



Customer Service Manual

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INTRODUCTION

This Homeowner Customer Service Manual provides useful information on your new Amato Homes home. Our procedures are outlined for your reference. The material in this book is designed to answer many of the questions you may have regarding your new home. As a new homeowner, there are required maintenance procedures to ensure the longevity of your new home. To ensure your continued satisfaction with your new home, our Customer Service Department will be available to assist you with your issues or concerns. We encourage you to register the products in your home and to understand the manufacturers warranty for all the products installed in your home. We have included many of them in this manual towards the end of the booklet.

CUSTOMER SERVICE PROCEDURES

Customer satisfaction is important to Amato Homes. We take pride in our product and want to be sure that your new home is a source of gratification and enjoyment to you and your family for many years to come. To ensure that you will receive prompt and efficient service from Amato Homes, we ask you to read and become familiar with the following customer service procedures.

All requests for repairs must be submitted in writing to the Customer Service Department. Included in your closing package is a Customer Service Request form. These forms can be submitted in one of two (2) ways:

1. Submit through our website- www.myamatohomes.com – click on Customer Service request
2. Mail complete form to:

Amato Homes, LLC
Attention: Customer Service
7140 Walton Road
Walton Hills OH 44146

Be sure to include your name, address, and day and evening phone numbers.

IMPORTANT NOTICE: In order to ensure any warranty claims are reviews, requests should be submitted in writing to AMATO HOMES Customer Service Department during the Customer Service period. THERE WILL BE NO EXCEPTIONS TO THIS POLICY.

Frequently Asked Question and Answers

When will I get my keys?

You will receive your keys at closing provided you have completed the closing procedures and the documents have been properly recorded and filed with the county.

When should utilities be turned on in our new home?

Power and water are shut off to the home three (3) days after closing. Please have these services transferred to your name.

Do I need to change my locks when I move in?

During the construction period, we have a master construction key, which opens all homes. The keys you receive at closing will reset your locks upon use.

Can we have repairs done on weekends or during evening hours?

All non-emergency related Customer Service issues will be handled during our normal business hours, (Monday through Friday 7am - 3 pm). It is the homeowner's responsibility to arrange access to the home during these hours, an adult over 18 years of age must be present for us to enter the home. Emergencies will be handled on an as needed basis.

What should we do about telephone, cable or internet installation? The local phone, cable, and internet company handles the commencement of these services. It is the homeowner's responsibility to have these services ordered and started after closing.

Can I turn a Customer Service request in other than the (3) three recommended times?

Yes, for emergency issues only.

Can anyone make repairs on my home?

Having someone other than an Amato Homes' subcontractor handle a Customer Service issue could void your home warranty.

EMERGENCY REPAIRS

There may be situations with your new home that you may feel are an emergency. Please remember that if the situation is not a true emergency, you will get assistance much more readily by following the normal procedures for submitting request for inspection.

EMERGENCIES ARE DEFINED BELOW:

- **TOTAL STOPPAGE OF THE PLUMBING SYSTEM:**

Please remember that toilet overflows are not warranted by AMATO HOMES beyond the first thirty (30) days after closing on your home. A blocked or clogged toilet during the first thirty (30) days of occupancy is not considered an emergency unless all bathrooms are affected.

- **SEVERE WATER LEAK WHICH REQUIRES ALL WATER SERVICE TO THE HOME TO BE SHUT OFF TO AVOID SERIOUS DAMAGE.**

Please take immediate steps to turn off the water main until a service representative can contact you. In case of a leak at a sink or toilet line, you can temporarily control this problem by turning the water supply line off at the affected fixture. Water control valves are located inside the sink cabinets at the rear and the toilet supply line valves are located behind the toilet near the floor. The main water shut off should be in the basement, usually near the front wall.

- **TOTAL ELECTRICAL FAILURE, IF RESTRICTED TO JUST YOUR HOME:**

Check the main breaker to your home. The breaker box is located in the basement. In the event of a widespread electrical outage in the subdivision, contact your local electric company directly.

- **COMPLETE LOSS OF HEAT DURING EXTREME COLD WEATHER.**

Please contact the HVAC company's emergency number provided on the furnace.

We appreciate your full cooperation regarding the above.

CUSTOMER SERVICE POLICY

Your home's major systems are under warranty for one year from the date of CLOSING. This warranty covers **ELECTRICAL, HEATING AND AIR CONDITIONING, AND PLUMBING. APPLIANCES are covered by the manufacturer.** Specific manufacturer warranties are outlined later in this manual.

NON-WARRANTY ITEMS

Your home will settle during its lifetime and it is normal to notice settling cracks. These cracks are not covered under your warranty and are considered to be maintenance items. Cracks normally appear in the floor, drywall, and concrete areas (driveway, sidewalk, etc.)

Occasionally your home may experience small washouts or settlement. These are maintenance items and are the responsibility of the owner to maintain. AMATO HOMES is not responsible for any movement in the land due to erosion or weather.

The following items are also not covered in your warranty:

- Cloudy dishes from dishwasher. We recommend that you rinse dishes before putting them in the dishwasher and use a rinse aid.
- Cosmetic items after the list from the walkthrough are complete are not warrantied.
- Damaged flooring, chipped countertops, chipped tubs, chipped concrete and cracked concrete are not covered after the walkthrough is complete.
- Cracked windows not noted on walkthrough are not covered unless due to faulty window installation. If we send the window company out and the window is broken due to homeowner neglect or misuse, it will be the responsibility of the homeowner to pay the window company.
- Any mechanical issues due to homeowner neglect will be the responsibility of the homeowner.
- Home inspector reports with cosmetic items for homes that have closed with AMATO HOMES and are re-sales are not covered.

REMINDER

If we send a contractor to your home and the item they are fixing is caused by homeowner negligence, it will be the homeowners' responsibility to pay for the trip and any work that is completed by the contractor.

Please remember that we are not a maintenance company. It is the homeowner's responsibility for maintaining the home. Please see the recommend homeowner maintenance section of this manual.

The items below are considered Homeowner Maintenance/Cosmetic items not covered under the warranty (this list is not inclusive, there may be other items that fall into this category):

Plumbing

Clogged toilets
Clogged garbage disposal
Clogged tub/sink drains
Blown Elements in hot water heater

HVAC

Damaged vents
Damaged duct work
Filters
Damaged dryer vents
Damaged vents on exterior of home

Misc Items

Window swelling/missing screws
Interior doors
Exterior door
Cabinets and tops
Carpet / vinyl/ wood flooring
Door Hardware (knobs, missing screws)
Light Bulb replacement
Smoke detector battery replacement

Roof

Damaged shingles
Damaged gutters

Drainage

- The site does not drain properly: To ensure proper drainage in the immediate area around the home, Amato Homes shall establish the necessary grades and swales as required by applicable local building code. Standing water or ponds of water shall not remain for extended periods in the immediate area of the house after a rain (24 hours after a light rain and 48 hours after a heavy rain). No grading determination shall be made while frost or snow is on the ground or while the ground is saturated.
- The site has soil erosion: Amato Homes is not responsible for soil erosion due to acts of God, or other condition beyond the contractor's control.

Foundation

- The foundation is not level: This guideline applies only when the levelness of the foundation adversely impacts the subsequent construction. As measured at the top of the foundation wall, no point shall be more than ½ inch higher or lower than any point within 10 feet.
- Crack in concrete footing: A crack greater than ¼ inch in width is considered excessive.

Interior Concrete Slab

- A concrete slab within the structure has separated or moved at control (expansion and contraction) joints: Concrete slabs within the structure are designed to move at the control joints.
- The concrete floor or slab is uneven: Except where the floor or portion of the floor has been designed for specific drainage purposes, concrete floors in living areas shall not have pits, depression, or areas of unevenness exceeding 3/8 inch within 32 inches.
- Concrete floor slab is cracked: Minor cracks in concrete floor slabs are normal. Cracks exceeding 1/4 inch in width or 1/4 inch in vertical displacement shall be repaired if the slab is in conditioned space or the crack interferes with installation of finish flooring.

OSB Flooring

- The wood floor squeaks or the subfloor appears loose: Squeaks caused by loose subfloor are unacceptable; however, there may be other factors that cause squeaks. One of the more

common sources of squeaks is wood moving along the shank of a nail. Squeaking frequently occurs when lumber, plywood, or boards move slightly when someone walks over them. Boards and plywood may become loose due to shrinkage of the floor structure or subfloor as it dries after installation or seasonal changes in temperature and humidity. Nails used to fasten metal connectors (joist hangers, tie down straps, etc.) may cause squeaks. Because of the nature of wood and construction methods, it is practically impossible to eliminate all squeaks during all seasons. Clearly, some squeaks are more objectionable than other.

Wall Framing

- A framed wall is not plumb: The interior face of wood-framed walls shall not be more than 3/8 inch out of plumb for any 32 inches in any vertical measurement.
- The wall is bowed: Wall shall not bow more than 1/2 inch out of line within any 32-inch horizontal measurement, or 1/2 inch out of line within any 8 foot measurement.
- An exterior wall leaks because of improper caulking installation or failure of the caulking material: Joints and cracks in exterior wall surfaces and around openings shall be caulked to prevent the entry of water. Amato Homes will repair or caulk joints and cracks in the exterior wall once within the 1-year Customer Service Period.

Wall Insulation

- Wall insulation is insufficient: The contractor shall install insulation according to R-values designated in the contract documents and applicable building codes.

Windows

- A window is difficult to open or close: Windows should require no greater operating force than that described in manufacturer's instructions. Amato Homes will correct or repair the window as required to meet the manufacturer's instructions.
- Window glass is broken and/or screen is missing or damaged: Broken glass and/or missing screens not reported prior to the closing of the home are the homeowner's responsibility. **Amato Homes does not supply screens for the sliding glass doors.**
- During rains, water is observed on the interior corner of a glazed window: Water leakage from improper installation is considered excessive. Leakage due to the manufacturer's design specifications is acceptable. Amato Homes shall repair any deficiencies attributed to improper installation.
- Window grids (mullions) fall or become out of level: Window grids shall not disconnect, fall or become out of level. Window grids will be repaired or replaced at Amato Homes' discretion one time only.

Exterior Doors

- An exterior door sticks: Exterior doors shall operate smoothly, with the exception of an occasional period of high humidity or with variations in temperature. AMATO HOMES will adjust or replaced the door to meet the performance guideline.
- A door swings open or closed by the force of gravity - Exterior doors shall not swing open or closed by the force of gravity alone. AMATO HOMES will adjust the door to prevent it from swinging open or closed by the force of gravity.
- Gaps are visible around an exterior door edge, doorjamb, and/or threshold - Gaps between adjacent components shall not vary by more than 3/16 inch. The contractor will repair existing unit to meet performance guideline. Doors must have gaps at their perimeter to accommodate expansion/contraction due to variations in the temperature and /or humidity and to enable the door to operate over a wide range of environmental conditions.

- A doorknob, deadbolt, or lockset does not operate smoothly - A doorknob, deadbolt or lockset should not stick or bind during operation. One time only, AMATO HOMES will adjust, repair, or replace knobs that are not damaged by abuse.

Vinyl Lap Siding (If Installed On Your Home)

- Vinyl siding is bowed or wavy – Some waviness in vinyl lap siding is to be expected because of bows in studs. Waves or similar distortions in vinyl lap siding are considered excessive if they exceed ½ inch within 32 inches.
- Nail stains are visible on siding or ceiling boards – Stains exceeding ½ inch from the nail and are readily visible from distance 20 feet or more.
- Siding/Shutters is faded – When exposed to the ultra-violet rays of the sun, siding/shutters may fade. Fading cannot be prevented by the contractor. However, panels installed on the same wall under the same conditions should fade at the same rate. No corrective action is required of Amato Homes. The homeowner should contact the siding manufacturer.
- Vinyl lap siding trim is loose – Trim shall not separate from the house by more than ¼ inch. Amato Homes will reinstall trim as necessary to comply with the performance guidelines. Vinyl siding and accessories should not be caulked in most circumstances, as it could impact the product's contraction and expansion characteristics. Please note, vinyl siding that is loose due to an act of God, ie: wind and storms, are not warranty items.

Masonry and Veneer (If Installed On Your Home)

- Efflorescence is present on the surface of brick – This is a common condition caused by moisture reacting with the soluble salts in the mortar. There is no corrective action required.

Exterior Trim

- Gaps show in exterior trim- Joints between exterior trim elements, including siding and masonry, shall not result in joints opened wider than ¼ inch. Amato Homes will repair joints that exceed the ¼ limit.

Roof Sheathing

- Roof sheathing is wavy or appears bowed – Roof sheathing shall not bow more than ½ inch within 2 feet. Amato Homes will straighten bowed roof sheathing if it does not meet the ½inch within 2 feet requirement.

Roof Vents

- An attic vent or louver leaks – Attic vents and louvers shall not leak. However, infiltration of the wind-driven rain and snow are not considered leaks and are beyond the control of Amato Homes.

Roof Installation and Leaks

- The roof or flashing leaks – Roof or roof flashing shall not leak under normal conditions. If a leak is caused by ice build-up, leaves, debris, abnormal conditions or homeowner's action, Amato Homes will not be responsible for the repair of the leak. It is the homeowner's responsibility to keep the roof drains, gutters and downspouts free of ice, snow and debris.
- Shingles have blown off – Shingles shall not blow off in normal windy conditions. Amato Homes will repair any shingles that are not installed properly according to manufacturer's warranty or applicable local building code.
- Asphalt shingle edges or corners are curled or cupped – Asphalt shingle edges and corners

shall not curl or cup more than ½ inch. If it exceeds the ½ inch requirement it will be repaired or replaced.

- Sheathing nails have loosened from framing and caused asphalt shingles to rise – Amato Homes will repair all areas as necessary to correct the problem. It is not uncommon for nails to “work themselves out” due to variations in temperature.

Gutters and Downspouts (If Installed On Your Home)

- The gutter or downspout leaks – Gutters and Downspouts should be maintained by homeowner’s due to blockage by leaves or debris. Any other leaks will be corrected will be corrected by Amato Homes.
- The gutter overflows during a heavy rain – Gutters are installed according to applicable local building code at time of construction of the home. It is normal for the gutters to overflow during a heavy rain.
- Water remains in the gutter after a rain – The water should not exceed ½ inch in depth. If the gutter does have water that remains in excess of ½ inch, check the gutter for ice, snow or debris. AMATO HOMES will repair any gutter that is not installed correctly.

Plumbing

- A pipe or fitting leaks – No leaks of any kind shall exist in any water pipes or fittings. Amato Homes will repair any leaks in the plumbing lines.
- A faucet or valve leaks – No faucet or valve should leak unless there is a defect in material or workmanship. Amato Homes will repair or replace the leaking faucet or valve.
- Water in a plumbing line freezes– Plumbing lines that are properly insulated and installed per applicable local building code should not freeze unless there are extreme freezing conditions. In cold weather conditions homeowners can prevent this from happening by letting faucets drip. If freezing of pipes does occur, please contact your Plumbing Contractor.
- The water supply system fails to deliver water – All on-site service connections to the water main or private water supply are the responsibility of the contractor. AMATO HOMES will repair the water supply system if the failure results from improper installation or defects in materials.
- A water pipe is noisy – The water pipes may emit noise due to expansion and contraction. However, the pipes should not make a pounding noise like a hammer. Amato Homes will correct the pounding noise but is not able to get rid of the expansion/contraction noise.
- The bathtub or shower leaks – Amato Homes will repair bathtub or shower leaks as necessary to meet the performance guidelines.

Electrical

- A circuit breaker trips – Circuit breakers shall not be tripped by normal usage. Amato Homes will repair or correct any breaker or wiring not installed correctly in accordance with manufacturer’s installing instructions.
- A ground fault circuit interrupter (GFCI) or arc fault circuit interrupter (AFCI) trips frequently – Tripping is to be expected and is not covered unless it is caused by a component failure or incorrect installation. Amato Homes will repair or replace any GFCI or AFCI not installed correctly in accordance with manufacturer’s installing instructions.
- Receptacle or switch plate covers protrude from the wall – They should not protrude more than 1/16 inch from the adjoining wall surface. If it does not meet this guideline, Amato Homes will have it corrected.
- 220-volt appliance cord does not fit the outlet provided – Electrical outlets are installed to meet applicable local building code. It is the responsibility of the homeowner to obtain the

correct appliance cord for the appliance.

Air Infiltration and Drafts

- Air infiltrates around exterior doors and windows – Some infiltration is usually noticeable around doors and windows, especially during high winds. No day light shall be visible around the frame when the window or door is closed. AMATO HOMES will adjust or install weather-stripping around doors and window in accordance to applicable local building code.
- A draft comes through an electrical outlet – Electrical outlets and switch boxes on exterior walls may allow cold air to flow through or around an outlet into a room. This is a normal and no action by Amato Homes is required.

Humidity Control and Condensation

- The ductwork makes noises – Ductwork will be constructed and installed in accordance with applicable local building code requirements. If these requirements are met, there is no corrective action to be taken by Amato Homes.
- There is airflow noise at register – The register is installed to manufacturer's instructions. If these requirements are met, there is no corrective action to be taken by Amato Homes.
- The heating system is inadequate – The heating system has been installed according to manufacturer's instructions and applicable local building code requirements. If these requirements are met, there is no corrective action to be taken by Amato Homes.
- The cooling of rooms is inadequate – Cooling system has been installed according to manufacturer's instructions and applicable local building code requirements. If these requirements are met there is no corrective action to be taken by Amato Homes.
- A condensation line is clogged – Condensation lines must be free of all clogs to operate properly. The condensation lines will be free of clogs at completion of construction. After the closing it is the responsibility of the homeowner to keep the lines clear of clogs.
- There is a refrigerant leak – The refrigerant lines and fittings shall not leak. AMATO HOMES will repair lines/fittings and replace refrigerant, unless the damage was caused by the homeowner's action or negligence.
- HVAC register protrude more than 1/16 inch from a smooth wall or ceiling surface – If registers protrude more than 1/16 inch, Amato Homes will repair or replace vent. Registers and frills may deflect over time. This can result in gaps occurring between the register and the wall or ceiling. As long as the register is securely attached, this is not a Customer Service item.

Interior Doors

- An interior door is warped – Interior doors shall not warp in excess of ¼ inch. Amato Homes will correct or replace and refinish defective doors to match existing doors as nearly practical. In bathroom or utility areas, exhaust fans or an open window must be used to minimize moisture to prevent warping of door units.
- A door swings open or closed by force of gravity – One time and one time only AMATO HOMES will repair door as necessary.
- Interior doors do not operate smoothly - One time and one time only AMATO HOMES will repair door as necessary.

Interior Stairs

- A stair riser or tread squeaks – Loud squeaks caused by loose a stair riser or tread are considered excessive; however, totally squeak-proof stair risers or treads cannot be guaranteed. Amato Homes will refasten any loose stair riser or treads to eliminate excessive

squeaking.

Carpeting

- Carpet does not meet at the seams – It is not unusual for carpet seams to show. However, a visible gap at the seams is considered excessive. Amato Homes will repair the gap so that it is not as visible.
- Dead spots are observed in padding areas below the carpet surface. -Amato Homes will repair/replace padding in the affected areas.

LVP Flooring

- Gaps exist between LVP floor boards – The gaps shall not exceed 1/8 inch in width at the time of installation. Amato Homes will repair any LVP flooring not meeting the 1/8-inch requirement. Relative humidity in the home can cause noticeable fluctuations in gaps between floor boards. This is a common phenomenon in climates and areas of the home that experience significant shifts in the humidity. The homeowner is responsible for maintaining proper humidity in the home.

Concrete Stoops and Steps

- Stoops or steps have settled, heaved or separated from the house structure – Stoops or steps shall not settle, heave or separate in excess of 1 inch from the house structure. Amato Homes will repair any stoops or steps that do not meet the 1-inch requirement within the first year only. The repair will not match the existing concrete in color and texture.

Garage

- The garage floor slab is cracked – Cracks in a concrete garage floor greater than 3/16 inch in width or 3/16 inch in vertical displacement are considered excessive. Amato Homes will not repair any crack that does not meet the 3/16-inch requirement. The repair will not match the existing floor in color and texture.
- A garage concrete floor has settled, heaved or separated- The garage floor shall not settle, heave or separate in excess of 1 inch from the structure. Amato Homes will repair any garage concrete floor that has settled, heaved or separated in excess of 1 inch from the house structure. The repair may not match the existing floor in color and texture.
- Garage doors fail to operate properly under normal use. The garage door shall operate as designed. Amato Homes will correct or adjust garage doors as required unless the homeowner actions or negligence caused the problem.

Driveways and Sidewalks

- A concrete driveway or sidewalk is cracked- Cracks (outside of control joints) that exceed 1/4 inch in width or 1/4 inch vertical displacement shall be repaired. Amato Homes will not repair any concrete driveway or sidewalk that does not meet the 1/4 requirement. Concrete products normally have some cracking and shrinkage. Minor cracking is normal. Cracking can be caused by elements outside of anyone's control. Control joints are placed in the concrete to help control cracks and lessen the chance of them occurring. The repair may not match the existing concrete in color and texture. Spalling is a common occurrence due to the nature of our winters and is not a warrantable item, Amato Homes recommends that all exterior concrete be sealed on an annual basis with a high quality concrete sealer. The repair will not match the existing concrete in color and texture.
- A sidewalk and other exterior concrete flatwork has settled- Adjoining concrete sections shall not differ in height by more than 1/2 inch. Amato Homes will repair any affected areas that

differs more than the ½ inch requirement. Some areas of the country experience lift or settlement at the junction of the garage floor and the driveway. The repair will not match the existing concrete in color and texture.

Landscaping (if installed at your home)

- Grass seed does not germinate – Germination is dependent on certain climatic conditions, which are beyond the contractor's control. Amato Homes is not responsible for grass that does not germinate. It is the homeowner's responsibility to maintain the lawn and landscaping.

RECOMMENDED HOMEOWNER MAINTENANCE

SCHEDULE EVERY 30 DAYS

GFCI Outlets (Ground Fault Circuit Interrupter) - These are circuit breakers built into receptacles for your protection. You'll find these in the kitchen, garage, bathrooms, and the exterior of the home. Check by pushing in the test button (T). Reset by pushing the reset button (R). If button fails to Amato Homes out or reset, the outlet should be checked or replaced immediately by a licensed electrician.

Smoke Detectors - Check to make sure that the operating light is on. Push the test button for three (3) to five (5) seconds to ensure the sound is working. Open the unit and vacuum for dust and small bugs, which can adversely affect operation. Replace batteries whenever the unit makes a "chirping" sound or the unit fails to operate properly. It is recommended that when you have to replace one battery, that you replace the batteries in all units.

Heating and/or Cooling System Filters - Dirty filters can restrict the flow of air into your unit and decrease its efficiency. Replace filters as necessary per the manufacturer's recommendation of the filter (sizes are shown on existing filters).

Dryer Vent, Exhaust Vents - These vents, if clogged or obstructed, may prevent unwanted fumes and odors from venting outside. Remove any leaves or other debris, and check the flaps for clearance. Clean dust buildup off the exhaust fans and covers in the baths and laundry room by vacuuming or wiping with a cloth. The fans may not work properly without clear air flow.

Faucet Aerators - Sand and other sediments can partially clog these screens and limit water flow. Unscrew the aerators and clean by either rinsing or tapping it upside down. Replace when necessary.

Plumbing Lines - Leaking water or drain lines can cause damage to your home and personal belongings. Check under your sinks with the water running to ensure all connections are tight. NOTE: connections will expand and contract with changes in water temperature and may need to be retightened.

Microwave Filter - Grease and dust can combine to restrict the flow of air through this screen filter and reduce its effectiveness in venting odors, smoke, and steam. Remove the filter to clean it. Rinse it in warm, soapy water; scrub as necessary. Dry it and replace.

Caulking at Tub, Shower, etc. - Gaps or cracks in your caulking caused by wear and tear, ground movement or shrinkage, can allow moisture to seep into unprotected areas and cause water damage or mildew. Fill all areas with latex caulking for a continuous surface. Check the surface of the tub for

chips or cracks, and have them repaired before the problem worsens.

Door Hinges - As the components of the hinges work against each other, they may create a fine iron dust appearing as a black residue around the hinges. This should be removed regularly. It can be removed by using a magnet behind a cloth, or by lightly wiping with a damp sponge or clean cloth. Apply silicone spray to the hinges to minimize the grinding effect.

Roof Shingles - Even when properly installed, high winds can cause roof tiles or shingles to become dislodged or fall off. Regularly perform a visual inspection.

Exterior Door Weather-Stripping - A proper seal will prevent MOST water and dust penetration, but not all. Wind-driven rain and dust cannot always be prevented from entering your home. In addition, damage can be caused by cutting or gouging due to normal wear and use. Check all entry doors and garage fire door for excessive visual gaps. Some weather strip, door sweeps, and threshold are adjustable.

Grading - Your final grading was engineered to prevent water from pooling in the yard, using a system of berms (high spots) and swales (low spots). These areas must be checked to ensure proper water flow.

EVERY 90 DAYS

Water Heater - This should be checked and maintained for continued efficiency. Sediment inside the tank can cause your elements to overwork. Drainage of the tank may be necessary. Contact a licensed plumber for assistance.

CAUTION: This water will be extremely HOT. The temperature has been preset by the factory. The temperature is approximately 120 degrees and adjustments to increase the temperature are not recommended.

Flooring - Catching a problem early can save money and prevent a small damaged area from expanding. Inspect caulking around walls and cabinets, and seal again if necessary. Cut any loose threads from your carpet to prevent any further damage. Loose carpet can be re-stretched, and delaminating seams can be repaired.

Drywall Cracks - Minor cracks may appear as the result of normal movement and shrinkage of framing materials. These should be lightly filled with painter's caulking then painted with the appropriate touch-up paint. This will maintain the aesthetics of your home and prevent moisture from causing damage.

Window Operations - Dirt or bugs in the tracks can interfere with rollers, and cause squeaks or sticking. Use a silicone spray for lubrication. Check the weather seal for deterioration and replace if it is worn.

Garage Roll-up Doors - Use a silicone spray or lightweight oil to keep the hinge points, roller stems, locking device, and torsion springs lubricated. This will reduce wear and friction. Wipe off excess spray or oil from door and track surfaces. Refer to the manufacturer's manual for other maintenance tips.

EVERY SIX MONTHS

Heating and Cooling System - It is recommended that your unit be serviced regularly to ensure the effectiveness of the system. Proper maintenance can extend the life of the entire system. Although a qualified technician should service the unit, there are a few things you can do. Remove leaves, trash, and etc. that may accumulate around the unit and surrounding area. Check condensation line area for signs of leakage or blockage. Problems should be corrected immediately by a licensed HVAC service technician.

SEASONALLY

Rain Gutters (If Installed On Your Home) - Remove leaves or trash that may prevent rain water from flowing freely through the gutters. Check that all sections are secure and undamaged.

Ceiling Fans - Some models have a switch to reverse the blade direction as the seasons change. It aids in the circulation of cold or warm air from your HVAC system. Check you fan instructions for this feature.

Heating and/or Cooling System Registers - As you switch between cooling and heating, you will want to adjust your registers (vents) to provide greater comfort room by room. Each register has an adjustment lever.

Cooling System Condensate Lines - The primary condensation lines will regularly carry the condensation water from the unit; they are supposed to drip. If the secondary condensation lines are dripping, the primary lines may be clogged. You should have the installing subcontractor or other licensed HVAC company inspect the unit for proper operation.

Maintenance Checklist

30 Day Maintenance Items												
Item	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
GFI Outlets												
Smoke Detectors												
Heating/Cooling Filter												
Dryer vent / Exhaust Vents												
Faucet Aerators												
Plumbing Lines												
Range Hood Filter												
Caulking at Tub, Shower etc.												
Door Hinges												
Roof Shingles												
Exterior Door Weather-stripping												
Grading												

Seasonally				
Item	Winter	Spring	Summer	Fall
Rain Gutters				
Ceiling Fans				
Heating and Cooling registers				
Cooling System Condensate Line				

6 Month Maintenance Items		
Item	6 Month	1 Year
Water Heater		
Flooring		
Drywall Cracks		
Window Operations		
Garage Roll-up Doors		

HELPFUL HINTS to help you maintain your new Amato Home

AIR CONDITIONING

Your air conditioning is easy to maintain. To prolong its life and increase your comfort, select a temperature, set the thermostat and forget it! Make sure the fan switch is in the “auto” position – constant air circulation keeps the temperature even. Don’t cycle the system on and off; leave it on through the entire cooling season. There is one exception to the above advice... as outside temperatures increase through the hottest part of the summer, you may wish to increase the thermostat setting so as to provide a more reasonable difference between inside and outside temperatures and avoids overworking the cooling system.

BEFORE CALLING FOR SERVICE...

1. Check the thermostat setting and the thermostat thermometer. The thermostat setting should be BELOW the temperature on the thermometer to operate.
2. Check the thermostat selector. It should be on “A/C.”
3. Check the main electrical switch, which should be “ON,” work it several times. It may have dirt on the contacts.
4. Check all circuit breakers in the main switch box. They should be “ON.” Remember to work them several times. In all homes, there is a circuit breaker located at the exterior unit.
5. Inspect filters to make sure they are not clogged.
6. If your unit is not operating properly after checking all of the above, call the service number provided in your move-in package on the “List of Subcontractors” and the Customer Service Department.

Your new home’s appliances will save you time as well as improve the results and ease of doing everyday household chores. All products have been individually tested and designed by the manufacturer. Owner’s Manuals have been left in your home for you and should be studied thoroughly before using your appliances. Be sure to mail in all Customer Service cards to the manufacturer(s).

BATHTUBS

If your bathtub is enamelware similar to the sinks described in the “PLUMBING” section, the same care and cleaning would apply. If you have a manufactured tub and shower unit in your new home, we have included a list of care and cleaning instructions based on the recommendations of the manufacturers of fiberglass plumbing fixtures.

It is easy to keep your bathtub module as bright and sparkling as new. Just follow these simple cleaning instructions:

1. Use proper cleaning agents. One cleaner does not necessarily suffice for all the different sorts of grime found in bathtubs and showers.
2. For normal cleaning, use warm water and liquid detergent, such as Dow, Lysol or Mr. Clean bathroom cleaners, with sponge, nylon, polyethylene or saran cleaning pads. **Do not use abrasive cleaners, scouring pads, steel wool or scrapers of any type.** For extra sparkle, smear entire unit with a water paste using baking soda, such as Arm and Hammer, allow to stand an hour and rinse with warm water.
3. The stubborn stains use a nonabrasive cleanser, such as Spic and Span. Sponge the area with the cleaner, allow to stand one hour and rinse with warm water.
4. If you use a rubber or plastic “anti-skid” mat, make sure to remove it from the unit after each shower to avoid harm to the surface finish.

CABINETRY

In your kitchen, use of the Microwave fan will help reduce the chance of damage to the cabinets around your stove top from heat, grease and steam. When using your self-cleaning oven, make sure to open cabinet doors and drawers near stove to help prevent melting of the cabinets.

CARPET

Please remember that even though skilled technicians are installing your carpet, it is impossible to do without the use of seams since most carpeting is manufactured in 12’ roll widths. Depending on your choice of carpet, color, texture and the area being carpeted, seams will be more or less visible to the eye. This is particularly true in berber, sculptured or high-low patterns. Also, the seams at the joints may appear to have dissimilar materials or colors. This is typically more apparent in berbers, sculptured or high-low carpets and in a natural characteristic of carpeting.

Should you notice a problem with a seam, or some area of workmanship in your carpet installation which you feel requires attention, please submit your request for inspection on a Customer Service form to the Customer Service Department.

Taking care of your carpet starts at time of installation. Carpet needs regular care to prolong its life. The lasting beauty of your carpet will depend on your attention to a few simple and easy rules.

1. Reduce soil accumulation
2. Vacuum Regularly
3. Remove spill promptly

There will be areas where foot traffic is concentrated, such as doorways and traffic patterns caused by furniture placement. Eighty percent of the soiling on carpet will be from foot traffic. The use of wipe-

off mats at all entrances will help keep outside soil from being tracked onto the carpet. You may also want to relocate furniture periodically to allow for even distribution of traffic and wear on the carpet. Mats and runners on non-carpeted areas adjacent to carpet will reduce soil in the heavy traffic areas.

CAUTION: Rubber backed mats may cause permanent discoloration of your carpeting.

The most important thing you can do to protect your carpet is to vacuum it often. The upright type of vacuum with brushes and beater bar is best for most types of carpet. The agitation of the beater bar causes soil particles to move freely in the fibers and to move into the airglow of the cleaner.

Suction only vacuums tend to move surface soil only. A 9' x 12' carpet can hold as much as one to ten pounds of soil and still look clean to the user.

The brushes of your upright vacuum or the power head of the tank type cleaner must be checked periodically for pins, paperclips and any type of hard object that can lodge in the beater bar. These objects can snag, cut or tear the face yarn, which produces fuzzy or beard-like surface and reduces the life of the carpet. Also, threads and hair must be removed from the bearings to ensure the brush is rotating freely.

Failure to perform routine maintenance will result in your carpet becoming discolored, dingy and flattened. This is the result of ingrained soil and minute greasy dirt particles that cannot be removed by the vacuum cleaner alone. This condition is normally referred to as "graying out" and can only be corrected by overall deep cleaning.

CAULKING

This is one of the regular items of maintenance, which you should keep high on your list. Since the caulking around your tub and shower areas helps to prevent leakage, it is very important that you check these areas at least every 6 months or more often if necessary.

If the caulking around your bathtub, sink, toilet or windows should appear dried out or cracked, remove the old caulking and replace it. Seeping moisture can cause damage to walls, floors and countertops. If you do not have a caulking gun, caulking materials can be bought in applicator tubes at any hardware store.

It is critical that you keep the flooring material at the base of the tub or shower tightly sealed. Spilled water in this area or moisture accumulation due to condensation can caused problems which you can easily prevent.

CONCRETE

All concrete is subject to cracking. Due to varying soil conditions, weather conditions and simply nature of any cement based product, a certain amount of cracking is unavoidable. These conditions are beyond control of Amato Homes. While cracks may not be pretty, they do not necessarily reduce the serviceability of the concrete or reduce its structural strength.

COUNTERTOPS

GRANITE/LAMINATED – Granite and Laminated, high pressure counter-tops may have been included in the kitchen of your new home. They are highly resistant to boiling water, alcohol, scratches, abrasion and most drugs and household chemicals. However, special care must be exercised. Never cut with a sharp knife directly on the counter-top. Use a cutting board. Never take a hot cooking utensil directly from the stove or oven and put it onto your counter-top. Likewise, do not

use your counter top as an ironing board. Do not set plants or rubber mats over or near the seams. Water can seep through and ruin your counter-top. The counter-top can be kept shining and new looking with a mild detergent or soap, followed by a water rinse and drying. Avoid harsh abrasive cleaners or scouring powders.

SERVICE NOTICE: Unless noted at the time of the homeowner walk-through, stains, scratches and similar damage to counter-tops are not covered under the Warranty.

DISHWASHER -Before loading your dishwasher, rinse and clean the dishes off first. Don't worry if you find some water inside your dishwasher; this is common. Typically, the dishwasher tub is self-cleaning. Sometimes, after long usage in hard water areas, you may find a white film has developed on the tub. The tub can be wiped with a damp cloth and a mild, nonabrasive cleaning powder. To clean the exterior, use a damp, sudsy cloth.

BEFORE CALLING FOR SERVICE

1. Is the control in the ON position?
2. Is the door locked and closed?
3. Is the switch located next to the garbage disposal in the ON position?
4. Is the water supply shutoff valve (under the kitchen sink) turned on?
5. Have you tripped a circuit breaker?

Service Notice: Warranties for your appliances are covered by Amato Homes from the date of delivery for up to a year. If you experience a problem with your appliances that is not an emergency, you are to notify Amato Homes during the business hours of 7:00am– 3:00pm eastern standard time. If you experience a problem that is an emergency after business hours, you are to contact the subcontractor on your subcontractors list provided in your closing packet.

DOORS

EXTERIOR METAL DOORS - Some of the doors in your home may be metal clad doors with interior insulation. Metal doors are nearly maintenance free. Surface damage to the paint can be corrected by repainting. Dents to the door can be repaired with bondo-type filler and then sanded and repainted.

INTERIOR WOOD DOORS AND WOODWORK -Interior wood doors, like exterior doors, are subject to cracking and warping.

You will experience some normal shrinkage in the interior woodwork of your home at the corners of door casings, baseboard joints, stair rails, etc. This activity takes place as the home “dries out” due to temperature and humidity variations. This shrinkage is considered normal and is a homeowner maintenance responsibility. Since the builder cannot control this natural occurrence, it is not covered under the Amato Homes Customer Service Policy.

Service Notice: Expansion and contraction due to periodic changes in temperatures and humidity levels will cause doors to shrink and swell and may cause doors to stick or squeak during usage. This is a homeowner maintenance issue that Amato Homes is not responsible for maintaining.

DRYWALL

Proper installation procedures are carefully followed to minimize the normal cracking which will occur. Amato Homes has made every reasonable effort to minimize the necessary joints where sheets of drywall butt together. No installation, however, can completely conceal this joint. Regardless of workmanship, jointing can be detected upon careful inspection, or if the lighting is very angular.

Cosmetic cracking of drywall around window and door openings, drywall seams, metal corner bead edges, and exposed nails is expected to occur to some extent in every new home. Some of the causes of drywall cracking are stresses to the drywall caused by minor shrinkage of the wood-framing members in the home, high winds and expansion of the soils upon which the home is built. Cosmetic flaws of this nature are not a sign of any structural problem with the home or of defective workmanship.

You can be assured that your home was designed, plan checked, and inspected to meet or exceed all applicable local building codes. The applicable local building code does not, and could not, allow for elimination of all minor movement and subsequent cosmetic damage within the structure.

SERVICE NOTICE: The terms of the Amato Homes Customer Service Policy do not provide coverage for dry wall cracking or exposed nails which occurs as a result of natural settlement of the home.

ELECTRICAL

Your electrical system was installed with rigid specifications and inspected by the local building department.

The wiring of your new home meets the applicable local building code requirements and safety standards for the normal use of electrical appliances. Ordinarily, small appliances, which require your personal attendance for their operation, may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of larger appliances or too many small appliances on the same circuit may cause an overload of the circuit and trip the breaker.

Before resetting any breakers, disconnect all cords and appliances and check them for defects. Insulation worn away from wires may have caused a short circuit. Take care of these defects at once; they are potential fire hazards.

SERVICE NOTICE: Should this type of problem occur during your Customer Service period, we ask that you call AMATO HOMES's CUSTOMER SERVICE DEPARTMENT immediately. A licensed electrician may do any repair work needed after the expiration of the Customer Service period.

SHOULD A MAJOR OUTAGE OF ELECTRICITY HAPPEN IN YOUR HOME, PLEASE CONTACT THE LOCAL UTILITY COMPANY.

GROUND FAULT INTERRUPTER (G.F.I.) - Some areas in your home have been wired with a ground fault interrupter (G.F.I.) for your protection. The plug receptacles in the baths, garage, kitchen, and outside locations are on this special circuit to eliminate the possibility of electrical shock. Faulty appliances will "trip" this circuit and cause an interruption in electrical power. The most common causes for the G.F.I. to trip are unsafe hair dryers, shavers, BBQ motors or starters,

power tools, power surges or other small personal appliances or power tools.

If you experience a loss of power at the bath, garage, kitchen or exterior outlets, please try resetting the G.F.I. before calling for assistance. The G.F.I. outlets are similar in appearance to a regular outlet except they have two buttons marked “TEST” or “RESET” on them. In some instances, there is a separate, marked breaker on the electrical panel. If an appliance stops while in use, check the G.F.I. first. The “R” or “RESET” button may have Amato Homesped out; all you need to do is push it back in. If the is located on a breaker at the electrical panel, simply move the breaker to the complete “OFF” position, then to the “ON” position.

As the G.F.I. in the garage is very sensitive, it cannot be used for a freezer or additional refrigerator as the load placed on the circuit by this type of appliance may result in repeated power outages in those areas of the home that are connected to the G.F.I. circuit.

The word when checking electrical items in your home is CAUTION. Always be sure to unplug anything electrical before working on it. Never touch electrical switches while bathing or if hands and feet are wet. Avoid using defective cords; they can be dangerous.

SWITCHED WALL OUTLETS -A wall switch operates some wall plugs in your home. This permits you to turn on a light from the wall switch when entering a room. In most instances, the top half of the outlet will operate from the wall switch and the bottom half will be constantly on or “hot”. Occasionally, the electrician will turn this outlet upside down, to assist you in locating the proper one. If a wall plug fails to operate, first check to see if the wall switch controls the plug before contacting the Customer Service Department.

LIGHTING - Clean bulbs and lenses periodically. Dust, lint, etc. reduces the amount of light the fixture produces. Use only the appropriate wattage in replacement bulbs. Fixtures in your home will have small labels on the socket for the bulb specifying maximum wattage for the fixture. Do not exceed the recommended wattage; it can damage the fixture.

SERVICE NOTICE: Replacement of bulbs is considered a homeowner maintenance responsibility and is not covered under the AMATO HOMES CUSTOMER SERVICE.

SMOKE DETECTORS

Your new home is supplied with smoke detectors that are directly wired with battery back-up, which continuously monitor the air in your home. It is factory adjusted to sound the alarm when smoke obstruction reaches 2% per foot, a condition that exceeds most normal household activities. It is recommended that you test your smoke alarm weekly to assure proper operation.

To test, firmly depress the light lens located near the center of the cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present.

It is important to vacuum the slots on the cover if the smoke alarm accumulates dust or grease. This cleaning procedure should be followed approximately every three months. The smoke detectors operate on the household electrical system; however, a battery backup is provided so that it is operational in times of power outages.

When the battery is low, the smoke detector should make a “chirping” sound. **It is recommended that you check the battery every six months with a battery tester or replace it.**

SERVICE NOTICE: If a smoke detector in your home begins making a “chirping” noise, please clean the service of the detector and replace the battery before requesting service. This is a homeowner maintenance responsibility and is not covered under the AMATO HOMES CUSTOMER SERVICE POLICY.

FOUNDATIONS

Your home is built upon a concrete foundation, engineered to be more than sufficient to do the job required of it. These foundations are subject to a wide variety of stresses and strains. Changes in temperature, soil shrinkage and expansion, as well as the natural shrinkage that takes place when concrete achieves its final set can all cause cracks in the concrete foundation. This type of cracking does not affect the structural strength of your home in any way. Since the factors, which cause this cracking, cannot be controlled by the builder, this is not covered under the terms of the Customer Service Policy.

SERVICE NOTICE: If during your Customer Service period, you feel that the foundation is exhibiting unusual or extensive cracking, please submit a written request for inspection to the Customer Service Department. Arrangements will be made for a AMATO HOMES representative to inspect the foundation and you will be advised of our findings.

GARAGE DOORS

Your garage doors and hardware were carefully selected to provide you with dependable service. Since it is a large moving object, periodic maintenance by you is essential. To keep your door in good condition, perform the following maintenance as required:

1. Lubricate moving parts of the door every three (3) months, with a silicone type of product.
2. Inspect and tighten the screws that fasten the hardware to the door and the door track to the wall at the end of your first year of ownership.
3. Operate the door only when adjusted properly and clear of obstructions.
4. Do not permit children to play with the garage door or electronic controls.
5. Avoid standing in open doorway or walking through doorway while an electronically-operated door is moving.

The door is under constant spring tension. Repairs and adjustments, particularly to cables and the spring assembly, can be hazardous and should be performed by qualified repair personnel only.

Your garage door has been installed per the manufacturer's recommendations. Overhead garage doors are not designed or intended to be completely weather-tight. Because of this, some intrusion of the elements, particularly wind-driven rain, can be expected.

AUTOMATIC GARAGE DOOR OPENER (If Installed On Your Home)

If not included with your new home, contact the garage door company before installing an opener. Having an opener installed by someone other than the garage door company will void the warranties on the garage door.

In the event of an outage, or if the door should fail to operate for any reason, you can bypass the electrical opener by pulling down on the cord which hangs down from the motor. This pull cord

disengages the automatic opener and will enable you to operate the door manually.

Your overhead garage door opener, if supplied by AMATO HOMES, is warranted for one year from the date the city provides AMATO HOMES the certificate of occupancy (CO). Should you experience any difficulties with the door's operation during the Customer Service period, please submit your request to AMATO HOMES's Customer Service Department.

GARBAGE DISPOSALS

The garbage disposal supplied by AMATO HOMES is warranted for one year by AMATO HOMES against defects in materials and workmanship.

