

## PATIO DOOR

### LIMITED + NON-TRANSFERABLE WARRANTY



## PRODUCTS

This Limited Warranty and Non-Transferable Warranty applies to ALULAST SL-100, SL-300, SL-400 and SL-550 exterior sliding patio doors purchased on or after January 1, 2025, from ALULAST Inc., and installed in the U.S.A. or Canada only.

## COVERAGE

### Limited and Non-transferable Warranty

Subject to the conditions, disclaimers, limitations and exclusions herein, and for the duration of the applicable Warranty Period ALULAST Inc. (“ALULAST”) warrants that the Product will be free from non-conformities in material and workmanship. ALULAST will repair or replace any Product that fails to meet this Limited Warranty installed in a residential application up to an elevation of not more than three (3) stories (for Product installations over three stories contact ALULAST for more information). This Limited Warranty sets out the various warranties which ALULAST extends to the original purchaser of either a semi or fully assembled patio doors (“Products”). Our warranties are expressly limited to window or door manufacturers that purchased the products directly from ALULAST for use in the ordinary course of such window or door manufacturer’s business (hereinafter “customer” or “customers”, as the case requires).

## LABOUR

Labor costs are not included in this Limited Warranty and Non-transferable Warranty and ALULAST will not be responsible for any costs incurred in the removal, replacement, installation, reinstallation or repair of the ALULAST product.

## WARRANTY COVERAGE

READ the Entire Limited and Non-transferable Warranty for the conditions and limitations that apply to this information.

WARRANTY COVERAGE & DURATION				
Category	SL-100	SL-300	SL-400	SL-550
Exterior Aluminum Finish	AAMA 2605-11: 20 years Anodized: 5 years			
Vinyl Components	20 years	20 years	20 years	20 years
Operating Hardware (1)	2 years	2 years	2 years	2 years
Rollers	5 years	5 years	5 years	5 years

Rollers	5 years	5 years	5 years	5 years
Standard Screens	1 year	1 year	1 year	n/a
Retractable Screens	1 year	1 year	1 year	1 year
Insulated Glass Unit	Dual: 10 years Triples: 10 years	Dual: 10 years Triples: 10 years	Dual: 10 years Triples: 10 years	Dual: 10 years Triples: 10 years
Blinds Between the Glass	1 year	1 year	1 year	1 year
Specialty Glass <sup>(2)</sup>	Dual: 5 year s Triple: 5 years	Dual: 5 year s Triple: 5 years	Dual: 5 year s Triple: 5 years	Dual: 5 year s Triple: 5 years
Stress Cracks <sup>(3)</sup>	1 year	1 year	1 year	1 year
Exterior Painted Finishes	10 years	10 years	10 years	10 years
Exterior Vinyl Laminate Finishes	10 years	10 years	10 years	10 years
Interior Vinyl Laminate Finishes	10 years	10 years	10 years	10 years
Factory Applied Brickmoulds	To be discussed	To be discussed	To be discussed	To be discussed

**(1) Operating Hardware:** Mechanical and locking mechanisms, stainless steel options, hardware finishes (standard and custom).

**(2) Speciality Glass:** Laminated glass units, and glass options not listed in our product literature, e.g., leaded or decorative glass.

**(3) Stress Cracks:** Stress cracks occur when, in the first year after manufacture, the glass develops a crack without sign of impact

## GENERAL EXCLUSIONS

The Limited Warranty does not cover damage, defects, or problems caused by factors beyond ALULAST's control. These exclusions include, but are not limited to:

### Installation, Maintenance, and Environmental Factors:

- Non-compliance with ALULAST's installation instructions, industry best practices, or applicable building codes.
- Improper or unconventional field finishing.
- Installations that are non-vertical, sloped, upside down, or out of square.
- Use in applications that exceed design standards or in high-humidity environments such as near pools, saunas, or hot tubs.

- Installations or use exceeding 5000 feet altitude without capillary tubes, unless specified in the ALULAST Limited Warranty.
- Exposure to sources of chlorine or integration with incompatible third-party systems or devices.

