



LIMITED WARRANTY

WARRANTY COVERAGE

Velocity Impact Products, LLC (Velocity), warrants to the original residential homeowner that any Velocity manufactured product shall be free of material defects in manufacturing and/or materials for the applicable period specified below. This limited warranty applies to the products under normal use and service, subject to the conditions, exclusions and limitations described in this limited warranty, and for only so long as the original owner owns and resides in the home where the products are installed, subject to the limited transferability exception described in the paragraph below entitled "Transferability".

VELOCITY'S LIABILITY UNDER THIS LIMITED WARRANTY SHALL BE LIMITED TO THE REPAIR OR, AT VELOCITY'S DISCRETION, REPLACEMENT OF NONCONFORMING GOODS OR PARTS. VELOCITY SHALL NOT BE RESPONSIBLE FOR ANY LABOR OR DELIVERY COSTS INCURRED IN REPAIRING OR REPLACING THE PRODUCTS, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY ARISE OUT OF A CLAIM FOR BREACH OF THIS WARRANTY, INCLUDING WITHOUT LIMITATION, ANY WATER OR OTHER DAMAGES TO CEILINGS, WALLS, FLOORS, ELECTRONICS, APPLIANCES AND/OR FURNISHINGS OF ANY KIND WITHIN A RESIDENCE.

WARRANTY EXCLUSIONS

This limited warranty covers only those manufacturing and material defects as specified herein and does not apply to, cover or include defects or damages attributable to or caused by:

Improper installation, handling damage, improper storage, improper application or use, failure to adhere to Velocity's recommended cleaning and other product care and maintenance instructions, non-factory modifications, improper maintenance or cleaning, normal weathering, corrosive or otherwise abnormal environments, condensation (except as described in the section below entitled "Insulating Glass Unit"), accident, fire, flood, acts of God, multiple hurricanes, water intrusion, including but not limited to water intrusion caused by wind-driven rain due to high wind events, vandalism, riot or civil disorder, building settlement, excessive building movement or structural failures of walls or foundations, localized heat which causes excessive temperature differentials over glass surface edges, aluminum components having direct contact with a copper treated wood, such as Alkaline Copper Quaternary (ACQ), naturally occurring changes such as tarnish, corrosion, oxidation, or discoloration of hardware finishes or component parts, occurrences beyond Velocity's control.

This limited warranty shall be null and void if harmful solvents are used to clean the product; or if any portion of the product is painted or coated in any way at any time after the product leaves Velocity's factory; or if any other "aftermarket" products, such as window films, are applied to the Velocity product.

Caulking is used on some installations to seal the frames (or trim package) against water or air penetration. Caulking is not considered a part of the Velocity product and, therefore, is not covered under this warranty. Caulking is a maintenance responsibility of the owner.

YOUR LIMITED REMEDIES IF VELOCITY'S PRODUCT DOES NOT CONFORM TO THIS LIMITED WARRANTY

VELOCITY'S SOLE RESPONSIBILITY UNDER THIS WARRANTY IS LIMITED TO PROVIDING COMPONENTS OR PARTS NECESSARY TO REPAIR OR, AT VELOCITY'S OPTION, REPLACE THE PRODUCTS COVERED BY THIS WARRANTY, FREE-OF-CHARGE OR AT A PRORATED PRICE PER THE GUIDELINES OF THIS WARRANTY THAT ARE SET FORTH BELOW. VELOCITY SHALL NOT BE RESPONSIBLE FOR ANY LABOR OR DELIVERY COSTS INCURRED IN REPAIRING OR REPLACING THE PRODUCTS OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY ARISE OUT OF A CLAIM FOR BREACH OF THIS WARRANTY.