Garbage disposals are permanently lubricated and are self-cleaning. Use a steady flow of **cold** water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through. **Fibrous materials, such as cornhusks, artichoke leaves, pea pods, grease, potato peels, banana peels and the like should not be put down the disposal.**

While the disposal will grind some bones, it is not a good idea to put bones down the disposal. Large pieces of food waste, such as melon rinds, citrus rinds, etc., will be more quickly pulverized if you cut them up before placing into the disposal. In the event your disposal will not start, **unplug the disposal under the sink**, remove the material, plug the disposal back in and try pressing the reset button on the disposal.

CAUTION: Keep your sink clear of metal, glass, crockery and silverware while the disposal is in use to avoid accidental damage to the disposal. Never put lye or drain-cleaning chemicals into the garbage disposal.

HVAC SYSTEM

All AMATO HOMES have heat loss and heat gain calculations done on them before a building permit can be issued. These calculations determine the size of the unit required for heating and cooling your home.

Please review the following so that you will understand your HVAC system.

1. All windows should have draperies or some type of covering. This is to prevent heat loss and heat again.
2. Do not close registers completely. You should use the adjustment of registers to balance the temperature in the home; however, closing registers off completely will only cause your heating and cooling system to work less efficiently.
3. Do not block registers with furniture, etc.
4. Do not turn off your system completely for an extended period of time (if, for example, you plan to be out of town for a long period of time).
5. Do change your filters at least once a month. The dust and sand in the air will quickly clog the filters and put undue stress on your unit. Dirty filters can cause your HVAC to stop blowing cold air in the air conditioning cycle or warm air during the heat cycle.
6. Do keep the outdoor unit clear of any debris. The grill provides air intake for your unit to work properly.

CONTROLS: Your thermostat has been manufactured to reasonable tolerances and engineered for long years of carefree service. However, sometimes they need adjustment or calibration. Should the thermostat not operate properly during business hours, call AMATO HOMES. Should your thermostat not work after business hours, then contact the subcontractor on your subcontractors list.

FILTERS: Your home's cleanliness is enhanced by a filter built into your duct system. It is usually located in the main cold air return. The filter size is indicated on the sides of the filters. New filters are widely available and should be checked weekly for the first two months because they may clog more frequently as they remove accumulated construction dust. After the first two months, they need to be changed on a monthly basis.

HEATING: Your heating system should give you many years of comfort with a minimum of attention. It is best not to overheat a new home during the drying period because this may cause excessive shrinking of framing lumber and other materials. Begin with as little heat as possible and increase it gradually. To keep your system operating efficiently, have a yearly service checkup by a licensed heating contractor.

BEFORE CALLING FOR SERVICE:

1. Set the thermostat ABOVE room temperature
2. Set the thermostat selector to "HEAT"
3. Make sure the main electric switch is "ON"
4. Check to see that no circuit breakers are tripped to "OFF". If they are, try switching them several times.
5. Make sure filters are not clogged.
6. If your unit is not operating properly after checking all of the above, call the service number provided in this manual on the "Subcontractors List". If you experience any difficulty obtaining service, please call the Customer Service Department.

MAINTENANCE: Your heating system is warranted for one year against defects in material and workmanship. After the expiration of the warranty, you should include an annual inspection for the heating system in your regular homeowner maintenance. Good times for doing this are in the late summer or early fall. Amato Homes recommends that only licensed qualified repair techs work on your heating systems. Properly cared for and maintained your heating will serve you well.

LANDSCAPING (if installed)

Standard, predetermined front yard landscaping will be provided with each home. The backyard consists of a starter yard. This landscaping is in accordance to the applicable local building code. Landscaping such as trees and bushes are covered under Customer Service for (30) thirty days after closing.

Amato Homes DOES NOT ACCEPT RESPONSIBILITY FOR THE CARE, MAINTENANCE OR CONDITION OF THE LANDSCAPING EXCEPT FOR PROBLEMS NOTED IN WRITING AT THE WALKTHROUGH.

Swales which have been graded around your home or on the lot pad should not be blocked. These shallow ditches have been put there for the purpose of quickly removing water toward the driveway, street or other positive outlet. Do not let water gather against foundations and retaining walls. These walls are built to withstand the ordinary moisture in the ground. If water is permitted to pond against

them, it may cause structural damage due to erosion or expansion.

Do not create depressed planter boxes or areas next to foundations such that irrigation or rain water collects in them. Avoid planting shrubbery too close to your foundation – three feet is a good minimum. When preparing flower beds or planting areas adjacent to foundations, make sure that the ground surface slopes away from the foundation.

SERVICE NOTICE: Maintenance of the drainage and plant material is not covered under the Customer Service Policy.

Never water toward the foundation of your house or water more than is necessary for the growth and maintenance of lawns, flowers, shrubs or trees. Remember, less water is more desirable. Additionally, your lot has been carefully finish graded to drain and has been inspected and approved by the civil engineer, building inspector and where applicable, V.A. or F.H.A.

LUMBER AND MILLWORK

You will experience some shrinkage in the interior woodwork of your home at the corners of the door casings, baseboard joints, stair rails and similar joints. Some shrinkage of the wood is inevitable and to be expected. This is why some moldings or trims may move out of their original positions. Shrinkage may cause gaps to appear in woodwork, doors to warp and cracks to appear.

This shrinkage is normal and is considered a homeowner maintenance responsibility. To help the wood in your home dry out, it is suggested you keep the temperature of your home at 70 degrees during the first heating season. Too low a temperature will slow down this process; too high a temperature will cause the wood to dry out too quickly and may cause warping, twisting or bowing of the wood.

SERVICE NOTICE: The framing members in the overhead area of the garage are not intended for storage support. Similarly, the attic space in your home should not be used for storage. There is no floor structure in the attic space of your home. Walking in this area can be hazardous. Should you lose your footing, a fall through the sheetrock is likely to be not only very painful, but costly to you, as well.

MIRRORS

The plate glass mirrors in your home have been installed according to industry standards. Please avoid the use of abrasive cleaners or rough cleaning rags on your mirrors; they can be easily scratched. Remember also to avoid excessive moisture build up on your mirrors during cleaning or bathing. Should the moisture penetrate behind the mirror's edge or behind the mirror itself, it can result in ugly, black blotches in the glass.

SERVICE NOTICE: Scratches, chips, cracks and breaks in mirrors are not covered by Amato Homes Customer Service Policy unless noted on the original walkthrough.

PAINTING MATERIALS/USE

All interior walls and ceilings have been painted with an interior paint. **Please refer to the paint touch up kit for the color numbers.** Because paint color changes after application, Amato Homes cannot guarantee exact matches in color when making repairs. Do NOT wash wall surfaces. The interior paint should be touched up.

For long life and low maintenance, painting should be done at regular intervals. Because of steam,

condensation and generally harder wear, the kitchen and baths usually require more frequent painting than other rooms. Depending on weather exposure and other factors, exterior trim and wood may need paint maintenance more often.

SERVICE NOTICE: Amato Homes does not perform paint maintenance. You should perform, or hire a contractor to perform, routine paint maintenance to your home, as needed.

PEST CONTROL

One of the things you should be on the lookout for in your new home is the possibility of “uninvited guests”: such as ants, silverfish, field mice, etc. There are many excellent pest control services that will be happy to help you set up a regular pest control schedule for a reasonable cost. Please proceed cautiously when attempting to eliminate field mice or other pests. Remember that the use of snail bait to rid your yard of snails or slugs or any other form of pesticide can cause injury or death to children and animals when not used with proper precautions. Always be sure to consult with a qualified pest control expert whenever you have a question.

SERVICE NOTICE: Amato Homes cannot guarantee against pest infiltration and it is not covered under the terms and conditions of the Customer Service Policy.

PLUMBING

Your new home’s plumbing system has been engineered and tested prior to passing county/city building inspections. Even though all of your plumbing has been flushed out to remove dirt and other foreign materials, a small amount of pipe sealant compound or other small construction debris may come out of the faucets for the first few days of regular use.

EMERGENCIES: Your first step is to shut-off the water supply. Familiarize yourself now with the location of the emergency shut-off valves to avoid damage if an emergency happens. The main shut-off valves are usually located where the main water supply pipes enter the house. Room shut-off valves are usually just below the fixture (at the rear of the toilet at the wall, under the sink in the rear of the cabinet). If the leak is a shower head or tub spout area, you will need to shut-off the main water valve to the home. In the event of a water leak between walls, turn off the main water valve to prevent damage to carpet and/or walls.

TARNISH OR DISCOLORED FIXTURES - Corrosion of chrome and/or brass is due to hard water drying on it and is not a part of the manufacturer’s responsibility. The finish on your fixtures can also be damaged through the use of improper cleaning methods. Avoid abrasive or acid-based cleaners; fixtures may be cleaned with nonabrasive, foam-type cleaners or mild soap and water. Always dry the fixtures off after cleaning and use; hard water deposits will break down the protective lacquer finish and cause corrosion, tarnishing and discoloration to the finish.

SERVICE NOTICE: Amato Homes does not warranty tarnish on fixtures.

AERATORS -Cleaning the aerators will be a frequent homeowner maintenance task. This attachment to the faucet adds air to the water as it leaves the faucet, reducing splashing and provides some savings because less water is used. To clean an aerator, unscrew it from the mouth of the faucet, remove any debris, remove the rinse the washers and screens, replace them in their original order and put the aerator back on the faucet. Frequency of required cleaning will depend upon the condition of the water. Pushing up on the center of the aerator while the water is running cleans these.

If the water flow at the faucet becomes slow or light, the aerator probably needs to be cleaned. This is

a homeowner maintenance responsibility and is not covered under the Customer Service Policy.

Do not close your faucets too tightly. Close them just enough to stop the flow of water. Over-tightening of faucets can lead to excessive wear on the faucets and more frequent repair.

TOILETS -Please remember that the toilets installed in your home are water-saver toilets. This means they use significantly less water than toilets found in older homes and sometimes will appear to be flushing slowly. A slow flush is not necessarily a symptom of blockage; for some solids, you may need to flush more than once. Usually, holding the flush handle down until all solids have cleared the bowl will help prevent blockages. To reduce the risk of overflows or blockages in the toilets, be sure to observe the following:

1. Never use your toilet for the disposal of cotton swabs, dental floss, disposable diapers, feminine hygiene items or other personal care products.
2. Avoid the use of toilet bowl cleaners that are in solid form; the particles they drop can clog the water jets in the toilet's rim. Tank type bowl cleaners may damage rubber and plastic parts and void the warranty.

SERVICE NOTICE: Amato Homes warrants against sewer stoppages and toilet overflows for the first thirty (30) days after delivery of the home. Should you experience sewer stoppages or toilet overflows after the thirty (30) days you may call AMATO HOMES and a plumber can be sent to the home. If the plumber reports that the stoppage or toilet overflows are due to homeowner neglect, you will be charged for the service charge.

Your toilet will perform reliably if kept in adjustment. An unadjusted float can cause a toilet to run too much, wasting water, or can provide too little water for proper flushing. To adjust the float assembly, remove the tank top lid carefully and adjust the float arm screw, you can heighten or lower the float arm; this will generally take care of the problem. Be sure that the float is free and not rubbing on the sides of the tank or other parts.

NOISY PIPES -Noise in the pipes can be caused by a variety of things. Expansion and contraction of the pipes under temperature changes, water traveling through the pipes, worn washers, loose parts in a faucet, etc. can all cause noise in the pipes. During your Customer Service period, please report any questions you have about noisy plumbing pipes in writing to the Customer Service Department.

TRAPS -Each plumbing fixture in your home has a drain trap, a J-shaped piece of pipe designed to provide a water barrier between your home and the danger of sewer gas. The trap holds water which prevents airborne bacteria and the odor of sewer gas from entering the house. If any fixture is used infrequently, it should be turned on at regular intervals to replace evaporating water in the trap and ensure that the barrier remains intact.

CLOGGED PIPES -Traps, because of their shape, are also the point at which drains are most likely to become clogged. Sink drains are subject to clogging by grease, hair, soap curds, etc. **Never pour grease into a drain or toilet.** To prevent stoppage in the kitchen sink, run very hot water through the drain every week. Remember, however, that cold water **only** should be used when you are running the garbage disposal. Petroleum-based products, such as paint or lacquer thinner, can damage polyvinyl chloride pipes and should never be put down the sink. Clogged traps are easily cleared with a plunger, or in more severe blockages, by opening the sewer clean out and snaking the line to remove the blockage. Amato Homes recommends that a qualified contractor be used to clear blockages if the use of a hand-held plunger does not correct the problem.

In the event of a stoppage or overflow, shut off the water at the angle stop shut-off valve at the base of the fixture. Every homeowner should have a plunger. It will usually clear a toilet stoppage. Use a rapid, but firm, up and down motion (have water in the toilet bowl while doing this).

SINKS -Your sink can be chipped or scratched if subjected to sharp instruments or heavy blows. Clean with a nonabrasive cleanser and with normal usage and care, they will give you many years of service. Care of your stainless-steel kitchen should also be taken to use a nonabrasive cleanser or commercial stainless-steel cleaner.

WATER HEATERS -Your home is equipped with a quality storage-type water heater with sensitive thermostatic controls and is warranted for one (1) year from the date of the closing.

By draining your water heater periodically, you will add to its service life. If the water heater makes rumbling and cracking sounds or there never seems to be enough hot water, it's time to clean the tank. This condition occurs when layers of sediment (caused primarily by hard water) build up on the tank bottom and heating surfaces, producing a scale which is heat retardant. The noises you hear are actually a series of small steam explosions between the layers of scale.

To drain the water heater, attach a hose to the bottom of the water heater, run the hose to the street and open the faucet at the bottom of the heater. When you see the water is clean, turn off the faucet.

CAUTION: THE POWER TO THE WATER HEATER MUST BE TURNED OFF BEFORE WATER HEATER IS DRAINED. IF POWER IS NOT TURNED OFF BEFORE DRAINING, THE ELEMENTS ON THE WATER HEATER WILL BURN OUT. IF THE WATER HEATER ELEMENTS ARE REPORTED BURNT OUT DUE TO THE POWER BEING LEFT ON DURING DRAINAGE, AMATO HOMES WILL NOT BE HELD RESPONSIBLE FOR THE DAMAGES INCURRED.

CAUTION: IF YOUR WATER IS EQUIPPED WITH A NONMETALLIC DRAIN VALVE, THE WATER MUST BE COOLED BEFORE DRAINING. FAILURE TO ALLOW THE WATER TO COOL WILL DAMAGE THE VALVE

AND IS NOT COVERED BY THE WARRANTY. Doing this regularly will drain off mineral deposits from hard water before they become sold. Failure to maintain the water heater properly can result in higher operating costs for this appliance; as the scale builds up in the tank, heat transfer is reduced. The water heater tries to compensate for this by longer heating cycles; this results in increased burner operation and higher utility costs to you.

WINDOWS

The windows in your home are of excellent quality and are part of the overall energy conservation package in your new home. Amato Homes warrants the windows in your home for a period of one (1) year from the date of the Certificate of Occupancy against defects in materials and workmanship.

SERVICE NOTICE: Scratches, chips, cracks and breaks in glass are not covered by Amato Homes Customer Service Policy unless noted on the homeowner orientation.

SCREENS

Be careful when removing your window screens. They can be easily bent out of shape or have the screening torn. Amato Homes does not warrant torn screens unless listed on the original walkthrough.

The screens need to be cleaned regularly. You can do this by removing them and using warm, clear water

with mild detergent. Rinse them off thoroughly and allow to dry completely before reinstalling.

SERVICE NOTICE: All vinyl windowsill channels should be kept free from dirt for proper operation. There are also small holes in the window frame. Known as “weep holes”, these permit the windowsill channel to drain off rainwater. Clogged weep holes will cause the rain water to pour over the window frame channel and enter your home. Clearing weep holes on a periodic basis is a homeowner maintenance responsibility. Weep holes should be checked every thirty (30) days and cleared of dust and debris as needed to keep them clear and open. During heavy rains it is not unusual to find some water in the window sill channel. The weep holes will allow it to drain to the exterior.

Armstrong Flooring Pro Limited Warranty - Rigid Core Flooring

Care, Maintenance & Installation Requirements

Proper care, maintenance and installation play a key role in the performance of Armstrong Flooring floors. Installation and maintenance guidelines can be found on www.FloorExpert.com or by calling 1-866-444-1122.

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

Do

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Wash occasionally with Armstrong® Flooring Once 'n Done® Resilient Floor Cleaner.

Don't

- Use detergents, abrasive cleaners or "mop and shine" products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

Proactive protection for your floor

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats (except where noted) because the chemical (antioxidant) they often contain can permanently stain your floor. We suggest a non-staining vinyl-backed mat or a woven rug that is colorfast.
- All Armstrong floor care products have been specifically developed to care for Armstrong floors.

Immediately after installation

- Maintain a minimum room temperature between 65 and 85 degrees Fahrenheit for 48 hours before, during and after installation is completed, then maintain temperatures between 55°F (13°C) and 85°F (29°C) thereafter. Empower can be installed in fully-enclosed three-season rooms where the expected temperature range is 32°F (0°C) to 100°F (38°C) after installation is complete.
- We recommend that you do not scrub or wash your floor for five days.

What is covered?

RESIDENTIAL

For residential installations, Armstrong Flooring warrants its regular (first quality) floor products to be free from manufacturing defects for (see applicable products and years below) from the date of purchase; if installed according to the Natural Image™, NexPro™, NexPro™ X, NexPro™ XL and Empower™ installation instructions and the F-5061 installation guide the products:

- Will not wear through*
- Will not stain from common household stains
- Will not contain manufacturing defects
- Will not rip or tear from normal household use**
- Will not permanently indent from normal household use*
- Will not bottom-up discolor from underlayment panels (including Iuauan), as well as alkali, mold or mildew growth
- The edges of the flooring will not curl

COMMERCIAL

For commercial installations, Armstrong Flooring warrants its regular (first quality) floor products are warranted to be free from manufacturing defects and will not wear through the printed image for the term length of the warranty coverage as set forth below in the Limited Warranty Term Length for Applicable Products and Years section, starting from the date of purchase, installed according to the Natural Image, NexPro, NexPro X, NexPro XL and Empower installation instructions and the F-5061 installation guide available at www.armstrongflooring.com.

What does 100% Waterproof mean?

When exposed to water Natural Image, NexPro, NexPro X, NexPro XL and Empower are waterproof and will not swell, buckle or lose integrity. If exposure to water occurs, all Natural Image, NexPro, NexPro X, NexPro XL and Empower flooring installation systems, (locking) will continue to create a secure bond. In the case of standing water or flooding, Natural Image, NexPro, NexPro X, NexPro XL and Empower flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

What is the Armstrong Flooring Pet-Friendly Warranty?

When exposed to soiling from pets (domestic dogs and cats), Empower rigid core flooring will resist stains during the specific warranty timeframe. However, accidents should be cleaned up immediately, as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

What will Armstrong Flooring do if any of the above happens?

RESIDENTIAL

If there is a defect covered by this limited warranty period for each flooring product, Armstrong Flooring will furnish comparable Armstrong flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. And, if your floor was professionally installed, Armstrong Flooring will also pay reasonable labor costs for the direct repairs or replacement.

Armstrong Flooring will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for the installation of vinyl tile or plank.

We reserve the right to verify any claims or defect by inspections, including having samples removed for technical analysis.

COMMERCIAL

What commercial applications are recommended for Armstrong Flooring residential products?

Durability, ease of installation and care make many of our residential products great options for light commercial and small commercial applications. When choosing a floor, consider the space where it will be installed and select a wear layer and visual that will withstand to the expected level foot traffic. Guidelines are included below. If you have questions about a specific application, please contact your Armstrong Flooring builder or contractor representative prior to purchase.

Within One Year:

If a defect covered by this limited warranty is reported to Armstrong Flooring in writing within one year of purchase, Armstrong Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material. Armstrong Flooring will also pay reasonable labor costs.

Within Two Years:

If a defect covered by this limited warranty is reported to Armstrong Flooring in writing after one year but within two years of purchase, Armstrong Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material. Armstrong Flooring will also pay fifty percent of the reasonable labor costs.

After Two Years:

If a defect covered by this limited warranty is reported to Armstrong Flooring in writing after two years but within (see applicable products and years below) of purchase, Armstrong Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material.

Armstrong Flooring will not pay labor costs. Armstrong Flooring will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation.

APPLICATION GUIDELINES FOR ARMSTRONG FLOORING RESIDENTIAL PRODUCTS

Wear Layer thickness	Maximum level of foot traffic	Applications	Areas in application
8 mil	Residential	Residences	Homes and multifamily residences
12 mil	Light	Privately owned businesses, multifamily units, and activity common areas: Small retail shops, small salons, small restaurants, doctor/dentist offices, small daycare	Sales floors, dining areas, common areas, activity rooms, corridors, residences
20 mil	Heavy		

For large commercial and institutional applications, please refer to the Recommended Applications at [ArmstrongFlooring.com](https://www.armstrongflooring.com).

Non-intended Commercial Applications:

- Anywhere commercial cleaning machines will be used
- Assisted-Living - go to [ArmstrongFlooring.com](https://www.armstrongflooring.com) to review Recommended Applications for commercial use.
- Large commercial applications (education/institutional, hospital/health care, large retail, office, hospitality) - over 900 sq ft

* Wear-through is defined as loss of the floor design due to normal household use.

** Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.

* We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

Workmanship

Armstrong Flooring does not warrant the installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Your Armstrong floor should be professionally installed by contractors who have demonstrated expertise in installing commercial floors.

What is not covered by this Limited warranty?

- Damage caused by fire, flooding, exposure to standing water or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture. While moisture will not affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Flooring that is installed outdoors.
- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects.
 - When vacuuming, we recommend using the wand attachment on your vacuum.
- Indentation or damage from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors
- Damage caused by abuse such as moving appliances across the floor without adequate protection. When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded "irregular" or sold "as is" without warranty.
- Floors that are installed in structures other than owner-occupied or tenant-occupied residences. (Except products that are noted as warranted commercial or limited commercial.)
- Discoloration from moisture or underlayment panels after having been repaired or replaced by Armstrong one time.
- Construction or installation-related damage - including installation defects due to installations not using the recommended Armstrong products.
- Failure of the floor to adhere to the subfloor due to, for example, moisture, alkaline or hydrostatic pressure from the subfloor.
- Inappropriate end-user activities.

What is excluded from this Limited warranty?

NONE OF OUR INSTALLERS, BUILDERS, CONTRACTORS OR EMPLOYEES HAS AUTHORITY TO ALTER THE OBLIGATIONS, LIMITATIONS, DISCLAIMERS OR EXCLUSIONS UNDER ANY OF OUR WARRANTIES.

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED LIMITED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED.

ARMSTRONG FLOORING EXCLUDES ANY LIABILITY FOR LOST PROFITS AND WILL NOT PAY ANY OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER THIS WARRANTY. BY THIS WE MEAN ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

Please note: Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

Also note: This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Non-intended Applications:

- Anywhere commercial cleaning machines will be used
- Assisted-Living - go to [ArmstrongFlooring.com](https://www.armstrongflooring.com) to review Recommended Applications for commercial use.
- Large commercial applications (education/institutional, hospital/health care, large retail, office, hospitality)

For large commercial and institutional applications, please refer to the Recommended Applications at [ArmstrongFlooring.com](https://www.armstrongflooring.com).

What should you do if you have a problem?

We want you to be happy with your Armstrong floor. If you're not, call your builder or contractor. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at 1-866-444-1122.

PLEASE KEEP YOUR RECEIPT. Armstrong Flooring needs the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

WARRANTY OWNER

This limited warranty extends only to the original end-user, is non-transferrable and applies to floors purchased from a participating Armstrong Flooring Builder/Contractor after May 1, 2021.

LIMITED WARRANTY TERM LENGTH FOR APPLICABLE PRODUCTS AND YEARS

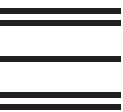
Use	Residential	Light Commercial
Lifetime	Empower	
30-Years	NexPro XL NexPro X Natural Image	
15-Years	NexPro	Empower, NexPro XL
10-Years		Natural Image
7-Years		NexPro X
5-Years		NexPro

*Go to [ArmstrongFlooring.com](https://www.armstrongflooring.com) for additional commercial warranty coverage for light commercial applications.

Go to [ArmstrongFlooring.com](https://www.armstrongflooring.com) to review Recommended Applications for commercial use of all products listed under Commercial.

PLEASE SEND CORRESPONDENCE TO: buildersupport@armstrongflooring.com

PLACE STAMP HERE



BORAL WARRANTY
2256 CENTENNIAL ROAD
TOLEDO, OHIO 43617



BORAL STONE PRODUCTS
Build something great™



Boral **ProStone**®

50-YEAR TRANSFERABLE LIMITED WARRANTY



Build something great™

BRICK
STONE
TRIM
ROOFING
SIDING

Explore the product range online
www.BoralAmerica.com

To learn more about Boral ProStone® visit
www.BoralProStone.com

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BORAL

INTRODUCTION

Thank you for your recent purchase of Boral ProStone® manufactured stone veneer products ("Product(s)"). This express limited warranty ("Warranty") only covers Boral ProStone® manufactured stone veneer products manufactured by Boral Stone Products LLC ("Boral").

WHO IS COVERED AND FOR HOW LONG

Subject to the following terms, Boral warrants its Products for fifty (50) years to the original purchaser (the "Purchaser") (based upon the date of retail purchase, date of substantial completion of the installation if professionally installed, or date of settlement of the purchase of a newly constructed building, whichever is applicable). This Warranty is personal to you; however, the Warranty may be transferred to any subsequent purchaser(s) of your home or building during the first fifteen (15) years after the original purchase date (as described above), but the warranty period as to such subsequent owners is limited to fifteen (15) years from the original purchase date (as described above).

WHAT BORAL WARRANTS

Boral, subject to the conditions and limitations listed herein, warrants its Products to be manufactured in compliance with the International Code Council Acceptance Criteria 51 ("ICC AC 51) for Precast Stone Veneer; however, Products that are accessories and Products that are not wall veneer shall not meet the weight, density and dimension parameters of ICC AC 51 .

WHAT IS NOT COVERED

We do not cover damage to the Product due to any cause not expressly covered herein. This Warranty does not cover any problems with non-defective material caused by conditions or handling beyond our control. Some examples of conditions not covered by this Warranty include:

1. Improper application, use of accessories which do not properly receive and/or secure our Products, or installation not in strict adherence to the applicable installation instructions or installation not in accordance with local building code requirements.
2. Damage resulting from accident, misuse, neglect, casualty, fire, vandalism, plant growth, impact of foreign objects, salt or de-icing chemicals, excessive exposure to water due to things such as standing water, water backups, improper flashing, leaks, seepage or irrigation systems, failure of or damage to the wall substrate on which the Product was applied caused by movement, distortion, cracking, or settling of such wall or the foundation of the building, surface discoloration due to airborne stains, pollutants, algae, fungi, lichens or cyanobacteria, exposure to harmful chemicals, external heat sources (including, but not limited to, a barbecue grill, fire, or reflection from windows and doors), acts of God, or other such occurrences beyond the control of Boral;
3. Product or material that has been painted, varnished, sealed with nonbreathable sealer, or similarly coated over the manufacturer's original finish; and
4. The use of sandblasting, power washing, silicone treatments, or any other form of chemical wash.

50-Year Transferable Limited Warranty on Boral ProStone® Products

Limitations on the transferability of this warranty are set forth herein

Products shall not be in breach of this Warranty if they contain or exhibit (i) minor chipping, as defined under ASTM C1364, Section 8.2; or (ii) minor cracks, as defined under ASTM C 90-05, Section 7.2.1, incidental to the usual methods or materials of manufacture or minor chipping resulting from customary methods of handling in shipment and delivery which do not affect the proper placement of the unit or significantly impair the strength or permanence of the construction.

Products are not warranted against discoloration caused by air pollution, exposure to harmful chemicals, or "normal weathering" resulting from exposure to the elements. "Normal weathering" is defined as the damaging effects of sunlight and extremes of weather and atmosphere that may cause any colored surface to oxidize, fade, or become soiled or stained over time.

Boral strives to accurately reproduce the colors of its masonry stone veneer Products in its marketing literature and sample boards. The Product colors that you see are as accurate as technology allows. Boral makes no warranty with respect to any real or perceived color differences between those depicted in its marketing literature and sample boards and those of the actual Products that will be installed on or within the home or building. Boral recommends that you look at actual Product samples before making a color selection for your home or building.

WHAT IS YOUR REMEDY

If the Products are not in conformance with our Warranty, Boral will, in its sole discretion, either (i) repair or replace the nonconforming Products at no charge to you, or (ii) refund the price paid for the Products. Labor costs for removal or installation are not covered. Any Products repaired or replaced hereunder will continue to be covered under the terms of this Warranty for the remainder of the original warranty period.

SUBMITTING A WARRANTY CLAIM

To obtain performance under this Warranty, the Purchaser(s) shall notify Boral of the claim promptly following its discovery, and shall submit with such notification proof of date of purchase and/or installation, and proof of property ownership, in order to provide Boral an opportunity to investigate the claim and examine the material claimed to be defective. All notifications shall be provided to Boral at Boral Stone Products Warranty Department, 2256 Centennial Road, Toledo, Ohio 43617 or call 1-800-255-1727. Shortly after we receive your communication, we will contact you regarding your claim. To fully evaluate your claim, we may ask you to provide pictures of your Products or samples for us to test. If you have any questions, do not hesitate to write us at the address above or call 1-800-255-1727.

REPLACEMENT AND PRODUCT VARIATIONS

As a result of our ongoing efforts to improve and enhance our product line, we reserve the right to discontinue or modify our Products, including their colors, without notice to the Purchaser(s) and shall not be liable to the Purchaser(s) as a result of such discontinuance or modification. We are not liable to you if you make a warranty claim in the future and any replacement Products you receive vary in color or finish because of normal weathering or changes in our product line. You should understand that if we replace any Products under this Warranty, we reserve the right to provide you with substitute Products that are comparable only in quality and price to your original Products.

LIMITATIONS

EXCEPT AS SET FORTH ABOVE, BORAL MAKES NO EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PRODUCT SOLD. ORAL STATEMENTS CONCERNING THE PRODUCT(S) COVERED BY THIS WARRANTY, OR STATEMENTS CONTAINED IN BORAL'S GENERAL ADVERTISING, PAMPHLETS OR OTHER PRINTED MATERIALS DO NOT CONSTITUTE WARRANTIES, AND PURCHASER ACKNOWLEDGES THAT IT HAS NO RIGHT TO RELY UPON SAME. BORAL, WHETHER AS A MANUFACTURER OR CARRIER, SHALL NOT BE LIABLE FOR ANY COMMERCIAL LOSSES, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES, OR FOR ANY LOSS, DAMAGE OR EXPENSE ARISING UNDER OR IN CONNECTION WITH ANY SALE OF PRODUCT. BORAL'S LIABILITY FOR DAMAGES OF ANY KIND SHALL IN NO EVENT EXCEED THE ORIGINAL PURCHASE PRICE OF THE PARTICULAR ORDER, LOT OR SHIPMENT (OR THE ORIGINAL PURCHASE PRICE OF THAT PORTION THEREOF WHICH IS NOT REPAIRED OR REPLACED) WITH RESPECT TO WHICH A CLAIM IS ASSERTED. IN PARTICULAR, BORAL SHALL NOT BE LIABLE FOR LOSS OF SALES, REVENUES OR PROFITS OR CLAIMS OF ANY THIRD PARTIES.

LEGAL RIGHTS

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Some states do not allow the exclusion or limitation on 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 other rights which vary from state to state. If the laws of a particular state require terms other than or in addition to those contained in this Warranty, this Warranty shall be deemed modified so as to comply with the appropriate laws of such state, but only to the extent necessary to prevent the invalidity of this Warranty or any provision of this Warranty or to prevent the imposition of any fines, penalties or any liability.

Boral Stone Products LLC Transferable Limited Warranty on Boral ProStone® - Warranty Transfer Card

This card is to be completed at time of warranty transfer.

Warranty Commencement Date: _____

Original Purchaser: _____

Work Phone: (____) _____

Home Phone: (____) _____

E-mail Address: _____

Boral Stone Products LLC Product Name: _____

Address of Property: _____

Mail This Card to:
Boral Warranty
2256 Centennial Road
Toledo, Ohio 43617

Transferred to: _____

Real Estate Transfer Date: _____

New Owner's Name: _____

Work Phone: (____) _____

Home Phone: (____) _____

E-mail Address: _____

Submitted by: _____ Date: _____

☐ **Proof of Purchase and Installation Date Enclosed**

Transfer card must be returned within sixty (60) days of the date of real estate transfer.

Call 1-800-255-1727 with questions regarding warranty transfer.

For more information, visit our
Web site at www.boralprostone.com.
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Boral Stone Products LLC Transferable Limited Warranty on Boral ProStone® - Registration Card

Completion of this registration card is optional.

Original Installation Date: _____

Homeowner Name: _____

Address: _____

City: _____

State: _____ ZIP: _____

Work Phone: (____) _____

Home Phone: (____) _____

E-mail Address: _____

Signature of Homeowner: _____

Name of Contractor/Installer: _____

Note: Please retain proof of purchase and installation date with your important records in the event that you choose to transfer this warranty in the future.

Boral Stone Products LLC Product Registration:

Boral Stone Products LLC Product Name: _____

Color Name: _____

Number of Sq. Ft. Purchased: _____

For more information, visit our
Web site at www.boralprostone.com.
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CERTAINTEED'S OBLIGATIONS, RESPONSIBILITIES, AND LIABILITY SHALL BE LIMITED TO REPAIRING OR REPLACING THE DEFECTIVE PRODUCT OR CLEANING ALGAE-RESISTANT SHINGLES IN THE CASE OF ALGAE GROWTH AS SET FORTH IN THIS LIMITED WARRANTY. IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE PROPERTY, THE BUILDING OR ITS CONTENTS, OR FOR INJURY TO ANY PERSONS, THAT MAY OCCUR AS A RESULT OF THE USE OF CERTAINTEED'S PRODUCTS OR AS A RESULT OF THE BREACH OF THIS WARRANTY. IF YOUR STATE OR PROVINCE DOES NOT ALLOW EXCLUSIONS OR LIMITATIONS OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

IN NO EVENT SHALL CERTAINTEED'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THE PRODUCT(S) OR THIS LIMITED WARRANTY EXCEED THE REASONABLE COST OF SHINGLES AND LABOR TO REPLACE OR REPAIR THE DEFECTIVE SHINGLES.

This Limited Warranty may not be modified, altered or expanded by anyone, including product distributors, dealers, sellers and/or CertainTeed field representatives.

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from State to State, or Province to Province.

Roofing Plants and Regional Sales Office

CertainTeed roofing products are sold by CertainTeed Roofing in nine sales regions. They are manufactured in ten residential roofing plants and one commercial roofing plant. Since the early 1900s, CertainTeed has been an innovator in the building materials industry and today is a leading manufacturer of building materials including residential and commercial roofing, vinyl siding, composite decking and railing, fiber glass insulation and vinyl fence products. The company is headquartered in Malvern, Pennsylvania, and employs more than 7,000 employees at approximately 60 manufacturing facilities throughout North America. Continuing the 100-year commitment of "Quality made certain, Satisfaction guaranteed™," CertainTeed remains one of the most trusted names in the industry. More information is available at www.certainteed.com.

This document is also available in Spanish and French.

Call 1-800-782-8777 or go to www.certainteed.com.

Se puede obtener este documento en español. Favor de llamar 1-800-782-8777.

Ce document est disponible en anglais et en espagnol. Composez le 1-800-782-8777.



CertainTeed

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20 Moores Road Malvern, PA 19355
Professional: 800-233-8990 Consumer: 800-782-8777 certainteed.com

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ASPHALT SHINGLE PRODUCTS

2020 Limited Warranty



CertainTeed
SAINT-GOBAIN

Congratulations... and thank you for your recent purchase of one of the fine products from CertainTeed Roofing. Since 1904, CertainTeed has been producing quality roofing products that provide long-lasting beauty and protection for homes of every size, style and age. For over 100 years, the basis for our name, "Quality made certain, satisfaction guaranteed," has been our ongoing philosophy.

Your CertainTeed roofing warranty fully explains how CertainTeed supports its products with the strongest warranty protection available. It is important that you read the warranty section of this brochure. The warranty lists the specific CertainTeed asphalt shingle products that are covered and the period of time for which they are covered. Take the time to understand how CertainTeed protects your purchase by standing behind our products.

Limited, Prorated and Transferable Warranty

This warranty covers asphalt shingle products listed in Table 1, sold only in the United States of America, its territories and Canada.

What and Who Are Covered and for How Long

From the date of installation, CertainTeed warrants to the original property owner/consumer that, when subject to normal and proper use, its shingles will be free from manufacturing defects for the warranty period specified in Table 1. CertainTeed will pay to repair, replace or clean, at its option, any shingles CertainTeed determines are defective under the terms of this Limited Warranty. In the event of repair, replacement or cleaning pursuant to the terms of this Limited Warranty, the warranty applicable to the original shingles shall apply to the repaired, replaced or cleaned shingles and will extend for the balance of the original warranty period.

Lifetime means for as long as the original individual property owner owns the property where the shingles are installed.

The Lifetime warranty period offered for certain shingles in Table 1 is only available to individual property owners. The warranty period for shingles installed on premises not used by individual property owners as their residence is limited as specified in Table 1. All property owners, who are not individual property owners, and all structures not used by individual property owners as their residence (e.g. corporations, governmental agencies, partnerships, religious organizations, apartment buildings, and any other type of building or premises not owned by individual property owners) called "Other Ownership" are limited to either a 50-year or 40-year warranty period described in Table 1. In addition, for Other Ownership after the SureStart™ Protection period ends, this Limited Warranty covers only manufacturing defects that caused water penetration.

SureStart™ Protection

Because CertainTeed roofing products are manufactured to the highest quality standards, we confidently include the additional assurance of SureStart™ protection. SureStart provides the strongest non-prorated protection you can get in the vital early years of your new roof.

All of CertainTeed's shingle products are covered by SureStart protection. Under this warranty feature, CertainTeed, at no charge, will pay to repair or replace, at its option, any shingles CertainTeed determines are defective during the SureStart period. Note: Wind warranty and algae warranty are covered separately as described on page 5. The SureStart period begins on the date of application and terminates following the warranty period specified in Table 1. CertainTeed's maximum liability under SureStart is equal to the reasonable cost of comparable replacement shingles and labor as determined by CertainTeed to replace or repair the defective shingles. Roof tear-off, metal work, flashing and disposal expenses, and other costs or expenses incurred during such repair or replacement are not covered or reimbursed by this Limited Warranty, except for certain products with Lifetime warranty periods specified in Table 1, for which CertainTeed's maximum liability also includes the cost of roof tear-off, metal work, flashing and disposal.

In instances in which CertainTeed, under the terms of this warranty, has agreed to pay the reasonable cost of labor required to repair or replace defective shingles, CertainTeed will determine labor costs by Bluebook® or RS Means® data. CertainTeed will provide reimbursement for labor only upon receipt of a copy of the contractor's invoice or other written evidence of the completion of such work which CertainTeed, in its sole discretion, deems acceptable.

Costs associated with removal or replacement of overburden (items installed over the shingles, including but not limited to, solar panels, satellite dishes and gardens) are the sole responsibility of the property owner.

SureStart protection does not extend to any shingles applied to non-ventilated or inadequately ventilated roof deck systems as determined by CertainTeed, except as stated on page 4. CertainTeed's maximum contribution toward the cost of repairing or replacing defective shingles applied to a non-ventilated or inadequately ventilated roof deck system is calculated using the reasonable cost of comparable replacement shingles as determined by CertainTeed less 1/120th of that amount multiplied by the number of months from the start of the warranty period to the date when CertainTeed determines the shingles are defective. Labor costs, roof tear-off, metal work, flashing and disposal expenses, and other costs or expenses incurred during such repair or replacement are not covered or reimbursed by this Limited Warranty.

Beyond SureStart™ Protection

After the SureStart Protection period, if CertainTeed determines its shingles have a manufacturing defect, or for Other Ownership, if CertainTeed determines its shingles have a manufacturing defect that caused water penetration, CertainTeed's maximum contribution toward the cost of repairing or replacing defective shingles will be calculated using the reasonable cost of comparable replacement shingles as determined by CertainTeed less the Reduction Figure Per Month, specified in Table 1, for the number of months from the start of the warranty period to the date when CertainTeed determines the shingles are defective. Labor costs, roof tear-off, metal work, flashing and disposal expenses, and other costs or expenses incurred during such repair or replacement are not covered or reimbursed by this Limited Warranty.

TABLE 1

	Warranty Period	SureStart Period	Wind Warranty Miles Per Hour	Algae Resistant Warranty Period ¹	Reduction Figure Per Month
Lifetime Products^A					
Grand Manor® Presidential Shake® TL Presidential Solaris® Landmark® TL Presidential Shake® (& IR) ² Carriage House® Belmont® (& IR) ² Landmark® Premium Landmark Solaris® Landmark® PRO NorthGate® Highland Slate®	Lifetime ^a	10 Years	110" ¹¹	15	1/600*

	Warranty Period	SureStart Period	Wind Warranty Miles Per Hour	Algae Resistant Warranty Period ¹	Reduction Figure Per Month
Lifetime Products^B					
Landmark® IR ²	Lifetime ^a	10 Years	110" ¹¹	10	1/600*
Landmark®	Lifetime ^a	10 Years	110" ¹¹	10	1/600*

20 -, 25 - and 30 - Year Products	Warranty Period	SureStart Period	Wind Warranty Miles Per Hour	Algae Resistant Warranty Period ¹	Reduction Figure Per Month
Patriot	30 Years	8 Years	110	10	1/360
XT™30 IR ²	30 Years	5 Years	70	10	1/360
XT™25 ³	25 Years	5 Years	60	10	1/300
CT™20	20 Years	3 Years	60		1/240

Any shingles applied to any inadequately ventilated roof deck
(see footnotes to Table 1 on the next page)

FOOTNOTES TO TABLE 1.

A. The Lifetime Warranty period is only available to individual property owners on premises used as their residence.

The warranty period for Other Ownership for these shingles is limited to 50 years and the SureStart period is 10 years following the installation of the shingles. **Roof tear-off, metal work, flashing and disposal expense, incurred during repair or replacement are covered or reimbursed by this Limited Warranty.** Limited Warranty transferees during the SureStart™ period are limited to a 50-year warranty period (see section titled "Transfers During the SureStart Period" for details).

B. The Lifetime Warranty period is only available to individual property owners on premises used as their residence.

The warranty period for Other Ownership for these shingles is limited to 40 years and the SureStart period is 5 years following the installation of the shingles. Limited Warranty transferees during the SureStart period are limited to a 40-year warranty period (see section titled "Transfers During the SureStart Period" for details).

* For Lifetime products, at the completion of the 40th year the reduction figure will remain at 480/600, or 20% of the total maximum liability.

† For details of warranty coverage for shingles installed on inadequately ventilated roof decks on both residential and commercial buildings, see provisions under "Inadequately Ventilated and Non-Ventilated Decks."

†† Wind warranty upgrade – These products are warranted to resist blow-off due to wind velocities, including gusts, up to a maximum of 130 miles per hour during the first fifteen (15) years, provided all of the following conditions are met:

1. The CertainTeed shingles are not applied over existing roof shingles (roof-overs are not permitted).
2. The CertainTeed specified corresponding hip and ridge accessory products are installed as cap shingles [Shadow Ridge®, Cedar Crest®, Shangle Ridge®, Mountain Ridge® and Landmark Solaris® (& IR)].

3. The CertainTeed specified corresponding starter shingles are installed along the roof eaves and rakes (Swiftstart®, High-Performance Starter and Presidential® Starter).

(Note: In Florida, CertainTeed will waive the requirement of applying starter shingles along the roof rake if all of the following conditions are met: The applicable building code requires that asphalt roof shingles be embedded in an 8-inch-wide bed of asphalt roofing cement applied along the roof rake edges. And, the shingles are installed and embedded in an 8-inch-wide bed of asphalt roofing cement along the roof rake edges in accordance with the code.)

¹Algae Resistant Warranty period applies only to the Algae Resistant (AR) version of the pertinent shingle.

²CertainTeed's Impact Resistant (IR) versions of Landmark®, Presidential Shake®, Belmont®, and XT™ 30 shingles comply with UL 2218 Impact Resistance of Prepared Roof Covering Materials test criteria at time of manufacture.

³The wind warranty for XT™ 25 shingles installed in Alaska is 90 mph.