### **Care & Maintenance:**

- Failure to adhere to ALULAST's care and maintenance guidelines.
- Inadequate treatment, sealing, or maintenance of exposed wood.
- Use of harsh or inappropriate cleaning agents like brick wash or razor blades.

### **Misuse and Alterations:**

- Misuse, abuse, accidental damage, or modifications.
- Application of third-party products like films, tinting, or security systems without proper adherence to guidelines.
- Structural shifts or settling impacting the product's performance.

### **Environmental and External Conditions:**

- Extreme weather events, unusual atmospheric conditions, or Acts of God.
- Water infiltration not caused by manufacturing defects.
- Normal wear and tear, including discoloration or fading of finishes.
- Variations in wood color, texture, and grain.
- Glass imperfections that meet ASTM or industry standards and do not affect structural integrity.

### **Additional Exclusions:**

- Color changes due to normal weathering or UV light exposure.
- War, insurrection, civil unrest, terrorism, or Acts of God. Normal wear and tear, including discoloration or fading of finishes.
- Variations in wood color, texture, and grain.
- Formation of frost or condensation on glass, frames, or plastic components due to improper installation or handling.
- Glass breakage post-installation, including spontaneous breakage or breakage behind a storm door.
- Damage occurring during shipping, from fire or water, or due to tampering.

The Limited Warranty explicitly excludes normal wear and tear, natural discoloration of finishes, and damage from corrosion. It also does not cover incidental damages or failures due to improper finishing.

## **EXTERIOR ALUMINUM FINISH**

ALULAST warrants to the customer that, from the date of purchase, the vinyl frame and vinyl sash

components—excluding painted or coated parts—will be free from manufacturing defects for a limited period of twenty (20) years in residential applications, and ten (10) years for all other applications. During this period, the components will not rot, pit, peel, flake, split, blister, or corrode under normal wear conditions due to manufacturing defects.

Standard exterior aluminum cladding finishes installed in coastal environments (within one (1) mile of a seacoast or other saltwater source) are warranted against manufacturing defects that cause abnormal deterioration, including corrosion and/or adhesion loss, for ten (10) years. “Abnormal deterioration” refers to damage to the finish, such as peeling, flaking, or blistering, that exceeds what is typical in an ocean coastline environment. Anodized or other specialty finishes are not covered by a warranty in coastal environments.

## **VINYL FRAME AND VINYL SASH COMPONENTS**

ALULAST warrants to the customer that, from the date of purchase, the vinyl frame and vinyl sash components—excluding painted or coated parts—will be free from manufacturing defects for a limited period of twenty (20) years in residential applications, and ten (10) years for all other applications. During this period, the components will not rot, pit, peel, flake, split, blister, or corrode under normal wear conditions due to manufacturing defects.

**Exclusions:** This Limited Warranty does not apply or extend to any failure, defects or damage resulting from or attributable to, without limitation, misuse, neglect, abuse, faulty assembly, exposure to excessive heat or unusual heat sources (such as outdoor grills, barbecues, inside high intensity heaters or leaving wrapped Products in the sun) faulty or improper installation or insulation, painting or coating or laminating, modifications or attachments not authorized by ALULAST, any component or part not supplied by ALULAST, failure to follow ALULAST’s recommendations and specifications or to provide reasonable care and maintenance to the Products, owner failure to provide reasonable and necessary maintenance to prevent an accumulation of surface dirt, staining or mildew, use of harmful cleaning compounds, failure of or damage to walls, surfaces or structures to which Products are installed arising from settlement, movement, or cracking thereof, earthquakes, hurricane, tornado lightning, fire, flood and Acts of God, accidental or intentional damage, vandalism, color changes arising due to normal weathering or exposure to ultraviolet (sun) light, extremes of weather and atmospheric conditions (such as acid rain) which cause accumulation or dirt or stains, oxidation or corrosion and all other causes beyond ALULAST's control.

This warranty does not apply to PVC extrusions subjected to solar radiation more than 150 K Langley/year.

