the accumulation of concentrated salt deposits. Periodic waxing with an automotive-type wax may prolong the finish life.

The atmospheric conditions within two (2) miles of the coastal seashore can be extremely corrosive. Even with a systematic cleaning program, products installed in these conditions will typically deteriorate more than product installed in normal atmospheric conditions. Some corrosion and/or deterioration are considered "normal wear and tear" and normal weathering in this atmospheric condition and are not covered under this limited warranty.

Exterior Anodized Aluminum Surfaces

Subject to the conditions described below, the anodized finish on Eagle aluminum cladding in its standard colors is warranted not to crack, craze, flake or blister for five (5) years from the date of purchase from the retailer/dealer when exposed to normal atmospheric conditions. The anodized finish is also warranted against chalking in excess of a number eight (8) rating as determined by the procedure outlined in ASTM D-4214-98 specification tests and against color change of more than five (5) Delta-E units as determined by ASTM method D-2244-02e1 for five (5) years from the date of manufacture.

In the event a failure occurs within the limited warranty period, Eagle, at its option, will: (1) refinish the product (the finish will be done with standard commercial refinishing techniques and will not necessarily be the same finish as originally applied to the product); or (2) repair the product or provide replacement part(s) or product(s) (not including cost of labor); or (3) refund the purchase price or the retailer's/dealer's price at the time of the original purchase, whichever is less. Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

General Conditions and Exclusions

The limited warranty set forth in this document is the only express warranty (either written or oral) applicable to Eagle® windows and doors, and no one is authorized to modify or expand this limited warranty. All warranty claims must be made during the applicable warranty period.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE APPLICABLE STATUTE OF LIMITATION, BUT IN NO CASE WILL EXTEND BEYOND THE TERM OF THE LIMITED WARRANTIES SET FORTH ABOVE. EAGLE EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF CONTRACT, TORT OR OTHERWISE, AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO THE REPAIR OR REPLACEMENT OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, so the above limitations or exclusions may not apply to you.

This limited warranty is only applicable in the U.S.A. (i.e. the fifty states and the District of Columbia). This limited warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state.

What Is NOT Covered by This Limited Warranty

Product failure or damage due to the improper installation, use or modification including:

- Adjustments or corrections due to improper installation.
- Failures due to product modifications or application of glass shading devices, glass tinting, or insulated coverings, installation of security systems or improper painting or staining.
- Units improperly assembled or improperly mulled by others.
- Failure due to the application of non-Eagle hardware (e.g. locksets, trim sets, hinges, panic hardware, closers, or other non-Eagle components or accessories, etc.).
- Failure to properly install Eagle hardware and/or exterior trim.
- Improper installation or use, including use of a non-commercial door as a main entrance or exit door for a building other than a single-family residential unit or re-installing an Eagle window or door after it has been removed from a building and re-sold and/or re-installed in a different building.
- Installing a storm door over or with a patio door.
- Exposure to conditions beyond published performance specifications.
- Water infiltration.
- Condensation.
- Improper maintenance, such as use of brick wash, razor blades, sealants, sanding or improper washing.
- Glazing of the product by any party other than Eagle.
- Failure to properly seal the exposed wood portions of a product. This includes, but is not limited to, the exposed wood on all sides of a door panel (e.g., exterior, interior, top bottom, and both sides), door frame and wood grilles.
- Chemicals or airborne pollutants, such as salt or acid rain.
- Delivery by others.
- Accidents.
- Acts of God.
- Normal wear and tear.
- Deterioration, movement or casualty in the frame, jamb, wall or building within which the product has been installed.

Additional items excluded from this limited warranty:

- Labor to replace sash or door panels, glass or other components.
- Labor and other costs related to the removal and disposal of defective product.
- Labor and materials to paint or stain any repaired or replaced product, component, trim or other carpentry work that may be required.
- Products not manufactured by Eagle or its parent company, Andersen Corporation.
- The performance of the low-maintenance exterior glass coating on products with High-Performance™ Low-E4® glass. Performance will vary depending on environmental conditions.
- Slight glass curvature, minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision.
- Minor warping of wood or clad-wood windows and doors. Eagle may defer actions on any claim for warping for a period of twelve (12) months from the date of the claim in order to permit conditioning and equalization to humidity and temperature conditions.
- Texture, grain and color variations of wood or wood composite components.
- Fading or color changes less than or equal to five (5) Delta E units in accordance with ASTM D-2244-02e1, even if the fading or color change is not uniform.
- Adhesion of paint or stain to wood composite components.
- Rattling of grille bars within an air space.
- Tarnish or corrosion to hardware finishes.
- Special glazings. Contact us concerning the limited warranty on special glazings.
- Service trips to provide instruction on product use.
- Products and product components sold by Eagle distributors or dealers, which were not manufactured by Eagle Window & Door Manufacturing, Inc. in Dubuque, Iowa.
- Special products which are manufactured to meet the specific design, specification or use requirements of a consumer or construction project.

Transfer of Warranty

This limited warranty and all claims and rights hereunder shall transfer to any new property owner upon the sale or other legal transfer of ownership of the property within which the warranted product has been installed during the limited warranty period.

Claim Procedure

For further information or to make a claim within this limited warranty period, please contact the Eagle retailer/dealer who supplied you with your Eagle product. If unavailable or unknown to you, you may contact us at:

Customer Service
Eagle Window & Door LLC
2045 Kerper Blvd.
Dubuque, Iowa 52001
1-855-324-5314

Eagle must receive each claim within the applicable limited warranty period and also within thirty (30) days after the date the defect is first discovered or reasonably could have been discovered. The claim must contain the following information:

- The consumer's name, address and telephone number.
- A description of the product.
- Documentation of the purchase date, if available.
- The name of the dealer from which the product was purchased (if known).
- A description of the product concerns.

Eagle will reply within a reasonable period of time after receipt of the claim. For a claim to be honored, the consumer must cooperate with Eagle by providing any other information and evidence reasonably required to resolve the claim, and if requested, the consumer must permit Eagle to inspect the product within a reasonable period of time after the claim is made. This limited warranty will be void if the product is removed or modified without first providing Eagle with notice and the opportunity to inspect the product as installed. If, after investigation, Eagle determines that the claim is valid, the remedy provided will be in accordance with the terms and conditions of this limited warranty.

Eagle reserves the right to perform all limited warranty work or arrange for another party to perform the limited warranty work at the consumer's cost.

Eagle reserves the right, at its discretion, to discontinue or modify part or all of any of its products or components. If an identical Eagle product or component is not available for replacement purposes, Eagle reserves the right, at its discretion, to substitute a similar Eagle window or door product or component of equivalent value.

Effective on all products manufactured after February, 2012.