Transferability

This Limited Warranty is transferable, but only by the original property owner/consumer to the first subsequent property owner. After the Limited Warranty has been transferred once, it is no longer transferable. A bank foreclosure or a change of ownership on a deed is deemed a transfer under this Limited Warranty.

Transfers During the SureStart™ Period

If this Limited Warranty is transferred during the product's SureStart period, the warranty for the new owner is the same as it would have been for the original owner, except for certain products with Lifetime warranty periods where the duration of the transferred warranty will be 50 years or 40 years as specified in Table 1, measured from the beginning of the SureStart period (i.e. the date of installation), and the remaining period of SureStart protection will be available to the subsequent property owner.

Transfers After the SureStart Period

If this Limited Warranty is transferred by the original property owner/consumer after the SureStart period, the warranty following the transfer will be limited to two (2) years from the date of the transfer. The warranty obligation will be calculated as explained in the section titled "Beyond SureStart Protection."

Limitations

This Limited Warranty does not provide protection against, and CertainTeed will have no liability for, any failure, defect or damage as a result of, including but not limited to:

- Winds, including gusts, greater than the Wind Warranty MPH in Table 1
- Damage caused by lightning, hailstorm, earthquake, fire, explosion, flood or falling objects.
- Damage caused by tornado, or hurricanes (other than as warranted under Wind Warranty MPH in Table 1).
- Distortion, cracking or other failure or movement of: the base material over which the shingles are applied, the roof deck, or the walls or foundation of the building itself.
- Damage caused by structural changes, alterations or additions, or by the installation of equipment (such as, but not limited to, aerials, signs or air-conditioning equipment) to the building after the original shingles have been applied.

- Shading, stains or discoloration to the shingles arising from outside sources such as, but not limited to, algae (unless blue-green algae as described in the section titled "Limited Algae Resistant Warranty"), fungus, moss, lichens or other vegetation, mold or mildew growth, or paints, chemicals or other similar materials.
- Misuse, abuse, neglect, or improper transportation, handling or storage of the shingles.
- Installation of the shingles over non-approved roof decks as more fully explained in CertainTeed's installation instructions published at the time of original installation.
- Damage caused by improper installation or installation not in accordance with CertainTeed's installation instructions published at the time of original installation.
- Damage to the shingles, the roof deck or the structure caused by ice backup or ice damming.
- Damage caused by impact, including such things as tools, equipment or foot traffic.
- Vandalism or acts of war.
- Animals, animal feces or insects.
- Any other cause not a result of a manufacturing defect in the shingles.

Mold and mildew are functions of environmental conditions and are not manufacturing defects. As such, mold and mildew are not covered by this Limited Warranty or any implied warranty.

CertainTeed reserves the right to discontinue or modify any of its products, including the color of its shingles, and shall not be liable as a result of such discontinuance or modification, nor shall CertainTeed be liable in the event replacement material varies in color in comparison to the original product as a result of normal weathering. If CertainTeed replaces any material under this warranty, it may substitute products designated by CertainTeed to be of comparable quality or price range in the event the product initially installed has been discontinued or modified.

Inadequately Ventilated and Non-Ventilated Decks

Any shingles applied to inadequately ventilated or non-ventilated decks, other than the shingles and deck systems described in the section titled "Insulated Decks and Radiant Barriers," are subject to a reduced limited warranty period of ten (10) years and do not qualify for SureStart Protection. **SureStart™ Protection and the Warranty Period applicable to the shingle are available if** CertainTeed determines that the shingle damage was caused exclusively by a manufacturing defect that is unrelated to the inadequate roof system ventilation.

Insulated Decks and Radiant Barriers

CertainTeed's Limited Warranty, including SureStart Protection, will remain in force when its fiberglass shingles are applied to roof deck assemblies where foam insulation is prefabricated into the roof deck system (often called "nailboard insulation"), where insulation is installed beneath an acceptable roof deck system, or where radiant barriers are installed, with or without ventilation, directly below the deck. Acceptable roof deck surfaces must consist of at least 3/8" thick plywood or 7/16" thick Oriented Strand Board (OSB) and slopes must be 2:12 or greater. If a different deck surface material will be utilized, please contact CertainTeed's Technical Services Department for assistance. (See the following important restrictions.)

The design professional is responsible for ensuring: 1) the proper quality and application of the insulation and/or radiant barrier, 2) the provision of adequate structural ventilation and/or vapor retarders as determined to be necessary, and 3) that all local codes are met (particularly taking into account local climate conditions). Special attention must be taken if cellular foam, fiberglass, cellulose insulation or other highly permeable insulation will be used in an unventilated system, or if the insulation/rafter or insulation/joist planes may create an air leak that could lead to moisture transmission and condensation problems. All these important factors and decisions, while not the responsibility of CertainTeed, are critical to assure proper deck system performance.

Ventilated Nail-Base Roof Insulation

Ventilated Nail-Base Roof Insulation products (e.g. FlintBoard® CV) are made of rigid insulation (typically foam board) and another layer of material that provides air space above the insulation and below the nailable deck (which is typically at least 7/16" thick OSB or 3/8" thick plywood). These products can provide soffit-to-ridge ventilation, and if installed in accordance with the deck manufacturer's instructions to achieve sufficient ventilation, will not reduce the scope or length of CertainTeed's Limited Warranty coverage.

Limited Algae-Resistant Warranty

Blue-green algae or gloeocapsa magma, (which has a black/brown appearance and is commonly but incorrectly called “fungus”), can create unsightly streaking on shingles. CertainTeed warrants that the Algae-Resistant (AR) versions of the products in Table 1 will remain free from blue-green algae growth (but not mold or mildew growth) which adversely affects the overall appearance of said shingles for a period of ten (10) or fifteen (15) years, as noted in Table 1.

If during the Algae-Resistant Warranty Period specified in Table 1, the overall appearance of the Algae-Resistant shingles is adversely affected by blue-green algae, CertainTeed will pay the reasonable cost to replace or clean at its option, any affected shingles. In the event of replacement or cleaning, for the remainder of the Algae-Resistant Warranty Period, CertainTeed’s maximum contribution towards subsequent replacement or cleaning will be calculated using the Algae-Resistant Warranty Period specified in Table 1, less a prorated adjustment that reflects the number of months that have elapsed from the start of the Algae-Resistant Warranty Period to the date of reoccurrence.

WARNING: FOR LOW-VOLUME RAIN AND SALT FOG AREAS

In areas of low-volume rain (e.g. areas that receive insignificant rainfall during a 90-day period) and/or “salt fog” (e.g. parts of the Southern California coastline), copper released by algae-resistant (AR) granules or shingles can react with aluminum in gutters and cause severe corrosion of the gutters. In such regions, CertainTeed strongly recommends that vinyl or copper gutters, not aluminum gutters, be used with algae-resistant shingles. CertainTeed disclaims all liability and responsibility for any damages that may result from the use of its algae-resistant shingle products with copper granules where gutters containing aluminum are used.

Limited Wind Warranty

CertainTeed warrants its shingles will resist blow-off damage due to wind velocities, including gusts, up to the maximum wind velocity per the Wind Warranty MPH specified in Table 1 during the first fifteen (15) years of the warranty for Lifetime products and during the first ten (10) years for Patriot shingles and during the first five (5) years for all other products listed in Table 1.

CertainTeed’s obligations and liability for shingle blow-off damage during the wind warranty periods as specified above are limited as follows:

- If shingles or hip/ridge accessories blow off because the self-sealing asphalt strips did not activate, CertainTeed will furnish replacement shingles without charge, but only for damaged or blown off shingles.
- If shingles or hip/ridge accessories blow off before the self-sealing asphalt strips could have reasonably activated due to installation in cold weather, CertainTeed will furnish replacement shingles without charge, but only for damaged or blown off shingles. CertainTeed will not be responsible for or reimburse labor costs, roof tear-off, metal work, flashing and disposal expenses, or any other costs pertaining to removal or replacement of damaged shingles. Any costs in excess of CertainTeed’s material contribution are the property owner’s responsibility (and may be covered by owner’s insurance).
- CertainTeed shall have no liability for any shingles not fastened in accordance with CertainTeed installation instructions published at the time of original installation.
- CertainTeed shall have no liability for any damage to persons or property caused by blown off shingles.
- CertainTeed’s maximum liability during the Limited Wind Warranty period is the reasonable cost of hand sealing all of the shingles on the roof.

Flintlastic® SA (Self-Adhering) System

For low slope residential roofing projects less than 2000 square feet (20 squares), CertainTeed offers a roof membrane limited warranty as follows: A 10-year warranty duration on a single ply of Flintlastic SA Cap sheet over a primed plywood roof deck or a 12-year warranty duration for a two-ply system consisting of a Flintlastic SA NailBase and a Flintlastic SA Cap sheet, provided the Flintlastic products were applied in accordance with CertainTeed’s current installation instructions published at the time of installation.

CertainTeed warrants the roof membrane, subject to the following terms, conditions, limitations, and exclusions, for the duration specified above from the date of completion of the roof membrane installation. If during the duration of this Limited Warranty, a manufacturing defect in the roof membrane causes a leak, CertainTeed or its designated roofing contractor will,

at CertainTeed’s sole discretion, repair or replace the roof membrane materials only as necessary to restore it to a watertight condition.

Only manufacturing defects in the roof membrane that cause leaks are covered by this Limited Warranty. CertainTeed’s MAXIMUM LIABILITY during the first year of this warranty is the original cost of the CertainTeed membrane materials only. After the first year, CertainTeed’s maximum liability is the original cost of the CertainTeed materials used on the roof reduced by 8.3% for 12-year warranty and 10% for 10-year warranty during each subsequent year, less any costs previously incurred by CertainTeed for repair or replacements.

Roof components which are not part of the roof membrane and hence not covered by this Limited Warranty include, but are not limited to, the following: underlying roof deck, insulation, vapor retarders, fasteners, metal work, drains, pitch pans, expansion joints, skylights, vents, plastic accessories, any flashing, decorative or reflective coating, surfacing and/or any aggregates. In no event, however, will CertainTeed be responsible for any costs related to the removal or abatement of any asbestos present in any existing roof system to which the CertainTeed roof membrane is applied.

What the Customer Must Do

If you believe your shingles have a manufacturing defect, you must notify CertainTeed within 30 days of discovery and provide proof of property ownership and the date of shingle purchase and application. Without original or sufficient proof of purchase CertainTeed reserves the right to use the shingle manufacturing date for claim calculation. In order to properly evaluate and process a warranty claim, CertainTeed may require the property owner to submit a shingle sample to CertainTeed for analysis and/or permit a CertainTeed representative to make repairs to, take photographs of, and/or take samples from the roof, if required. CertainTeed will evaluate each properly reported claim and will repair, replace, clean or reimburse the property owner for the shingles it determines are defective, in accordance with the terms of this Limited Warranty within a reasonable amount of time. For more details about submitting a warranty claim, visit www.ctrroof.com or call (800) 345-1145.

Please send all notifications and correspondence to:

CertainTeed LLC, 1508 Delp Drive, Harleysville, PA 19438.

Attn: CertainTeed Roofing Technical Services Department. Telephone number: 800-345-1145.

Warranty Registration (not required)

You may register your product warranty on CertainTeed’s website:

www.certainteed.com/warrantyreg. Each registrant receives a registration confirmation number by return e-mail that can be printed and kept with this Limited Warranty and your proof of purchase. If you do not have internet access, you can register your shingles by sending: (1) your name, address, and telephone number; (2) the name and contact information of the contractor who installed your shingles and the original date of installation; and, (3) the type, color and number of squares of your shingles to: **CertainTeed LLC, 20 Moores Road, Malvern, PA 19355, Attn: CertainTeed Roofing Technical Services Department.**

CertainTeed will register your information and mail you a confirmation number.

Failure to register this warranty does NOT void the warranty or any of its terms.

For Your Records

Product Purchased: _____ Date of Installation: _____


Roofing Contractor: _____ Contractor’s Telephone No. _____

This warranty applies to shingles installed during the calendar year of 2020.

(The warranty in effect at the time the material is originally installed is the applicable warranty.)

Exclusive Warranty and Limitation of Remedies

THIS DOCUMENT CONSTITUTES THE EXCLUSIVE WARRANTIES AND REMEDIES PROVIDED BY CERTAINTEED. THE WARRANTIES AND REMEDIES CONTAINED IN THIS DOCUMENT ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES, WARRANTIES AND REPRESENTATIONS, WHETHER WRITTEN, ORAL OR IMPLIED BY STATUTE, AT LAW OR IN EQUITY, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR PROVINCES MAY NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR MAY DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PURCHASER MAY SEEK A REMEDY UNDER IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

A photograph of a living room with a woman lying on her back on a light-colored carpet. She is wearing a blue jumpsuit and has her arms crossed over her head. To her right is a dark blue sofa with a white dog lying on it. In the background, there is a light-colored armchair and a large window with white shutters. A lamp is visible on a side table next to the sofa. The text 'Dream Weaver' is written vertically in a large, white, serif font on the left side of the image, with a registered trademark symbol (®) at the bottom.

Dream Weaver[®]

Warranty, Care & Maintenance Guide

WELCOME TO ENGINEERED FLOORS®

Engineered Floors LLC® is one of the largest and fastest-growing carpet mills in the world. We began production in 2009 with the most modern, eco-friendly equipment, facilities, and processes, as well as some of the most talented people in the industry. We serve the needs of floorcovering specialty retailers with our Dream Weaver® brand; new home builders with our Dwellings® brand; property owners and managers of multifamily housing with our Engineered Floors® Multifamily brand; the commercial market with our Pentz® brand; and hard surface needs with our Engineered Floors® Hard Surfaces brand.



Congratulations for choosing a carpet made by Engineered Floors®

You have chosen one of the best carpets you can buy. Not only have we made our carpet beautiful, we have also designed it to be very durable.



ENVIRONMENTALLY RESPONSIBLE



30% LESS ENERGY*



42% LESS GREENHOUSE EMISSIONS*



87% LESS WATER*

*Compared to conventional carpet manufacturing processes.

Our PureColor® carpet fiber

PureColor® is our residential brand of solution-dyed fiber that is used in every carpet we make. Because it's solution-dyed, the color goes all the way through the fiber, like the color in a carrot, meaning the color won't fade, wear off, or stain. The result is color that is beautiful, vivid, and permanent for the life of the carpet, with virtually no inconsistencies or side-matching issues.



Built-in protection

Our PureColor® fiber has soil and stain protection that is not only applied to the outside of each fiber, but is also inside each fiber.

Visit [EngineeredFloors.com](https://www.EngineeredFloors.com) for complete warranty details.

OWN WITH CONFIDENCE

When installed correctly and maintained properly (as outlined in this pamphlet), your Dream Weaver®, Dwellings®, Engineered Floors® Multifamily, or Pentz® branded carpet will remain looking newer and more beautiful longer. All of our Dream Weaver carpets are warranted against staining, fading, soiling, abrasion, manufacturing defects, and loss of texture retention. Most are also warranted against pet stains. See the warranty specifications that apply to your particular carpet in this pamphlet.



Check out our carpet in your room using our visualizer tool at engineeredfloors.com



PureColor®

SOLUTION-DYED FIBER SYSTEM



PureColor® Soft Nylon

Lifetime Stain Resistance Limited Warranty
Lifetime Fade Resistance Limited Warranty
Lifetime Pet Stains Resistance Limited Warranty
25-Year Soil Resistance Limited Warranty
25-Year Abrasive Wear Resistance Limited Warranty
25-Year Texture Retention Limited Warranty
25-Year Manufacturing Defects Limited Warranty



PureColor® Soft Polyester

Lifetime Stain Resistance Limited Warranty
Lifetime Fade Resistance Limited Warranty
Lifetime Pet Stains Resistance Limited Warranty
25-Year Soil Resistance Limited Warranty
25-Year Abrasive Wear Resistance Limited Warranty
25-Year Texture Retention Limited Warranty
25-Year Manufacturing Defects Limited Warranty



PureColor® Nylon

Lifetime Stain Resistance Limited Warranty
Lifetime Fade Resistance Limited Warranty
Lifetime Pet Stains Resistance Limited Warranty
15-Year Soil Resistance Limited Warranty
15-Year Abrasive Wear Resistance Limited Warranty
15-Year Texture Retention Limited Warranty
15-Year Manufacturing Defects Limited Warranty



PureColor® Polyester

Lifetime Stain Resistance Limited Warranty
Lifetime Fade Resistance Limited Warranty
Lifetime Pet Stains Resistance Limited Warranty
15-Year Soil Resistance Limited Warranty
15-Year Abrasive Wear Resistance Limited Warranty
15-Year Texture Retention Limited Warranty
15-Year Manufacturing Defects Limited Warranty

STAIN RESISTANCE

LIMITED WARRANTY

No one wants a permanent stain on their carpet. That is why we make all our carpets to be extremely stain resistant. With proper care and prompt attention, our carpets will resist staining from a host of common food and beverage accidents, such as coffee, colas, ketchup, chocolate, and wine, as well as, household bleach and cleaners. Of course, this warranty excludes abusive conditions (paint, stain/varnish, hair dye, and adhesive) or unattended spills or accidents. You must keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.

The guidelines can be found at www.carpet-rug.org

PET RESISTANCE

LIMITED WARRANTY

Engineered Floors® warrants your carpet made with our PureColor® Polyester, PureColor® Soft Polyester, PureColor® Nylon, or PureColor® Soft Nylon will not be permanently stained from exposure to pet urine, vomit, or feces from domestic cats and dogs. This warranty covers the physical appearance of a pet stain. This warranty does not cover odor, as odor can emanate from below the surface of the carpet, even from the pad under the carpet, if pet deposits are allowed to dwell for a period of time before extraction. The carpet must be installed correctly, be subject to normal use in a residential dwelling, and be maintained according to recommendations as outlined in our warranty brochure available online at engineeredfloors.com. Allowances will not be offered where there is evidence that pet stains are not accidental, but are a regular occurrence. Terms and Conditions apply.



FADE RESISTANCE

LIMITED WARRANTY

We all enjoy a beautiful view and lots of natural light, but no one wants to worry about the possible damage and color fading that can be caused by prolonged exposure to harsh sunlight – especially from southern exposures. That is why our carpets are made beautifully fade resistant with our PureColor® solution-dyed fiber. You can even spot clean with household bleach and the color will not fade.

SOIL RESISTANCE

LIMITED WARRANTY

Nothing dulls the appearance of a new carpet faster than soiling from outside dirt and everyday living. That is why we equip all of our carpets with our own soil and stain shield treatment. Our treatment keeps dirt from clinging to the carpet fibers so it's easier to vacuum. Did you know regular vacuuming also prolongs the life of your carpet? It does! Always keep the carpet cleaned and maintained according to guidelines established by the Carpet and Rug Institute.



ABRASION RESISTANCE

LIMITED WARRANTY

Everything wears from use and carpet is no exception, but you certainly don't want your new carpet to wear out before its time, and neither do we! That is why we warrant our carpet to stand up to normal wear and lose no more than 10% of pile fiber during its warranty period. Of course, the carpet has to be installed correctly and the abrasive wear has to be normal residential foot traffic - not abusive use.

MANUFACTURING DEFECTS

LIMITED WARRANTY

At Engineered Floors®, we use the best materials and workmanship, but no one is perfect. So in the very rare instance there is a manufacturing defect, you're protected.

TEXTURE RETENTION

LIMITED WARRANTY

Texture gives your new carpet the look and feel you want. So why not keep it longer? We warrant your new carpet against significant twist loss from foot traffic for the warranty period. This does not cover abusive wear or carpet that has been incorrectly installed.

WARRANTY EXCLUSIONS

These warranties specifically exclude any carpet that has been treated after installation with any foreign agents, non-residential installations, abnormal abuse, and carpet exposed to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers. Specifically excluded from this warranty is crushing caused by furniture and damage caused by tears, pulls, burns, wheel traffic, or athletic equipment. Also excluded is carpet installed in kitchens, bathrooms, laundry rooms, stairs, carpets in commercial facilities, outdoor areas and anywhere other than owner occupied residences. This warranty does not cover damage due to flooding as a result of weather events or plumbing or appliance failure. Dream Weaver® recommends a new pad with a maximum thickness of 7/16 inch and a minimum density of 6 pounds for optimum performance. Warranties are voided if you fail to follow recommended carpet care and routine maintenance of the product or recommended installations guidelines.

WARRANTY SERVICE

First, be sure you visit EngineeredFloors.com for complete information on all warranty coverage.

If you are unhappy with your Dream Weaver® carpet and believe you have a warranty claim, contact the retailer from whom you purchased the carpet and they will file a claim on your behalf.

You will need to provide your proof of purchase, a full description of your claim and receipt(s) for recommended professional cleaning by hot water extraction. Photographs and/or samples of the carpet may be required. These warranties are not transferable.

Please note: We comply with state law where it addresses warranty exclusions, limitations, etc.

CARPET CARE CHECKLIST

- ✓ Only install your carpet in appropriate areas of your home.
- ✓ Use a professional carpet installer for best results.
- ✓ Use a quality carpet pad of the correct thickness and weight.
- ✓ Always have clean walk-off mats at all entrances to capture outside soil before it's tracked inside.
- ✓ Vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner.
- ✓ Have your carpet professionally cleaned using hot water extraction every 12-18 months to remove soil and residues and prolong the life of your carpet.
- ✓ Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel.
- ✓ Do not apply heat or hot water to a urine stain.
- ✓ Have professionals remove stains caused by markers.
- ✓ Only use Carpet and Rug Institute Seal of Approval spot cleaners.

See "Spot Cleaning Guide" for more tips or visit www.carpet-rug.org.



PRORATION SCHEDULE

If your carpet does not perform to the warranty, we will offer credit for the remainder of the carpet material in accordance with the following schedule:

Proration Year	
Year 1	100% carpet
Year 2	100% carpet
Year 3	100% carpet
Year 4	100% carpet
Year 5	100% carpet
Year 6	100% carpet
Year 7	100% carpet
Year 8	90% carpet
Year 9	90% carpet
Year 10	90% carpet
Year 11	80% carpet
Year 12	70% carpet
Year 13	60% carpet
Year 14	50% carpet
Year 15	40% carpet
Year 16	30% carpet
Year 17	25% carpet
Year 18	20% carpet
Year 19	15% carpet
Year 20	10% carpet
Year 21	10% carpet
Year 22	10% carpet
Year 23	10% carpet
Year 24	10% carpet
Year 25	10% carpet
WARRANTY COVERAGE:	
Carpet	Yes
Labor (Installation, Removal and Disposal)	Yes

SPOT CLEANING GUIDE

A. WATER SOLUBLE STAINS

First, using cold water, blot thoroughly with a white cotton cloth or paper towel. Next, apply a solution of 1 tsp. clear liquid dishwashing detergent to one quart of water. A spray bottle works well. Repeat until the stain is removed.

B. WATER SOLUBLE STAINS WITH ODOR

Same as A, but treat with white vinegar before using detergent. Blot or spray - do not oversaturate.

C. WATER SOLUBLE STAINS WITH HEAVY COLORS

Same as A, but treat with a household ammonia before using detergent.

D. GREASE

Blot as much as possible with a white cloth or paper towel. Apply a volatile solvent such as Perchloroethane (dry cleaning fluid) or a citrus-based solvent to a white cotton cloth. CAUTION: Do not apply the solvent directly to the carpet pile as permanent damage WILL result. Use with rubber gloves and adequate ventilation.

E. WAXES AND GUMS

Freeze with ice or a commercially available product in a spray can. Shatter with blunt object and vacuum immediately. Repeat as necessary.

F. MEDICAL STAINS

Commercial preparations are available. A 5% Sodium Thiosulfate solution from a photography store may also be used. For stains more than a few hours old, this solution should be heated.

G. RUST

Most can be removed with a 10% solution of citric acid. More stubborn stains will require professional cleaning, as restricted chemicals may be needed. Use of citric acid is not recommended for solution-dyed products, as damage may result. Certain household cleaners contain citric acid and should be used with caution.

H. Pet Stains

Please refer to our Pet Stains Removal Procedure document available online at engineeredfloors.com/pet-stains or you can obtain a copy via email at info@engineeredfloors.com

Alcoholic Beverage	A
Asphalt	D
Beer	A
Betadine	F
Berries	A
Blood (Wet)	A
Blood (Dry)	C
Butter	A
Chewing Gum	E
Chocolate	C
Coffee	B
Cola Drinks	A
Cosmetics	A
Crayon Markers	D
Excrement	A
Food Dyes	A
Furniture Polish	A, D
Grease (auto)	D
Grease (food)	A
Ink (ball point)	D
Ink (washable)	A
Lipstick	D
Milk	A
Mustard	A
Nail Polish	Nail Polish Remover
Paint Latex (wet)	A
Paint Latex (dry)	D
Paint (oil)	D
Rust	G
Tea	A
Urine	B
Vomit	B
Wax	E
Wine	C



MADE WITH PRIDE



Our carpets are made in the USA using the latest technology and state-of-the-art manufacturing facilities and processes in the carpet industry. Because of our manufacturing efficiencies and the way we make our solution-dyed fibers, we use considerably less energy and water and produce less greenhouse gases.



Engineered FLOORS®

Made in the U.S.A.





OWNERSHIP RECORDS

Installation Date:

Carpet Style #:

Color:

Retailer:

Retailer Phone:

Installer:

Carpet Cleaning Dates:

Notes:

Keep your receipts with this pamphlet or in a safe place. You will need them if you ever need to make a claim.



You can learn more about Dream Weaver® by speaking with a Dream Weaver® sales representative at 866-706-9745 or visit [EngineeredFloors.com](https://www.EngineeredFloors.com)

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Luxury Vinyl Flooring Warranty

Engineered Floors LLC® ("EF") warrants its luxury vinyl flooring products strictly according to this document and revisions of this document only. Printed or saved versions of this document may not reflect the most current and applicable revision. The most current version is available on www.engineeredfloors.com. The warranty covers flooring material as outlined below and reasonable labor costs where applicable. The warranty extends only to the original purchaser of flooring and to flooring in its original installation. The warranty is not transferable. The original receipt is proof of purchase and the date of the receipt serves as the beginning of warranty coverage. The flooring must be installed in accordance with EF installation instructions and must be maintained in accordance with EF cleaning and maintenance instructions in order to maintain full warranty coverage.

INSTALLATION

EF recommends that our luxury vinyl flooring be professionally installed. Any remedy offered by the flooring warranty will not include labor where the flooring was not installed by professional installation technicians. Any installation workmanship issues should be addressed to the retailer from whom the flooring was purchased or the installation technicians who installed the flooring, as EF does not warrant installation. EF is not responsible for labor costs where visibly defective product is installed.

REPLACEMENT/REPAIRS

EF may repair or replace LVF product in affected areas to satisfy obligations of the warranty one time. If replacement is necessary and the identical flooring is not available, EF will provide flooring of comparable quality, color, and value. Any replacement product is warranted for the remainder of the original warranty period. If replacement material exhibits problems in the same way as original material, conditions in the space may not properly support use of luxury vinyl flooring products. EF recommends when installing new luxury vinyl flooring, maintain extra stock of the flooring (minimum one full carton) for future repair or replacement.

COVERAGE

Residential warranty terms apply to products installed in owner-occupied residential dwellings (single-family homes, condominiums, town houses, etc.). Residential dwellings that are not owner occupied are not covered by this warranty. If an owner occupied residential dwelling transitions to a rental unit the warranty is voided from that date. If a residential premises is ever a rental unit, coverage under the residential warranty terms cannot be established or re-established.

MANUFACTURING DEFECTS WARRANTY

EF warrants its luxury vinyl flooring products shall remain free of manufacturing defects for the period of time indicated in the table in this document. Manufacturing defects include delamination, variations in thickness, curling, cupping, and dimensional changes not caused by conditions in the installed environment. Material with obvious defects that are installed anyway will be deemed acceptable by the owner or installer and will not be considered for remedy by the warranty.

WEAR, STAIN AND FADE WARRANTY

EF warrants that its LVF products will not wear, stain, or fade from normal use for the indicated period of time specified in the table in this document. The following definitions apply:

- Wear must be through the wear layer to the degree that the printed pattern is altered. Normal wear in high traffic areas and seating areas and at pivot points, is excluded. Surface scratches and reduction of gloss are considered normal wear and are not considered defective product.
- Fade must be to the degree that the floor is permanently discolored.
- Stain is defined as a permanent change in color of the surface of the product caused by common household food and beverages and recommended cleaning products as indicated in our Care and Maintenance Guide. The following are excluded from stain warranty coverage: ink, iodine, mercurochrome, betadine, dyes, asphalt, tar, grease, baking grease, cooking oils, and nail polish.



PET WARRANTY

EF warrants that our LVF products will resist staining from pets (domestic dogs and cats) including feces, urine, and vomit for the indicated period of time specified in this document. This pet warranty is defined as a permanent change in color of the surface of the product after recommended spot cleaning procedures. Odor emanating from material between or under flooring is not covered. Recommended cleaning and maintenance procedures must be attempted prior to remedy consideration by the warranty.

WATERPROOF WARRANTY

EF warrants its LVF products, where applicable, to be waterproof from topical moisture. The structural integrity of the flooring plank will not be significantly diminished by topical exposure to water. Though the integrity of flooring planks will not be affected by topical moisture, it is probable that when excessive moisture flows between the planks onto the subfloor or into other surrounding structures/building materials or where there is standing water, mold or mildew growth can occur. Luxury vinyl plank is not a moisture barrier. This limited warranty excludes damage from mold and mildew growth due to prolonged exposure to moisture. Damage to surrounding structures such as, but not limited to, subfloors, walls, fixtures, furniture, underlayment, moldings, trims or subfloor heating systems is excluded. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring including damage from subfloor hydrostatic pressure, flood, appliance failure, plumbing leaks, or other conditions that result in water or moisture under the flooring.

CONDITIONS AND EXCLUSIONS

The following are not covered by this limited warranty: surface scratches, cuts, gouges, or impact damage; damage caused by installation and/or maintenance practices that are inconsistent with or are contrary to our recommendations; damage caused by exposure to extreme heat or sunlight; damage from freight, accidents, intentional abuse, misuse, pets (clawing, chewing, digging, scratching, etc.), or neglect; damage caused by vacuum cleaner beater bars, robotic vacuum machines, or steam mops; indentations from spiked or high heeled shoes or furniture without proper floor protectors or chair pads; damage from rolling traffic and/or other non-foot traffic; changes in color or sheen in traffic areas or when exposed to a natural light source; damage caused by subfloor conditions inconsistent with EF installation guidelines; fire or smoke damage; water or liquid intrusion; exterior application; damage caused by chemically reactive material or carpet crocking; construction and remodel related damage; color or texture differences between samples and delivered product or in replacement material; differences in color of different production runs (dye lots); damage from any urine, feces, or vomit stains other than pets (domestic cat or dog); LVF products used for athletic playing surfaces, any recreational activity, or other inappropriate end use activities; any product designated as off-goods including, but not limited to, second quality, specials, or non-standard items. 3 seasons rooms must be enclosed. Flooring in 3 seasons rooms must not be exposed to direct sunlight or temperatures below -20°F or above 176°F. While occupied, 3 seasons areas must maintain ambient temperature between 55°F and 95°F.

Engineered Floors® Luxury Vinyl Flooring Utilization Guidelines		
Wear Layer	Space Classification	Application Examples
< = 12 mil	Residential	Owner Occupied Residential Dwellings
12 mil	Light Commercial	Small Retail Shops, Small Restaurants, Small Offices, Boutiques, Hair Salons, Showrooms, Waiting Rooms
= > 20 mil	Commercial	Large Retail, Large Restaurants, Doctor/Dentist Offices, School/Daycare, Assisted Living, Entryways, Lobbies, Common Areas, Hallways, Conference Rooms



CLAIMS

If a condition arises that is believed to be covered by this warranty, the retailer from whom the flooring was purchased can file a claim with EF on behalf of the end use purchaser. A claims analyst with EF will conduct an investigation which may require pictures, samples, use and maintenance information, and/or an inspection by an independent inspector. If defective material is verified under the terms of these warranties, EF will offer an allowance of a percentage of the original flooring wholesale purchase price according to the proration chart below.

Residential Proration Table for Material

Claim Reported	Lifetime Limited	30 Year Limited	15 Year Limited	10 Year Limited
1 st to 5 th Year	100%	100%	100%	100%
6 th to 10 th Year	75 %	75%	50%	25%
11 th to 15 th Year	50%	50%	10%	N/A
16 th to 20 th Year	35%	35%	N/A	N/A
21 st to 25 th Year	25%	10%	N/A	N/A
26 th to 30 th Year	10%	5%	N/A	N/A
31 st and beyond	5%	N/A	N/A	N/A

For a residential installation claim, reasonable labor will be paid at 100% in years 1 and 2 and at 50% in years 2 through 5. No labor will be paid after 5 years. Labor will not be paid in DIY installations.

Commercial Proration Table

Claim Reported	Material Allowed	Labor Allowed
1 st Year	Material to Repair or replace defective material	Reasonable Consideration ⁺
2 nd to 5 th Year	Material to Repair or replace defective material	50% Labor ⁺
5 th to 10 th Year	Material to Repair or replace defective material	No labor

***reasonable labor costs shall be determined by EF.**

EF DOES NOT GRANT AUTHORITY TO ANY PERSON OR ENTITY THE AUTHORITY TO ALTER THE OBLIGATIONS OR LIMITATIONS OF THIS WARRANTY. THIS LIMITED WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AS RELATED TO THE SPECIFIC PRODUCTS LISTED IN THIS WARRANTY. EF SHALL NOT BE LIABLE FOR CONSEQUENTIAL DAMAGES INCLUDING BUT NOT LIMITED TO LOST PROFITS OR LOSS OF USE OF THE SPACE WHERE THE LVF PRODUCT IS INSTALLED. EXCLUSIONS AND LIMITATIONS MAY NOT APPLY WHERE STATES DO NOT ALLOW THE EXCLUSIONS OR LIMITATIONS OF IMPLIED WARRANTIES OR THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES.

For additional information, please contact Engineered Floors® Technical Services at hstechservice@engineeredfloors.com or 866-706-9745 Opt 6.

Revised 5.1.2020



Luxury Vinyl Flooring Care and Maintenance

Engineered Floors® ("EF") Luxury Vinyl Flooring (LVF) is beautiful, scratch resistant, and durable. Even so, all floor coverings require care and maintenance to look and perform their best. The type and frequency of traffic on your floor will determine the frequency of necessary maintenance. The design and even the color of the flooring will have some bearing on how much care may be necessary. Solid colored floors will show scuffs, scratches, dirt, and general wear more than multi-colored and/or patterned floors. White or lighter colors will show staining more than darker colors. For this reason, floors with solid and/or light colors should receive special attention regarding preventative maintenance and the overall amount of care provided. Ultimately, the price of failing to clean and maintain flooring is much higher than the time and effort required to actually cleaning and maintaining flooring. Taking care of your floor not only increases your enjoyment level but also protects your investment.

INITIAL MAINTENANCE AND PREVENTATIVE CARE

Direct Glue Down Products:

- Strictly follow the instructions of the adhesive manufacturer. Do not walk on, place furniture on, or otherwise inhabit the space where new flooring is installed until the adhesive is fully cured. Indentations in flooring due to displaced uncured adhesive under the flooring are permanent and are not considered defective flooring.
- Do not wash/mop the floor for at least 48-72 hours after installation.
- Remove any adhesive residue from the surface of the LVF using mineral spirits.

All Luxury Vinyl Flooring Products:

- Be careful when placing furniture and appliances over your flooring. When moving heavy items, always carry them. Never push or pull furniture or other heavy items over LVF.
- Check the condition of all the casters, rollers, legs, and bottoms of furniture before setting them on your flooring. Replace any worn casters or rollers. Remove any protruding tacks, nails, or similar materials that may scratch the flooring. Remove any rust. Sand or otherwise smooth any jagged or rough surfaces that will contact the flooring.
- Use heavy felt protectors under furniture. The heavier the item, the wider the 'footprint' should be to spread out the load.
- Protective pads are required where chairs on rollers will be present.
- Protect flooring by using mats outside and/or inside all entrances. Mats will collect tracked-in dirt, sand, pebbles, and other particulate and will absorb moisture. Keep mats clean. Do not use latex or rubber backed mats on the LVF flooring, as certain compounds in these materials can permanently stain or damage vinyl. Mats to lay on LVF should be labeled as 'non-staining'.
- Avoid tracking in tar or asphalt from driveways, as this can discolor vinyl.
- Avoid the use of stiletto heels on your floor as they can cause permanent damage.
- Post installation temperature should be maintained between 65°-85° (18.3°-29.4).
- Avoid exposure to direct sunlight for long periods of time. This type of exposure can cause expansion due to heat which may result in buckling or other damage. Sunlight can also cause fading or discoloration. EF requires the use of UV protective film, blinds, curtains, or shades to assure that LVF products are protected from the sun. Flooring that cannot be protected from direct sunlight is required to be installed using adhesive.
- Protect your floor against burns. Cover vinyl flooring near fireplaces and open flame sources and near any extremely hot items

ROUTINE CARE AND MAINTENANCE

- Regularly sweep or vacuum thoroughly (once per week *minimum*). If vacuuming, do not use vacuum beater bar.
- Where robotic vacuums are used, confirm that abrasive contact does not occur and keep the wheels of the machine clean.
- Remove scuffs and excessive soil by carefully rubbing with a recommended solution and a soft absorbent cloth. Never use highly abrasive tools or solutions. Never use an orbital buffing machine.
- Promptly remove spills.
- Damp mop often using a pH neutral resilient floor cleaner or a solution of ammonia and water (4 parts water to 1 part ammonia). Do not soak or saturate flooring. Always test cleaners in an inconspicuous area or an unused sample before using on the entire floor.
- **The following items must be cleaned promptly as they can permanently discolor the flooring:**
ink, iodine, mercurochrome, betadine, dyes, asphalt, tar, grease, baking grease, cooking oils, and nail polish

Acceptable Luxury Vinyl Flooring Cleaner:

When cleaning EF LVF, always use a pH neutral cleaner specifically formulated for cleaning vinyl flooring. Examples of acceptable cleaners include but are not limited to:

- ✓ Rejuvenate Luxury Vinyl Tile Floor Cleaner
- ✓ Bona Stone, Tile, and Laminate Cleaner
- ✓ ZEP Neutral Floor Cleaner Concentrate
- ✓ Ammonia and water solution (4 parts water to 1 part ammonia (DO NOT mix stronger))

Do Not Use The Following on EF Luxury Vinyl Flooring:

- Vinegar
- “Mop and Shine” products
- Soap Based Detergents or Oil Soaps
- Abrasive Cleaners or Compounds
- Floor Wax
- Vacuum with a rotating beater bar
- One step cleaner/polishes
- Steam mops
- Harsh scouring or buffing pads or tools

Any spill should be cleaned immediately. The longer the spilled materials are left on the floor, the greater the risk of permanent staining. Please refer to the stain removal chart below. The chart is provided as insight and covers some materials that are not covered by the flooring warranty. When spot cleaning, it may be necessary to clean the entire floor to achieve a uniform look. *EF recommends keeping a list of products used to clean flooring which may be important if warranty service is needed.*

STAIN REMOVAL CHART

TYPE OF STAINS	CLEANING MEHODS
Group A - Ink, iodine, mercurochrome, coffee, alcohol, fruit juice, ketchup, vinegar, mustard, blood, urine, vomit, excrement, povidone-iodine (Betadine)	Method A - Immediately rub stain with a white cloth dampened in solution of bleach and water (20 parts water and 1 part bleach) or use water and ammonia (4 parts water and 1 part ammonia). Let dwell for one minute. Rinse with cold clean water.
Group B - Rust, Grass, Dye	Method B - Immediately rub stain with soft nylon cleaning sponge dampened with isopropyl alcohol. Thoroughly rinse with cold clean water.
Group C - Asphalt, tar, grease, oil, wax, chewing, gum, nail polish, alkalis, lacquer, paint, rubber	Method C - Remove any topical material with plastic spatula. Immediately wipe with a white cloth dampened in full strength resilient pH neutral floor cleaner, mineral spirits, or lacquer thinner. A soft bristle brush will help clean the corners of the grout line. Thoroughly rinse with cold clean water.
Group D - Diluted acids, drain cleaner, harsh soaps, or detergents	Method D - Immediately remove spill with a clean damp cloth, folding frequently. Thoroughly rinse with cold clean water. After removing liquid spills, use a full strength pH neutral vinyl cleaner.
Group E - Burns (cigarettes, matches, etc.)	Method E - Remove charred/blackened area with small stiff putty knife or spatula. Once removed, apply vinyl seaming liquid to repair.

For scuffs (material left on the surface due to friction), try rubbing a tennis ball over the area. Using extreme caution, a slit can be cut in the ball so that it can be placed on the end of a broom handle if there is a sizeable area to be covered. If the wear layer is opened up, or worse, if the cut is deep enough to need color added, consider one of the kits linked below.

<https://www.1877floorguy.com/scratchfix.html>

<https://www.1877floorguy.com/dr-schutz-floor-repair-kit.html>

For additional assistance or for the most current Installation, Warranty, and Maintenance information please contact Engineered Floors® Technical Services at hstechservice@engineeredfloors.com or 866-706-9745 Opt 6.

Revised 5.1.2020

years after the purchase date of the Products, Boral shall also pay the cost of labor to complete the repair up to \$125/square. This labor reimbursement is non-transferable and does not include labor to paint the repaired or replaced Products. After the first five (5) years, Boral will not be liable for labor costs to remove Products from the Owner's residence or structure or to install replacement Products on the residence or structure, or travel expenses, or freight charges. Any Products repaired or replaced hereunder will continue to be covered under the terms of this Warranty for the remainder of the applicable warranty period.

Hail Damage Exception. In the event of damage caused by hail during the warranty period, before any warranty coverage shall apply, the Owner must first pursue the cost of replacement or repair of damaged Products through homeowner's insurance and/or any other applicable insurance coverage. The cost of replacement Product that is not paid by insurance proceeds will be reimbursed by Boral (excluding any insurance deductible) subject to the pro-rated Warranty Coverage Schedule shown below. Boral will not be responsible for the cost of the labor required to remove and dispose of the hail-damaged Product or to install the replacement Product. In the event the Owner does not have insurance, the value of replacement Products supplied by Boral will be limited by the pro-ratio Warranty Coverage Schedule shown below. In any event, Boral reserves the right, at its sole option, in lieu of paying for replacement or repair costs, to refund the amount paid by the original owner for the hail damaged Products plus the cost of the original installation of the hail damaged Products.

Claims Procedure. Claims under this Warranty will be honored only if the following conditions are met: (1) proof of purchase date and purchase price are provided; (2) Boral is notified within thirty (30) days after the facts on which the claim is based become known; and (3) Boral has an opportunity to investigate and approve the claim. Claims may be submitted online at www.boralbuildingproducts.com or by calling 800-521-8486.

Replacement and Product Variations. Boral reserves the right to remove or have removed sufficient undamaged Products for examination before providing any replacement Product or reimbursement. Boral will attempt to replace defective Product with new Product having the same color, gloss and design; however, color variations may exist between Products manufactured at different times and Boral may discontinue or change the design of a particular Product profile. In any event, Boral reserves the right to replace the defective Product with Product of similar color, gloss and design. This Warranty shall be void if anyone makes repairs or modifications to Products that are not first approved in writing by Boral, except for necessary emergency repairs.

Warranty Limitations. THE FOREGOING IS THE ENTIRE EXPRESS LIMITED PRODUCT WARRANTY OF BORAL FOR THE PRODUCT(S). BORAL HEREBY DISCLAIMS ALL OTHER EXPRESS, IMPLIED AND STATUTORY WARRANTIES WHERE ALLOWABLE BY LAW FOR THE PRODUCT(S) INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BORAL SHALL IN NO EVENT BE LIABLE UNDER ANY CIRCUMSTANCES FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, FOR LOST PROFITS OR FOR ANY DAMAGES TO ANY PROPERTY OR ITS CONTENTS OR ITS OCCUPANTS.

No person, employee, agent or otherwise, is authorized to vary or change the terms of this Warranty either orally or in writing, and any statements contained in Boral's general advertising pamphlets or other printed materials do not constitute a warranty and shall not be binding on Boral except as expressly set forth in this Warranty.

Legal Rights. This Warranty gives the owners of the Products covered by this Warranty specific legal rights, and they may have other rights which may vary from state to state. If the laws of a particular state require terms other than or in addition to those contained in this Warranty, this Warranty shall be deemed modified so as to comply with the appropriate laws of such state, but only to the extent necessary to prevent the invalidity of this Warranty or any provision of this Warranty or to prevent the imposition of fines, penalties or any liability.