THE ORIGINAL WARRANTY PERIOD SHALL NOT BE EXTENDED BY SUCH REPAIR OR REPLACEMENT. REPLACEMENT PRODUCTS MAY NOT MATCH THE COLOR OF THE ORIGINAL PRODUCT, OR THE COLOR OF THE REMAINING WINDOWS AND DOORS IN THE HOME, AS COLOR MAY VARY DUE TO AGE, WEATHERING, DYE LOT DIFFERENCES OR OTHER FACTORS. VELOCITY WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY SUCH COLOR DIFFERENCES ASSOCIATED WITH ANY REPLACEMENT PRODUCT AND WILL NOT BE REQUIRED TO HAVE THE REPLACEMENT PRODUCT "MATCH" THE COLOR OF THE ORIGINAL PRODUCT THAT IS BEING REPLACED, OR ANY OF THE WINDOWS OR DOORS THAT REMAIN IN THE HOME.

Velocity reserves the right to discontinue or change the design and specification of any product it manufactures. Should the component of the product originally installed not be available, Velocity shall have the right to substitute such part determined by Velocity to be of equal quality and performance.

THIS WARRANTY COVERS ONLY THOSE WINDOOR PRODUCTS LISTED BELOW THAT ARE INSTALLED IN OWNER-OCCUPIED RESIDENTIAL HOMES. THE WARRANTY PERIODS LISTED IN THE TABLE BELOW BEGIN ON THE DATE WINDOOR DELIVERS PRODUCT TO OUR CUSTOMER'S SPECIFIED LOCATION.

COMPONENT	SERIES 1000 SLIDING GLASS DOOR SYSTEM
FRAME	LIMITED LIFETIME
FRAME, PAINTED FINISH FRAME, ANODIZED FINISH	10 YEARS (10 YEARS COASTAL) 5 YEARS (5 YEARS COASTAL)
HARDWARE, SCREENS, MOVING PARTS	LIMITED LIFETIME (5 YEARS COASTAL)
INSULATING GLASS UNIT	10 YEARS
LAMINATED GLASS UNIT	10 YEARS SENTRYGLAS 5 YEARS PVB
STRESS CRACKS	1 YEAR
TRANSFERABILITY	UNLIMITED

IMPORTANT COVERAGE INFORMATION:

FRAME

Aluminum components are warranted to be free of defects in materials and workmanship. It is typical for anodized products to have color variation and processing marks that occur during manufacturing. These are not considered defects or covered under the warranty. This limited warranty is null and void if any aluminum component has direct contact with a copper treated wood, such as Alkaline Copper Quaternary (ACQ).

The vinyl components of the frame/sash members are warranted against defects resulting from blistering, chipping, cracking, peeling, corroding or pitting. Colored or laminated exterior and interior finishes are warranted against peeling, blistering or excessive color changes. This limited warranty is null and void if damage is caused by harmful cleaners or other chemical or environmental factors, or by any of the other warranty exclusions set forth herein, including exclusions described above.

PAINTED FINISH

This warranty is passed through from the manufacturer/extruder/painter and covers factory applied painted finishes or exposed aluminum surfaces against peeling, checking, cracking, chalking and change of color per applicable AAMA Specifications 2605 in force at the time of bidding. Painted finishes are warranted against corrosion for a period of ten (10) years and requires that care and maintenance requirements have been properly performed and documented in accordance with *Velocity Cleaning Procedures*. This limited warranty applies only to AAMA 2605 painted finishes and other warranty terms may apply when some custom finishes are applied. Velocity reserves the right to re-finish defective components in the field using air-dry products. Velocity warrants that for ten (10) years after the effective date, the finish:

- Will resist cracking, crazing, flaking, or blistering
- Will not chalk in excess of ASTM D-4214 number eight (8) rating, determined by the procedure outlined in ASTM D-4214 specification test.
- Will not change color more than five (5) Delta-E Hunter units (square root of the sum of square Delta L, Delta a, and Delta b) as determined by ASTM method D-2244. It is acknowledged by Customer that fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements.