Foundry Products - Lifetime Warranty Coverage Schedule for Residential Owner	
Share Of Purchase Price Paid By Original Residential Owner That Boral Will Pay Toward A Covered Claim	100% (less taxes)

<u>Foundry</u> - 50-Year Pro-Rated Warranty Coverage Schedule For Non-Residential Owner and Permitted Transferee		<u>Grayne</u> - 50 Year Pro-Rated Warranty Coverage Schedule For All Owners and Permitted Transferee	
Number of Years Since Date of Purchase of Product by Original Owner	Percentage Of Purchase Price Less Taxes Paid By Original Owner That Boral Will Pay To Warranty Claimant	Number Of Years Since Date Of Purchase of Product By Original Owner	Percentage Of Purchase Price Less Taxes Paid By Original Owner That Boral Will Pay To Warranty Claimant
0-5 years	100%	0-5 years	100%
6 years	90%		
7 years	80%	6-10 years	75%
8 years	70%		
9 years	60%	11-15 years	50%
10 years	50%		
11 years	40%	16-20 years	25%
12 years	30%		
13 years	20%	21-50 years	10%
14 or more years	10%		



Limited Lifetime / 50 Year Transferable Warranty

In General. This express limited warranty ("Warranty") covers performance of the Foundry and Grayne products in the Foundry® product line manufactured by Boral Building Products Inc. ("Boral") or an affiliate of Boral ("Products"). Boral does not warrant installation labor provided by others.

Who is Covered. This Warranty extends to the original owner(s) of a single-family residence ("Residence") on the date of purchase of the Products ("Residential Owner") and the original owner(s) of any other structure ("Structure") on the date of purchase of the Products ("Non-Residential Owner"). This Warranty may be transferred one time to the party to whom the original Residential or Non-Residential Owner transfers ownership of the Residence or Structure, provided the transfer occurs during the first five (5) years after the Owner originally purchased the Products ("Permitted Transferee"). To transfer this Warranty, the Permitted Transferee must send to Boral within sixty (60) days of the transfer of ownership, proof of: (a) the original date of purchase of the Products, and (b) the transfer of ownership of the Structure from the Owner. In the event of a permitted transfer, the effective date of the Warranty for pro-rata purposes will remain the date of original purchase of the Products by the original Owner.

Terms of Warranty. Foundry Products - Boral warrants to the Residential Owner that the Products are free from manufacturing defects which result in peeling, flaking and blistering under normal weather conditions for the lifetime of the Residential Owner. In the case of a Non-Residential Owner or Permitted Transferee, the Products are warranted from the date of purchase as Pro-Rated Warranty Coverage is shown below. The Products are also warranted against excessive fading (which is defined by a change in color greater than four (4) Hunter units as calculated according to ASTM D2244), for the first ten (10) years after the date of purchase but only to the original Residential or Non-Residential Owner. The excessive fade warranty cannot be transferred.

Grayne Products - Boral warrants to the Residential Owner, Non-Residential Owner and Permitted Transferee, that the Products are free from manufacturing defects which result in peeling, flaking, corrosion or rot under normal weather conditions from the date of purchase as Pro-Rated Warranty Coverage is shown below. Pre-Finished Grayne Products are also warranted against excessive fading (which is fading in excess of gradual and even fading across each directional exposure (i.e., North, South, East, or West)), for the first ten (10) years after the date of purchase, but only to the original Residential or Non-Residential Owner. The excessive fade warranty cannot be transferred. The excessive fade warranty does not apply to any Pre-Finished Grayne Products which have been painted or to Paintable Grayne Products.

Warranty Exclusions:

This Warranty does not apply to any problems with non-defective Products caused by conditions or handling beyond Boral's control. This Warranty does not cover claims, damage to or failure of the Products resulting from the following: 1) Acts of God or fire; 2) Accidental or intentional acts of the Owner, the installer or others; 3) Installation not in accordance with Boral's express instructions (which shall be solely determined by Boral); 4) Defects in, failure of, or damage to the wall or material on which the Product was installed caused by movement, distortion, cracking or settling of the wall or material or the foundation of the building; 5) Distortion or warping due to additional or unusual heat sources, including without limitation, reflected light, specifically including but not limited to reflections from nearby windows (particularly, but not only, when such windows incorporate Low-E glass) whether such windows are the property of the homeowner or another party, and heat buildup caused by inadequate roof ventilation; and any other cause not involving inherent manufacturing defects in the material supplied by Boral; 6) Discoloration or other damage caused by air pollution (including but not limited to metallic oxides or metallic particles), acid rain, mildew, exposure to harmful chemicals or the application of third party products such as paint; 7) Fading, chalking or accumulation of dirt or stains caused by normal weathering resulting from exposure to sunlight, extremes of weather and atmospheric conditions caused by the geographical location of the building and the cleanliness of the air; 8) Discoloration or staining due to shading or sap from trees, bushes, plants, ash from chimneys, and proximity of the Products to copper, zinc or other metals; 9) Fading of the Pre-Finished Grayne Products that does not rise to the level of than excessive fading (as defined above).

Remedies. If the Products do not meet the Warranty, Boral shall at its option and subject to the Warranty Coverage Schedule shown below (as applicable), repair or replace the Products or refund the purchase price of the Products (less taxes). For the first five (5)

Granite Countertop Care

The easiest way to keep your stone looking great is to avoid bad habits that may damage it. Granite, marble, travertine, limestone, soapstone and quartz are similar in many ways, but their differences require varying degrees of maintenance. If you utilize the granite counter top care and cleaning procedures that follow for all your countertops, no matter what type of stone or surface, you'll eliminate **most** potential problems without ever having to think too hard about it or worry that you may be causing damage.

DO:

Blot up spills immediately. Acidic substances like wine, coffee, fruit juices, tomato sauce and sodas will not etch granite like they do marble, but they could potentially stain the surface. Cooking oils may also leave a stain if not wiped up.

Clean surfaces using a sponge or soft cloth. Using a specially formulated stone cleaner is recommended to keep your tops in the best condition and protect the sealer, but hot water will do for quick clean-ups. Dish soap won't permanently damage your granite, but repeated use of soap will cause build-up (yes, even if you rinse) and dull your countertop's shine. So, using dish soap for regular granite counter top care is not recommended.

Use coasters under all glasses, bottles and cans. Again, granite won't etch and using coasters on dense and/or properly sealed granite is not an absolute necessity like with marble, but using coasters is just a good practice to protect all surfaces.

Use trivets and hot pads under pots & pans. Yes, you can take a hot pot off the stove and put it right on granite countertops without any problems. It is possible for granite (or any stone or quartz) to suffer "thermal shock" and crack, but rare. You don't really want to put hot pans on any other surface save soapstone.

Use cutting boards. Again, avoid the possibility of scratching the surface and protect your knives. Cutting on stone will dull and damage your knives' edges quickly. Also keep stone free of grit to prevent abrasion between surfaces.

DON'T:

Use generic cleaning products such as bleach, glass cleaners, de-greasers or other common household cleaners. These products that you buy at your local store contain acids, alkalis and other chemicals that will degrade the sealer.

Use vinegar, ammonia, lemon or orange as cleaners. Again, most common and name-brand household products are not good for cleaning granite countertops (and definitely cannot be used for marble, travertine or most other stones).

Use bathroom, tub & tile or grout cleaners. The powders and even the "soft" creams contain abrasives that will scratch and dull surfaces.

Sit or stand on your countertops. Unlike laminate countertops, granite, marble and quartz countertops are very hard, but not flexible and they DO NOT have a plywood backing so too much weight in one spot could cause a crack.

Store liquids and toiletries directly on your countertop surface. Cooking oils, hair products, perfumes, nail products, creams, lotions and potions have a tendency to spill or leak and go overlooked. Even when sealed, a substance that remains on the surface for an extended period may stain granite (and etch marble and other stones).

Natural products are forgiving and repairable, but follow these guidelines to keep them looking their best and you will enjoy them for years to come!



Harvey vinyl windows are manufactured from raw materials of the highest quality using the most up-to-date and modern production techniques. They are warranted for residential installations as follows.

LIFETIME WARRANTY

The extruded, solid vinyl members, screening and component mechanical parts, including locks, keepers, balances, and sash retainers are warranted against defects in material and workmanship for as long as the original purchaser owns and resides in the house in which they are installed.

TWENTY YEAR WARRANTY

Insulating glass is warranted against material obstruction of transparency resulting from film formation or dust collection on the interior surfaces for a period of twenty years.

TRANSFERABILITY

In the event the original purchaser sells the property in which the vinyl windows are installed, the coverage provided by this warranty will be limited to only the next subsequent owner and will be twenty (20) years from the date of manufacture.

EXCLUSIONS AND LIMITATIONS

The above warranty periods commence on the date of shipment from the manufacturing facility.

This warranty does not cover broken glass; torn screening; damages resulting from improper installation; damages caused by airborne pollutants such as salt or acid rain; negligence or unreasonable use (including failure to provide reasonable and necessary maintenance); stress resulting from localized application of heat that causes excessive temperature differential over the glass surface or the edges of the unit; damage resulting from fire, lightning, windstorms, earthquakes, windborne objects, strain applied to the unit by movement of the building or inadequate provision for expansion or contraction of framing members; condensation on windows, which is a natural result of humidity within the house and the difference between the internal and exterior temperatures; installation in ships, vehicles, or outside the continental United States; seal failure if the seal has been subject to immersion in water; acts of God or other causes beyond the control of the manufacturer.

Locking or non-locking screens will not stop a child from falling out a window. Screens are not intended to act as a human barrier.

This warranty covers only manufacturing defects, is limited to repairing or replacing defective parts or components, and providing return transportation to the manufacturer's nearest place of business, and does not include labor or other costs incurred in the removal, replacement, installation, or reinstallation of the product or any part or component of the product. Harvey Building Products reserves the right to discontinue or modify any of its products without notice and will not be liable under this limited warranty as a result of such discontinuance or modification and will have the right to substitute products which, in its sole discretion, are of equal value and quality. This warranty is intended to cover individual homeowners and does not apply to products purchased by or installed in commercial applications such as property owned by corporations, governmental agencies, partnerships, trusts, religious organizations, schools, or cooperative housing arrangements, or installed on apartment buildings or any other type of buildings or premises not used by individual homeowners as their residence. For such purchasers or entities to which this coverage does not apply, the warranty period will be (10) years following the date of original installation.

This warranty applies to the following Harvey vinyl window products only: double hung, single hung, casement, awning, hopper, rolling, picture and designer shapes. Bay and bow configurations are also covered; however wood components are limited to a 10 year warranty. Acoustic vinyl windows are limited to a 10 year non-transferable warranty. This warranty does NOT apply to garden windows.

The statements contained herein set forth the only express warranties of the above products. Any implied warranties imposed by law, such as implied warranties of merchantability or fitness for a particular purpose, are limited in time to the duration of the above express warranties.

The manufacturer shall not be liable to the buyer for incidental or consequential damages for breach of any written or implied warranty.

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

CLAIMS PROCEDURE

The product should first be inspected by the company that sold and installed the product to the homeowner within a reasonable time after discovery of a problem to determine if the problem is installation or product related.

To make a claim under this warranty for a product defect, either the contracting company or the homeowner should notify Harvey Building Products by calling our Field Service Dept at 1-800-822-0437, visiting our website at harveybp.com, or sending an email to fieldservice@harveybp.com. The claim must identify the company that the product was purchased from, the window type, installation date, serial number and the specific defect.

CONTRACTING COMPANY

Name _____

City, St, Zip _____

Installation Date _____

Order # _____

Phone _____

HOMEOWNER / PURCHASER

Name _____

Address _____

City, St, Zip _____



Cabinet Warranty
Protection for your investment
Limited Lifetime Warranty

MasterBrand Cabinets, Inc. (“**We**” or “**Us**”) extends the following limited lifetime warranty (“**Limited Warranty**”) to the first Residential Purchaser (“**You**” or “**Your**”) of a cabinet or vanity manufactured by Us (each, a “**Product**”). This Limited Warranty is only applicable to Products sold to the first Residential Purchaser and used in the applications described below within the United States and Canada (excluding Quebec). Except as allowed below or by applicable law, You may not assign or transfer this Limited Warranty.

WHO IS A RESIDENTIAL PURCHASER? Under this Limited Warranty, a “**Residential Purchaser**” means any of the following:

- a person who purchases and installs the Product in a dwelling that is owned and used by that person as a primary or secondary home;
- any person or business such as a builder, contractor or developer that purchases and installs the Product in a newly constructed or remodeled dwelling that will be used by the initial owner/purchaser of that dwelling as a primary or secondary home. In such situation, this Limited Warranty may be assigned to the initial owner/purchaser who uses the dwelling as a primary or secondary home.

Under this Limited Warranty, a primary or secondary home does not include rental property. This Limited Warranty does not apply to landlords, leasing companies or other commercial purchasers (See Commercial Warranty).

WHAT DOES THIS LIMITED WARRANTY COVER? Subject to the exclusions and limitations set forth in this Limited Warranty, We warrant to You that each Product will be free from defects in material and workmanship, under normal use and maintenance, for the applicable warranty period stated below. This warranty gives You specific legal rights, and You may have other rights which vary from State to State or Province to Province.

WHAT IS THE WARRANTY PERIOD APPLICABLE TO RESIDENTIAL PURCHASERS? The warranty period for Your Product (excluding certain components discussed in the following paragraph) is for as long as You own the dwelling in which Your Product was originally installed and You use the dwelling as a primary or secondary home. Notwithstanding the preceding paragraph, the warranty periods applicable to the following Product components that were not originally manufactured by Us are as follows:

- Vent Hoods, Blowers, and components: 1 year from the date of original purchase
- Lighting, Electronic, and Powered components: 2 years from the date of original purchase.
- Decorative Hardware: 5 years from the date of original purchase.

DISCLAIMER OF OTHER WARRANTIES: THIS LIMITED WARRANTY IS OUR SOLE AND EXCLUSIVE WARRANTY WITH RESPECT TO THE PRODUCTS. ALL IMPLIED WARRANTIES ARE STRICTLY LIMITED TO THE DURATION OF THE LIMITED WARRANTY APPLICABLE TO THE PRODUCT AS STATED ABOVE, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

WHAT THIS LIMITED WARRANTY DOES NOT COVER (EXCLUSIONS): The Limited Warranty does not apply to any Product:

- installed or used outdoors;
- used for purposes for which it is not designed or intended by Us;
- which has been subjected to misuse, vandalism, abuse, negligence, accident, or unauthorized modifications;
- which has been improperly stored (if the Product must be stored, it should be covered and stored in a humidity and temperature controlled environment, away from direct sunlight);
- which has been improperly installed, cleaned, or maintained (for more information regarding the proper use and care of the Product, please consult the applicable Use and Care Instructions that accompanied the Product or that can be found at www.kempercabinets.com/care-and-cleaning);
- which has been subjected to improper temperature, moisture and/or humidity extremes (temperature outside the range of 50-85°F (10-29°C) and humidity outside the range of 30-55% are considered extreme);
- damaged by fire, flood, acts of God, or other external causes beyond our control; and/or
- exhibiting normal wear and tear.

In addition, natural woods may vary in color and characteristics and exhibit subtle changes as they age. For example, painted doors, drawer fronts, and face frames may eventually have visible cracking around the joint area, and cabinet colors may darken or lighten over time. Sunlight, smoke, and other environmental conditions may also affect the color and integrity of the Product's finish or appearance over time. These variations are considered to be the nature of the material in relation to their environmental exposure and are not covered under this Limited Warranty.

Certain household cleaners and other substances may also affect the color and integrity of the Product's finish or appearance over time. Do not use abrasive cleaners, cleaners that contain chlorine, acidic cleaners, scuffing sponges or steel wool because they may scratch and affect the color or finish of the Product. Any such effects on the color and/or integrity of the finish or appearance over time are not considered defects in material or workmanship and are not covered by this Limited Warranty.

SOLE AND EXCLUSIVE REMEDY: In the event of a defect in the workmanship or materials of a Product or Product component occurring during the warranty period described above, We will, at our option, repair or replace any defective Product or Product component; provided, if it is not commercially feasible to repair or replace a defective Product or Product component, We may refund the original price paid by You for the defective Product or Product component, or provide a credit towards a similar type of product sold by Us. The foregoing are Your sole and exclusive remedies for any Product defect or non-conformity. By way of example but not limitation, the following costs and expenses are not covered by this Limited Warranty: (1) labor costs for the original installation, removal, or reinstallation of the Product, or defective part thereof; (2) labor costs or material charges for the removal, reinstallation, repainting, refinishing or replacement of any other items or building materials which must be removed, replaced, reinstalled, or refinished in order to repair or replace the defective Product or component. For example, costs associated with the following will not be reimbursed: counters, sinks, tiles, flooring, accessories, appliances or plumbing fixtures. When a claim for warpage, joint separation or wood growth is submitted, We may, at our option and after inspection, defer action for up to 12 months to allow the Product to acclimate to the installed environment. Further, We reserve the right to modify or

alter any Product design, specifications or materials without obligation to make similar changes to Products previously manufactured or sold by Us.

The repair or replacement remedies offered by Us under this Limited Warranty are contingent on the current Product offerings of styles and construction options within our Product line at the time a warranty claim is made by You. If a valid warranty claim is filed for an obsolete Product, We reserve the right, at our sole option, to honor its repair or replacement obligations under this Limited Warranty by either: (1) replacing the affected Product or component with a new Product or component of the same or approximate style or color from our current Product line or offerings; or (2) replacing the affected Product or component to achieve a uniform appearance with a similar or comparable product style or approximate color of the originally purchased style. If a Product or components are replaced or repaired, We cannot guarantee an exact match with the finish or appearance of other products or fixtures installed at Your dwelling. This is due to changes that may occur during the Products' natural aging process, affecting its color and/or grain.

LIMITATION OF LIABILITY: The remedies described above are Your sole and exclusive remedies and our entire liability for any breach of this Limited Warranty. Our total liability shall under no circumstances exceed the actual amount paid by You for the defective product. Further, We shall not under any circumstances be liable for any consequential, indirect, incidental, special or punitive damages or losses (including lost profits), even if this Limited Warranty is deemed to have failed of its essential purpose. Some States and Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to You.

HOW DO YOU OBTAIN WARRANTY SERVICE? To obtain more information regarding the Product or to make a claim under this Limited Warranty, contact one of our authorized dealers or distributors, who will arrange for inspection of the Product. A dated sales receipt as proof of purchase is required to obtain benefits from this Limited Warranty. If you have difficulty obtaining assistance, please write to:

MasterBrand Cabinets, Inc
Attn: Consumer Affairs
One MasterBrand Cabinet Drive
P.O. Box 420
Jasper, IN 47547-0420

WARRANTY TIMELINE

Cabinetry purchased from May 1, 2018 - Current: Lifetime Limited Warranty, As Stated Above

Cabinetry purchased from July 31, 2001 - April 30, 2018: Lifetime Limited Warranty for All Platforms

Cabinetry purchased between June 1999 - July 31, 2001: Ten Year Warranty for Buyline; Lifetime Limited Warranty for Choice and Showcase

Cabinetry purchased between April 1996 - June 1999: Five Year Warranty for Buyline and Choice; Seven Year Warranty for Showcase

Cabinetry purchased before April 2, 1996: One Year Warranty for All Platforms

CEILING AND WALL FAN WARRANTY

Lifetime Limited Warranty on Kichler® Ceiling and Wall Fans

Kichler Lighting LLC ("Kichler Lighting") warrants the following catalogued ceiling and wall fan products and component parts to the original consumer purchaser or commercial purchaser, as applicable, to be free from defects in material and workmanship for the applicable period specified below.

Ceiling and Wall Fan Motor or Motor-Related Parts

For as long as the original consumer purchaser or commercial purchaser owns the ceiling or wall fan.

LED Light Engines and Electrical Components

Five (5) years from the date of purchase when the ceiling or wall fan containing the LED light engine and electrical components is installed in a single family residence by the original consumer purchaser. For commercial purchasers, the warranty period is three (3) years from the date of purchase.

Other Parts

One (1) year from the date of purchase of the ceiling or wall fan. Covered parts include, but are not limited to, blades, light kits, down rods, switches, housing or finish.

Special Order (non-catalogued) Ceiling and Wall Fans

One (1) year from the date of purchase.

What We Will Do

Kichler Lighting, at its sole discretion, will repair or replace, free of charge, during the applicable warranty period, any product or component part (as described above) that proves defective in material and/or workmanship under normal installation, use and service. If repair or replacement is not practical, Kichler Lighting may elect to refund the purchase price in exchange for the return of the product. Replacement parts are subject to availability and may differ from those originally supplied. These are your exclusive remedies.

What is Not Covered

The following carry no warranty other than the manufacturer's warranty:

- Non-LED light bulbs supplied by, but not manufactured by, Kichler Lighting
- Non-Kichler branded LED light bulbs supplied by, but not manufactured by, Kichler Lighting

This warranty does not cover polished brass finishes on the products described above. This warranty does not cover damage resulting from reasonable wear and tear, voltage outside of the North American Standard Voltage Range 108 to 132 VAC (60 HZ), misuse (including use of the product for an unintended

application), abuse, improper packaging of product returned to Kichler Lighting, neglect and improper or incorrect installation, maintenance or repair, including failure to follow the applicable care and cleaning instructions. Kichler Lighting recommends using a professional electrician for all installation and repair of its products.

What You Must Do to Obtain Warranty Service or Replacement Parts

A warranty claim may be made by returning the product to the distributor or retailer from whom you purchased the product with proof of purchase (original sales receipt) and a written claim briefly describing the defect.

If the distributor or retailer is not available, or if you have questions about this warranty, please contact us by mail or online as follows (please include your model number and date of purchase):

Kichler Lighting LLC
7711 East Pleasant Valley Rd
Cleveland, OH 44131
<http://www.kichler.com/customer-service/contact-us/.aspx>

Limitation on Duration of Implied Warranties

Note: Some states/provinces (including Quebec) do not allow limitations on how long an implied warranty lasts, so the below limitation may not apply to you. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THIS WARRANTY, WHICHEVER IS SHORTER.

Limitation of Special, Incidental or Consequential Damages

Note: Some states/provinces (including Quebec) do not allow the exclusion or limitation of special, incidental or consequential damages, so the below limitations and exclusions may not apply to you. Notice to residents of the State of New Jersey: The provisions of this warranty, including its limitations, are intended to apply to the fullest extent permitted by the laws of the State of New Jersey. KICHLER LIGHTING SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LABOR CHARGES TO REPAIR, REPLACE, INSTALL OR REMOVE THIS PRODUCT), WHETHER ARISING OUT OF BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, TORT, OR OTHERWISE.

Additional Rights

This warranty gives you specific legal rights. You may also have other rights which vary by state or province.

This warranty is not transferable

Last updated | Última actualización | Dernière mise à jour: 28 FEB 2019

GARANTÍA DE VENTILADOR DE TECHO Y PARED

Garantía limitada de por vida para ventiladores de techo y pared Kichler®

Kichler Lighting LLC ("Kichler Lighting") garantiza al comprador consumidor original o al comprador comercial, según correspondiese, que los siguientes productos y componentes de ventiladores de techo y de pared catalogados no contienen defectos de material y mano de obra durante el período aplicable que se especifica a continuación.

Motor de ventilador de techo y de pared o piezas relacionadas con el motor

Mientras el comprador consumidor original o el comprador comercial fuese dueño del ventilador de techo o de pared.

Motores de luz LED y componentes eléctricos

Cinco (5) años a partir de la fecha de compra cuando el ventilador de techo o de pared que contiene el motor de la luz LED y los componentes eléctricos se instalasen en una residencia unifamiliar por el comprador consumidor original. Para los compradores comerciales, el período de garantía es de tres (3) años a partir de la fecha de compra.

Otras piezas

Un (1) año a partir de la fecha de compra del ventilador de techo o de pared. Las partes cubiertas incluyen, entre otros, aspas, kits de luces, varillas de bajada, interruptores, carcasa o acabado.

Ventiladores de techo y pared con pedidos especiales (no catalogados)

Un (1) año a partir de la fecha de compra.

Qué haremos

Kichler Lighting, a su exclusiva discreción, reparará o reemplazará, sin cargo alguno, durante el período de garantía aplicable, cualquier producto o componente (tal como se describe con anterioridad) que resultase defectuoso en cuanto a materiales o mano de obra en condiciones normales de instalación, uso y servicio. Si la reparación o el recambio no resultasen posibles, Kichler Lighting puede optar por reembolsar el precio de compra a cambio de la devolución del producto. Las piezas de recambio están sujetas a disponibilidad y pueden diferir de las suministradas de manera original. Estos son sus recursos exclusivos.

Lo que no está cubierto

Lo siguiente no tiene otra garantía que la del fabricante:

- bombillas que no son LED suministradas, pero no fabricadas por Kichler Lighting;
- bombillas LED que no son de marca Kichler, suministradas por Kichler Lighting, pero que no son de su fabricación.

Esta garantía no cubre los acabados de metal pulido de los productos descritos con anterioridad. Esta garantía no cubre los daños que fuesen resultado del desgaste razonable, del voltaje fuera del rango del voltaje estándar norteamericano de

KICHLER®

108 a 132 V CA (60 Hz), del mal uso (incluido el uso del producto para una aplicación no intencionada), del uso indebido, del embalaje inadecuado del producto devuelto a Kichler Lighting, de la negligencia y de la instalación, del mantenimiento o de la reparación inadecuados o incorrectos, incluido el incumplimiento de las instrucciones de cuidado y limpieza correspondientes. Kichler Lighting recomienda utilizar un electricista profesional para toda la instalación y la reparación de sus productos.

Qué debe hacer para obtener el servicio de garantía o las piezas de recambio

Se puede hacer un reclamo de garantía al devolver el producto al distribuidor o al minorista al que compró el producto con el comprobante de compra (recibo de venta original) y un reclamo por escrito que describa brevemente el defecto.

Si el distribuidor o el minorista no estuviesen disponibles, o si tuviese preguntas sobre esta garantía, póngase en contacto con nosotros por correo o en línea de la manera siguiente (incluya el número de modelo y la fecha de compra):

Kichler Lighting LLC
7711 East Pleasant Valley Rd
Cleveland, OH 44131
<http://www.kichler.com/customer-service/contact-us/.asp>

Limitación de la duración de las garantías implícitas

Nota: algunos estados/provincias (incluido Quebec) no permiten limitaciones en cuanto a la duración de una garantía implícita, por lo que es posible que la limitación siguiente no se aplicase en su caso. EN LA MEDIDA EN QUE LO PERMITIESEN LAS LEYES, TODA GARANTÍA IMPLÍCITA, INCLUIDAS LAS GARANTÍAS IMPLÍCITAS DE COMERCIABILIDAD Y DE IDONEIDAD PARA UN FIN DETERMINADO, SE LIMITA AL PERÍODO REGLAMENTARIO O A LA DURACIÓN DE ESTA GARANTÍA, LO QUE FUESE MENOR.

Limitación de los daños especiales, incidentales o consecuentes

Nota: algunos estados/provincias (incluido Quebec) no permiten la exclusión o la limitación de los daños especiales, incidentales o consecuentes, por lo que es posible que las limitaciones y las exclusiones que figuran a continuación no se aplicasen en su caso. Aviso a los residentes del estado de Nueva Jersey: las disposiciones de esta garantía, incluidas sus limitaciones, tienen por objeto aplicarse en el grado máximo que permitiesen las leyes del estado de Nueva Jersey. KICHLER LIGHTING NO SERÁ RESPONSABLE DE NINGÚN DAÑO ESPECIAL, INCIDENTAL O CONSECUENTE (INCLUIDOS LOS GASTOS DE MANO DE OBRA PARA REPARAR, REEMPLAZAR, INSTALAR O RETIRAR ESTE PRODUCTO), YA SEA QUE SURGIESE DEL INCUMPLIMIENTO DE ALGUNA GARANTÍA EXPRESA O IMPLÍCITA, DEL INCUMPLIMIENTO DE CONTRATO, ACUERDO EXTRACONTRACTUAL O DE CUALQUIER OTRO MODO.

Derechos adicionales

Esta garantía le otorga derechos legales específicos. También puede tener otros derechos que varían según el estado o la provincia.

Esta garantía no es transferible.

GARANTIE DES VENTILATEURS DE PLAFOND ET MURAUX

Garantie limitée à vie sur les ventilateurs de plafond et muraux Kichler®

Kichler Lighting LLC (« Kichler Lighting ») garantit que les produits suivants, catalogués en tant que ventilateurs de plafond et muraux, et leurs composants, à l'acheteur consommateur initial ou à l'acheteur commercial, selon le cas, sont exempts de défauts de matériaux et de fabrication pendant la période applicable spécifiée ci-dessous.

Moteur du ventilateur de plafond et mural ou pièces liées au moteur

Tant que le consommateur ou l'acheteur commercial d'origine est propriétaire du ventilateur de plafond ou mural. Moteur d'éclairage à LED et composants électriques Cinq (5) ans à compter de la date d'achat lorsque le ventilateur de plafond ou mural contenant le moteur d'éclairage à LED et les composants électriques est installé dans une résidence unifamiliale par l'acheteur consommateur initial. Pour les acheteurs commerciaux, la période de garantie est de trois (3) ans à compter de la date d'achat.

Autres pièces

Un (1) an à compter de la date d'achat du ventilateur de plafond ou mural. Les pièces couvertes comprennent, sans s'y limiter, les lames, les kits d'éclairage, les tiges, les interrupteurs, le boîtier ou la finition.

Commande spéciale (hors catalogue) de ventilateurs de plafond et mural

Un (1) an à compter de la date d'achat.

Ce que nous ferons

Kichler Lighting, à sa seule discrétion, réparera ou remplacera gratuitement, pendant la période de garantie applicable, tout produit ou composant (tel que décrit ci-dessus) qui s'avérerait défectueux en termes de matériaux et/ou de fabrication dans le cadre d'une installation, d'une utilisation et d'un service normaux. Si la réparation ou le remplacement n'est pas praticable, Kichler Lighting peut choisir de rembourser le prix d'achat en échange du retour du produit. Les pièces de rechange sont soumises à la disponibilité et peuvent différer de celles fournies à l'origine. Ce sont vos recours exclusifs.

Ce qui n'est pas couvert

Les produits suivants ne bénéficient d'aucune autre garantie que celle du fabricant :

- Ampoules non-LED fournies par Kichler Lighting, mais non fabriquées par cette société
- Ampoules LED de marque autre que Kichler fournies par Kichler Lighting, mais non fabriquées par cette société

Cette garantie ne couvre pas les finitions en laiton poli des produits décrits ci-dessus. Cette garantie ne couvre pas les dommages résultant d'une usure raisonnable, d'une tension en dehors de la plage de tension standard nord-américaine de 108 à 132 VAC

(60 HZ), de cas de force majeure, d'une mauvaise utilisation (y compris le recours au produit pour une application non prévue), d'un détournement, d'un emballage inadéquat du produit restitué à Kichler Lighting, d'une négligence et d'une installation, d'un entretien ou d'une réparation incorrecte ou inappropriée, y compris le non-respect des instructions d'entretien et de nettoyage applicables. Kichler Lighting recommande de faire appel à un électricien professionnel pour toute installation et réparation de ses produits.

Ce que vous devez faire pour obtenir un service de garantie ou des pièces de rechange

Une demande de garantie peut être faite en restituant le produit au distributeur ou au détaillant auprès duquel vous avez acheté le produit avec la preuve d'achat (ticket de caisse original) et une réclamation écrite décrivant brièvement le défaut.

Si le distributeur ou le détaillant n'est pas disponible, ou si vous avez des questions concernant cette garantie, veuillez nous contacter par courrier ou en ligne comme suit (veuillez indiquer votre numéro de modèle et la date d'achat) :

Kichler Lighting LLC
7711 East Pleasant Valley Rd
Cleveland, OH 44131
<http://www.kichler.com/customer-service/contact-us/.asp>

Limitation de la durée des garanties implicites

Note : Certains états/provinces (dont le Québec) n'autorisent pas la limitation de la durée d'une garantie implicite, il est donc possible que la limitation ci-dessous ne vous concerne pas. DANS LA MESURE PERMISE PAR LA LOI, TOUTE GARANTIE IMPLICITE, Y COMPRIS LES GARANTIES IMPLICITES DE QUALITÉ MARCHANDE ET D'ADÉQUATION À UN USAGE PARTICULIER, EST LIMITÉE À LA PÉRIODE LÉGALE OU À LA DURÉE DE CETTE GARANTIE, LA DURÉE LA PLUS COURTE DES DEUX ÉTANT RETENUE.

Limitation des dommages spéciaux, accessoires ou consécutifs

Note : Certains états/provinces (dont le Québec) n'autorisent pas l'exclusion ou la limitation des dommages spéciaux, accessoires ou consécutifs, de sorte que les limitations et exclusions ci-dessous peuvent ne pas vous être applicables. Avis aux résidents de l'État du New Jersey : Les dispositions de la présente garantie, y compris ses limitations, sont destinées à s'appliquer dans toute la mesure permise par les lois de l'État du New Jersey. KICHLER LIGHTING NE PEUT ÊTRE TENU POUR RESPONSABLE DE TOUT DOMMAGE SPÉCIAL, ACCESSOIRE OU CONSÉCUTIF (Y COMPRIS LES FRAIS DE MAIN-D'ŒUVRE POUR RÉPARER, REMPLACER, INSTALLER OU RETIRER CE PRODUIT), QU'IL RÉSULTE D'UNE VIOLATION DE TOUTE GARANTIE EXPRESSE OU IMPLICITE, D'UNE RUPTURE DE CONTRAT, D'UN DÉLIT CIVIL OU AUTRE.

Droits supplémentaires

Cette garantie vous donne des droits légaux particuliers. Vous pouvez également avoir d'autres droits qui varient en fonction des États ou des provinces.

Cette garantie n'est pas cessible.

INDOOR LIGHTING WARRANTY

Limited Warranty on Kichler® Indoor Lighting Fixtures

Kichler Lighting LLC ("Kichler Lighting") warrants the following catalogued products and component parts to the original consumer purchaser or commercial purchaser, as applicable, to be free from defects in material and workmanship for the applicable period specified below.

Indoor Lighting Fixtures

One (1) year from the date of purchase.

LED Light Engine and Electrical Components

Five (5) years from the date of purchase when the lighting fixture containing the LED light engine and electrical components is installed in a single family residence by the original consumer purchaser. For commercial purchasers, the warranty period is three (3) years from the date of purchase.

Indoor Lighting Fixtures with Energy Star® Label

Three (3) years from the date of purchase.

Special Order (non-catalogued) Indoor Lighting Fixtures

One (1) year from the date of purchase.

What We Will Do

Kichler Lighting, at its sole discretion, will repair or replace, free of charge, during the applicable warranty period, any product or component part (as described above) that proves defective in material and/or workmanship under normal installation, use and service. If repair or replacement is not practical, Kichler Lighting may elect to refund the purchase price in exchange for the return of the product. Replacement parts are subject to availability and may differ from those originally supplied. These are your exclusive remedies.

What Is Not Covered

The following carry no warranty other than the manufacturer's warranty:

- Non-LED light bulbs supplied by, but not manufactured by, Kichler Lighting
- Non-Kichler branded LED light bulbs supplied by, but not manufactured by, Kichler Lighting

This warranty does not cover polished brass finishes on the products described above. This warranty does not cover damage resulting from reasonable wear and tear, voltage outside of the North American Standard Voltage Range 108 to 132 VAC (60HZ), acts of God, misuse (including use of the product for an unintended application), abuse, improper packaging of product returned to Kichler Lighting, neglect and improper or incorrect

installation, maintenance or repair, including failure to follow the applicable care and cleaning instructions. Kichler Lighting recommends using a professional electrician for all installation and repair of its products.

What You Must Do to Obtain Warranty Service or Replacement Parts

A warranty claim may be made by returning the product to the distributor or retailer from whom you purchased the product with proof of purchase (original sales receipt) and a written claim briefly describing the defect.

If the distributor or retailer is not available, or if you have questions about this warranty, please contact us by mail or online as follows (please include your model number and date of purchase):

Kichler Lighting LLC
7711 East Pleasant Valley Rd
Cleveland, OH 44161-8010
<http://www.kichler.com/customer-service/contact-us/.aspx>

Limitation on Duration of Implied Warranties

Note: Some states/provinces (including Quebec) do not allow limitations on how long an implied warranty lasts, so the below limitation may not apply to you. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THIS WARRANTY, WHICHEVER IS SHORTER.

Limitation of Special, Incidental or Consequential Damages

Note: Some states/provinces (including Quebec) do not allow the exclusion or limitation of special, incidental or consequential damages, so the below limitations and exclusions may not apply to you. Notice to residents of the State of New Jersey: The provisions of this warranty, including its limitations, are intended to apply to the fullest extent permitted by the laws of the State of New Jersey. KICHLER LIGHTING SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LABOR CHARGES TO REPAIR, REPLACE, INSTALL OR REMOVE THIS PRODUCT), WHETHER ARISING OUT OF BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, TORT, OR OTHERWISE.

Additional Rights

This warranty gives you specific legal rights. You may also have other rights which vary by state or province.

This warranty is not transferable.

Last updated | Última actualización | Dernière mise à jour: 28 FEB 2019

GARANTÍA DE ILUMINACIÓN INTERIOR

Garantía limitada de las lámparas Kichler® para iluminación interior

Kichler Lighting LLC ("Kichler Lighting") garantiza al consumidor que hizo la compra original o al comprador comercial, según aplique, que los siguientes productos catalogados y sus componentes están libres de defectos de materiales y mano de obra por el periodo que aplica según se especifica a continuación.

Lámparas para iluminación interior

Un (1) año a partir de la fecha de compra.

Motor de luz LED y componentes eléctricos

Cinco (5) años a partir de la fecha de compra cuando la lámpara que contiene el motor de luz LED y los componentes eléctricos está instalada en una residencia de una sola familia por el consumidor que hizo la compra original. Para los compradores comerciales, el periodo de garantía es de tres (3) años a partir de la fecha de compra.

Lámparas para iluminación interior con el sello Energy Star®

Tres (3) años a partir de la fecha de compra.

Lámparas para iluminación interior de pedido especial (no catalogadas)

Un (1) año a partir de la fecha de compra.

Lo que haremos

Kichler Lighting, a su exclusiva discreción, reparará o reemplazará, sin costo, durante el periodo de garantía que aplica, cualquier producto o pieza componente (según se describe arriba) que se demuestre que tiene defectos en los materiales o de la mano de obra bajo condiciones de instalación, uso y servicio normales. Si la reparación o el reemplazo son impracticables, Kichler Lighting puede optar por reembolsar el precio de compra a cambio de la devolución del producto. Las piezas de repuesto están sujetas a disponibilidad y pueden ser diferentes a las suministradas originalmente. Estos son sus remedios exclusivos.

Lo que no está cubierto

Los siguientes elementos no tienen otra garantía diferente a la garantía del fabricante:

- Focos no LED suministrados mas no fabricados por Kichler Lighting.
- Focos LED que no tengan la marca Kichler, suministrados mas no fabricados por Kichler Lighting

Esta garantía no cubre los acabados de latón pulido en los productos descritos anteriormente. Esta garantía no cubre los daños ocasionados por el uso normal, el voltaje que esté fuera del rango estándar de voltaje en Norteamérica de 108 a 132 VAC (60 HZ), fuerza mayor, uso inadecuado (incluyendo el uso del producto en una aplicación para la que no está destinado), abuso, empaque inadecuado del producto devuelto a Kichler Lighting, negligencia e instalación inadecuada o incorrecta, mantenimiento o reparación, incluyendo no seguir las instrucciones aplicables

KICHLER®

de cuidados y limpieza. Kichler Lighting recomienda emplear un electricista profesional para toda instalación y reparación de sus productos.

Lo que debe hacer para obtener servicio de garantía o repuestos

Se puede presentar una reclamación de la garantía devolviendo el producto al distribuidor o comercio minorista donde compró el producto, con una prueba de compra (recibo original de venta) y una reclamación escrita que describa brevemente el defecto.

Si el distribuidor o el comercio minorista no está disponible, o si tiene preguntas acerca de esta garantía, contáctenos por correo o en línea en las siguientes direcciones (incluya el número de modelo y la fecha de compra):

Kichler Lighting LLC
7711 East Pleasant Valley Rd, Cleveland, OH 44161-8010
<http://www.kichler.com/customer-service/contact-us/.aspx>

Límite sobre la duración de las garantías implícitas

Nota: Algunos estados y provincias (incluyendo a Quebec) no permiten limitaciones en la duración de una garantía implícita, de manera que la siguiente limitación puede no aplicar a usted. HASTA DONDE LO PERMITA LA LEY, CUALQUIER GARANTÍA IMPLÍCITA, INCLUIDAS LAS GARANTÍAS IMPLÍCITAS DE COMERCIABILIDAD Y ADECUACIÓN A UN FIN PARTICULAR, ESTÁ LIMITADA AL PERIODO ESTATUTARIO O A LA DURACIÓN DE ESTA GARANTÍA, LO QUE SEA MÁS CORTO.

Limitación de daños y perjuicios especiales, incidentales o accesorios

Nota: Algunos estados y provincias (incluyendo a Quebec) no permiten la exclusión o limitación de daños especiales, incidentales o accesorios, por tanto puede que las siguientes limitaciones no apliquen en su caso. Aviso a los residentes del estado de New Jersey: Las disposiciones de esta garantía, entre ellas sus limitaciones, están dedicadas a su aplicación al máximo permitido por las leyes del estado de New Jersey. KICHLER LIGHTING NO SERÁ RESPONSABLE POR NINGÚN DAÑO O PERJUICIO ESPECIAL, INCIDENTAL O ACCESORIO (ENTRE ELLOS CARGOS POR MANO DE OBRA PARA REPARAR, REMPLAZAR, INSTALAR O RETIRAR ESTE PRODUCTO), YA SEA QUE SURJAN DEL INCUMPLIMIENTO DE CUALQUIER GARANTÍA EXPRESA O IMPLÍCITA, INCUMPLIMIENTO DE CONTRATO, RESPONSABILIDAD EXTRACONTRACTUAL O DE OTRA MANERA.

Derechos adicionales

Esta garantía le otorga derechos legales específicos. Usted también puede tener otros derechos que varían dependiendo del estado o la provincia.

Esta garantía no es transferible.

GARANTIE DES LUMINAIRES INTÉRIEURS

Garantie limitée des luminaires intérieurs Kichler®

Kichler Lighting LLC (« Kichler Lighting ») garantit les produits et les composants suivants de son catalogue à l'acheteur consommateur d'origine ou à l'acheteur commercial, selon le cas, contre tout défaut de matériau et de fabrication pendant la période applicable indiquée ci-dessous.

Luminaires intérieurs

Un (1) an à compter de la date d'achat.

Moteur d'éclairage DEL et composants électriques

Cinq (5) ans à compter de la date d'achat lorsque le luminaire contenant le moteur d'éclairage DEL et les composants électriques est installé dans une résidence familiale unique par l'acheteur consommateur initial. Pour les acheteurs commerciaux, la période de garantie est de trois (3) ans à compter de la date d'achat.

Luminaires intérieurs porteurs du label Energy Star®

Trois (3) ans à compter de la date d'achat.

Luminaires intérieurs sur commande spéciale (hors catalogue)

Un (1) an à compter de la date d'achat.

Ce que nous ferons

Kichler Lighting, à sa seule discrétion, réparera ou remplacera gratuitement, pendant la période de garantie applicable, tout produit ou composant (tel que décrit ci-dessus) qui s'avérerait défectueux en termes de matériau et/ou de fabrication constaté dans des conditions normales d'installation, d'utilisation et d'entretien. Si la réparation ou le remplacement sont difficiles à mettre en œuvre, Kichler Lighting peut choisir de rembourser le prix d'achat en échange du retour du produit. Les pièces de rechange sont soumises à disponibilité et peuvent être différentes des pièces fournies à l'origine. Il s'agit là de vos seuls recours possibles.

Ce qui n'est pas couvert

Les produits suivants ne bénéficient d'aucune autre garantie que celle du fabricant

- Ampoules non DEL fournies par Kichler Lighting, mais non fabriquées par cette société
- Ampoules DEL de marque autre que Kichler, fournies par

Kichler Lighting, mais non fabriquées par cette société
Cette garantie ne couvre pas les finitions en laiton poli des produits décrits ci-dessus. Cette garantie ne couvre pas les dommages résultant d'une usure raisonnable, d'une tension située en dehors de la plage de tension standard nord-américaine de 108 à 132 VAC (60 HZ), de cas de force majeure, d'une mauvaise utilisation (y compris l'utilisation du produit pour une application non prévue), d'un abus, d'un emballage inapproprié du produit retourné à Kichler Lighting, d'une négligence et d'une installation, d'un entretien ou d'une réparation incorrecte ou non conforme, y compris le non-respect des instructions d'entretien et de

nettoyage applicables. Kichler Lighting recommande de faire appel à un électricien professionnel pour toute installation et réparation de ses produits.

Ce que vous devez faire pour mettre en œuvre la garantie ou obtenir des pièces de rechange

La mise en œuvre de la garantie peut être demandée en retournant le produit au distributeur ou au détaillant auprès duquel vous avez acheté le produit avec une preuve d'achat (ticket de caisse original) et une réclamation écrite décrivant brièvement le défaut.

Si le distributeur ou le détaillant n'est pas disponible, ou si vous avez des questions concernant cette garantie, veuillez nous contacter par courrier ou en ligne comme suit (veuillez indiquer votre numéro de modèle et la date d'achat) :

Kichler Lighting LLC
7711 East Pleasant Valley Rd, Cleveland, OH 44161-8010, USA
<http://www.kichler.com/customer-service/contact-us/.aspx>

Limitation de la durée des garanties implicites

Remarque : Certains états/provinces (notamment le Québec) n'autorisent pas à limiter la durée d'une garantie implicite, il est donc possible que la limitation ci-dessous ne s'applique pas à vous. DANS LA MESURE PERMISE PAR LA LOI, TOUTE GARANTIE IMPLICITE, Y COMPRIS LES GARANTIES IMPLICITES DE QUALITÉ MARCHANDE ET D'ADAPTATION À UN USAGE PARTICULIER, EST LIMITÉE À LA PÉRIODE LÉGALE OU À LA DURÉE DE CETTE GARANTIE, LA PLUS COURTE DES DEUX ÉTANT RETENUE.

Limitation liée à des dommages spéciaux, accessoires ou consécutifs

Remarque : Certains États/provinces (notamment le Québec) n'autorisent pas l'exclusion ou la limitation des dommages spéciaux, accessoires ou consécutifs, il est donc possible que les limitations ci-dessous ne s'appliquent pas à vous. Avis aux résidents de l'État du New Jersey : Les dispositions de cette garantie, y compris ses limitations, sont destinées à s'appliquer dans toute la mesure permise par les lois de l'État du New Jersey. KICHLER LIGHTING NE SERA PAS TENUE RESPONSABLE DE TOUT DOMMAGE SPÉCIAL, ACCESSOIRE OU CONSÉCUTIF (Y COMPRIS LES FRAIS DE MAIN-D'ŒUVRE POUR RÉPARER, REMPLACER, INSTALLER OU RETIRER CE PRODUIT), QU'IL RÉSULTE D'UNE VIOLATION DE TOUTE GARANTIE EXPRESSE OU IMPLICITE, D'UNE VIOLATION DE CONTRAT, D'UN DÉLIT OU AUTRE.

Droits complémentaires

Cette garantie vous procure des droits légaux spécifiques. Vous pouvez également détenir d'autres droits qui varient selon les états ou provinces.

Cette garantie n'est pas transférable.

OUTDOOR LIGHTING WARRANTY

Limited Warranty on Kichler® Outdoor Lighting Fixtures

Kichler Lighting LLC (“Kichler Lighting”) warrants the following catalogued outdoor lighting products and component parts to the original consumer purchaser or commercial purchaser, as applicable, to be free from defects in material and workmanship for the applicable period specified below.

Outdoor Lighting Fixtures

One (1) year from the date of purchase.

LED Light Engine and Electrical Components

Five (5) years from the date of purchase when the lighting fixture containing the LED light engine and electrical components is installed in a single family residence by the original consumer purchaser. For commercial purchasers, the warranty period is three (3) years from the date of purchase.

Exterior Finishes

- LifeBrite® Outdoor Lantern Exterior Finish: As long as the original consumer purchaser or commercial purchaser owns the lantern. This warranty does not cover damage caused by chemicals and harsh cleaners.
- Climates® Outdoor Lantern Finish: Six (6) years from the date of purchase. This warranty does not cover damage caused by chemicals and harsh cleaners.

Special Order (non-catalogued) Indoor Lighting Fixtures

One (1) year from the date of purchase.

What We Will Do

Kichler Lighting, at its sole discretion, will repair or replace, free of charge, during the applicable warranty period, any product or component part (as described above) that proves defective in material and/or workmanship under normal installation, use and service. If repair or replacement is not practical, Kichler Lighting may elect to refund the purchase price in exchange for the return of the product. Replacement parts are subject to availability and may differ from those originally supplied. These are your exclusive remedies.

What Is Not Covered

The following carry no warranty other than the manufacturer's warranty:

- Non-LED light bulbs supplied by, but not manufactured by, Kichler Lighting
- Non-Kichler branded LED light bulbs supplied by, but not manufactured by, Kichler Lighting

This warranty does not cover polished brass finishes on the products described above. This warranty does not cover damage resulting from reasonable wear and tear, voltage outside of the North American Standard Voltage Range 108 to 132 VAC (60 HZ), acts of God, misuse (including use of the product for an unintended application), abuse, improper packaging of product

returned to Kichler Lighting, neglect and improper or incorrect installation, maintenance or repair, including failure to follow the applicable care and cleaning instructions. Kichler Lighting recommends using a professional electrician for all installation and repair of its products.

Because certain acid-loving plants (arborvitae, pine trees, etc.) should not be exposed to light of any kind for more than 18 hours a day. If a plant should die or burn because of being exposed to continuous light, the cost to replace the damaged plant is not covered by this warranty.

What You Must Do to Obtain Warranty Service or Replacement Parts

A warranty claim may be made by returning the product to the distributor or retailer from whom you purchased the product with proof of purchase (original sales receipt) and a written claim briefly describing the defect.

If the distributor or retailer is not available, or if you have questions about this warranty, please contact us by mail or online as follows (please include your model number and date of purchase):

Kichler Lighting LLC
7711 East Pleasant Valley Rd
Cleveland, OH 44131
<http://www.kichler.com/customer-service/contact-us/.aspx>

Limitation on Duration of Implied Warranties

Note: Some states/provinces (including Quebec) do not allow limitations on how long an implied warranty lasts, so the below limitation may not apply to you. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THIS WARRANTY, WHICHEVER IS SHORTER.

Limitation of Special, Incidental or Consequential Damages

Note: Some states/provinces (including Quebec) do not allow the exclusion or limitation of special, incidental or consequential damages, so the below limitations and exclusions may not apply to you. Notice to residents of the State of New Jersey: The provisions of this warranty, including its limitations, are intended to apply to the fullest extent permitted by the laws of the State of New Jersey. KICHLER LIGHTING SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LABOR CHARGES TO REPAIR, REPLACE, INSTALL OR REMOVE THIS PRODUCT), WHETHER ARISING OUT OF BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, TORT, OR OTHERWISE.

Additional Rights

This warranty gives you specific legal rights. You may also have other rights which vary by state or province.

This warranty is not transferable.

Last updated | Última actualización | Dernière mise à jour: 7 NOV 2019

GARANTÍA DE ILUMINACIÓN PARA EXTERIORES

Garantía limitada de artefactos de iluminación para exteriores de Kichler®

Kichler Lighting LLC (“Kichler Lighting”) garantiza al comprador consumidor original o al comprador comercial, según correspondiese, que los siguientes productos y componentes catalogados de iluminación para exteriores no contienen defectos de material y mano de obra durante el período aplicable que se especifica a continuación.

Artefactos de iluminación para exteriores

Un (1) año a partir de la fecha de compra.

Motor de luz LED y componentes eléctricos

Cinco (5) años a partir de la fecha de compra cuando el aparato de iluminación que contiene el motor de la luz LED y los componentes eléctricos es instalado en una residencia unifamiliar por el comprador consumidor original. Para los compradores comerciales, el período de garantía es de tres (3) años a partir de la fecha de compra.

Acabados para exteriores

- Acabado LifeBrite® de farol para exteriores: siempre y cuando el comprador consumidor original o el comprador comercial fuesen el dueño del farol. Esta garantía no cubre los daños causados por productos químicos y limpiadores agresivos.
- Acabado Climates® de farol para exteriores: seis (6) años a partir de la fecha de compra. Esta garantía no cubre los daños causados por productos químicos y limpiadores agresivos.

Artefactos de iluminación para interiores con pedidos especiales (no catalogados)

Un (1) año a partir de la fecha de compra.

Qué haremos

Kichler Lighting, a su exclusiva discreción, reparará o reemplazará, sin cargo alguno, durante el período de garantía aplicable, cualquier producto o componente (tal como se describe con anterioridad) que resultase defectuoso en cuanto a materiales o mano de obra en condiciones normales de instalación, uso y servicio. Si la reparación o el recambio no resultasen posibles, Kichler Lighting puede optar por reembolsar el precio de compra a cambio de la devolución del producto. Las piezas de recambio están sujetas a disponibilidad y pueden diferir de las suministradas de manera original. Estos son sus recursos exclusivos.

Lo que no está cubierto

Lo siguiente no tiene otra garantía que la del fabricante:

- bombillas que no son LED suministradas, pero no fabricadas por Kichler Lighting;
- bombillas LED que no son de marca Kichler, suministradas por Kichler Lighting, pero que no son de su fabricación.

Esta garantía no cubre los acabados de metal pulido de los productos descritos con anterioridad. Esta garantía no cubre los daños que fuesen resultado del desgaste razonable, del voltaje fuera del rango del voltaje estándar norteamericano de 108 a 132 V CA (60 Hz), de causas de fuerza mayor, del mal uso (incluido el uso del producto para una aplicación no intencionada), del

KICHLER®

uso indebido, del embalaje inadecuado del producto devuelto a Kichler Lighting, de la negligencia y de la instalación, del mantenimiento o de la reparación inadecuados o incorrectos, incluido el incumplimiento de las instrucciones de cuidado y limpieza correspondientes. Kichler Lighting recomienda utilizar un electricista profesional para toda la instalación y la reparación de sus productos.

Como ciertas plantas acidófilas (arborvitae, pinos, etc.) no deben ser expuestas a la luz de ningún tipo durante más de 18 horas al día. Si una planta muriese o se quemase por estar expuesta a una luz continua, el costo de reemplazar la planta dañada no está cubierto por esta garantía.

Qué debe hacer para obtener el servicio de garantía o las piezas de recambio

Se puede hacer un reclamo de garantía al devolver el producto al distribuidor o al minorista al que compró el producto con el comprobante de compra (recibo de venta original) y un reclamo por escrito que describa brevemente el defecto.

Si el distribuidor o el minorista no estuviesen disponibles, o si tuviese preguntas sobre esta garantía, póngase en contacto con nosotros por correo o en línea de la manera siguiente (incluya el número de modelo y la fecha de compra):

Kichler Lighting LLC
7711 East Pleasant Valley Rd
Cleveland, OH 44131
<http://www.kichler.com/customer-service/contact-us/.aspx>

Limitación de la duración de las garantías implícitas

Nota: algunos estados/provincias (incluido Quebec) no permiten limitaciones en cuanto a la duración de una garantía implícita, por lo que es posible que la limitación siguiente no se aplicase en su caso. EN LA MEDIDA EN QUE LO PERMITIESEN LAS LEYES, TODA GARANTÍA IMPLÍCITA, INCLUIDAS LAS GARANTÍAS IMPLÍCITAS DE COMERCIABILIDAD Y DE IDONEIDAD PARA UN FIN DETERMINADO, SE LIMITA AL PERÍODO REGLAMENTARIO O A LA DURACIÓN DE ESTA GARANTÍA, LO QUE FUESE MENOR.

Limitación de los daños especiales, incidentales o consecuentes

Nota: algunos estados/provincias (incluido Quebec) no permiten la exclusión o la limitación de los daños especiales, incidentales o consecuentes, por lo que es posible que las limitaciones y las exclusiones que figuran a continuación no se aplicasen en su caso. Aviso a los residentes del estado de Nueva Jersey: las disposiciones de esta garantía, incluidas sus limitaciones, tienen por objeto aplicarse en el grado máximo que permitiesen las leyes del estado de Nueva Jersey. KICHLER LIGHTING NO SERÁ RESPONSABLE DE NINGÚN DAÑO ESPECIAL, INCIDENTAL O CONSECUENTE (INCLUIDOS LOS GASTOS DE MANO DE OBRA PARA REPARAR, REEMPLAZAR, INSTALAR O RETIRAR ESTE PRODUCTO), YA SEA QUE SURGIESE DEL INCUMPLIMIENTO DE ALGUNA GARANTÍA EXPRESA O IMPLÍCITA, DEL INCUMPLIMIENTO DE CONTRATO, ACUERDO EXTRA CONTRACTUAL O DE CUALQUIER OTRO MODO.

Derechos adicionales

Esta garantía le otorga derechos legales específicos. También puede tener otros derechos que varían según el estado o la provincia.

Esta garantía no es transferible.

GARANTIE SUR LES LUMINAIRES D'EXTÉRIEUR

Garantie limitée sur les luminaires d'extérieur Kichler®

Kichler Lighting LLC (« Kichler Lighting ») garantit que les produits suivants, catalogués dans les produits d'éclairage extérieur et leurs composants, à l'acheteur consommateur initial ou à l'acheteur commercial, selon le cas, sont exempts de défauts de matériaux et de fabrication pendant la période applicable spécifiée ci-dessous.

Luminaires d'extérieur

Un (1) an à compter de la date d'achat.

Moteur d'éclairage à LED et composants électriques

Cinq (5) ans à compter de la date d'achat lorsque le luminaire contenant le moteur d'éclairage à LED et les composants électriques est installé dans une résidence unifamiliale par l'acheteur consommateur initial. Pour les acheteurs commerciaux, la période de garantie est de trois (3) ans à compter de la date d'achat.

Finitions d'extérieur

- Lanterne finitions d'extérieur LifeBrite® : Tant que la lanterne appartient au premier acheteur consommateur ou à l'acheteur commercial. Cette garantie ne couvre pas les dommages causés par des produits chimiques et des nettoyeurs nocifs.
- Lanterne finition extérieure Climates® : Six (6) ans à compter de la date d'achat. Cette garantie ne couvre pas les dommages causés par des produits chimiques et des nettoyeurs nocifs.

Commande spéciale (non cataloguée) d'appareils d'éclairage intérieur

Un (1) an à compter de la date d'achat.

Ce que nous ferons

Kichler Lighting, à sa seule discrétion, réparera ou remplacera gratuitement, pendant la période de garantie applicable, tout produit ou composant (tel que décrit ci-dessus) qui s'avérerait défectueux en termes de matériaux et/ou de fabrication dans le cadre d'une installation, d'une utilisation et d'un service normaux. Si la réparation ou le remplacement n'est pas praticable, Kichler Lighting peut choisir de rembourser le prix d'achat en échange du retour du produit. Les pièces de rechange sont soumises à la disponibilité et peuvent différer de celles fournies à l'origine. Ce sont vos recours exclusifs.

Ce qui n'est pas couvert

Les produits suivants ne bénéficient d'aucune autre garantie que celle du fabricant :

- Ampoules non-LED fournies par Kichler Lighting, mais non fabriquées par cette société
- Ampoules LED de marque autre que Kichler fournies par Kichler Lighting, mais non fabriquées par cette société

Cette garantie ne couvre pas les finitions en laiton poli des produits décrits ci-dessus. Cette garantie ne couvre pas les dommages résultant d'une usure raisonnable, d'une tension en dehors de la plage de tension standard nord-américaine de 108 à 132 VAC (60 HZ), de cas de force majeure, d'une mauvaise utilisation (y compris le recours au produit pour une application non prévue), d'un détournement, d'un emballage inadéquat du produit restitué à Kichler Lighting, d'une négligence et d'une installation,

d'un entretien ou d'une réparation incorrecte ou inappropriée, y compris le non-respect des instructions d'entretien et de nettoyage applicables. Kichler Lighting recommande de faire appel à un électricien professionnel pour toute installation et réparation de ses produits.

Parce que certaines plantes acidophiles (arborvitae, pins, etc.) ne doivent pas être exposées à la lumière de quelque manière que ce soit pendant plus de 18 heures par jour. Si une plante meurt ou brûle parce qu'elle a été exposée à une lumière continue, le coût de remplacement de la plante endommagée n'est pas couvert par cette garantie.

Ce que vous devez faire pour obtenir un service de garantie ou des pièces de rechange

Une demande de garantie peut être faite en restituant le produit au distributeur ou au détaillant auprès duquel vous avez acheté le produit avec la preuve d'achat (ticket de caisse original) et une réclamation écrite décrivant brièvement le défaut.

Si le distributeur ou le détaillant n'est pas disponible, ou si vous avez des questions concernant cette garantie, veuillez nous contacter par courrier ou en ligne comme suit (veuillez indiquer votre numéro de modèle et la date d'achat) :

Kichler Lighting LLC
7711 East Pleasant Valley Rd
Cleveland, OH 44131
<http://www.kichler.com/customer-service/contact-us/.aspx>

Limitation de la durée des garanties implicites

Note : Certains états/provinces (dont le Québec) n'autorisent pas la limitation de la durée d'une garantie implicite, il est donc possible que la limitation ci-dessous ne vous concerne pas. DANS LA MESURE PERMISE PAR LA LOI, TOUTE GARANTIE IMPLICITE, Y COMPRIS LES GARANTIES IMPLICITES DE QUALITÉ MARCHANDE ET D'ADÉQUATION À UN USAGE PARTICULIER, EST LIMITÉE À LA PÉRIODE LÉGALE OU À LA DURÉE DE CETTE GARANTIE, LA DURÉE LA PLUS COURTE DES DEUX ÉTANT RETENUE.

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LITERATURE
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Warranty

We believe in quality craftsmanship. We also believe that quality craftsmanship should last your lifetime, not just a set number of years. Simply put, your investment is protected for as long as you own it. All that's left is to register your cabinetry using the button below.

What is Your Warranty

Cabinetworks Group Michigan LLC, warrants its cabinetry to be free of defects in material or workmanship for as long as they are owned by you, the original purchaser.

How Do You Make a Warranty Claim?

Please contact your local retailer from whom you purchased the product. If the retailer is not available, please contact Cabinetworks Group.

[Email \(mailto: kraftMaidCares@KraftMaid.com\)](mailto:kraftMaidCares@KraftMaid.com)

Phone: 1-888-562-7744

Mail: Cabinetworks Group Michigan LLC

Warranty Department

P.O. Box 1055

Middlefield, OH 44062

USA

What Does the Warranty Cover

Cabinetworks Group Michigan LLC, at its option, may elect to repair or to replace any KraftMaid product covered by this warranty. We are always innovating and actively seeking ways to improve our product

PRODUCT SPECIFICATIONS
([HTTPS://WWW.KRAFTMAID.COM/SUPPORT/PRODUCT-SPECIFICATIONS/](https://www.kraftmaid.com/support/product-specifications/))

BECOME A DEALER
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offering **show products to compare**. As such, some replacement parts are subject to availability, and may differ from those originally supplied.

What is Not Covered?

- The natural aging or darkening of wood color, the inherent growth characteristics of, or variation in wood. We believe this is the beauty of nature and not a defect.
- Products or parts purchased without a finish.
- Wear and tear, damage or defects caused by misuse, abuse, negligence, alteration, non-residential use, or improper installation, storage, or handling.
- KraftMaid cabinetry purchased prior to 1999.

To the maximum extent permitted by applicable law: This warranty does not cover indirect, special, incidental, or consequential damages, loss of use, or labor expenses in uninstalling or installing any material or parts, whether arising out of breach of warranty, breach of contract, negligence, tort, or any other legal theory, even if Cabinetworks Group Michigan LLC has been advised of the possibility thereof. Cabinetworks Group Michigan LLC disclaims responsibility for damages in excess of your purchase price. Some provinces and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty excludes all industrial, commercial and business usage, whose purchasers are hereby extended a one-year limited warranty from the date of purchase, with all other terms of this warranty applying except the duration of the warranty. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and province to province. This warranty is not transferable.

REGISTER YOUR CABINETS

([HTTPS://WWW.KRAFTMAID.COM/SUPPORT/WARRANTY-REGISTRATION/](https://www.kraftmaid.com/support/warranty-registration/))

DOWNLOAD WARRANTY

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CABINETRY INSTALLATION, **CARE AND CLEANING**



KraftMaid®
KITCHENS FOR THE **REAL** LIVING ROOM™

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The content in this catalog is applicable to cabinets built after April, 2014.

THANK YOU and congratulations

Thank you for selecting KraftMaid® cabinetry for your home. Your decision reflects your distinguished taste and appreciation for smart design and uncompromising quality.

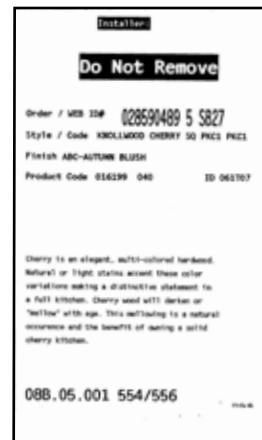
We are proud of our outstanding workmanship. We use only the finest materials, crafted with a meticulous attention to detail—resulting in exceptional cabinetry for the entire home. We are proud of this handcrafted workmanship, and trust that you and your family will be, too.

Again, thank you for choosing our cabinetry and allowing us to beautify your home.

Please read this guide carefully

To ensure the long life and beauty of your new cabinetry, please take the time to read this booklet carefully. It contains important information and care instructions to assure lasting beauty and enjoyment. While we take great care to ensure that your cabinetry arrives in excellent condition, normal shipping and handling can sometimes result in the need for adjustments or minor touch-ups during and after installation.

Please keep this booklet, along with your warranty information, in a safe, convenient location for easy reference. We also suggest that you record the information printed on the product information label found in the installation box that accompanied your product delivery and keep it with these documents. Make sure to include the Product ID Number, Door Style, Door Style Code, Finish Color and Product Number.



PRODUCT INFORMATION LABEL

Warranty

Your retailer will provide you with a copy of the warranty for your cabinetry. To exercise your warranty, please contact the retailer whom you purchased the product from.

Product ID Information Here

(Refer to product information label in the installation box)

Product ID No.: _____

Door Style: _____

Door Style Code: _____

Finish Color: _____

Product No.: _____

Date: _____

Retailer Information Here

Retailer: _____

Address: _____

City, State and zip: _____

Phone Number: _____



CABINETRY INSTALLATION, CARE AND CLEANING

THE BEAUTY of wood

The richness of cabinetry begins with the wood. Neither synthetic nor engineered, wood comes from the heart of nature – the simplest and most reliable resource. It's natural for wood species in all finishes to show color changes caused by exposure to light, humidity and temperature changes. If you chose wood cabinetry, you can expect graining differences and color variations caused by this natural process. It's part of the timeless beauty and warmth of wood. Understanding these variations will give you an even greater appreciation for the uniqueness wood cabinetry brings to your home.

Constructed from many pieces of wood, your cabinetry is unique and displays natural color variations. The lighter pieces were closer to the tree's bark, and the darker pieces were closer to its center. All are equally strong and enhance the beauty and value of hardwoods.

Growth rings create the unique grain patterns in hardwoods. Preparing the wood for use in your cabinetry brings out these distinct differences.

Trees absorb minerals and other essential elements as they grow and prosper. You may see traces in your cabinetry, some more than others. These natural characteristics let you know you are enjoying authentic wood and not an imitation.

All trees grow limbs, which fall to the forest floor as the tree matures. The tree trunk will always have a knot where limbs once were. Parts of the tree, knots and all, may find new life in your cabinetry. They have absolutely no effect on its durability and structural integrity. These natural markings are proof of the tree's origins and add to its character.



WOOD SPECIES and characteristics



OAK

Oak is a strong open-grained wood that ranges from white to yellow to pink. It is sometimes streaked with green, yellow and black mineral deposits and may contain some wide grain.



MAPLE

Hard maple is a strong, close-grained wood that is predominantly off-white in color. It also contains light hues of yellow-brown and pink, and occasionally has light tan or small dark mineral streaks.



CHERRY

Cherry is an elegant, multicolored hardwood, which may contain small knots, pin holes and cherry fissures. A cherry fissure is a small crack that occurs naturally in cherry wood. A cherry fissure will not get bigger over time.



HICKORY

Hickory is a strong, open-grained wood known for its wide variation in color. It is not uncommon to see doors or parts range in color from light to deep brown.



BIRCH

Natural birch is a medium-density hardwood with a fine, moderate grain pattern. The predominant sapwood* color is white to creamy yellow, while the heartwood** varies in color from medium or dark brown to reddish brown.



ALDER

Rustic Alder's color range is softer than other hardwood species with a fine grain pattern. Rustic Alder likely includes some combination of rustic characteristics such as open and closed knots, burls, worm holes, mineral streaks and sound cracks reflecting the inherent beauty of the wood. Of the natural characteristics, open and closed knots are the most common in the species.

*Sapwood – The outer zone of wood in a tree, next to the bark. Sapwood is generally lighter in color than heartwood.

**Heartwood – The inner layers of wood that have ceased to contain living cells in growing trees. Heartwood is generally darker than sapwood, but the two are often indistinguishable.

INSTALLATION guide

To ensure a successful installation, please read these easy-to-follow instructions before beginning your installation project. If you have any questions, please contact your nearest retailer.

YOU WILL NEED:

- Tape Measure
- Level
- 3/16" Drill Bit
- Phillips Head Screwdriver
- Step Ladder
- Phillips Head Screw Gun
- Handsaw
- Chalk Line
- Carpenter's Square
- #2 Square Drive Bit
- Patching Plaster
- Extension Cord
- Pry Bar
- 2 "C" Clamps*
- Electric Drill
- Hammer
- Wood Shims for shimming cabinets
up from floor, out from the wall or
down from the ceiling

* NOTE: If metal "C" clamps are used, apply protective material between exposed metal and the cabinet face frames to avoid frame damage.

DON'T FORGET!

- Shut off the water lines to the sink.
- Shut off the gas and electricity to appliances.
- Move all appliances (stove, oven, refrigerator, dishwasher, etc.) out of the kitchen to provide more working room.
- Remove sink.
- Remove old cabinets, countertops, baseboards and any molding when they interfere with cabinet installation.
- Remove old floor covering, if replacing floor.

Important Notice

Countersink screws when installing decorative hardware to prevent scratching the cabinet face frame.



PLEASE NOTE:

Cabinets are not intended to be freestanding units, they must be attached to a wall stud or anchored to the floor to achieve sufficient stability. Failure to comply with these guidelines will void all warranties and claims.

PREPARATION

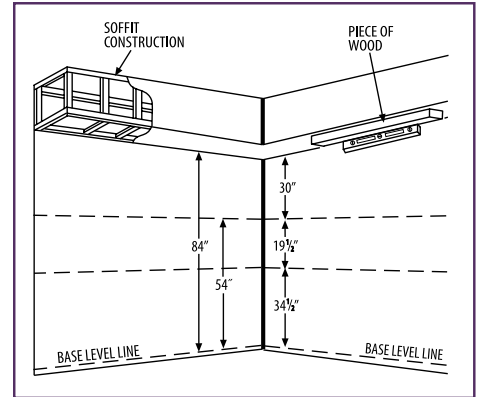
Remove all doors, drawers and shelves from cabinets to allow you to clamp cabinets together for installation. Check for uneven floors and walls, as this will affect the installation. Locate these uneven areas and then shim cabinets to make the installation plumb, true and square.

CHECK FOR UNEVENNESS IN FLOORS

Using a straight length of 2 x 4 and a carpenter's level, check the floor for "high" spots. Check all around the room within 22" of the walls where you will be installing the base cabinets. Once you have located the highest point on the floor, strike a level line on the wall all around the room from this point of the floor, using your level and chalk line. (See illustration.) We will call this the "Base Level Line."

CHECK FOR UNEVENNESS IN WALLS

Mark the outlines of all wall cabinets on the wall to check actual cabinet dimensions against your layout. Using a straight 2 x 4, check the walls for uneven spots. Wall unevenness can cause misaligned cabinets resulting in "racking" or misalignment of the doors and drawer fronts. Remove high spots by scraping or sanding off excess plaster. Shim low spots with thin pieces of wood or shingles.



FINDING STUDS

Wall-framing studs should measure 16" on center for most homes. Use a stud finder or tap on wall to locate a "solid" sound. This generally will give you the location of the wall-framing studs. You can verify this location by driving a finishing nail into the wall. Make sure you do this in an area that will be covered by the wall cabinets. You can also check for studs near receptacle outlets. Mark the location of all the studs on wall surfaces. It is ok to use KraftMaid Cabinetry install screws in metal studs.

SOFFITS

If you are building soffits, you should construct and install them before installing the cabinets. Soffits in a room with 8' ceilings are normally 12" high and 14" deep. The bottom should be a minimum of 84" from the floor to allow the use of tall cabinets. Make sure there is at least an 84" clearance between the highest point in your floor and any existing soffit. If there is not, it may be necessary to start from a point in the floor that will accept this height or cut your tall cabinet down. Also, note that cabinets deeper than 12" will require a soffit depth greater than 14".

NOTE: When cutting tall cabinets from the bottom, the toe kick will not align with cabinets on either side. In some cases, you can cut 1/2" from the top. However, you cannot trim full-overlay styles at the top of the frame.

INSTALLATION WITH AN EXISTING SOFFIT

If the wall cabinets are to be against a ceiling soffit, you should check the soffit for levelness. You can do this using a straightedge and level, much the same as finding the high spot on the floor. This time, you are looking for the lowest spot closest to the floor. Shim corner cabinets down to this "lowest" height closest to the floor.

INSTALLING WALL CABINETS WITHOUT A SOFFIT

Measure up from the base-level-reference line 54", and place a mark on the wall. Using a level and straightedge, continue around the room, drawing a line parallel to the base-level line (previously found by locating the high spot on the floor). This 54" line will be the bottom line for most 30" standard wall cabinets. As an option, you can also use a 1" x 2" furring piece as a brace. Nail this piece on the 54" bottom line to help support the wall cabinets until you securely fasten them to the wall, using the supplied screws. After you remove the temporary brace, repair the small holes with patching plaster and refinish.

INSTALL WALL CABINETS FIRST

To make installation easier, you should install wall cabinets first. If you are unable to use the 1" x 2" furring brace, then use the 54" above finished floor line as a visual reference point. Raise the cabinets to this point, and use a floor "T" brace made from scrap lumber.

START IN A CORNER

When installing a full-overlay cabinet, we recommend using a filler or starter strip next to the wall or soffit. This will allow doors and drawers to open fully without hitting molding around doors and out-of-square walls.

NOTE: If you are installing a wall blind corner cabinet, make sure you pull the cabinet out from the corner the appropriate distance as called for in your kitchen plan.

CAUTION: When measuring the wall space, be aware that cabinets with front frames overhang the "box" by 3/16" on each end. Any measurements on the wall must coincide with the front frame measurements of each cabinet.

IMPORTANT: If you are using decorative handles, it may be necessary to add a filler to the wall blind corner cabinet on the adjacent cabinet and to "pull" the wall blind corner cabinet farther out of the corner. This will provide a 90° opening capacity for the adjacent cabinet doors.

Transfer the measurements of stud locations to the inside top of the wall cabinets. Measuring down 3/4", drill 7/32" pilot holes at each stud location mark. Now, lift the cabinet into place and support the bottom. Using the supplied screws and a screw gun with a #2 square drive bit, fasten the cabinets to the wall.

Now, mark the stud location 3/4" up from the bottom inside cabinet. Drill 7/32" pilot holes at each stud mark and fasten the cabinet to the wall. (Note: 36" and 42" cabinets require additional screws through the center hanging rail.) Do not thoroughly tighten the cabinet to the wall until you have fastened the next cabinet to the first one, checked for levelness and shim if necessary. Take the next wall cabinet and repeat the installation procedure.

Once you have mounted the two cabinets, use your "C" clamps to clamp the vertical frame members (stiles) tightly together, being careful to line up the bottom horizontal edges. Now, drill a pilot hole through the stile of the first cabinet into the stile of the second cabinet. Using the screws supplied in the installation kit, draw the two stiles tightly together. (A little wax on the screws will help seat them easily.) You can now remove the "C" clamps.

Continue installing the wall cabinets next to each other in a similar manner. When you have fastened several cabinets in the line together and have checked for levelness, you can thoroughly tighten the screws holding the cabinets to the wall.

When installing wall cabinets, it is important to secure all cabinets together. If a wall cabinet hangs on the wall where both ends are open, it is extremely important to secure this cabinet to the ceiling or soffit studs with four (4) lag bolts (not supplied) through the front frame and top panel on both sides.

If there is no soffit or ceiling above the cabinets, you must install a support or decorative leg through the bottom of the cabinet to the countertop on both open ends for support. If this is secured properly to the studs at the top and bottom, the cabinet will be completely supported. Failure to follow securing instructions outlined in this paragraph could result in cabinets falling off the wall!

FILLERS OR CABINETS WITH EXTENDED STILES

If it is necessary to use a filler, place the filler or fillers at the ends of the cabinet runs or next to the blind corner cabinets, rather than between cabinets in the middle of the run. You should cut fillers or extended stiles to fit the space.

Cut valances to fit the space left between the cabinets. If you have a scalloped valance, find the center, mark half of the space required between the cabinets, then cut from both ends to maintain the same measurement on each side of the centerline. Attach valances by drilling and screwing through the stiles or end panels of the adjacent cabinets.

INSTALL BASE CABINETS

First, put the base cabinets in place starting with the corner cabinets. If you are using a base blind corner cabinet, pull it out of the corner to the proper dimension, as shown on your kitchen layout. Shim this cabinet up to the high spot line previously located.

NOTE: Full-overlay framed-style blind corner cabinets with decorative hardware must be pulled out 3" from the corner to provide a 90° door opening. If you will not be installing decorative hardware, you only need to pull it 1 1/2" from the corner to provide a 90° door opening. In both situations, you must install a 3" or 1 1/2" filler to the cabinet adjacent to the blind corner.

Base blind corner cabinets may be pulled as necessary. Each base blind corner comes with a 3" filler that must be used as an extension of the adjacent cabinet to provide necessary door and drawer clearance.

If using a base lazy susan cabinet, apply a 1" x 2" furring strip to both walls at the proper height to support the countertop. You should screw these strips to the studs to provide support for the countertop once installed into the corner. It is usually better to fasten at least one cabinet in both directions to the lazy susan. Be sure you have shimmed them properly and attach the countertop brace described above.

Once you have positioned the corner cabinet into the corner, use the stud marks on the wall to locate the position of the screws for mounting the base cabinets to the wall. Drill a hole at the stud location through the back rail of the base cabinet approximately 3/4" from the top and into the stud. Attach the cabinet to the wall with the screws provided inside each cabinet. Be sure to use the shims under the cabinet base to bring it up to the level line, established previously. Install the next cabinet in the same manner.

Using your two "C" clamps, clamp the stiles tightly together, making sure the horizontal frame member rails form a level and straight line. Now, drill a pilot hole through the frame stile of the second cabinet. Use the screws supplied in the inside of each cabinet. (A little wax on the screws will help seat them easily.) Draw the two stiles tightly together. You can now remove the "C" clamps.

After you have securely fastened all base cabinets to the wall, reinstall doors and drawers, and check each for proper alignment. If a drawer front does not rest flush against the front frame, recheck each cabinet, assuring they are both vertically and horizontally level.

INSTALLING BASE CABINETS TO THE FLOOR

Base cabinets that are not secured to a wall stud (such as an island or peninsula application) must be secured to the floor with wood blocks behind the toe kick and on each side of the cabinet. To prepare blocking, place the cabinet in the desired location and mark the floor at all exposed ends of the cabinet. Cut 2x4 wood blocks 8-12" long to fit the underside of the cabinet. Measure the thickness of the toe kick or sides, and position the blocks inside the markings on the floor so the cabinets can be positioned over them. Fasten the blocks to the floor. Attach the cabinets together following the applicable attachment procedures for shimming, leveling and attaching face frames, then use finish nails to attach the cabinets to the blocks on the floor.

FINE-TUNING

At times, you may have to fine-tune your cabinetry after the installation. After all the cabinets have been installed plumb and level, place doors and drawers back on the cabinets. Install doors and make hinge adjustments so reveals between doors and drawers are equal. Make these adjustments before installing pulls or knobs.

COMMON SERVICE PROBLEMS YOU CAN HANDLE

The Troubleshooting Guide (below) will help you fix the most common problems. Other adjustment information is included later in this guide.

TROUBLESHOOTING GUIDE		
CONDITION	POSSIBLE CAUSE	REMEDY
Double doors on cabinet do not line up.	<ul style="list-style-type: none">• Cabinet not set level and square (racked).	<ul style="list-style-type: none">• Loosen screws and use shims to make cabinet plumb.• Loosen hinge screws and readjust.
Door does not fit up to cabinet face frame at either top or bottom.	<ul style="list-style-type: none">• Hinge out of adjustment or cabinet racked.• Door warped due to extreme dryness or humidity.	<ul style="list-style-type: none">• Make sure cabinet is plumb and level. Then, reset hinge.• Relative humidity level should be at least 35%. Install proper control in home. If the door has already warped, leave door partially open and it should adjust itself.
Drawer face does not fit flush with cabinet.	<ul style="list-style-type: none">• Drawer glide out of alignment.	<ul style="list-style-type: none">• Pull out drawer. Rotate the tilt adjustment lever on the rear of each runner to tilt the drawer front.• Close drawer. Drawer should automatically reset.
Scratches, nicks and dents.	<ul style="list-style-type: none">• Mishandling.	<ul style="list-style-type: none">• Touch-Up Kit

MAKING ADJUSTMENTS

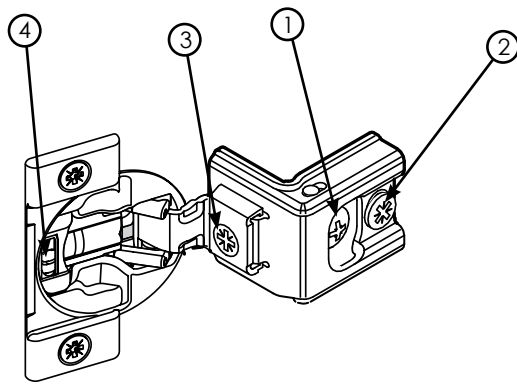
HINGE ADJUSTMENTS

We construct our cabinetry with several types of durable, high-performance hinges that will operate smoothly and silently for years. Periodically, you should tighten hinge screws, because they can loosen over time with normal use. For specific adjustments, refer to the following pages.

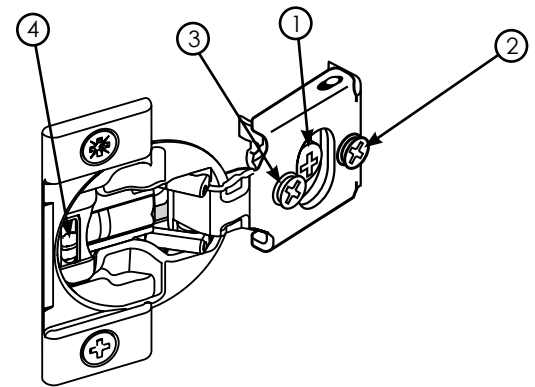
NOTE: Make adjustments with a hand-powered screwdriver to help eliminate over tightening, sometimes caused by power screwdrivers.

WHISPER TOUCH™ HINGE ADJUSTMENTS

We use several different cup hinges on our cabinetry. The overlay (concealment of the frame) for that door style dictates the exact design. As shown here, simply loosen the screws (1) (attach the hinges to the frame) and move the door up or down to the desired position. For in or out adjustments on cup hinges, turn the cam screws (2) clockwise to move the door in or counter-clockwise to move the door out. For left or right adjustments, turn the cam screws (3) clockwise to move right and counter-clockwise to move left. (4) On-off switch – to activate the soft-close put the switch in the "on" position by moving it toward the (-) symbol, "off" position – switch is moved towards the (o) symbol. On-off position allows you to control the rate of speed at which the door closes. When moving from the on to off position, the door must close one cycle for the feature to engage.



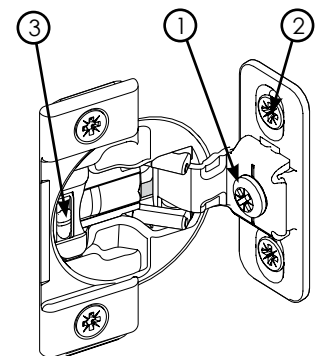
FULL-OVERLAY HINGE



1/2" OVERLAY HINGE

WHISPER TOUCH™ OVEN CABINET HINGE ADJUSTMENTS

To adjust the cup hinges on oven cabinets, turn the cam screw (1) counter clockwise to move the door left, clockwise to move right. You can make up and down adjustments by loosening the screws (2) attaching the plate to the face of the cabinet frame and then tightening in the desired position. (3) On-off switch – to activate the soft-close put the switch in the "on" position by moving it toward the (-) symbol, "off" position – switch is moved towards the (o) symbol. On-off position allows you to control the rate of speed at which the door closes. When moving from the on to off position, the door must close one cycle for the feature to engage.



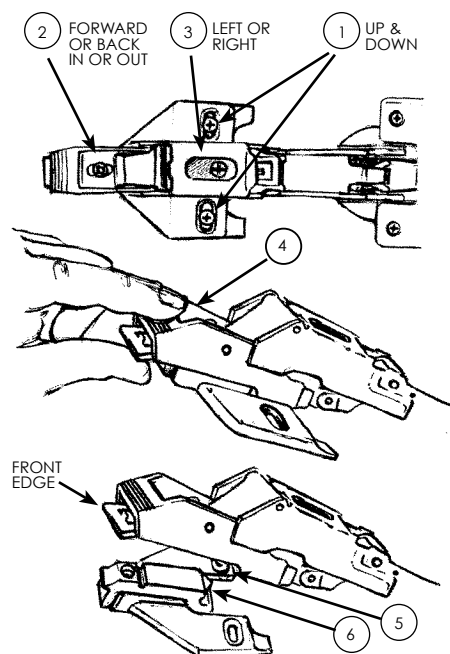
OVEN CABINET HINGE

EASY-REACH HINGE ADJUSTMENTS

If your kitchen includes an Easy-Reach cabinet, and it needs adjustments, you should follow these guidelines. For up and down adjustment, follow this procedure: With the door attached to the cabinet, loosen the Phillips head screws (1) attaching the hinge plate to the cabinet frame. Move the door to the desired position and tighten the screws. For forward or backward movement of the door, adjust the Phillips head screw (2) at the end of the hinge arm.

For left and right adjustment, locate the concealed Phillips head screw (3) through the slot in the arm of the hinge. Insert a screwdriver into the slot and turn the screw to the desired adjustment.

For easier installation or cleaning of the cabinet, you can remove the Easy-Reach doors by squeezing the latch (4) between the thumb and forefinger. To place a door back on the cabinet, insert the door hinge into the slotted space (5) and (6) on the hinge plate. Once the clasp is in the slot on the back of the hinge, the assembly will snap together. For adjustments, it is important that the door remain on the cabinet for reference and alignment with other doors or drawers.

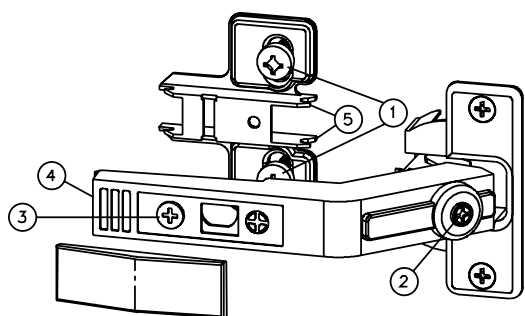


EASY-REACH HINGE

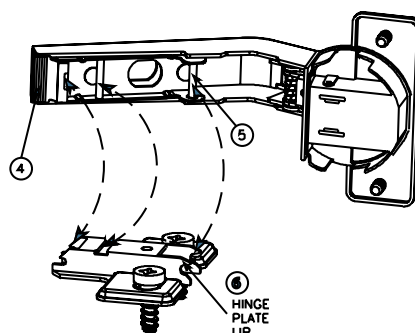
BI-FOLD EASY-REACH HINGE ADJUSTMENTS

The framed bi-fold hinge connects two Easy-Reach doors. For up and down adjustment, remove cover cap on the hinge and locate the screws (1) on the hinge plates. Loosen these screws and tighten after proper adjustment. For proper adjustment of the gap between the two doors, loosen the screw (2) on the shortest arm of the bi-fold hinge and tighten after adjustment. Adjust the door in and out by loosening the inner screw (3) on the longer arm of the hinge. Tighten at the desired position.