ANODIZED FINISH

This warranty is passed through from the manufacturer/extruder and covers factory applied anodized finishes or exposed aluminum surfaces against peeling, checking, cracking, chalking and change of color per applicable AAMA Specifications in force at the time of bidding. Anodized finishes are warranted against corrosion for a period of five (5) years and requires that care and maintenance requirements have been properly performed and documented in accordance with *Velocity Cleaning Procedures*. This limited warranty applies only to Class 1 clear Anodized finishes. Velocity warrants that for five (5) years after the effective date, the finish:

- Will resist cracking, crazing, flaking, or blistering
- Will not chalk in excess of ASTM D-4214 number eight (8) rating, determined by the procedure outlined in ASTM D-4214 specification test.
- Will not change color more than five (5) Delta-E Hunter units (square root of the sum of square Delta L, Delta a, and Delta b) as determined by ASTM method D-2244. It is acknowledged by Customer that fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements.

HARDWARE, SCREENS AND MOVING PARTS

Velocity warrants that mechanical operation of hardware, screen, and moving components will be free of defects in material and workmanship for the applicable warranty period described in the table above. This limited warranty excludes normal wear and tear and naturally occurring changes such as tarnish, corrosion caused by dissimilar metals (galvanic corrosion), oxidization or discoloration of hardware finishes or component parts, as well as any of the other warranty exclusions set forth herein, including the exclusions described above.

GLASS

Glass has prevalent characteristics such as distortion, bubbles, discolorations, blurs, debris, and scratches. These types of characteristics are expected, and are excluded from this limited warranty, as they are inherent qualities that meet or exceed standard specifications for flat glass ASTM C 1036, heat treated flat glass ASTM C 1048, and laminated architectural flat glass ASTM C 1172. Heat strengthened or tempered glass may have distortions as an inherent quality, and such distortions are excluded from this limited warranty. Glass with special coatings may require special cleaning. Glass breakage is not covered by this warranty. Visit www.velocityimpactproducts.com for additional care and maintenance information and glass policies. Failure to adhere to cleaning and any other recommended care and maintenance will void this limited warranty, as will any of the other exclusions set forth herein, including the exclusions described above.

LAMINATED GLASS UNIT

The glass is warranted to be free of defects that result in material obstruction of vision or delamination for the applicable time period specified in the table above.

INSULATING GLASS UNIT

The sealed glass component is warranted to be free of defects that result in material obstruction of vision or film formation caused by dust or moisture in the dead air space of a sealed unit, for the applicable period of time specified in the table above.

STRESS CRACKS

Stress cracks in glass panels outside of Velocity's Glass Policy guidelines or resulting from natural settlement or extreme thermal changes between inside and outside temperatures are not considered defects in materials and/or workmanship.

TRANSFERABILITY

This limited lifetime warranty is transferable to subsequent owner(s) as specified herein provided Velocity receives notice of transfer of title of the registered property within thirty (30) days after the date of ownership transfer, and provided such notice is accompanied by a copy of this Warranty and the order number for no additional fee. If this limited warranty has not already expired or been voided for other reasons, it will be extended to the subsequent owner for the remaining specified warranty period from the date Velocity originally delivers product to our customer's specified location, subject to the conditions, exclusions and limitations described elsewhere in this limited warranty.

SUPPLEMENTAL COMMERCIAL WARRANTY LANGUAGE: COMMERCIAL, INVESTMENT AND NON-OWNER-OCCUPIED RESIDENTIAL DWELLINGS

Velocity products installed in non-owner-occupied dwellings such as apartments and rental homes, or used for commercial purposes such as schools, churches, hospitals, government owned structures and office buildings are covered by this limited warranty only as set forth in the table below and are subject to all of the exclusions described in this limited warranty, including those exclusions listed on the first page of this limited warranty. THE WARRANTY PERIODS LISTED IN THE TABLE ABOVE BEGIN ON THE DATE VELOCITY DELIVERS PRODUCT TO OUR CUSTOMER'S SPECIFIED LOCATION.