You can remove the door by squeezing the release plate (4) at the end of the longer hinge arm. To re-attach, insert the pin (5) beneath the lip on the hinge plate (6) and press on the end of the hinge arm (4).



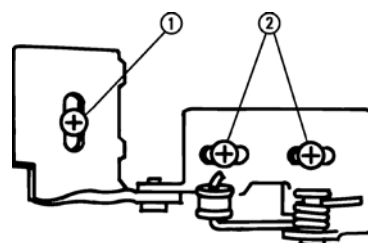
BI-FOLD HINGE FRONT



BI-FOLD HINGE BACK

KNIFE HINGE ADJUSTMENTS

Knife hinges allow for up and down or left and right adjustments. To adjust the door up or down, loosen the screws (1) that attach the hinges to the cabinet frame. To adjust left or right, simply loosen the screws (2) in the slotted holes in the hinge. Depending on how many screws you loosen, you can move the entire door left or right, or you can pivot the bottom or top of the door left or right. Tighten the screws at the desired position.



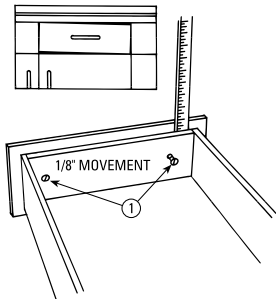
KNIFE HINGE

DRAWER FRONT ADJUSTMENTS

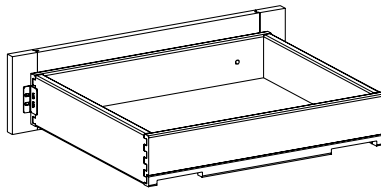
If a drawer front looks crooked, first measure at each end of the drawer front to see if the height is the same. If not, slightly loosen the screws (1) attaching the drawer front to the drawer box. Make any up, down or sideways adjustments and then tighten the screws.

NOTE: This adjustment can only be made PRIOR to installing decorative hardware (handles or knobs).

For cabinets with a 5-piece drawer head, make adjustments by removing the plastic cover and loosening the side brackets attaching the drawer head to the side of the drawer box. Simply loosen the screw on the drawer and determine the proper up or down position, then retighten the screw.



DRAWER FRONT ADJUSTMENTS



5-PIECE DRAWER HEAD ADJUSTMENTS

WHISPER TOUCH™ DRAWER RUNNER ADJUSTMENTS

We construct our cabinetry using several types of self-adjusting drawer suspension systems. The drawer function and in some cases, the options chosen by the purchaser determine the runner type used.

- Sidemount runners (used only on roll-out trays)
- Full-extension undermount runners with soft close buffer system
- Full-extension sidemount runners (used on drawer storage and desk double file drawer cabinets)

We equip sidemount runners with self-adjusting rear mounting clips. If roll-out trays rub or bind, remove the tray and check the position of the screws in the runner, as well as in the cabinet. You may need to retighten these screws to eliminate any interference or chafing.

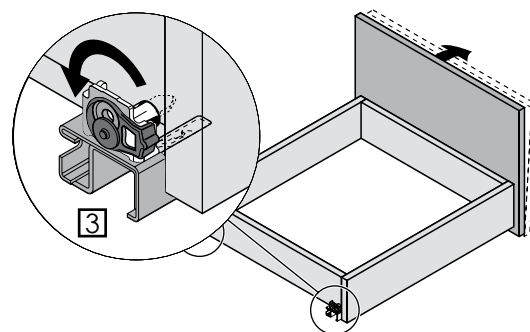
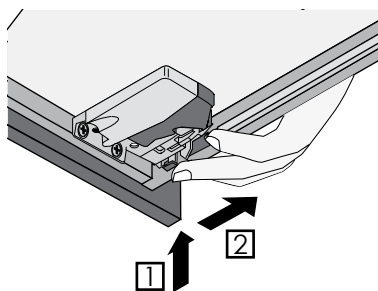
The full-extension undermount runners with soft close buffer system can be adjusted while the drawer is in place.

Front height adjustment

Press up on adjustment tab (1).
Push toward back of drawer (2).

Rear height adjustment

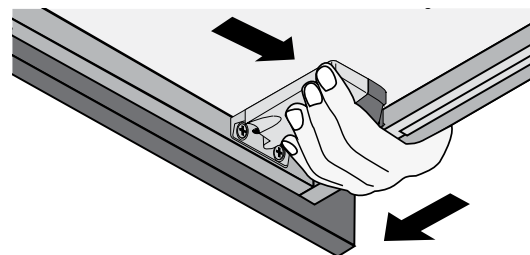
Rotate the adjustment lever on the rear of each runner to raise the drawer box; this will tilt the drawer front forward (3).



WHISPER TOUCH™ FULL-EXTENSION UNDERMOUNT DRAWER RUNNER

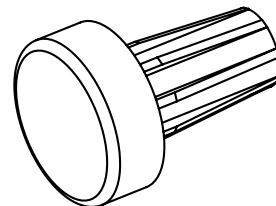
DRAWER BOX

The drawer can easily be removed by opening the drawer and squeezing the orange handles on locking devices then pull the drawer straight out and up. To put the drawer back in place simply, place the drawer on top of the runners and close the drawer. The locking devices will click and engage with the runners automatically. Open the drawer completely to check if the locking devices have engaged.



DOOR & DRAWER BUMPER ADJUSTMENTS (PERMASET™ BUMPERS)

The material used in our door and drawer bumpers coordinates well with all wood species and will help provide a pliable protective cushion for years to come. These bumpers will not slide across the door or drawer surface or drop off with age, but could occasionally become dislodged. To replace a bumper, gently push the bumper into the door or drawer bumper hole.



DOOR & DRAWER BUMPER

ACCESSORY ADJUSTMENTS

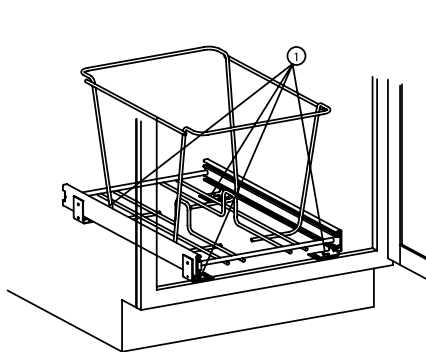
We offer the most comprehensive line of storage solutions available. With more than 200 intelligent, attractive options, you're sure to find everything you need – and a place for everything you have. After installation, you may need to make a few final adjustments. Refer to the following pages for specific instructions.

BASE WASTEBASKET ADJUSTMENTS

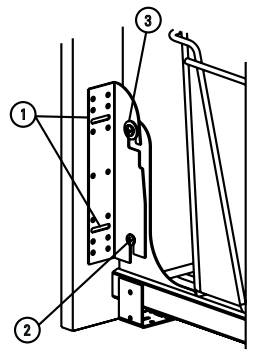
Floor Mount (A) – The floor-mounted base wastebasket contains slotted holes (1) which enable the floor mount itself to move left or right.

Door Mount (B) – To adjust the cabinet door right or left, loosen the screws (1) that attach the door and wastebasket unit. Move the door until it is at the desired position and retighten the screws. To adjust the cabinet door in or out, loosen the lock screws (2) near the unit's bottom, then loosen the adjustment screw (3) near the unit's top. Move the door until it is at the desired position and retighten the adjustment screws followed by the lock screws.

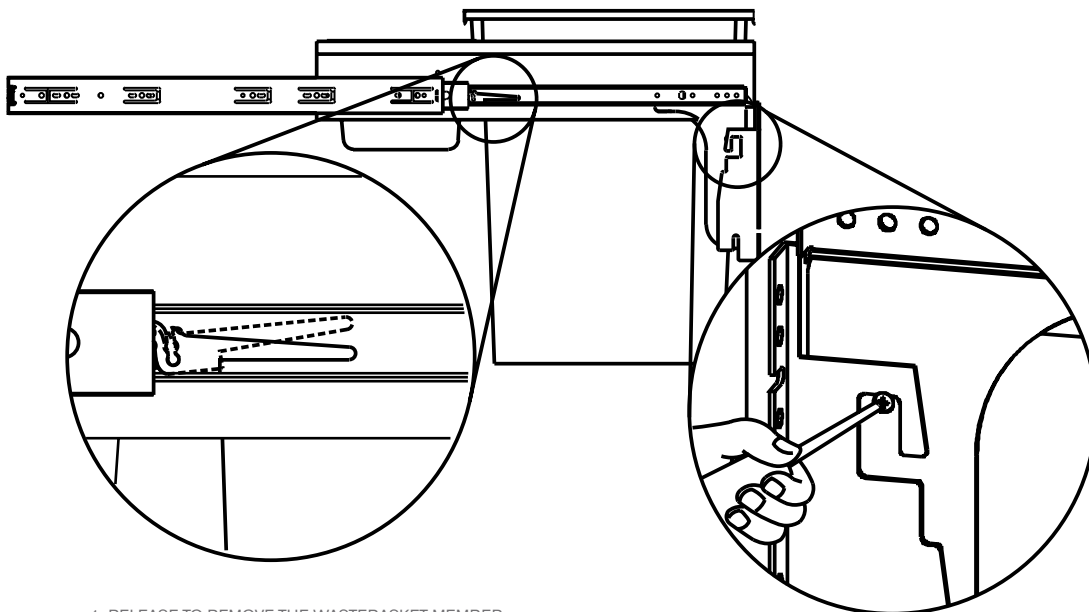
Top Mount Wastebasket Release (C) – To remove the wastebasket member, pull the unit all the way out and lift up on the lever located along the left side.



(A) FRAMED FLOOR-MOUNTED
WASTEBASKET



(B) FRAMED DOOR-MOUNTED
WASTEBASKET



1: RELEASE TO REMOVE THE WASTEBASKET MEMBER
FROM CABINET MEMBER

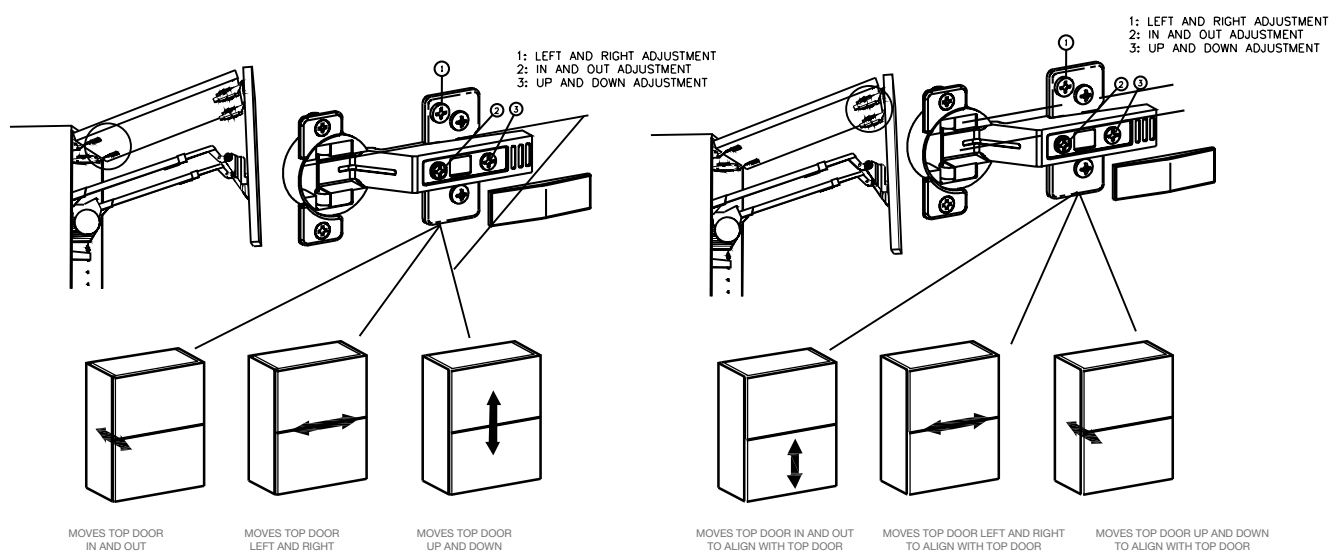
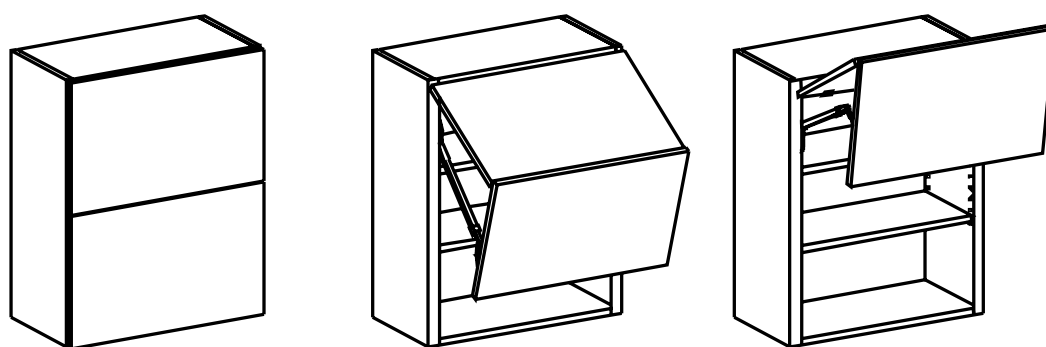
2: LOOSEN FOUR SCREWS ON THE SLIDE MEMBER TO REMOVE
DOOR AND PROPERLY ALIGN DOOR

(C) WASTEBASKET RELEASE

WALL LATERAL BI-FOLD CABINET

You can adjust both the top and bottom doors on the wall lateral bi-fold cabinet. To adjust the top door in and out, loosen screw (1) and retighten after making your adjustments. Adjust the top door left and right by loosening screw (2) and then tightening after making your corrections. Adjust the top door up and down by loosening screw (3) and retightening after adjusting.

Adjust the bottom door up and down by loosening screw (4) and retightening after adjusting. Adjust the bottom door left and right by loosening screw (5) and then tightening after making your corrections. To adjust the bottom door in and out, loosen screw (6) and retighten after making your adjustments.



WALL LATERAL BI-FOLD CABINET ADJUSTMENTS

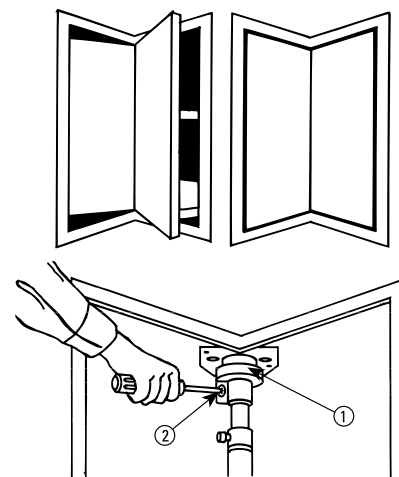
LAZY SUSAN ADJUSTMENTS

There are three possible adjustments on the lazy susan unit.

Uneven or Incomplete Door Closing (A)

Open the cabinet door and locate the white plastic collar (1) at the top of the telescopic pole. You must loosen the Phillips head screw (2) on this collar. Next, slowly rotate the entire shelf unit and door in a counter-clockwise direction until the collar catches on the catch latch on the back of the ceiling bracket. This catch position is very subtle and could be difficult to detect.

Next, slowly rotate the door clockwise (noting that the collar should be kept in a fixed position), to the exact front centered position, but not past it. If past center, make another revolution. **DO NOT TURN BACK IN A COUNTER-CLOCKWISE DIRECTION** until a setting has been made. Now, **SLOWLY** re-rotate the assembly in a counter-clockwise direction far enough so that the collar screw faces you again. Retighten the screw.



(A) DOOR CLOSING ADJUSTMENT

Top and Bottom Clearance (B)

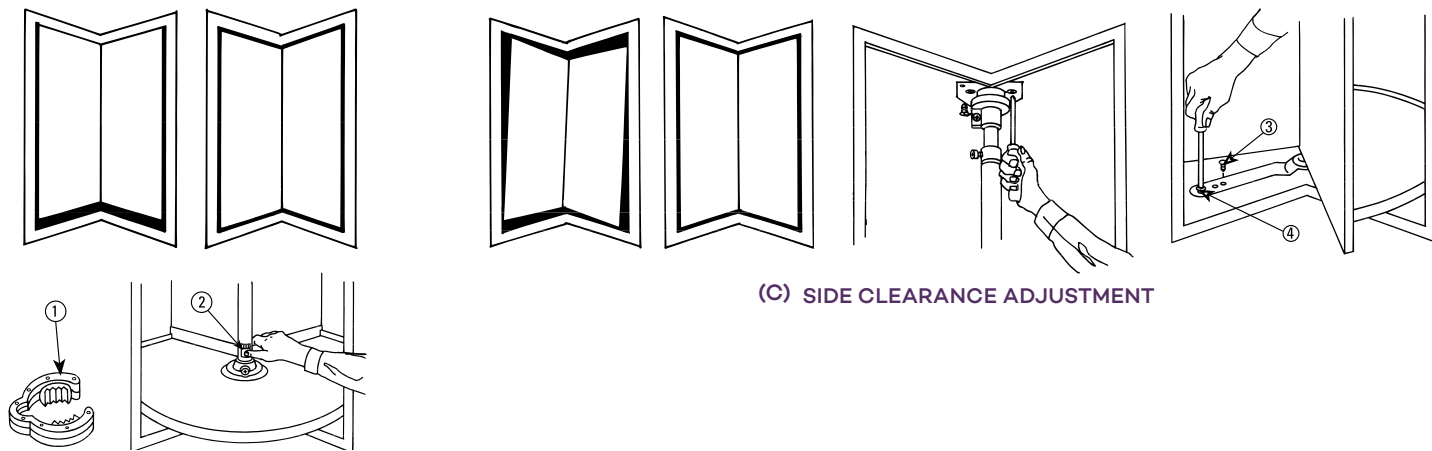
With a completely empty cabinet, remove the plastic retainer clip (1) at the bottom of the telescopic pole. Turn the thumbscrew adjustment wheel (2), located in the cut out portion of the shaft. Clockwise rotation will raise the door end unit; counter-clockwise rotation will lower the unit. (Each full turn raises or lowers the door 1/32"). Once you have achieved the desired height, replace the retainer clip.

Insufficient Side Clearance (C)

Begin by outlining the top and bottom brackets with a pencil to establish a reference point.

Top: Remove the setscrews (1). Loosen the star washers (2). Re-center the pivot and realign the pole. Tighten the star washers and check for position. Replace the setscrews after making the adjustments.

Bottom: Open the door to the left to reveal the bottom bracket. Remove the setscrew (3) and loosen the star washer (4). Now open the door to the right and repeat this operation. Re-center the pivot, tighten the star washers and replace the setscrews.



(B) ADJUSTING TOP AND
BOTTOM CLEARANCE

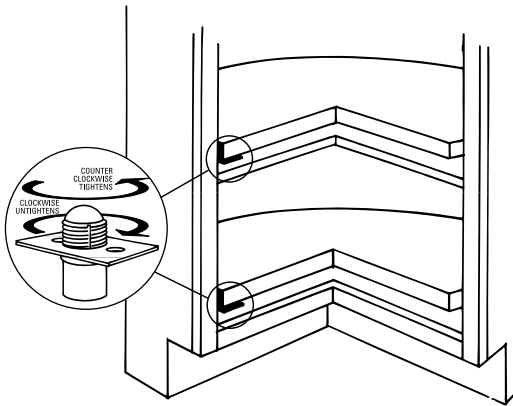
(C) SIDE CLEARANCE ADJUSTMENT

EASY-REACH SUPER SUSAN ADJUSTMENTS

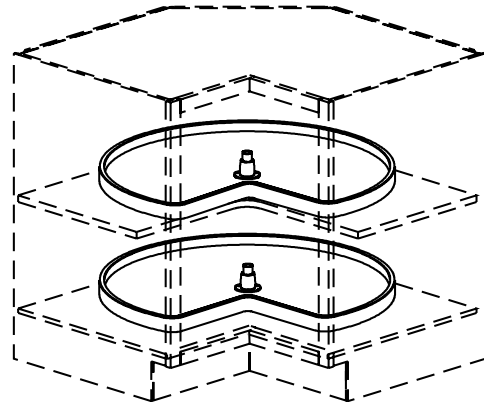
The only adjustment possible with the Super Susan is to the bullet catches that catch the revolving shelves. You will find them between the permanent shelf/floor and the revolving shelves. For best results, fully load the revolving shelves during adjustment.

Turn the shelf to reveal the bullet catch. Turning the catch to the right (clockwise) moves it up and provides more grab; turning it to the left (counter-clockwise) moves the catch down and allows less grab. NOTE: You may need pliers to start turning the catch. If this is necessary, LIGHTLY turn the catch, being careful to avoid thread damage.

STORAGE HINT: Store taller items toward the center and shorter items toward the outside of trays to prevent them from falling off the tray during rotation of the Super Susan.



EASY-REACH SUPER SUSAN

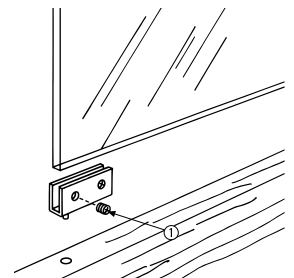


EASY-REACH SUPER SUSAN

TRI-VIEW MIRROR ADJUSTMENTS

For adjustment of your tri-view mirror, loosen the Phillips head screws (1) in the hinge plate. Move the mirrors to the desired position and tighten the screws.

CAUTION: Do not over tighten, as this will cause damage to the plastic screw and/or mirror.



CARE & CLEANING

Before your cabinets reached your home, they were inspected to ensure a quality finished product. Here are some recommendations for caring for your cabinetry.

WOOD CARE RECOMMENDATIONS

As with all wood products, avoid excessive moisture. We design our cabinetry specifically for indoor use; we do not recommend it for outdoor applications. If storing your cabinetry in a place before installation where the temperature and humidity levels differ from your home, such as a garage or basement, it may take some time for the wood to acclimate itself to its new environment. Slight adjustments may be necessary.

After installation, wipe down all exteriors and interiors with a damp cloth to remove dust. Work on a small area at a time and wipe dry. Be careful not to scratch the surface when wiping dust and debris.

Regular cleaning requires only wiping with a damp cloth and then drying. For removal of oil, grease or general soil, we recommend our Cabinet Care Kit. You may also use warm water and any mild commercially available emulsion type cleaner, because it doesn't use wax, petroleum solvents or silicones. The extended use of wax polishes can result in a wax film buildup, while the use of silicone polishes can harm the cabinet's finish. Avoid spray-type polishes containing petroleum solvents, as they are flammable and toxic if swallowed.

Use a damp cloth when cleaning normal household spills. After wiping thoroughly, dry the surface with a lint-free cotton cloth. Always dry the surface immediately. Never use detergent, abrasive cleaners, scouring pads or powdered cleansers. Do not allow oven cleaner to touch any part of the cabinet.

It is important to wipe up spills as they occur. Give special attention to areas around the sink and dishwasher. Avoid draping damp or wet dishtowels over the door of the sink base cabinet. Over time, this moisture can cause permanent water damage to the door. For convenient unobtrusive storage, you can purchase an out-of-the-way sliding towel rack.

NOTE: Do not use a dishcloth to wipe your cabinets, since it may contain remnants of grease or detergents.

WOOD CHEMICAL RESISTANCE

We protect all our wood doors, face frames and drawer heads with a high-quality, patented conversion varnish topcoat. The following is a list of common household chemicals and the relative resistance to them:

CHEMICAL	RATING
Acetone	1
Alcohol (ethyl, methyl)	2
Beet Juice	1
Butter	1
Citric Acid (10% Citric Acid)	1
Coffee	1
Coke	1
Comet	1
Dye (e.g., "Tintex", "Rit")	3
Fantastik	1
Fingernail Polish Remover	2
Formula 409	1
Grease	1
Household Ammonia Solution (10% Ammonia Solution)	2
Household Soaps & Washing Detergent	1
Ink (Washable)	1
Ketchup	1
Lacquer Thinner	1
Lemon Juice	1
Mustard (Paste from Dry Mustard)	3
Olive Oil	1
Oven Cleaner	4
5% Phenol Solution in Water (e.g., "Lysol")	1
Pine-Sol	1
Pledge	1
Shoe Polish (Liquid or Paste)	2
Simple Green	1
Soapless Detergent (e.g., "Dreft")	1
Tea	2
Tri-Sodium Phosphate (e.g., "Oakite")	1
Vinegar	1
Water	1
Wax Crayon	1
Windex	1

KEY

- 1 Unaffected; no color or surface texture change.
- 2 Superficial; stains easily removed by following our cleaning process outlined on previous page.
- 3 Moderate; stains produce a slight discoloration. No appreciable surface texture change.
- 4 Considerable; stains not easily removed. May result in surface etching.

THERMOFOIL, HIGH-GLOSS FOIL & WOOD-GRAIN FOIL CARE RECOMMENDATIONS

Thermofoil, High-Gloss Foil and Wood-Grain Foil cabinetry can be cleaned with warm water and a cotton cloth. If a damp cloth does not sufficiently clean an area, we recommend a non-detergent, non-abrasive household cleaner (such as Murphy® Oil Soap). DO NOT USE agents containing acetone, concentrated alcohols, acetate or ethyl alcohol. Avoid using solvents and/or abrasives, such as turpentine, as they may break down bonds on edge banding. We recommend against using waxes or products containing wax because it may lead to discoloration.

IMPORTANT NOTES: Never leave a damp cloth on a cabinet surface for any length of time. Based on independent testing, discoloration will occur to white doors and cabinet parts after prolonged exposure to tobacco smoke.

AVOIDING EXCESSIVE HEAT

Self-cleaning appliances generate intense heat during a cleaning cycle. The integrity of the appliance seal or gasket may be compromised during installation or with age. For thermofoil or laminate door styles, we recommend installing a heat shield (order code HSD.WH) on adjacent cabinets. We also recommend removing doors and/or drawers from cabinets adjacent to or directly above an appliance during a cleaning cycle to help prevent possible damage to the cabinet's finish or surface.

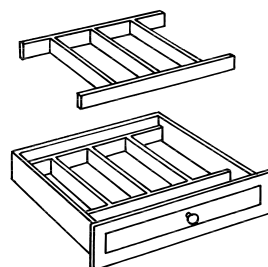
CARE & CLEANING OF DECORATIVE HARDWARE

Periodically, use mild soap and warm water to clean door/drawer knobs or pulls. Thoroughly dry all hardware joints and surfaces and the surrounding area with a clean, soft cloth. Buff hardware with a clean, dry cloth. Lubrication of hinges is not necessary; however, you can clean or dust hinges using cotton-tipped swabs.

CAUTION: DO NOT USE brass and silver polishes as they may contain harsh chemicals that can damage the hardware's surface.

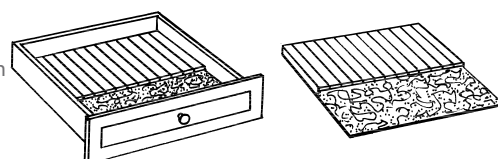
CARE & CLEANING OF CUTLERY DIVIDER

Wipe wood cutlery dividers with a clean, damp cloth and dry thoroughly. Occasional wiping of the dividers with mineral oil will help maintain a rich appearance. For metal dividers, plastic single and tiered divider units, wipe clean with a damp cloth and periodically remove from the drawer and wash with a mild detergent and warm water. It is also safe to place these metal and plastic units on the top shelf of a dishwasher for cleaning. Do not use abrasives or chemical cleaners.



CARE & CLEANING OF KNIFE SECTION UNIT

Constructed of hard maple and cork, your knife section holder can maintain its appearance by wiping it with a damp, clean cloth or sponge. Periodically, rub the solid wood portion with a cloth dampened with mineral oil, being careful to avoid moistening the cork bottom.



CARE & CLEANING OF GLASS DOOR INSERTS

If your kitchen cabinetry has glass door accents, a few precautions are necessary. Apply glass cleaner to a towel, not directly to the glass. Avoid cleaner contact with camed, white, gold or copper clad mullions.

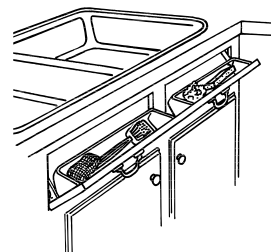
Gently buff coming with 0000 steel wool, which will not scratch glass. Avoid steel wool buffing of joints on gold, copper or white clad coming, since this will remove the gold, copper or white coating. Protect white coming by coating with carnauba wax, available at local hardware or automotive stores.

CARE & CLEANING OF MIRRORS

Apply cleaner only onto a cloth, never directly onto the mirror. Do not allow the cleaner to run or drip into the base trim. Avoid cleaners that contain sodium hydrochloride, phosphoric acid or sulphur (found in products to prevent mildew and fungus). Hair spray and other hair care products often contain chemicals that are caustic to silver and may cause damage to the mirror back. Do not use abrasives.

CARE & CLEANING OF UTENSIL TRAY

To clean your utensil tray, simply loosen the screws, remove it and wash with a mild detergent. Dry thoroughly. Avoid allowing moisture to seep between the tray and cabinet front. (Utensil trays are also dishwasher-safe.)



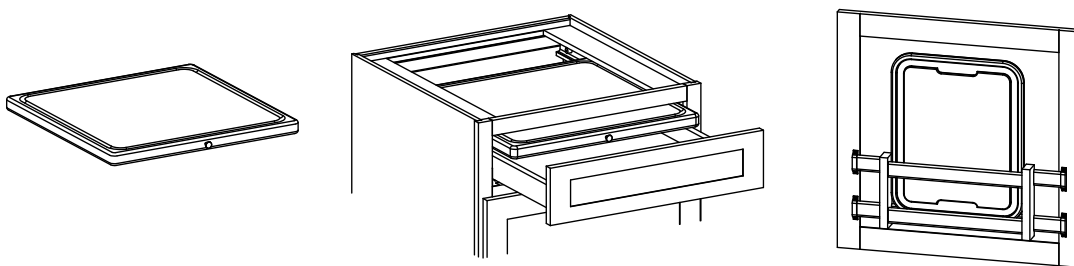
CARE & CLEANING OF CUTTING CENTERS & CHOPPING BLOCKS

We offer several cabinets containing cutting centers or chopping blocks, designed for out-of-the-way and out-of-sight storage until needed for food preparation. Please note that these boards were designed for use on a countertop, table or other sturdy surface. We recommend against usage while in or attached to a cabinet.

Our cutting boards are made from maple veneers on both surfaces, with solid wood ends. Our chopping blocks are solid maple slabs. After cutting and preparing vegetables, breads or dry goods, simply wipe the surface with a clean, damp cloth or sponge and dry thoroughly. Be sure to wipe and dry any liquids that may have seeped down onto the reverse side. Occasionally rub a small amount mineral oil into both surfaces to keep the board from drying out.

A portable plastic cutting board is also available, which stores out-of-the-way on a base cabinet door. Molded from a high-impact polymer, the board is dishwasher-safe or can be hand washed with detergent.

CAUTION: When using either the wood or the polymer boards during the preparation of raw poultry or other meats, bacteria can remain on the surface. This bacteria can be transferred to other items, and if consumed, can cause serious or even fatal illness. If uncooked meat touches the board, clean both sides of the board thoroughly. Scrub the board's surfaces with a sponge or cloth soaked in hot water and detergent immediately after use, then wipe with a clean, damp cloth. Dry completely.



TOUCH-UP OF DAMAGED WOOD SURFACES

It is important to us that you remain delighted with your cabinetry. As careful as you may be, damage to a cabinet could eventually occur. A scratch or nick could become a permanent distraction in your cherished kitchen or bath. A simple touch-up procedure can often make these blemishes virtually disappear.

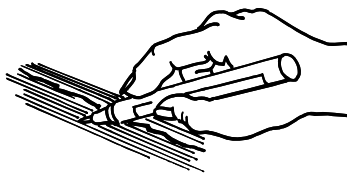
With the inevitable in mind, we have provided you with a touch-up kit designed for your specific cabinet color and style. Here are some hints to help you with minor repairs to a damaged surface.

NOTE: Substantial repairs should only be attempted by professional refinishers.

REPAIR OF SCRATCHES AND SCRAPES ON WOOD WITH TOUCH-UP PEN

Touch-up Pens are used to add or alter color to a worn edge, a gouge or to color a scratch.

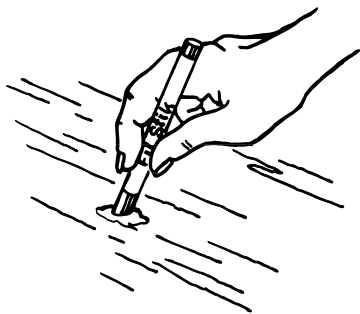
- Evaluate the damaged area – is it repairable? How much touch-up will be required? Is professional help required? Proceed only if confident of skill level.
- Make sure the surface that you are touching up is clean and dry.
- Shake the touch-up pen vigorously with the pen cap on for one minute.
- Take off the cap and hold the pen in an upright position (tip pointing up) and depress the tip of the pen for a few seconds.
- Hold the pen in a downward position and depress the tip onto a piece of cardboard until the tip becomes saturated. The tip should be moist but not dripping wet, you can remove excess amounts of marker fluid by dapping the tip onto the cardboard.
- Use the pen to add color to the worn edge, a gouge or to color a scratch. Apply the fluid with light even strokes. You can blend the color and remove excess fluid with a clean rag.



REPAIR OF SCRATCHES, NICKS OR FRAME GOUGES ON WOOD WITH A SOFT FILL STICK

Fil-Stiks are used to fill small cosmetic defects like nail holes, nicks, gouges or small scratches.

- Evaluate the damaged area – is it repairable? How much touch-up will be required? Is professional help required? Proceed only if confident of skill level.
- Make sure the surface that you are touching up is clean and dry.
- Optional: First color the area with a Touch-up pen and wipe off all excess pen fluid.
- Apply the Fil-Stik with an even back and forth motion to completely fill in the damaged area. (Hint: For easier application, you may warm the stick by holding it in your hands for several minutes.)
- Gently remove the excess Fil-Stik by either A) Rubbing over the treated area with a clean cloth until level or B) Lightly scrape over the excess stick with a plastic card.
- Gently buff the area with a clean cloth to remove any remaining residue.
- If the treated area is a little light in color, then a touch-up marker can be used to alter the color.





KraftMaid[®]
KITCHENS FOR THE **REAL** LIVING ROOM[®]

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KM-CICCG0220

LiftMaster®

USER'S GUIDE

FOR RESIDENTIAL USE ONLY



8155W
8164W
8165W



8160W
8160WB

CONTRACTOR Series Wi-Fi® Garage Door Opener

- Please read this guide and the enclosed safety materials carefully!
- The door **WILL NOT CLOSE** unless the Protector System® is connected and properly aligned.
- Periodic checks of the garage door opener are required to ensure safe operation.
- This garage door opener is **ONLY** compatible with myQ® and Security+ 2.0® accessories.
- **DO NOT** install on a one-piece door if using devices or features providing unattended close. Unattended devices and features are to be used **ONLY** with sectional doors.
- Attach warning labels to the location indicated on label.

**Register your garage door opener to receive
updates and offers from LiftMaster**



1 Take a photo of the camera icon including the points (●).

2 Send it in by texting the photo to 71403 (US) or visit www.liftmaster.photo (Global)



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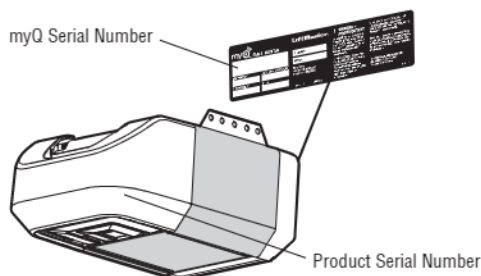
myQ® Serial Number:

Write down the following information for future reference:

myQ Serial Number:

Product Serial Number:

Date of Purchase:



Safety Symbol and Signal Word Review

This garage door opener has been designed and tested to offer safe service provided it is installed, operated, maintained and tested in strict accordance with the instructions and warnings contained in this manual.

When you see these Safety Symbols and Signal Words on the following pages, they will alert you to the possibility of **serious injury or death** if you do not comply with the warnings that accompany them. The hazard may come from something mechanical or from electric shock. Read the warnings carefully.

WARNING

Mechanical

WARNING

Electrical

When you see this Signal Word on the following pages, it will alert you to the possibility of damage to your garage door and/or the garage door opener if you do not comply with the cautionary statements that accompany it. Read them carefully.

CAUTION



WARNING: This product can expose you to chemicals including lead, which are known to the State of California to cause cancer or birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

Unattended Operation

The Timer-to-Close (TTC) feature, the myQ Smartphone Control app, and myQ Garage Door and Gate Monitor are examples of unattended close and are to be used **ONLY** with sectional doors. Any device or feature that allows the door to close without being in the line of sight of the door is considered unattended close. The Timer-to-Close (TTC) feature, the myQ Smartphone Control, and any other myQ devices are to be used **ONLY** with sectional doors.

IMPORTANT INSTALLATION INSTRUCTIONS

WARNING

To reduce the risk of severe injury or death:

1. READ AND FOLLOW ALL WARNINGS AND INSTRUCTIONS.
2. Install garage door opener **ONLY** on properly balanced and lubricated garage door. An improperly balanced door may **NOT** reverse when required and could result in **SEVERE INJURY** or **DEATH**.
3. ALL repairs to cables, spring assemblies and other hardware **MUST** be made by a trained door systems technician **BEFORE** installing opener.
4. Disable **ALL** locks and remove **ALL** ropes connected to garage door **BEFORE** installing opener to avoid entanglement.
5. Install garage door opener 7 feet (2.14 m) or more above floor.
6. Mount the emergency release within reach, but at least 6 feet (1.83 m) above the floor and avoiding contact with vehicles to avoid accidental release.
7. **NEVER** connect garage door opener to power source until instructed to do so.
8. **NEVER** wear watches, rings or loose clothing while installing or servicing opener. They could be caught in garage door or opener mechanisms.
9. Install wall-mounted garage door control:
 - within sight of the garage door.
 - out of reach of small children at a minimum height of 5 feet (1.5 m) above floors, landings, steps or any other adjacent walking surface.
 - away from **ALL** moving parts of the door.
10. Place entrapment warning label on wall next to garage door control.
11. Place emergency release/safety reverse test label in plain view on inside of garage door.
12. Upon completion of installation, test safety reversal system. Door **MUST** reverse on contact with a 1-1/2" (3.8 cm) high object (or a 2x4 laid flat) on the floor.
13. To avoid **SERIOUS PERSONAL INJURY** or **DEATH** from electrocution, disconnect **ALL** electric and battery power **BEFORE** performing **ANY** service or maintenance.
14. **DO NOT** install on a one-piece door if using devices or features providing unattended close. Unattended devices and features are to be used **ONLY** with sectional doors.
15. **SAVE THESE INSTRUCTIONS.**

Power

To prevent possible **SERIOUS INJURY** or **DEATH** from electrocution or fire:

- Be sure power is **NOT** connected to the opener, and disconnect power to circuit **BEFORE** removing cover to establish permanent wiring connection.
- Garage door installation and wiring **MUST** be in compliance with **ALL** local electrical and building codes.
- **NEVER** use an extension cord, 2-wire adapter, or change plug in **ANY** way to make it fit outlet. Be sure the opener is grounded.

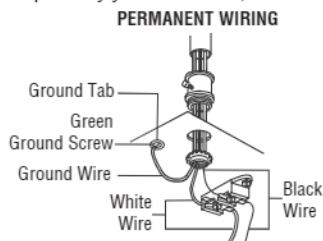
To reduce the risk of electric shock, your garage door opener has a grounding type plug with a third grounding pin. This plug will only fit into a grounding type outlet. If the plug doesn't fit into your outlet, contact a qualified electrician to install the proper outlet.

OPTION A TYPICAL WIRING

1. Plug in the garage door opener into a grounded outlet.
2. **DO NOT** run garage door opener at this time.

OPTION B PERMANENT WIRING

If permanent wiring is required by your local code, refer to the following procedure. To make a permanent connection through the 7/8 inch hole in the top of the motor unit (according to local code):



1. Remove the motor unit cover screws and set the cover aside.
2. Remove the attached 3-prong cord.
3. Connect the black (line) wire to the screw on the brass terminal; the white (neutral) wire to the screw on the silver terminal; and the ground wire to the green ground screw. **The opener must be grounded.**
4. Reinstall the cover.

IMPORTANT SAFETY INSTRUCTIONS



To reduce the risk of SEVERE INJURY or DEATH:

1. READ AND FOLLOW ALL WARNINGS AND INSTRUCTIONS.
2. ALWAYS keep remote controls out of reach of children. NEVER permit children to operate or play with garage door control push buttons or remote controls.
3. ONLY activate garage door when it can be seen clearly, it is properly adjusted, and there are no obstructions to door travel.
4. ALWAYS keep garage door in sight and away from people and objects until completely closed. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.
5. NO ONE SHOULD GO UNDER A STOPPED, PARTIALLY OPENED DOOR.
6. If possible, use emergency release handle to disengage trolley ONLY when garage door is CLOSED. Use caution when using this release with the door open. Weak or broken springs or unbalanced door could result in an open door falling rapidly and/or unexpectedly and increasing the risk of SEVERE INJURY or DEATH.
7. NEVER use emergency release handle unless garage doorway is clear of persons and obstructions.
8. NEVER use emergency release handle to pull garage door open or closed. If rope knot becomes untied, you could fall.
9. After ANY adjustments are made, the safety reversal system MUST be tested.
10. Safety reversal system MUST be tested every month. Garage door MUST reverse on contact with 1-1/2" high (3.8 cm) object (or a 2x4 laid flat) on the floor. Failure to adjust the garage door opener properly increases the risk of SEVERE INJURY or DEATH.
11. ALWAYS KEEP GARAGE DOOR PROPERLY BALANCED. An improperly balanced door may NOT reverse when required and could result in SEVERE INJURY or DEATH.
12. ALL repairs to cables, spring assemblies and other hardware, ALL of which are under EXTREME tension, MUST be made by a trained door systems technician.
13. ALWAYS disconnect electric power to garage door opener BEFORE making ANY repairs or removing covers.
14. This operator system is equipped with an unattended operation feature. The door could move unexpectedly. NO ONE SHOULD CROSS THE PATH OF THE MOVING DOOR.
15. DO NOT install on a one-piece door if using devices or features providing unattended close. Unattended devices and features are to be used ONLY with sectional doors.
16. **SAVE THESE INSTRUCTIONS.**

NOTICE: This device complies with Part 15 of the FCC rules and Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device must be installed to ensure a minimum 20 cm (8 in.) distance is maintained between users/bystanders and device.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and Industry Canada ICES standard. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Connect With Your Smartphone

Monitor and control your garage door from anywhere using the myQ app.



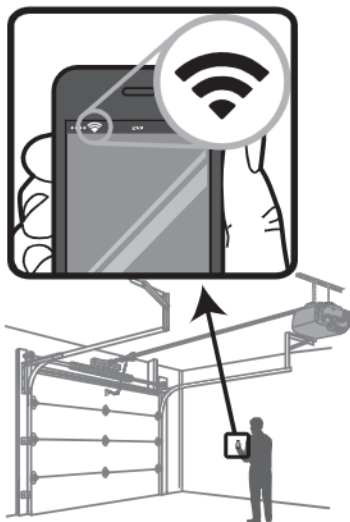
Before You Begin

You will need:

- Wi-Fi® enabled smartphone, tablet or laptop
- Broadband Internet Connection
- Wi-Fi signal in the garage (2.4 Ghz, 802.11b/g/n required)
- Password for your home network (router's main account, not guest network)

Test the Wi-Fi Signal Strength

Make sure your mobile device is connected to your Wi-Fi network. Hold your mobile device in the place where your garage door opener is installed and check the Wi-Fi signal strength.



Check Signal Strength. If you see:



Wi-Fi signal is strong.

The garage door opener will connect to your Wi-Fi network.



Wi-Fi signal is weak.

The garage door opener may connect to your Wi-Fi network. If not, try one of the options below to improve the Wi-Fi signal.



No Wi-Fi signal.

The garage door opener will not be able to connect to your Wi-Fi network. Try one of the options below to improve the Wi-Fi signal:

- Move your router closer to the garage door opener to minimize interference from walls and other objects
- Buy a Wi-Fi range extender

For compatible router specifications and help, visit LiftMaster.com/Customer-Support.

Proceed to page 6.

Connect With Your Smartphone

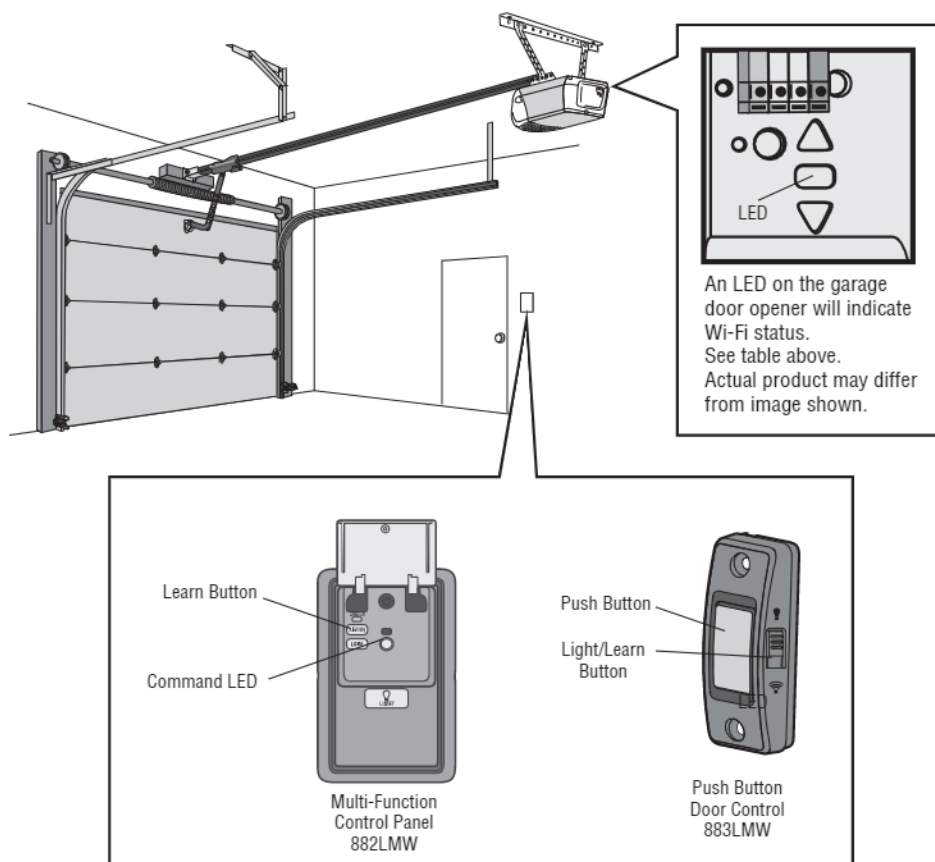
Download the myQ App to Set Up an Account and Connect

Open and close your door, get alerts and set schedules from anywhere. Connected smart garage door openers also receive software updates to ensure the opener has the latest operational features.

1. Download the myQ App.
2. Set up an account and connect.

For more information on connecting your garage door opener, visit Liftmaster.com/Customer-Support.

Wi-Fi Status	
LED	Definition
Blue	Off - Wi-Fi is not turned on. Blinking - Garage door opener is in Wi-Fi learn mode. Solid - Mobile device connected to the garage door opener.
Blue and Green	Blinking - Attempting to connect to router.
Green	Blinking - Attempting to connect to the Internet server. Solid - Wi-Fi has been set up and garage door opener is connected to the Internet.



Programming

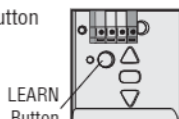
Remote Control

Below are the steps to program a new or existing remote control. Test remote control before reprogramming.

1. Press and release the LEARN Button on the garage door opener.
2. Press and hold the button on the remote control that you wish to use. Release the button when the garage door opener lights blink or two clicks are heard.



Remote Control

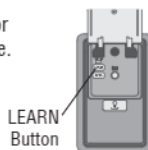


Garage Door Opener

OR

For Multi-Function Control Panel 882LMW

1. Press the LEARN button on the door control to enter Programming Mode.
2. Press the LEARN button again, the LED will flash once.
3. Press the button on the remote control that you wish to operate your garage door.

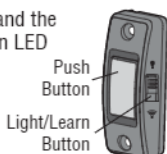


Door Control

OR

For Push Button Door Control 883LMW

1. Press and hold the Light button and the Push button until the Push button LED begins to blink.
2. Press the button on the remote control that you wish to operate your garage door.



Push Button Door Control 883LMW

If your vehicle is equipped with a Homelink®, you may require an external adapter depending on the make, model, and year of your vehicle.

Visit www.homelink.com for additional information.

Wireless Keyless Entry

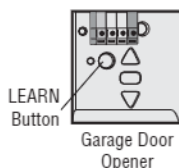
Refer to the instructions provided with your keyless entry OR go to LiftMaster.com to download instructions.

To Erase the Memory

Erase ALL Remote Controls and Keyless Entries

Press and hold the LEARN button until the LED goes out (approximately 6 seconds).

All remote controls and keyless entries are now erased.



LEARN Button

Garage Door Opener

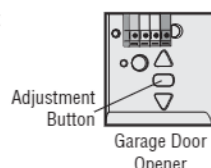
Erase ALL Devices

(Including myQ enabled accessories)

1. Press and hold the LEARN button until the LED goes out (approximately 6 seconds).
2. Immediately press and hold the LEARN button until the LED goes out. All codes are now erased.

Erase the Wi-Fi Network from the Garage Door Opener

Press and hold the adjustment button until 3 beeps are heard (approximately 6 seconds).

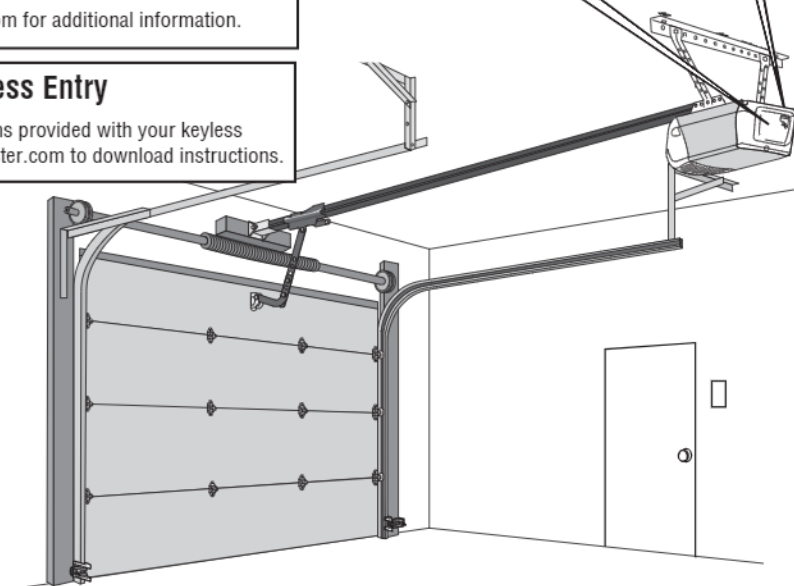


Adjustment Button

Garage Door Opener

Erase a myQ Account

Go to myLiftMaster.com to delete your myQ account.



Operation

WARNING

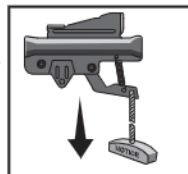
To prevent possible **SERIOUS INJURY** or **DEATH** from a falling garage door:

- If possible, use emergency release handle to disengage trolley **ONLY** when garage door is **CLOSED**. Weak or broken springs or unbalanced door could result in an open door falling rapidly and/or unexpectedly.
- **NEVER** use emergency release handle unless garage doorway is clear of persons and obstructions.
- **NEVER** use emergency release handle to pull door open or closed. If rope knot becomes untied, you could fall.

To Open the Door Manually

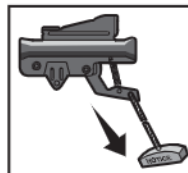
NOTE: Disengage any door locks before proceeding.

1. The door should be fully closed if possible.
2. Pull down on the emergency release handle.

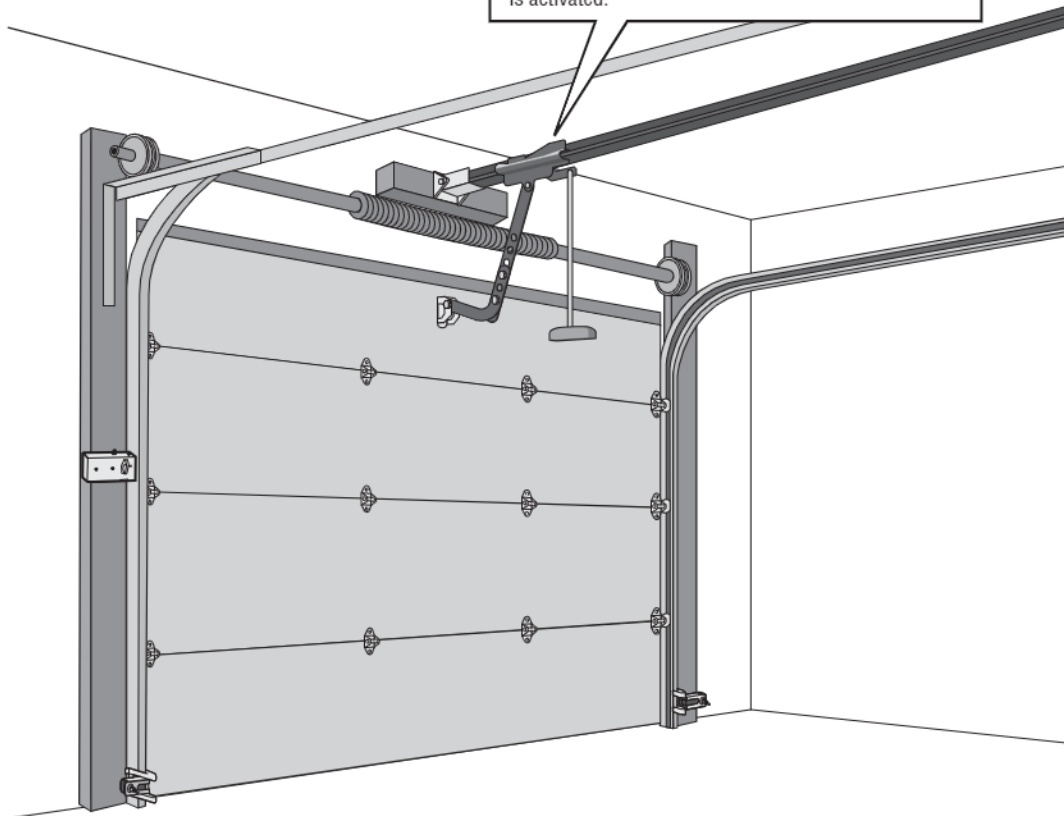


Lockout Feature

1. Pull the emergency release handle down and back. The door can then be raised and lowered manually as often as necessary.
2. To disengage the lockout feature, pull the handle straight down.



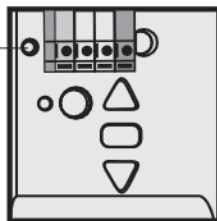
The trolley will reconnect on the next time the opener is activated.



Battery Backup (Model 8160WB only)

The battery backup allows access in and out of your garage when the power is out. When the garage door opener is operating on battery power, the garage door opener will run slower and the lights, Timer-to-Close, and remote close features (myQ App) are disabled. During a power outage the battery supplies power for up to 24 hours of operation. For maximum battery life and prevent damage, disconnect the battery when the garage door opener is unplugged for an extended period of time.

Battery Status LED



- Solid green LED - Charged battery
- Flashing green LED - Charging battery
- Solid orange LED with beep - Operating on battery power
- Flashing orange LED with beep - Low battery
- Solid red LED with beep - Replace battery

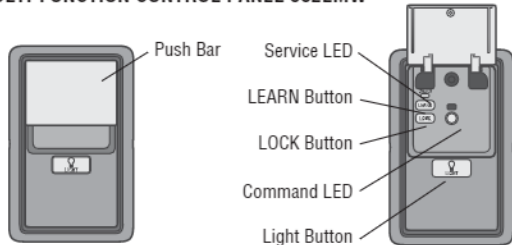
Use an A19 incandescent (100W maximum) or compact fluorescent (26W, 100W equivalent) light bulb.

DO NOT use halogen, short neck, or specialty light bulbs.

DO NOT use LED bulbs.

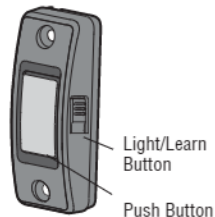
Door Control

MULTI-FUNCTION CONTROL PANEL 882LMW



OR

PUSH BUTTON DOOR CONTROL 883LMW



* The garage door opener must run through a complete cycle before it will activate Wi-Fi® programming. For help related to Wi-Fi, visit LiftMaster.com/Customer-Support.

Operation

The Protector System® (Safety Reversing Sensors)

⚠ WARNING

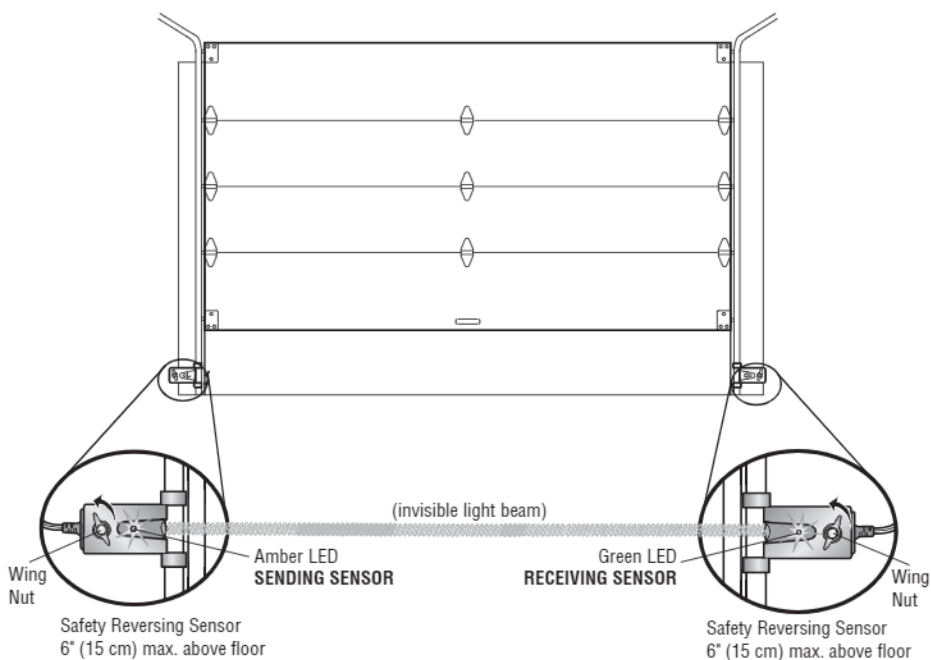
Be sure power is NOT connected to the garage door opener BEFORE installing the safety reversing sensor. To prevent **SERIOUS INJURY** or **DEATH** from closing garage door:

- Correctly connect and align the safety reversing sensor. This required safety device **MUST NOT** be disabled.
- Install the safety reversing sensor so beam is **NO HIGHER** than 6" (15 cm) above garage floor.

The door will not close if the sensors have not been installed and aligned correctly.

When the light beam is obstructed or misaligned while the door is closing, the door will reverse and the garage door opener lights will flash ten times. If the door is already open, it will not close.

The sensors can be aligned by loosening the wing nuts, aligning the sensors, and tightening the wing nuts. Check to make sure the LEDs in both sensors are glowing steadily. The LEDs in both sensors will glow steadily if they are aligned and wired correctly.



IF THE AMBER LED ON THE SENDING SENSOR IS NOT GLOWING:

1. Make sure there is power to the garage door opener.
2. Make sure the sensor wire is not shorted/broken.
3. Make sure the sensor has been wired correctly: White wires to white terminal and white/black wires to gray terminal.

IF THE GREEN LED ON THE RECEIVING SENSOR IS NOT GLOWING:

1. Make sure the sensor wire is not shorted/broken.
2. Make sure the sensors are aligned.

Adjustment

Introduction

WARNING

Without a properly installed safety reversal system, persons (particularly small children) could be **SERIOUSLY INJURED** or **KILLED** by a closing garage door.

- Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.
- After ANY adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on floor.

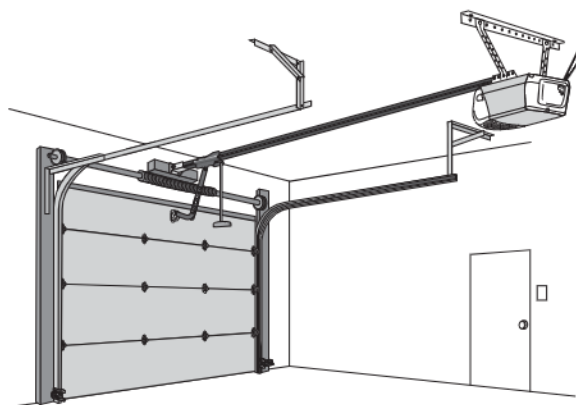
CAUTION

To prevent damage to vehicles, be sure fully open door provides adequate clearance.

Your garage door opener is designed with electronic controls to make setup and adjustments easy. The adjustments allow you to program where the door will stop in the open (UP) and close (DOWN) position. The electronic controls sense the amount of force required to open and close the door.

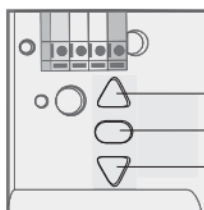
NOTE: If anything interferes with the door's upward travel it will stop. If anything interferes with the door's downward travel, it will reverse.

To watch a video, go to youtu.be/Fyl1-SxQxnE



Programming Buttons

The programming buttons are located on the back panel of the garage door opener and are used to program the travel.



UP Button
Adjustment
Button
DOWN Button

Adjustment

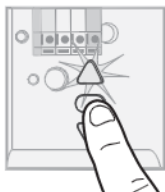
1 Program the Travel

WARNING

Without a properly installed safety reversal system, persons (particularly small children) could be SERIOUSLY INJURED or KILLED by a closing garage door.

- Incorrect adjustment of garage door travel limits will interfere with proper operation of safety reversal system.
- After ANY adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 1-1/2" (3.8 cm) high object (or 2x4 laid flat) on floor.

- 1.1** Press and hold the Adjustment Button until the UP Button begins to flash and/or a beep is heard.

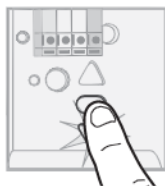


- 1.2** Press and hold the UP Button until the door is in the desired UP position.



NOTE: The UP and DOWN Buttons can be used to move the door up and down as needed.

- 1.3** Once the door is in the desired UP position press and release the Adjustment Button. The garage door opener lights will flash twice and the DOWN Button will begin to flash.

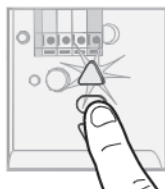


- 1.4** Press and hold the DOWN Button until the door is in the desired DOWN position.



NOTE: The UP and DOWN Buttons can be used to move the door up and down as needed.

- 1.5** Once the door is in the desired DOWN position press and release the Adjustment Button. The garage door opener lights will flash twice and the UP Button will begin to flash.



- 1.6** Press and release the UP Button. When the door travels to the programmed UP position, the DOWN Button will begin to flash.



- 1.7** Press and release the DOWN Button. The door will travel to the programmed DOWN position. Programming is complete.



* If the garage door opener lights are flashing 5 times during the steps for Program the Travel, the programming has timed out. If the garage door opener lights are flashing 10 times during the steps for Program the Travel, the safety reversing sensors are misaligned or obstructed. When the sensors are aligned and unobstructed, cycle the door through a complete up and down cycle using the remote control or the UP and DOWN buttons. Programming is complete. If you are unable to operate the door up and down, repeat the steps for Program the Travel.

Adjustment

2 Test the Safety Reversal System

⚠ WARNING

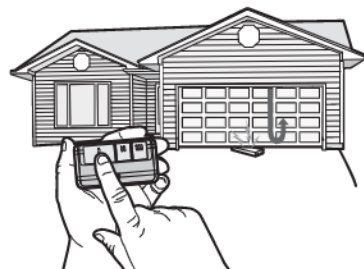
Without a properly installed safety reversal system, persons (particularly small children) could be **SERIOUSLY INJURED** or **KILLED** by a closing garage door.

- Safety reversal system **MUST** be tested every month.
- After **ANY** adjustments are made, the safety reversal system **MUST** be tested. Door **MUST** reverse on contact with 1-1/2" high (3.8 cm) object (or 2x4 laid flat) on the floor.

- 2.1** With the door fully open, place a 1-1/2 inch (3.8 cm) board (or a 2x4 laid flat) on the floor, centered under the garage door.



- 2.2** Press the remote control push button to close the door. The door **MUST** reverse when it makes contact with the board.



If the door stops and does not reverse on the obstruction, increase the down travel (see Adjustment Step 1).

Repeat the test. When the door reverses upon contact with the 1-1/2 inch board, remove the board and open/close the door 3 or 4 times to test the adjustment.

If the test continues to fail, call a trained door systems technician.

3 Test the Protector System®

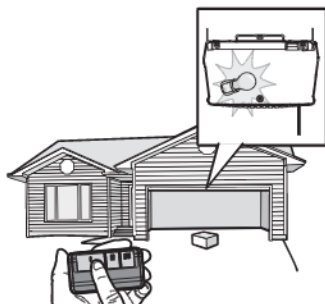
⚠ WARNING

Without a properly installed safety reversing sensor, persons (particularly small children) could be **SERIOUSLY INJURED** or **KILLED** by a closing garage door.

- 3.1** Open the door. Place the garage door opener carton in the path of the door.



- 3.2** Press the remote control push button to close the door. The door will not move more than an inch (2.5 cm), and the garage door opener lights will flash 10 times.



The garage door opener will not close from a remote control if the LED in either safety reversing sensor is off (alerting you to the fact that the sensor is misaligned or obstructed).

If the garage door opener closes the door when the safety reversing sensor is obstructed (and the sensors are no more than 6 inches [15 cm] above the floor), call for a trained door systems technician.

Maintenance

EVERY MONTH

- Manually operate door. If it is unbalanced or binding, call a trained door systems technician.
- Check to be sure door opens and closes fully. Adjust if necessary, page 12.
- Test the safety reversal system. Adjust if necessary, page 13.

EVERY YEAR

- Oil door rollers, bearings and hinges. The garage door opener does not require additional lubrication. Do not grease the door tracks.
- (If applicable) Test the battery backup and consider replacing the battery to ensure the garage door opener will operate during an electrical power outage.
Testing the Battery Backup:
 1. Unplug the garage door opener from AC power. The battery status LED will glow solid orange (opener is operating on battery power) or will flash (low battery power).
 2. Open and close the door using the remote control or door control.
 3. In battery backup mode, the Automatic Garage Door Lock will unlock when the garage door is opened, and will remain disabled until power is restored.
 4. Plug in the garage door opener. Verify the battery status LED is flashing green (battery is charging).

EVERY TWO TO THREE YEARS

- Use a rag to wipe away the existing grease from the garage door opener rail. Reapply a small layer of white lithium grease to the top and underside of the rail surface where the trolley slides.

The Remote Control Battery

WARNING

To prevent possible **SERIOUS INJURY** or **DEATH**:

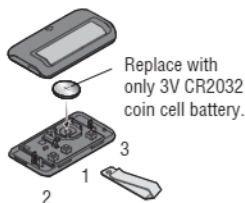
- NEVER allow small children near batteries.
- If battery is swallowed, immediately notify doctor.

To reduce risk of fire, explosion or chemical burn:

- Replace **ONLY** with 3V CR2032 coin batteries.
- **DO NOT** recharge, disassemble, heat above 212°F (100°C) or incinerate.

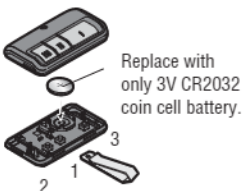
891LM

Pry open the case first in the middle (1), then at each side (2 and 3) with visor clip.



893LM

Pry open the case first in the middle (1), then at each side (2 and 3) with visor clip.



Troubleshooting

Below are basic troubleshooting tips, for additional help and support videos visit LiftMaster.com/Customer-Support or contact your installing dealer. For help related to Wi-Fi®, visit LiftMaster.com/Customer-Support

My garage door opener will not close and the light bulbs flash:

Check to make sure the LEDs in both sensors are glowing steadily. The LEDs in both sensors will glow steadily if they are aligned and wired correctly. See page 10.

My vehicle's Homelink® is not programming to my garage door opener:

Depending on the make, model, and year of your vehicle an external adapter may be required. Visit www.homelink.com for additional information.

My garage door opener beeps:

The garage door opener can beep for several reasons:

- Garage door opener has been activated through a device or feature such as Timer-to-Close, garage door monitor or LiftMaster Internet Gateway.
- Operating on battery power or the battery needs to be replaced.

My neighbor's remote control opens my garage door:

Erase the memory from your garage door opener and reprogram the remote control(s).

The garage door moves 6-8", stops or reverses:

- Manually open and close the garage door. Garage door may be binding or there may be an obstruction. If the door is binding, call a trained door systems technician.

- Possible travel module failure.

My remote control will not activate the garage door:

Verify the lock feature is not activated on the door control or reprogram the remote control.

The wall-mounted door control will not function:

The wires for the door control are shorted or the door control is faulty.

My garage door opener light(s) will not turn off when the door is open:

The garage door opener is equipped with a feature that turns the light on when the safety reversing sensors have been obstructed or when the motion sensor on the door control detects movement in the garage. This feature can be disabled using the door control.

Garage door opener hums for 1-2 seconds with no movement:

Manually open and close the garage door. Garage door may be binding or there may be an obstruction. If the door is binding, call a trained door systems technician.

Cannot connect garage door opener to home Wi-Fi network:

Ensure the myQ Serial number was entered correctly and try again. The myQ characters are between A-F and 0-9 only.

Repair Parts

To see repair parts for your garage door opener, identify the model number on the end panel of the opener and visit LiftMaster.com/Customer-Support to download or print the installation manual.

Warranty

LIFTMASTER® LIMITED WARRANTY

LiftMaster ("Seller") warrants to the first retail purchaser of this product, for the residence in which this product is originally installed, that it is free from defects in materials and/or workmanship for a specific period of time as defined below (the "Warranty Period"). The warranty period commences from the date of purchase.

WARRANTY PERIOD					
	Parts	Motor	Accessories	Belt	Battery Backup*
8160W 8164W 8165W	1 year	4 years	1 year	-	
8160WB	1 year	4 years	1 year	-	1 year
8155W	1 year	4 years	1 year	10 years	

The proper operation of this product is dependent on your compliance with the instructions regarding installation, operation, and maintenance and testing. Failure to comply strictly with those instructions will void this limited warranty in its entirety.

If, during the limited warranty period, this product appears to contain a defect covered by this limited warranty, call 1-800-528-9131, toll free, before dismantling this product. You will be advised of disassembly and shipping instructions when you call. Then send the product or component, pre-paid and insured, as directed to our service center for warranty repair. Please include a brief description of the problem and a dated proof-of-purchase receipt with any product returned for warranty repair. Products returned to Seller for warranty repair, which upon receipt by Seller are confirmed to be defective and covered by this limited warranty, will be repaired or replaced (at Seller's sole option) at no cost to you and returned pre-paid. Defective parts will be repaired or replaced with new or factory-rebuilt parts at Seller's sole option. [You are responsible for any costs incurred in removing and/or reinstalling the product or any component].

ALL IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE APPLICABLE LIMITED WARRANTY PERIOD SET FORTH ABOVE FOR THE RELATED COMPONENT(S), AND NO IMPLIED WARRANTIES WILL EXIST OR APPLY AFTER SUCH PERIOD. Some States and Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. **THIS LIMITED WARRANTY DOES NOT COVER NON-DEFECT DAMAGE, DAMAGE CAUSED BY IMPROPER INSTALLATION, OPERATION OR CARE (INCLUDING, BUT NOT LIMITED TO ABUSE, MISUSE, FAILURE TO PROVIDE REASONABLE AND NECESSARY MAINTENANCE, UNAUTHORIZED REPAIRS OR ANY ALTERATIONS TO THIS PRODUCT), LABOR CHARGES FOR REINSTALLING A REPAIRED OR REPLACED UNIT, REPLACEMENT OF CONSUMABLE ITEMS (E.G., BATTERIES IN REMOTE CONTROL TRANSMITTERS AND LIGHT BULBS), OR UNITS INSTALLED FOR NON-RESIDENTIAL USE. THIS LIMITED WARRANTY DOES NOT COVER ANY PROBLEMS WITH, OR RELATING TO, THE GARAGE DOOR OR GARAGE DOOR HARDWARE, INCLUDING BUT NOT LIMITED TO THE DOOR SPRINGS, DOOR ROLLERS, DOOR ALIGNMENT OR HINGES. THIS LIMITED WARRANTY ALSO DOES NOT COVER ANY PROBLEMS CAUSED BY INTERFERENCE. UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES ARISING IN CONNECTION WITH USE, OR INABILITY TO USE, THIS PRODUCT. IN NO EVENT SHALL SELLER'S LIABILITY FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE OR STRICT LIABILITY EXCEED THE COST OF THE PRODUCT COVERED HEREBY. NO PERSON IS AUTHORIZED TO ASSUME FOR US ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THIS PRODUCT.**

Some states and provinces do not allow the exclusion or limitation of consequential, incidental or special damages, so the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and province to province.

* If applicable

Automatic Garage Door Opener Safety & Maintenance Guide

Garage Door Opener Safety – An Automatic Decision

A garage door is the largest moving object in the home. An improperly adjusted garage door and opener can exert deadly force when the door closes – which could lead to entrapment of children or adults and subsequent injury or death.

Proper installation, operation, maintenance, and testing of the garage door and automatic opener are necessary to provide a safe, trouble-free system.

Careless operation or allowing children to play with or use garage door opener controls are also dangerous situations that can lead to tragic results. A few simple precautions can protect your family and friends from potential harm.

Please review the safety and maintenance tips in this guide carefully and keep it for reference. Check the operation of your garage door and opener to ensure they function in a safe and trouble-free manner.

Be sure to read all Important Safety Information found in your garage door opener's manual as it provides more details and safety considerations than can be supplied with this guide.

Garage Door Openers are Not Toys

Discuss garage door and opener safety with your children. Explain the danger of being trapped under the door.



Stay away from a moving door.



Keep transmitters and remote controls out of reach of children. Do not let children play with or use transmitters or other remote control devices.



The wall-mounted push button should be out of reach of children, at least 5 feet from the nearest standing surface and away from all moving parts. Mount and use the button where you can clearly see the closing garage door.



Keep the door in sight until it completely closes when using the wall-mounted push button or transmitter.

Routine Maintenance Can Prevent Tragedies

Make monthly inspection and testing of your garage door and opener system a part of your regular routine. Review your owner's manual for both the door and door opener. If you don't have the owner's manuals, contact the manufacturer(s) and request a copy for your specific model(s). Look for the opener model number on the back of the power unit.



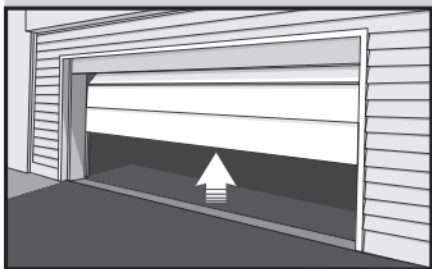
**WARNING – Springs are under high tension.
Only qualified individuals should adjust them.**

Visually check the door and installation:



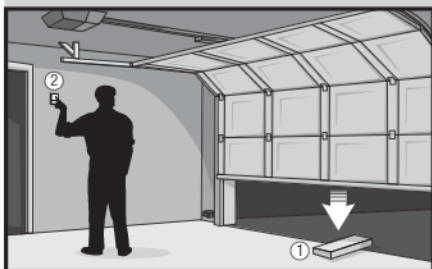
- Starting with the door in the closed position, use the manual disconnect on the opener to disconnect the door.
- Look for signs of wear or damage on hinges, rollers, springs, and door panels.
- These parts may require periodic lubrication. Check the owner's manual for suggested maintenance.
- If any signs of damage are evident, contact a trained door systems technician for assistance.
- Verify the photoeye height is no higher than 6" from the garage floor.

Test the door for proper operation:



- Open and close the door manually using handles or suitable gripping points.
- The door should move freely and without difficulty.
- **The door should balance and stay partially open 3–4 feet above the floor.**
- If you detect any signs of improper operation, contact a trained door systems technician for assistance.

Test the opener safety features:



- Reconnect the opener to the door using the manual disconnect and open the door.
- Place a 2x4 board flat in the path of the door (1) and try to close it (2). The door should stop when it comes in contact with the 2x4 and then reverse direction.
- Block the photoelectric sensor by waving an object in front of the sensor and attempt to close the door. The door should not close unless the wall-mounted push button is manually held during operation.
- If the opener does not perform as described, contact a trained door systems technician for assistance.



Moen Showerheads and Handhelds Warranty

One Year Limited Warranty

Moen products have been manufactured under the highest standards of quality and workmanship. Moen warrants to the original consumer purchaser all parts of this product to be free from defects in material and workmanship during normal use, for (1) year from date of purchase. A replacement for any defective part will be supplied free of charge for installation by you. Defects or damage caused by the use of other than genuine Moen parts are not covered by this warranty. This warranty shall be effective from the date of purchase as shown on the purchaser's receipt. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty is valid for the original purchaser only and excludes product damage due to installation error, product abuse, or product misuse, whether performed by a contractor, service company, or yourself. Moen will not be responsible for labor charges, and/or damage incurred in installation, repair or replacement, nor for incidental or consequential damages.

Some states, provinces and nations do not allow the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state, province to province, and nation to nation.

Moen Incorporated will advise you of the procedure to follow in making warranty claims. Simply write to Moen explaining the defect and include proof of purchase and your name, address and telephone number. The address is: Moen Incorporated, 25300 Al Moen Drive, North Olmsted, OH 44070-8022, or call our toll-free consumer Helpline: 1-800-289-6636.

In Canada, write to **Moen**, 2816 Bristol Circle, Oakville, Ontario L6H5S7 or call: Toronto: 905-829-3400; Rest of Canada: 1-800-465-6130, and ask for Product Service.



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As the #1 faucet brand in North America, Moen offers a diverse selection of thoughtfully designed kitchen and bath faucets, showerheads, accessories, bath safety products, garbage disposals and kitchen sinks for residential and commercial applications each delivering the best possible combination of meaningful innovation, useful features, and lasting value.



Lifetime Limited Warranty

Moen® products have been manufactured under the highest standards of quality and workmanship. Moen warrants to the original consumer purchaser for as long as the original consumer purchaser owns their home (the "Warranty Period" for homeowners), that this faucet will be leak- and drip-free during normal use and all parts and finishes of this faucet will be free from defects in material and manufacturing workmanship. All other purchasers (including purchasers for industrial, commercial and business use) are warranted for a period of 5 years from the original date of purchase (the "Warranty Period" for non-homeowners).

If this faucet should ever develop a leak or drip during the Warranty Period, Moen will FREE OF CHARGE provide the parts necessary to put the faucet back in good working condition and will replace FREE OF CHARGE any part or finish that proves defective in material and manufacturing workmanship, under normal installation, use and service. Replacement parts may be obtained by calling 1-800-289-6636 (Canada 1-800-465-6130), or by writing to Moen Incorporated, 25300 Al Moen Drive, North Olmsted, OH 44070-8022. Proof of purchase (original sales receipt) from the original consumer purchaser must accompany all warranty claims. Defects or damage caused by the use of other than genuine Moen parts is not covered by this warranty. This warranty is applicable only to faucets purchased after December, 1995 and shall be effective from the date of purchase as shown on purchaser's receipt.

This warranty is extensive in that it covers replacement of all defective parts and finishes. However, damage due to installation error, product abuse, product misuse, or use of cleaners containing abrasives, alcohol or other organic solvents, whether performed by a contractor, service company, or yourself, are excluded from this warranty. Moen will not be responsible for labor charges and/or damage incurred in installation, repair or replacement, nor for any indirect, incidental or consequential damages, losses, injury or costs of any nature relating to this faucet. Except as provided by law, this warranty is in lieu of and excludes all other warranties, conditions and guarantees, whether expressed or implied, statutory or otherwise, including without restriction those of merchantability or of fitness for use.

Some states, provinces and nations do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions 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, province to province, nation to nation. Moen will advise you of the procedure to follow in making warranty claims. Simply write to Moen Incorporated using the address above. Explain the defect and include proof of purchase and your name, address, area code and telephone number.

Moen Incorporated
25300 Al Moen Drive
North Olmsted, Ohio 44070-8022



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Warranty for Moen Branded Bath Accessories

Limited Lifetime Warranty - If this product fails due to a defect in materials or workmanship at any time during the life of the product, Moen will replace it free of charge, postage-paid. Simply contact Moen at 1-800-289-6636 for replacement information. This warranty does not cover products which have been abused, altered, damaged, misused, cut or worn.

LIMITATION OF LIABILITY: OTHER THAN THE LIFETIME LIMITED WARRANTY STATED ABOVE, TO THE EXTENT PERMITTED BY LAW, MOEN DISCLAIMS ALL OTHER IMPLIED OR EXPRESS WARRANTIES, INCLUDING ALL WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY IS YOUR SOLE REMEDY AND MOEN SHALL NOT BE LIABLE FOR ANY DAMAGES, WHETHER DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR OTHERWISE, INCLUDING LOST REVENUES AND LOST PROFITS, ARISING OUT OF ANY THEORY OR RECOVERY, INCLUDING STATUTORY, CONTRACT OR TORT. NOTWITHSTANDING THE TERM OF ANY LIMITED OR IMPLIED WARRANTY, OR IN THE EVENT THAT ANY LIMITED WARRANTY FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL MOEN'S ENTIRE LIABILITY EXCEED THE PURCHASE PRICE OF THIS PRODUCT. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE AND PROVINCE TO PROVINCE.



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As the #1 faucet brand in North America, Moen offers a diverse selection of thoughtfully designed kitchen and bath faucets, showerheads, accessories, bath safety products, garbage disposals and kitchen sinks for residential and commercial applications each delivering the best possible combination of meaningful innovation, useful features, and lasting value.



PELLA® VINYL WINDOW & PATIO DOOR LIMITED WARRANTY

IMPORTANT NOTICE: Read this entire Pella Limited Warranty and Limitation of Liability ("Limited Warranty") before purchasing or installing this product. By installing or using this product, you are acknowledging that this Limited Warranty is part of the terms of sale.

This Limited Warranty applies only to Vinyl Windows and Patio Doors manufactured by Pella. Pella makes the following exclusive express Limited Warranties for Pella products installed within the United States and Canada, subject to the stated conditions and limitations.

Arbitration and Class Action Waiver ("Arbitration Agreement")

YOU and Pella and its subsidiaries AGREE TO ARBITRATE DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS (INCLUDES PELLA GOODS AND PELLA SERVICES) AND WAIVE THE RIGHT TO HAVE A COURT OR JURY DECIDE DISPUTES. In addition, if Your Pella Products were purchased directly or indirectly from a Pella Branded Distributor, You and the Pella Branded Distributor agree to Arbitrate Disputes arising out of or relating to Your Pella Products and waive the right to have a court or jury decide Disputes. **YOU WAIVE ALL RIGHTS TO PROCEED AS A MEMBER OR REPRESENTATIVE OF A CLASS ACTION, INCLUDING CLASS ARBITRATION, REGARDING DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS.** You may opt out of this Arbitration Agreement by providing notice to Pella no later than ninety (90) calendar days from the date You purchased or otherwise took ownership of Your Pella Goods. To opt out, You must send notice by email to pellawebsupport@pella.com, with the subject line "Arbitration Opt Out" or by calling 877-473-5527. Opting out of the Arbitration Agreement will not affect the coverage provided by any applicable limited warranty pertaining to Your Pella Products. For complete information, including the full terms and conditions of this Arbitration Agreement, which are incorporated herein by reference, please visit pella.com/arbitration or email to pellawebsupport@pella.com with the subject line: "Arbitration Details" or call 877-473-5527. DE ARBITRAJE Y RENUNCIA COLECTIVA ("acuerdo de arbitraje") EN ESPAÑOL VER PELLA.COM/ARBITRATION. D'ARBITRAGE ET RENONCIATION AU RECOURS COLLECTIF ("convention d'arbitrage") EN FRANÇAIS SEE PELLA.COM/ARBITRATION.

LIMITED LIFETIME WARRANTIES FOR PRODUCTS INSTALLED IN OWNER-OCCUPIED SINGLE-FAMILY HOMES

This Limited Warranty applies only to Vinyl Windows and Patio Doors manufactured by Pella. Pella makes the following exclusive express Limited Warranties for Pella vinyl windows and patio doors installed in owner-occupied single-family homes within the United States and Canada, subject to the stated conditions and limitations.

Nonglass Materials and Workmanship. Nontransferable Limited Lifetime Warranty.

Pella warrants that all nonglass components of its vinyl windows and doors will be free of defects in material or workmanship that significantly impair their proper operation and function for as long as Buyer owns and occupies the home into which the vinyl windows and doors manufactured by Pella are installed. If Pella is given notice of a defect in materials or workmanship of a vinyl window or door manufactured by Pella, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. This Limited Lifetime Warranty is provided to the original Buyer and may not be assigned or transferred. Vinyl windows and doors manufactured by Pella installed in other than owner-occupied single-family homes and glass are excluded from this Limited Lifetime Warranty.

TRANSFERABLE LIMITED 20/10 WARRANTIES FOR PRODUCTS INSTALLED IN OTHER THAN OWNER-OCCUPIED SINGLE-FAMILY HOMES AND LIMITED 20/10 WARRANTY FOR PRODUCTS INSTALLED IN OWNER-OCCUPIED SINGLE-FAMILY HOMES

Nonglass Materials and Workmanship. Transferable Ten-Year (10-Year) Limited Warranty.

This transferable Ten-Year (10-Year) Limited Warranty applies to other than owner-occupied single-family homes and automatically replaces the Limited Lifetime Warranty for products installed in owner-occupied single-family homes, upon Buyer's transfer of ownership of the single-family home or at such time that the Buyer ceases to occupy the home, within ten (10) years of the date of sale by Pella or its authorized dealer. Pella warrants that all nonglass components of its vinyl windows and doors shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for ten (10) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in materials or workmanship of a vinyl window or door occurring within ten (10) years from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. This Ten-Year (10-Year) Limited Warranty may be transferred.

Nonlaminated Glass. Transferable Twenty-Year (20-Year) Limited Warranty.

Pella warrants that nonlaminated glass in Covered Pella® Products shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal for twenty (20) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a glass defect occurring within twenty (20) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective glass (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. The Limited Warranty may be transferred.

Laminated Glass. Transferable Ten-Year (10-Year) Limited Warranty.

The laminated glass in Covered Pella Products, including HurricaneShield® impact-resistant glass, is guaranteed against delamination, premature failure of the glass or a significant permanent obstruction of vision due to failure of the glass seal for a period of ten (10) years following the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in materials or workmanship occurring within ten (10) years or from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within two [2] years of date of sale by Pella or its authorized dealer) or 2) refund the original purchase price.

Blinds or Shades Sealed Between Insulating Glass. Transferable Five-Year (5-Year) Limited Warranty.

Pella warrants that the insulating glass (with blinds or shades sealed inside) shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal and that the between-the-glass blind or shade shall be free from manufacturing defects in material or workmanship that significantly impair their proper operation and function for five (5) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect occurring within five (5) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective glass unit (with the cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price.

Exterior Surround Made with AZEK® Trim. Transferable Twenty-Five-Year (25-Year) Limited Warranty.

Pella warrants that the exterior surround, made with AZEK Trim, shall be free of rot, corrosion, delaminating or excessive swelling from moisture for twenty-five (25) years from the date of sale by Pella or its authorized dealer. Product must be installed and painted (finished) in accordance with Pella's installation instructions. If Pella is given notice of a defect occurring within twenty-five (25) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective component(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price of the defective parts. This warranty does not cover the painted finishes or coating applied to the product by the original purchaser or any third party.

DuraColor™ Exterior Paint. Transferable Ten-Year (10-Year) Limited Warranty.

Pella warrants that exterior paint finish on Covered Pella Products shall not check, crack or peel and shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for a period of ten [10] years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect covered by this warranty occurring within ten [10] years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 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), 2) repair the product or provide replacement part(s) or product(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 3) refund the original purchase price.