SUPPLEMENTAL EXPORT WARRANTY LANGUAGE: VELOCITY PRODUCTS INSTALLED OUTSIDE THE CONTINENTAL UNITED STATES

Velocity's liability under this limited warranty shall be limited to the replacement of nonconforming goods or parts or, at Velocity's option, refund the amount of purchase paid to Velocity, subject to the provisions set forth in the table above. Velocity shall not be responsible for on-site inspections or warranty repairs and shall not be responsible for any labor or delivery costs associated with repairing or replacing products, or for any consequential damages.

OWNER RESPONSIBILITY

The life of your windows and doors increases with proper care and maintenance, and products require reasonable care and periodic cleaning. In salt-air environments, increased care and maintenance is required. As a warranty requirement, all Velocity products must be cleaned using tap water and a mild soap at least once every three months (four times annually) to remove surface contaminants. There must be trackable evidence of these actions by supporting documentation (maintenance log) such as invoices or work-orders from a professional cleaning company. Cleaning and maintenance are not the responsibility of Velocity and are not covered by this warranty. Visit www.velocityimpactproducts.com for additional care and maintenance information. The failure to follow recommended cleaning, care and maintenance requirements will void this limited warranty.

CLAIM PROCEDURE

Any claim for defect under this limited warranty must be submitted promptly after discovery to the independent dealer or distributor from whom the product was purchased and within the warranty period specified above. If you cannot locate the independent dealer or distributor from whom the product was purchased, you may contact Velocity for assistance at customerservice@velocityimpactproducts.com. To help us serve you better, all claims must include proof of purchase, product identification or order number, the address where the product is installed, and a description of the problem.

Some States do not allow the exclusion or limitation of incidental or consequential damages or the limitation of remedies for a breach of warranty, 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 that vary from State to State.

*** NO DISTRIBUTOR, DEALER, OR REPRESENTATIVE OF VELOCITY HAS THE AUTHORITY TO CHANGE OR MODIFY THIS WARRANTY IN ANY RESPECT, EITHER ORALLY OR IN WRITING, EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY. THE PURCHASERS EXCLUSIVE REMEDY IS LIMITED TO THE LEGAL REMEDIES DESCRIBED IN THE WARRANTY. IN NO EVENT WILL VELOCITY AGGREGATE LIABILITY UNDER THIS WARRANTY EXCEED THE ORIGINAL PURCHASER'S PAYMENT AMOUNT TO VELOCITY. VELOCITY WILL NOT BE LIABLE UNDER ANY LEGAL THEORY (INCLUDING BUT NOT LIMITED TO CONTRACT NEGLIGENCE, STRICT LIABILITY IN TORT OR WARRANTY OF ANY KIND) FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS). VELOCITY MAKES NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING NO WARRANTY OF MERCHANTABILITY, NO WARRANTY OF FITNESS FOR PARTICULAR PURPOSE, NO WARRANTY OF COMPLIANCE WITH BUILDING OR SAFETY CODES OR LAWS AND NO WARRANTY OF NONINFRINGEMENT. THIS WARRANTY DOES NOT COVER DAMAGE TO THE PRODUCT, PROPERTY OR PERSON, WHEN THEY ARE CAUSED BY MOLD, FUNGUS OR ANY OTHER TOXIN NOT ATTRIBUTABLE TO A VELOCITY PRODUCT DEFECT. VELOCITY RESERVES THE RIGHT TO DEEM THE WARRANTY INVALID IF NOT ACCOMPANIED BY A BILL OF SALE OR DOCUMENTATION, WHICH CONSTITUTES A LEGAL AGREEMENT BETWEEN THE CLIENT AND VELOCITY. THIS WARRANTY IS PROVIDED IN LIEU OF ANY OTHER WARRANTY REQUIREMENTS OR OBLIGATIONS, INCLUDING THOSE OF PRODUCT SPECIFICATIONS OR GENERAL CONDITIONS OF CONTRACT DOCUMENTS AND VELOCITY DISCLAIMS ALL WARRANTIES NOT EXPRESSLY PROVIDED HEREIN.***