CONDITIONS APPLICABLE TO ALL SALES OF COVERED PELLA PRODUCTS AND LIMITED WARRANTIES**Limitation of Warranty.**

FAILURE TO COMPLY WITH PELLA INSTALLATION AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS CLEARLY ESTABLISHED BY THE BUYER OR USER OF THE PRODUCT THAT THE DEFECT OR FAILURE IS UNRELATED TO SUCH NONCOMPLIANCE. This Limited Warranty does not extend to the use of Covered Pella Products under abnormal conditions, conditions that exceed the stated performance parameters of the product as provided on the product labeling and in the *Pella Architectural Design Manual* or under conditions not reasonably foreseeable to, or beyond the control of, Pella. Buyer and User assume all risk of any such use. This Limited Warranty is the exclusive warranty for the Covered Pella Products. **NEITHER PELLA NOR SELLER MAKES ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE.** This disclaimer of implied warranties may be limited or ineffective if you are a consumer, as that term is defined by the Magnuson Moss Act, 15 U.S.C. § 2301, in which case the duration of any implied warranties shall be two (2) years from the date of sale by Pella or its authorized dealer. Some states do not allow limitations on how long an implied warranty lasts for consumers, so the above limitation may not apply to you, in which event the manner of presenting any claim thereon shall be the same as provided in the express warranties stated herein. This Limited Warranty gives you specific legal rights, and you may have additional rights, which vary from state to state.

Allocation of Risks of Pella Product Performance.

Because all construction must anticipate some water infiltration, it is important that the wall system be designed and constructed to properly manage moisture. Pella Corporation is not responsible for claims or damages caused by anticipated or unanticipated water infiltration; deficiencies in building design, construction or maintenance; failure to install Pella products in accordance with Pella Installation Instructions; or the use of Pella products in barrier wall systems, which do not allow for proper management of moisture within the wall system (see the following). The determination of the suitability of all building components, including the use of Pella products, as well as the design and installation of flashing and sealing systems, is the responsibility of Buyer or User, the architect, contractor, installer or other construction professional, and is not the responsibility of Pella. All risks related to building design and construction, or the maintenance, installation and use of Pella® products shall be assumed by Buyer and/or User.

IMPORTANT NOTICE: Pella® products **should not** be used in barrier wall systems, which do not allow for proper management of moisture within the wall systems, such as Exterior Insulation Finish Systems (EIFS) (also known as synthetic stucco) or similar systems. Except in the states of California, New Mexico, Arizona, Nevada, Utah and Colorado, Pella makes **no warranty of any kind on, and assumes no responsibility for, Pella windows and doors installed in barrier wall systems. In the states listed above, the installation of Pella products in EIFS or similar barrier systems must be in accordance with Pella's instructions for that type of construction.**

Limitation of Liability.

This Limited Warranty sets forth the maximum liability for our products. **IN NO EVENT (INCLUDING WHERE THIS LIMITED WARRANTY IS DEEMED NOT TO APPLY TO THE SALE OR PRODUCT IN QUESTION) SHALL PELLA OR SELLER BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES RESULTING FROM THE SALE, INSTALLATION OR USE OF ANY PELLA PRODUCTS.** Some states do not allow the exclusion or limitation of incidental or consequential damages for consumers, so the above limitation or exclusion may not apply to you.

Limitation of Remedy.

THE EXCLUSIVE REMEDY OF THE BUYER OR USER, AND THE SOLE LIABILITY OF PELLA AND SELLER FOR ANY AND ALL CLAIMS, LOSSES, INJURIES OR DAMAGES (INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE) RESULTING FROM THE SALE, INSTALLATION OR USE OF THESE PRODUCTS, SHALL BE, AT THE OPTION OF PELLA, THE REPAIR OR REPLACEMENT OF THE PRODUCT OR THE RETURN OF THE ORIGINAL PURCHASE PRICE OF THE PRODUCT, AS PROVIDED HEREIN. IN NO EVENT SHALL THE LIABILITY OF PELLA OR SELLER EXCEED THE PRICE PAID FOR THE PRODUCT. Replacement products shall be a reasonably similar current product and may not exactly match the original. Even where Pella chooses to repair or replace product within two (2) years of the date of sale, the costs covered by this warranty do not include any labor or material costs associated with finishing space surrounding or adjacent to the repaired or replaced product, including furnishing any trim or other carpentry work. Replacement product provided pursuant to this Limited Warranty shall be subject to the applicable Pella product Limited Warranty only for the remainder of the original warranty period on the product being replaced. If Pella or Seller provides any of the remedies identified in the Limited Warranties above (i.e., repair, replacement of product or refund of the purchase price), then Buyer and/or User agrees that this limitation of remedy shall not have failed of its essential purpose.

DISCLAIMER – WHAT THIS LIMITED WARRANTY DOES NOT COVER

Pella is not responsible for or makes no warranty as to:

1) Product failure, loss or damage due to:

- Normal wear and tear.
- Improper storage, handling, installation, finishing, use, modification or maintenance.
- Mechanical abrasion to finishes.
- Non-factory-applied finishes, applied sealants or caulking. Finishes applied by your local dealer/contractor are not covered by this warranty.
- Finishes of non-Pella products.
- Structural settlement, movement or vibration.
- Products exposed to excessive localized heat, high-moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Normal wear, fading or discoloration of finish from product usage, age or exposure to direct sunlight.
- Acts of God.
- Acid rain or other corrosive elements.
- Accidents, including accidental glass breakage.
- Application of after-market window films to glass surfaces.
- Damage caused by inappropriate finishes, solvents, brickwash or cleaning chemicals.
- Glass breakage, not the fault of Pella, that results in seal failure.
- Damage to glass as a result of improper use or application.
- Damage caused by high in-home humidity (condensation, frost or mold).
- Accident; misuse; abuse; alterations; improper handling, operation or cleaning.
- Products subjected to conditions outside product design limitations.
- Improperly installed security systems.
- Products with modifications that are not approved by Pella Corporation.
- Hardware finishes.
- Damage and/or discoloration not the fault of Pella to blinds or shades sealed between glass associated with wear and tear through product use, sun exposure, abuse or age.
- Ripping, tearing or other damage not the fault of Pella to window screens associated with wear and tear through product use.
- Insects, including grasshoppers.
- Finishing or modifying the structure containing the repaired or replaced product.
- The purchase, damage, repair or replacement of non-Pella products.
- Products that have not been paid for in full.

2) Minor imperfections in the product:

- Minor imperfections in glass that do not affect the product's structural integrity or significantly obscure vision.
- Minor variations in glass color.

3) Installation inconsistent with Pella® Installation Instructions:

- Damage resulting in whole or part from installation inconsistent with Pella Installation Instructions.
- Altered or reinstalled products.
- Products used in nonvertical glazing applications.
- Combinations not built by Pella or not built in accordance with Pella's recommendations for mulling and combining windows.

WDMA Hallmark Certification.

Pella products labeled with the Window & Door Manufacturers Association (WDMA) Hallmark Certification are tested in accordance with applicable WDMA performance standards, which require products be tested for air infiltration, water infiltration and structural performance. The WDMA certification standards measure the performance of a single sample of the product at the time of manufacture. Performance of Pella products, as measured by the WDMA standards, will change over time depending upon the conditions of use. For details on Hallmark Certification, go to WDMA.com. All Hallmark Certification performance ratings apply to individual products only. Pella makes no claims as to the overall performance of mulled and/or product combinations.

NFRC Standards.

Pella products labeled with the National Fenestration Rating Council (NFRC) Energy Performance label are tested in accordance with NFRC standards. NFRC ratings are based on a combination of computer simulations and physical testing of product samples. For details on NFRC energy performance ratings, go to NFRC.org.

Argon.

For Pella products labeled as having Low-E insulating glass with argon, Pella injects argon at the time of manufacture. No warranty is made as to the amount or percentage of argon present in the insulating glass. It is known that argon within insulating glass dissipates over time. The manner of use and conditions of installation of the product will affect the rate of dissipation of argon out of the insulating glass. Pella makes no warranty regarding the rate of dissipation of argon or the amount of argon remaining in the window at any time after manufacture.

Prompt Notice of Claim.

Within the warranty period, Buyer or User shall notify Pella immediately, and in no case more than one (1) year, after any defect or other basis of a claim covered by this Limited Warranty is discovered or should have been discovered. Any claims otherwise covered by the foregoing warranties, but for which Pella did not receive notice within one (1) year from the time the problem first became known, shall be barred.

Limited Warranty Claim Procedure.

Claims under these Limited Warranties may be made in writing to **Pella Corporation, Customer Service Department, 102 Main Street, Pella, IA 50219**, by calling for service at 800-374-4758 or by going to pella.com/warranty. Claims to Pella should include the following information:

1. Claimant's name, address and phone number and the installation address (if different);
2. A description of the product, purchase price, and date and location of purchase, and copies of invoices;
3. The Pella serial number located on the insulating glass spacer or the unit identification number located on the lower left-hand corner of the glass (as seen from the inside);
4. A description of the product concerns (photos may be included); and
5. A brief summary of attempts made to address the concerns.

Pella may charge a fee for on-site product inspections.

No Statement of Useful Life.

This Limited Warranty is not a statement of the useful life of any Pella products.

Entire Agreement.

With the exception of a written statement signed by an authorized Pella representative, this Limited Warranty and all the terms contained herein constitute the entire agreement between Pella/Seller and Buyer/User. This Limited Warranty, including all Limitations of Liability contained herein, is made a part of any such written agreement, unless expressly excluded therein. By purchasing or using the product covered by this Limited Warranty, Buyer and User agree that they are not relying on any oral statements made by anyone that are in any way contrary to this Limited Warranty.

No Amendment Except in Writing.

Pella and Seller offer this product, and Buyer and User accept it, subject to the foregoing Limited Warranty, which may be modified only by written agreement signed by a duly authorized representative of Pella.



PELLA® VINYL WINDOW & PATIO DOOR LIMITED WARRANTY

IMPORTANT NOTICE: Read this entire Pella Limited Warranty and Limitation of Liability ("Limited Warranty") before purchasing or installing this product. By installing or using this product, you are acknowledging that this Limited Warranty is part of the terms of sale.

This Limited Warranty applies only to Vinyl Windows and Patio Doors manufactured by Pella. Pella makes the following exclusive express Limited Warranties for Pella products installed within the United States and Canada, subject to the stated conditions and limitations.

Arbitration and Class Action Waiver ("Arbitration Agreement")

YOU and Pella and its subsidiaries AGREE TO ARBITRATE DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS (INCLUDES PELLA GOODS AND PELLA SERVICES) AND WAIVE THE RIGHT TO HAVE A COURT OR JURY DECIDE DISPUTES. In addition, if Your Pella Products were purchased directly or indirectly from a Pella Branded Distributor, You and the Pella Branded Distributor agree to Arbitrate Disputes arising out of or relating to Your Pella Products and waive the right to have a court or jury decide Disputes. **YOU WAIVE ALL RIGHTS TO PROCEED AS A MEMBER OR REPRESENTATIVE OF A CLASS ACTION, INCLUDING CLASS ARBITRATION, REGARDING DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS.** You may opt out of this Arbitration Agreement by providing notice to Pella no later than ninety (90) calendar days from the date You purchased or otherwise took ownership of Your Pella Goods. To opt out, You must send notice by email to pellawebsupport@pella.com, with the subject line "Arbitration Opt Out" or by calling 877-473-5527. Opting out of the Arbitration Agreement will not affect the coverage provided by any applicable limited warranty pertaining to Your Pella Products. For complete information, including the full terms and conditions of this Arbitration Agreement, which are incorporated herein by reference, please visit pella.com/arbitration or email to pellawebsupport@pella.com with the subject line: "Arbitration Details" or call 877-473-5527. DE ARBITRAJE Y RENUNCIA COLECTIVA ("acuerdo de arbitraje") EN ESPAÑOL VER PELLA.COM/ARBITRATION. D'ARBITRAGE ET RENONCIATION AU RECOURS COLLECTIF ("convention d'arbitrage") EN FRANÇAIS SEE PELLA.COM/ARBITRATION.

LIMITED LIFETIME WARRANTIES FOR PRODUCTS INSTALLED IN OWNER-OCCUPIED SINGLE-FAMILY HOMES

This Limited Warranty applies only to Vinyl Windows and Patio Doors manufactured by Pella. Pella makes the following exclusive express Limited Warranties for Pella vinyl windows and patio doors installed in owner-occupied single-family homes within the United States and Canada, subject to the stated conditions and limitations.

Nonglass Materials and Workmanship. Nontransferable Limited Lifetime Warranty.

Pella warrants that all nonglass components of its vinyl windows and doors will be free of defects in material or workmanship that significantly impair their proper operation and function for as long as Buyer owns and occupies the home into which the vinyl windows and doors manufactured by Pella are installed. If Pella is given notice of a defect in materials or workmanship of a vinyl window or door manufactured by Pella, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. This Limited Lifetime Warranty is provided to the original Buyer and may not be assigned or transferred. Vinyl windows and doors manufactured by Pella installed in other than owner-occupied single-family homes and glass are excluded from this Limited Lifetime Warranty.

TRANSFERABLE LIMITED 20/10 WARRANTIES FOR PRODUCTS INSTALLED IN OTHER THAN OWNER-OCCUPIED SINGLE-FAMILY HOMES AND LIMITED 20/10 WARRANTY FOR PRODUCTS INSTALLED IN OWNER-OCCUPIED SINGLE-FAMILY HOMES

Nonglass Materials and Workmanship. Transferable Ten-Year (10-Year) Limited Warranty.

This transferable Ten-Year (10-Year) Limited Warranty applies to other than owner-occupied single-family homes and automatically replaces the Limited Lifetime Warranty for products installed in owner-occupied single-family homes, upon Buyer's transfer of ownership of the single-family home or at such time that the Buyer ceases to occupy the home, within ten (10) years of the date of sale by Pella or its authorized dealer. Pella warrants that all nonglass components of its vinyl windows and doors shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for ten (10) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in materials or workmanship of a vinyl window or door occurring within ten (10) years from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. This Ten-Year (10-Year) Limited Warranty may be transferred.

Nonlaminated Glass. Transferable Twenty-Year (20-Year) Limited Warranty.

Pella warrants that nonlaminated glass in Covered Pella® Products shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal for twenty (20) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a glass defect occurring within twenty (20) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective glass (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price. The Limited Warranty may be transferred.

Laminated Glass. Transferable Ten-Year (10-Year) Limited Warranty.

The laminated glass in Covered Pella Products, including HurricaneShield® impact-resistant glass, is guaranteed against delamination, premature failure of the glass or a significant permanent obstruction of vision due to failure of the glass seal for a period of ten (10) years following the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect in materials or workmanship occurring within ten (10) years or from the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective part(s) or product(s) (with cost of labor included only within two [2] years of date of sale by Pella or its authorized dealer) or 2) refund the original purchase price.

Blinds or Shades Sealed Between Insulating Glass. Transferable Five-Year (5-Year) Limited Warranty.

Pella warrants that the insulating glass (with blinds or shades sealed inside) shall be free from premature failure or permanent material obstruction of vision due to a failure of the glass seal and that the between-the-glass blind or shade shall be free from manufacturing defects in material or workmanship that significantly impair their proper operation and function for five (5) years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect occurring within five (5) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective glass unit (with the cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price.

Exterior Surround Made with AZEK® Trim. Transferable Twenty-Five-Year (25-Year) Limited Warranty.

Pella warrants that the exterior surround, made with AZEK Trim, shall be free of rot, corrosion, delaminating or excessive swelling from moisture for twenty-five (25) years from the date of sale by Pella or its authorized dealer. Product must be installed and painted (finished) in accordance with Pella's installation instructions. If Pella is given notice of a defect occurring within twenty-five (25) years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 1) repair or replace the defective component(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 2) refund the original purchase price of the defective parts. This warranty does not cover the painted finishes or coating applied to the product by the original purchaser or any third party.

DuraColor™ Exterior Paint. Transferable Ten-Year (10-Year) Limited Warranty.

Pella warrants that exterior paint finish on Covered Pella Products shall not check, crack or peel and shall be free of manufacturing defects in material or workmanship that significantly impair their proper operation and function for a period of ten [10] years from the date of sale by Pella or its authorized dealer. If Pella is given notice of a defect covered by this warranty occurring within ten [10] years of the date of sale by Pella or its authorized dealer, Pella shall, at its sole option: 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), 2) repair the product or provide replacement part(s) or product(s) (with cost of labor included only within two [2] years of the date of sale by Pella or its authorized dealer) or 3) refund the original purchase price.

CONDITIONS APPLICABLE TO ALL SALES OF COVERED PELLA PRODUCTS AND LIMITED WARRANTIES**Limitation of Warranty.**

FAILURE TO COMPLY WITH PELLA INSTALLATION AND MAINTENANCE INSTRUCTIONS VOIDS ALL WARRANTIES UNLESS IT IS CLEARLY ESTABLISHED BY THE BUYER OR USER OF THE PRODUCT THAT THE DEFECT OR FAILURE IS UNRELATED TO SUCH NONCOMPLIANCE. This Limited Warranty does not extend to the use of Covered Pella Products under abnormal conditions, conditions that exceed the stated performance parameters of the product as provided on the product labeling and in the *Pella Architectural Design Manual* or under conditions not reasonably foreseeable to, or beyond the control of, Pella. Buyer and User assume all risk of any such use. This Limited Warranty is the exclusive warranty for the Covered Pella Products. **NEITHER PELLA NOR SELLER MAKES ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE.** This disclaimer of implied warranties may be limited or ineffective if you are a consumer, as that term is defined by the Magnuson Moss Act, 15 U.S.C. § 2301, in which case the duration of any implied warranties shall be two (2) years from the date of sale by Pella or its authorized dealer. Some states do not allow limitations on how long an implied warranty lasts for consumers, so the above limitation may not apply to you, in which event the manner of presenting any claim thereon shall be the same as provided in the express warranties stated herein. This Limited Warranty gives you specific legal rights, and you may have additional rights, which vary from state to state.

Allocation of Risks of Pella Product Performance.

Because all construction must anticipate some water infiltration, it is important that the wall system be designed and constructed to properly manage moisture. Pella Corporation is not responsible for claims or damages caused by anticipated or unanticipated water infiltration; deficiencies in building design, construction or maintenance; failure to install Pella products in accordance with Pella Installation Instructions; or the use of Pella products in barrier wall systems, which do not allow for proper management of moisture within the wall system (see the following). The determination of the suitability of all building components, including the use of Pella products, as well as the design and installation of flashing and sealing systems, is the responsibility of Buyer or User, the architect, contractor, installer or other construction professional, and is not the responsibility of Pella. All risks related to building design and construction, or the maintenance, installation and use of Pella® products shall be assumed by Buyer and/or User.

IMPORTANT NOTICE: Pella® products **should not** be used in barrier wall systems, which do not allow for proper management of moisture within the wall systems, such as Exterior Insulation Finish Systems (EIFS) (also known as synthetic stucco) or similar systems. Except in the states of California, New Mexico, Arizona, Nevada, Utah and Colorado, Pella makes **no warranty of any kind on, and assumes no responsibility for, Pella windows and doors installed in barrier wall systems. In the states listed above, the installation of Pella products in EIFS or similar barrier systems must be in accordance with Pella's instructions for that type of construction.**

Limitation of Liability.

This Limited Warranty sets forth the maximum liability for our products. **IN NO EVENT (INCLUDING WHERE THIS LIMITED WARRANTY IS DEEMED NOT TO APPLY TO THE SALE OR PRODUCT IN QUESTION) SHALL PELLA OR SELLER BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES RESULTING FROM THE SALE, INSTALLATION OR USE OF ANY PELLA PRODUCTS.** Some states do not allow the exclusion or limitation of incidental or consequential damages for consumers, so the above limitation or exclusion may not apply to you.

Limitation of Remedy.

THE EXCLUSIVE REMEDY OF THE BUYER OR USER, AND THE SOLE LIABILITY OF PELLA AND SELLER FOR ANY AND ALL CLAIMS, LOSSES, INJURIES OR DAMAGES (INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE) RESULTING FROM THE SALE, INSTALLATION OR USE OF THESE PRODUCTS, SHALL BE, AT THE OPTION OF PELLA, THE REPAIR OR REPLACEMENT OF THE PRODUCT OR THE RETURN OF THE ORIGINAL PURCHASE PRICE OF THE PRODUCT, AS PROVIDED HEREIN. IN NO EVENT SHALL THE LIABILITY OF PELLA OR SELLER EXCEED THE PRICE PAID FOR THE PRODUCT. Replacement products shall be a reasonably similar current product and may not exactly match the original. Even where Pella chooses to repair or replace product within two (2) years of the date of sale, the costs covered by this warranty do not include any labor or material costs associated with finishing space surrounding or adjacent to the repaired or replaced product, including furnishing any trim or other carpentry work. Replacement product provided pursuant to this Limited Warranty shall be subject to the applicable Pella product Limited Warranty only for the remainder of the original warranty period on the product being replaced. If Pella or Seller provides any of the remedies identified in the Limited Warranties above (i.e., repair, replacement of product or refund of the purchase price), then Buyer and/or User agrees that this limitation of remedy shall not have failed of its essential purpose.

DISCLAIMER – WHAT THIS LIMITED WARRANTY DOES NOT COVER

Pella is not responsible for or makes no warranty as to:

1) Product failure, loss or damage due to:

- Normal wear and tear.
- Improper storage, handling, installation, finishing, use, modification or maintenance.
- Mechanical abrasion to finishes.
- Non-factory-applied finishes, applied sealants or caulking. Finishes applied by your local dealer/contractor are not covered by this warranty.
- Finishes of non-Pella products.
- Structural settlement, movement or vibration.
- Products exposed to excessive localized heat, high-moisture environments (including pools, hot tubs and greenhouses) or water leakage.
- Normal wear, fading or discoloration of finish from product usage, age or exposure to direct sunlight.
- Acts of God.
- Acid rain or other corrosive elements.
- Accidents, including accidental glass breakage.
- Application of after-market window films to glass surfaces.
- Damage caused by inappropriate finishes, solvents, brickwash or cleaning chemicals.
- Glass breakage, not the fault of Pella, that results in seal failure.
- Damage to glass as a result of improper use or application.
- Damage caused by high in-home humidity (condensation, frost or mold).
- Accident; misuse; abuse; alterations; improper handling, operation or cleaning.
- Products subjected to conditions outside product design limitations.
- Improperly installed security systems.
- Products with modifications that are not approved by Pella Corporation.
- Hardware finishes.
- Damage and/or discoloration not the fault of Pella to blinds or shades sealed between glass associated with wear and tear through product use, sun exposure, abuse or age.
- Ripping, tearing or other damage not the fault of Pella to window screens associated with wear and tear through product use.
- Insects, including grasshoppers.
- Finishing or modifying the structure containing the repaired or replaced product.
- The purchase, damage, repair or replacement of non-Pella products.
- Products that have not been paid for in full.

2) Minor imperfections in the product:

- Minor imperfections in glass that do not affect the product's structural integrity or significantly obscure vision.
- Minor variations in glass color.

3) Installation inconsistent with Pella® Installation Instructions:

- Damage resulting in whole or part from installation inconsistent with Pella Installation Instructions.
- Altered or reinstalled products.
- Products used in nonvertical glazing applications.
- Combinations not built by Pella or not built in accordance with Pella's recommendations for mulling and combining windows.

WDMA Hallmark Certification.

Pella products labeled with the Window & Door Manufacturers Association (WDMA) Hallmark Certification are tested in accordance with applicable WDMA performance standards, which require products be tested for air infiltration, water infiltration and structural performance. The WDMA certification standards measure the performance of a single sample of the product at the time of manufacture. Performance of Pella products, as measured by the WDMA standards, will change over time depending upon the conditions of use. For details on Hallmark Certification, go to WDMA.com. All Hallmark Certification performance ratings apply to individual products only. Pella makes no claims as to the overall performance of mulled and/or product combinations.

NFRC Standards.

Pella products labeled with the National Fenestration Rating Council (NFRC) Energy Performance label are tested in accordance with NFRC standards. NFRC ratings are based on a combination of computer simulations and physical testing of product samples. For details on NFRC energy performance ratings, go to NFRC.org.

Argon.

For Pella products labeled as having Low-E insulating glass with argon, Pella injects argon at the time of manufacture. No warranty is made as to the amount or percentage of argon present in the insulating glass. It is known that argon within insulating glass dissipates over time. The manner of use and conditions of installation of the product will affect the rate of dissipation of argon out of the insulating glass. Pella makes no warranty regarding the rate of dissipation of argon or the amount of argon remaining in the window at any time after manufacture.

Prompt Notice of Claim.

Within the warranty period, Buyer or User shall notify Pella immediately, and in no case more than one (1) year, after any defect or other basis of a claim covered by this Limited Warranty is discovered or should have been discovered. Any claims otherwise covered by the foregoing warranties, but for which Pella did not receive notice within one (1) year from the time the problem first became known, shall be barred.

Limited Warranty Claim Procedure.

Claims under these Limited Warranties may be made in writing to **Pella Corporation, Customer Service Department, 102 Main Street, Pella, IA 50219**, by calling for service at 800-374-4758 or by going to pella.com/warranty. Claims to Pella should include the following information:

1. Claimant's name, address and phone number and the installation address (if different);
2. A description of the product, purchase price, and date and location of purchase, and copies of invoices;
3. The Pella serial number located on the insulating glass spacer or the unit identification number located on the lower left-hand corner of the glass (as seen from the inside);
4. A description of the product concerns (photos may be included); and
5. A brief summary of attempts made to address the concerns.

Pella may charge a fee for on-site product inspections.

No Statement of Useful Life.

This Limited Warranty is not a statement of the useful life of any Pella products.

Entire Agreement.

With the exception of a written statement signed by an authorized Pella representative, this Limited Warranty and all the terms contained herein constitute the entire agreement between Pella/Seller and Buyer/User. This Limited Warranty, including all Limitations of Liability contained herein, is made a part of any such written agreement, unless expressly excluded therein. By purchasing or using the product covered by this Limited Warranty, Buyer and User agree that they are not relying on any oral statements made by anyone that are in any way contrary to this Limited Warranty.

No Amendment Except in Writing.

Pella and Seller offer this product, and Buyer and User accept it, subject to the foregoing Limited Warranty, which may be modified only by written agreement signed by a duly authorized representative of Pella.

Double Limited Lifetime Warranty



Thank you for your purchase of product(s) manufactured by Royal® Building Products. For over 40 years, Royal has been committed to meeting homeowner demands for high quality, low maintenance building materials. For more information about our complete line, please visit www.RoyalBuildingProducts.com.

Effective Date: This warranty is in effect for all Products sold after 01/01/2019.

Terms:

Subject to the terms and conditions of this warranty, Royal Building Products (USA) Inc. (herein "Royal") warrants to the Homeowner that its vinyl siding, soffits and accessories (collectively, "Products") are free from manufacturing defects in material and workmanship if installed according to our installation instructions, and will not rot, peel, flake, corrode, blister, split, chip, fade excessively or fade unevenly when exposed evenly. While you own your home, this warranty will remain in effect for your lifetime. It may be transferred once to a subsequent Homeowner, as set forth below. Royal reserves the right to discontinue, modify or otherwise alter any of its Products, including color, without prior notice.

To register your warranty on-line, please visit the website below:

www.RoyalBuildingProducts.com/warranty

This warranty is made exclusively and specifically to the person(s) who both owns and continuously resides in the home on which the Products are installed (herein "Homeowner") if that person is the original purchaser of Royal's Product(s) covered under this warranty. This warranty is also made to a Homeowner who purchases a newly constructed residence on which the Product is installed directly from the builder.

Where Royal's Product(s) are installed on a structure (i) not occupied exclusively by the Homeowner (including his or her immediate family), (ii) used for income producing purposes, or (iii) used in a public or semi-public application, such as (but not limited to) a condominium, apartment building, house of worship, school, medical facility, senior living facility, government building, hotel, etc., then the warranty is made solely to the original owner of the structure ("Commercial Owner") and is not transferrable. The term of the Commercial Owner's warranty is 50 years, prorated below.

If Royal determines, at its sole discretion, that its Product(s) have a manufacturing defect covered under the terms of this warranty, Royal will, at its option, either (1) refund the purchase price of the material and the cost of original labor paid to install Product(s), (2) pay to repair, replace, refinish or coat any Product it determines has a manufacturing defect, including the cost of labor, not in excess of the original cost of installation. In the event of repair, replacement, refinishing or coating, the warranty applicable to the original Product(s) shall apply to the repaired, replaced, refinished or coated Product and will extend for the balance of the original term of the warranty period. These remedies are the sole remedies for any defect to the Product.

Transferability:

This warranty can only be transferred once by the original Homeowner to an immediate subsequent Homeowner, and the term of the warranty remains a Lifetime Limited warranty. If the subsequent owner of the home is not an individual homeowner, as described above, this warranty is not transferrable.

To transfer your warranty on-line, please visit the website below. Failure to do so may result in the termination of any obligations on the part of Royal.

www.RoyalBuildingProducts.com/warranty

Commercial Owner Pro-Ration Schedule:

Commercial Owners shall have a pro-rated warranty per the coverage chart below:

Number of Years After Installation	Covered on a Prorated basis:
Up to 10	100%
11	90%
12	80%
13	70%
14	60%
15	50%
16	40%
17	30%
18	20%
19	15%
20-50	10%

Hail Coverage:

Hail is considered an abnormal weather condition. Any hail damage to your Product(s) should be claimed against any applicable homeowner's insurance. In addition to the foregoing, any costs incurred not covered by applicable homeowner's insurance can be claimed upon application for warranty coverage and the payment of a \$50 (Fifty US Dollars) for warranty servicing. This hail coverage shall only cover replacement material costs and never any labor to replace damaged pieces of product. Proof of insurance required.

Limitations:

Royal's warranty does not provide protection against any damage caused by events beyond normal weathering conditions (defined below), including, but not limited to:

- Improper installation
- Misuse or negligence
- Failure to provide reasonable maintenance to prevent accumulation of dirt, mildew, staining materials, pollution, exposure to chemical products or incompatible cleaners
- Alterations, like applying paints, coatings, stains or varnishes
- Improper handling or storage
- Defects in the wall structure (materials or construction) on which Royal's products are installed that cause failure, such as movement, cracking or settling of the wall, foundation or building

- Deformation caused by high heat sources, including, but not limited to, grills, fire pits and reflections from foil sheathing, low e-glass windows and low e-glass doors
- Damage caused by animals or insects
- Impact of foreign objects, hail, lightning, fire, hurricane, tornadoes, or other Acts of God
- Vandalism, intentional damage, riot or insurrection

"Normal weathering" is defined as exposure to sun light, atmosphere and typical variations that will cause any colored or painted surface to fade, darken, chalk or acquire a surface accumulation of dirt or stains. The severity of these conditions depends on air quality, the geographic location of the property and other local conditions over which Royal has no control. Royal shall determine, at its discretion, whether the siding is suffering from abnormal weathering (which is not covered by warranty). This conclusion shall be based on whether the Product(s) evidence a change in color in excess of the Hunter Units, as calculated according to ASTM D2244, as outlined in the chart herein. Product(s) must have been exposed to the same weathering conditions and not partially covered by other materials, such as shutters, awnings, porticos or other materials. PLEASE NOTE THAT THE MUSKET BROWN COLOR IS EXPLICITLY NOT WARRANTED FOR SIDEWALL APPLICATIONS.

The following fade limits expressly apply to the following standard brands of Royal vinyl siding: Residential®, Royal Crest® and Genesis®.

	Change in Hunter Units	
Owner	Colorsapes® Traditional Colors	Colorsapes® Premium Colors
Original Homeowner	4	4
Subsequent Homowner	4	4
Commercial Owner	4	4

The following fade limits expressly apply to the following premium brands of Royal vinyl siding: Estate®, Board & Batten, Royal Woodland® and Haven®.

	Change in Hunter Units	
Owner	Colorsapes® Traditional Colors	Colorsapes® Premium Colors
Original Homeowner	4	3
Subsequent Homowner	4	3
Commercial Owner	4	3

Royal reserves the right to discontinue or change any of its Products, including color, without giving notice. Should a Product covered by this warranty not be available, Royal reserves the right to substitute a product that is of equal quality or price, according to Royal's sole discretion.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, LIABILITIES OR OBLIGATIONS OF ROYAL, EITHER EXPRESSED OR IMPLIED, AND ROYAL HEREBY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, LIABILITIES AND OBLIGATIONS OF ROYAL, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ROYAL SHALL IN NO EVENT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND. YOUR EXCLUSIVE REMEDY SHALL BE ENFORCEMENT OF THIS WARRANTY UPON THE TERMS AND CONDITIONS HEREIN CONTAINED. NO REPRESENTATIVE OF ROYAL OR ITS DISTRIBUTORS OR DEALERS IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY.

Some States do not allow limitations on how long an implied warranty lasts, so the foregoing limitation may not apply to you.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Warranty Claims Process:

The claimant shall provide a written description of the claimed manufacturing defect, together with original proof of purchase within 30 days of noticing the defect to the following address:

Royal Building Products
91 Royal Group Crescent
Woodbridge, Ontario, Canada, L4H 1X9

For inquiries, please e-mail: CustomerCare@royalbuildingproducts.com

To file a claim, please go to the website listed below:

www.RoyalBuildingProducts.com/warranty

The claimant must provide date of installation and proof of property ownership. The claimant may be required to submit a sample of the defective materials for analysis. This sample may need to be removed from the property at the property owner's expense. Royal will analyze the material claimed to be defective and determine the validity of the claim.

Use and Care:

Your Royal Product is a low maintenance product. Please refer to our Use and Care brochure for the best way to keep your Royal Product looking great.

This warranty gives you specific legal rights, and you may also have other rights that vary from State to State.



Royal® Building Products

1.855.ROYAL85

For product warranty details, please visit RBPWarranty.com

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Rubbermaid®

RUBBERMAID LIMITED LIFETIME WARRANTY

Rubbermaid manufactures durable, high quality merchandise. We warrant that when professionally installed, our wire, melamine and garage storage systems, including installation hardware, are free of defects in materials or workmanship for the life of the product.

Rubbermaid will replace any defective product or installation hardware at no charge. Rubbermaid is not responsible for any labor charges associated with uninstalling or reinstalling the shelving or hardware.

This warranty is valid only if the product has been assembled and maintained per the instructions or standard industry practices. This warranty does not cover abuse, accident, cosmetic issues such as fading or scratches from normal wear, or any other cause not arising from defects in material and workmanship. Also, consequential and incidental damages are not recoverable under this warranty.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Consumer Toll Free Help Line: 1-877-533-1197
www.rubbermaidpro.com

Item # 2119700



Dexter® by Schlage® J Series Warranty

Limited lifetime mechanical,
limited one-year electronics,
and limited five-year finish

Subject to the terms and conditions of this warranty, Schlage Lock Company, LLC (“Schlage”) extends a limited lifetime mechanical warranty to the original consumer user (“Original User”) of our Dexter by Schlage Products (“Product”) against mechanical defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Product was originally installed. Schlage extends a limited five-year finish warranty to the Original User of Product against tarnishing and damage from corrosives such as, but not limited to, salt, sun, humidity, and cleaning products as long as the Original User occupies the residential premises upon which the Product was originally installed and a limited one-year electronics warranty to the Original User of Product against functional electronic defects.

What Schlage Will Do: Upon return of the defective Product to Schlage, Schlage’s sole obligation, at its option, is to either repair or replace the Product or refund the original purchase price in exchange for the Product.

Original User: This warranty only applies to the Original User of Products in a residential application. This warranty is not transferable.

What Is Not Covered: The following costs, expenses, and damages are not covered by the provisions of this limited warranty: (i) labor costs including, but not limited to, costs for the removal and reinstallation of Product; (ii) shipping and freight expenses required to return Product to Schlage; (iii) failures, defects, or damage (including, but not limited to, any security failure or loss of data) caused by any third party product, service, or system connected or used in conjunction with the Product; and (iv) any other incidental, consequential, indirect, special, and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages. Some local laws do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

The provisions of this warranty do not apply to Products: (i) used in commercial applications; (ii) used in common area applications; (iii) used for purposes for which they are not designed or intended; (iv) which have been subjected to alteration, abuse, misuse, negligence, or accident; (v) which have been improperly stored, installed, maintained, or operated; (vi) which have been used in violation of written instructions provided by Schlage; (vii) which have been subjected to improper temperature, humidity, or other environmental conditions; or (viii) which, based on Schlage’s examination, do not disclose to Schlage’s satisfaction non-conformance to the warranty. Additionally, this limited lifetime warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents, or other chemicals.

Additional Terms: Schlage does not authorize any person to create for it any obligation or liability in connection with the Product. Schlage's maximum liability hereunder is limited to the original purchase price of the Product. No action arising out of any claimed breach of this warranty by Schlage may be brought by the Original User more than one (1) year after the cause of action has arisen.

How Local Law Applies: This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law. If this Product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so that the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

Guaranteed Fit Program: Schlage products are designed to fit standard residential door preparations and retrofit existing tubular locks. Note: Mortise locks and preparations are not considered standard and are not guaranteed under this program. During the initial installation, if there is a problem with the Product's performance, the Original User may simply contact Schlage Customer Service at 888-805-9837 in the U.S. or 800-900-4734 in Canada for assistance.

Program & Warranty Claims: If you encounter a non-standard residential door preparation or fit issue under the Guaranteed Fit Program or have a claim under this limited warranty, please contact Schlage Customer Service for repair, replacement, or refund of the original purchase price in exchange for the return of the Product to Schlage.

To make a warranty claim, contact Schlage Customer Service U.S. and Canada:

Schlage Customer Service
2119 E Kansas City Rd
Olathe, KS 66061
1-888-805-9837 (U.S. phone)
1-800-900-4734 (Canada phone)
1-800-366-5625 (fax)

Visit [Schlage.com](https://www.schlage.com) to learn more.

About Allegion

Allegion (NYSE: ALLE) is a global pioneer in seamless access, with leading brands like CISA®, Interflex®, LCN®, Schlage®, SimonsVoss® and Von Duprin®. Focusing on security around the door and adjacent areas, Allegion secures people and assets with a range of solutions for homes, businesses, schools and institutions. Allegion had \$2.7 billion in revenue in 2018, and sells products in almost 130 countries. For more, visit www.allegion.com.

KRYPTONITE ■ LCN ■  ■ STEELCRAFT ■ VON DUPRIN



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[allegion.com](https://www.allegion.com)



Make yourself at
home.

*Your guide to care for and
customize the spaces you'll live in.*



SHERWIN-WILLIAMS®



Create
beautiful
memories.

When your builder chose Sherwin-Williams paints, they chose to put our over 150 years of coatings expertise to work protecting and beautifying your home. To help you get settled in, we've compiled some helpful information about caring and maintaining your home, as well as some ideas on how to begin making your home uniquely yours.

Welcome to your new home.

Help it always feel like new.

Follow these simple cleaning tips to keep the painted surfaces in your home looking inviting.



Interior

- Wait at least 30 days before cleaning newly painted walls.
- Always dust before washing.
- Avoid harsh cleaners — use mild, soapy water and rinse with clean water.
- Spot clean scuff marks or stains with a paste of baking soda and water.
- Use a soft cloth or sponge and apply gentle pressure.



Exterior

- Wait at least 30 days before cleaning newly painted surfaces.
- Remove dirt using a sponge and soap or detergent.
- Use a smooth up-and-down or side-to-side motion.
- Rinse surface thoroughly and repeat if necessary.

The performance of your paint depends on many variables—the product selected, the color and sheen, even the location where it's used. Depending on these factors, some paints will stand up better to repeated cleaning and upkeep than others.

Get *inspired*

to transform your home.

Color can change everything. Here are a few ideas to get you thinking about ways that you can add a personal touch to your home by incorporating color.



Color Continuity

Let color flow through your home by painting adjoining spaces in one shade lighter or darker than the overall color.



Ceiling

Don't forget the fifth wall. Ceilings don't have to be white.



Just for Starters Video Series

Get more details, demonstrations and how-to advice for these and other paint projects at Sherwin-Williams.com/JustForStarters

Be ready when *life happens.*

Repair Light Damage:

*Depending on the surface of your wall, the process may vary.
But generally, you'll follow these steps.*



1. Clean the area and remove any dust.



2. Use a putty knife to fill holes or dents with spackling or patching compound. For larger holes or cracks, apply self-adhesive fiberglass mesh tape first.



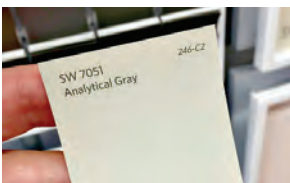
3. Gently drag your putty knife over the surface to remove excess filler.



4. Allow the repair to dry. Then use a fine grit sandpaper to smooth the area.

Touch Up Your Paint:

*Follow these simple steps to help your touch-up match up
with the rest of your walls.*



1. Find leftover paint from that surface. Or bring your color and sheen information to a Sherwin-Williams store and we'll match it.



2. Clean the surface to remove dirt, dust and oils.



3. Thinning your paint may improve the way it blends in. Use one part water to ten parts latex paint. Thin oil paints with mineral spirits at the same ratio.



4. Using a gentle touch, apply paint with a brush or roller.



Make
color
selection a snap.

ColorSnap® tools are ready to help whenever color inspiration strikes—you can explore colors on your desktop, mobile device or tablet. Narrowing down color choices just got easier.



Explore. Get info on any of our 1,500 colors through our Digital Color Wall.



Match. Create a custom palette inspired by your favorite images.

Paint. See any of our colors on your walls in real time.



Share. Post your color ideas for input from friends and family.

Go to **ColorSnap.com** to download the free app.



No matter what projects you have in mind for your new home, Sherwin-Williams can help you choose the right products, find the right colors and paint with confidence. With more than 4,300 neighborhood paint stores around the country, a Sherwin-Williams expert is right around the corner.

Ask Sherwin-Williams.™



Visit [sherwin-williams.com](https://www.sherwin-williams.com) to find the store nearest you.



PaintPerks™

For exclusive benefits, in store and online, sign up to become a preferred customer at [swpaintperks.com](https://www.swpaintperks.com).



Models 9100 & 9605

Limited Warranty

Wayne Dalton, a division of Overhead Door Corporation ("Seller") warrants to the original purchaser of the Models 9100 & 9605 ("Product"), subject to all of the terms and conditions hereof, that the Product and all components thereof will be free from defects in materials and workmanship for the following period(s) of time, measured from the date of installation:

- **Limited Lifetime Warranty*** on the Product sections against:
 - Peeling, cracking, or chalking of the original factory-applied coating on the steel sections of the Product.
 - The Product becoming inoperable due to rust-through of the steel skin from the core of the Product section, caused by cracking, splitting, or other deterioration of the steel skin, or due to structural failure caused by separation or degradation of the foam insulation.
 - The Product hardware (except springs) and the tracks.
- **ONE (1) YEAR** on those component parts of the Product not covered by the preceding provisions of this Warranty.

*Limited Lifetime shall mean as long as the original purchaser owns the house in which the Product is originally installed.

Seller's obligation under this warranty is specifically limited to repairing or replacing, at its option, any part which is determined by Seller to be defective during the applicable warranty period. Any labor charges are excluded and will be the responsibility of the purchaser.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This warranty is made to the original purchaser of the Product only, and is not transferable or assignable. This warranty applies only to Product installed in a residential or other non-commercial application. It does not cover any Product installed in commercial or industrial building applications. This warranty does not apply to any unauthorized alteration or repair of the Product, or to any Product or component which has been damaged or deteriorated due to misuse, neglect, accident, failure to provide necessary maintenance, normal wear and tear, acts of God, or any other cause beyond the reasonable control of Seller or as a result of having been exposed to toxic or abrasive environments, including blowing sand, salt water, salt spray and toxic chemicals and fumes.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE APPLICABLE WARRANTY PERIOD REFLECTED ABOVE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

IN NO EVENT SHALL SELLER BE RESPONSIBLE FOR, OR LIABLE TO ANYONE FOR, SPECIAL, INDIRECT, COLLATERAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES, even if Seller has been advised of the possibility of such damages. Such excluded damages include, but are not limited to, loss of use, cost of any substitute product, or other similar indirect financial loss. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Claims under this warranty must be made promptly after discovery, within the applicable warranty period, and in writing to the authorized distributor or installer whose name and address appear below. The purchaser must allow Seller a reasonable opportunity to inspect any Product claimed to be defective prior to removal or any alteration of its condition. Proof of the purchase and/or installation date, and identification as the original purchaser, may be required. There are no established informal dispute resolution procedures of the type described in the Magnuson-Moss Warranty Act.

SELLER: _____

SELLER'S ADDRESS: _____