## **WOOD COMPONENTS**

ALULAST does not warrant wood components, including jamb extensions or wood brickmoulds.

## **VINYL INTERIOR AND EXTERIOR LAMINATE**

ALULAST provides a ten-year (10) Limited Warranty on Vinyl Laminated Products, protecting against cracking, chalking, peeling, checking, delamination, blistering, and flaking. This Limited Warranty does not cover uniform fading or color changes due to normal weather conditions.

Exclusions from this warranty include wear of components, improper storage, and improper cleaning must not be used, as their use will void this warranty. Additionally, this Limited Warranty does not cover fading, color changes, or the effects of weathering on the laminate.

## PAINTED FINISHES

ALULAST warrants to the customer that, from the date of purchase and for a period of ten (10) years in residential applications, and five (5) years in all other applications, the painted vinyl frame and sash components—provided the paint was applied or supplied by ALULAST—will be free from manufacturing defects. These components will not rot, pit, peel, flake, split, blister, or corrode under normal wear and tear due to manufacturing defects. Additionally, ALULAST guarantees that for a period of five (5) years from the date of purchase, there will be no appreciable color fading (not exceeding  $\Delta E = 5$ ) caused by normal weather and atmospheric conditions.

**Exclusions:** This Limited Warranty does not apply or extend to any failure, defects or damage resulting from or attributable to, without limitation, misuse, neglect, abuse, faulty assembly, faulty or improper installation or insulation, painting or coating or laminating, modifications or attachments not authorized by ALULAST, any component or part not supplied by ALULAST, failure to follow ALULAST's recommendations and specifications or to provide reasonable care and maintenance to the Products, owner failure to provide reasonable and necessary maintenance to prevent an accumulation of surface dirt, staining or mildew, use of harmful cleaning compounds and all other causes beyond ALULAST's control. This warranty does not apply to PVC extrusions subjected to solar radiation more than 150 K Langley/year. Also, this warranty does not apply or extend to any failure, defects or damage resulting from or attributable to:

- External factors, such as chemical leaching, acidic washes, hard tack tapes, sand blasting, or sandstorms, and similar types of events or occurrences.
- Where paint is applied on glazing co-extrusion.
- Where the damage occurred during delivery or transport of painted products.
- Where any discoloration, gloss changes, surface damage, or alteration is caused using natural or chemical solvents, or by environmental factors such as exposure to excessive heat in extreme weather environments or high acidity levels in a high humidity environment.
- Where the damage is caused by normal wear and tear and natural weathering of surfaces.
- Color changes due to normal weathering, whether such weathering results from exposure to ultra-violet light (sun), variations and extremes of weather and atmospheric conditions (such as acid rain), air quality, or other weather and/or conditions to which products are normally exposed and which may cause any colored surfaces to fade, soil, or chalk, or which may cause accumulation of dirt or stains, oxidation or corrosion.
- Non-uniform color changes resulting from unequal exposure to ultraviolet (sun) light.
- For this warranty, fading or changing in color of the applied finish shall be calculated in accordance with ASTM D2244.
- Replacement components may vary slightly in color or gloss in comparison to the original components. ALULAST shall not be liable because of such variance.

## OBSOLETE OR DISCONTINUED PARTS

Parts designated at the time of sale by ALULAST as obsolete or discontinued are warranted against manufacturing defects for a period of one (1) year.

## INSULATED GLASS UNIT (IGU)

The installed and sealed insulating glass unit is warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space between the

glass for the Warranty Period. The internal grille/grid is warranted against insert slippage, flipping sagging for the Warranty Period. If such defects occur during the first 10 years.

Insulating glass units containing capillary tubes (recommended for use in insulating glass units traveling through or being installed in areas with elevations 5,000 feet or more above sea level) are warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space for the Warranty Period. If such defects occur during the Warranty Period, ALULAST will provide a replacement insulating glass unit at no charge. If the glass should fail after the designated warranty period, ALULAST will charge the full selling price for the insulating glass unit.

**This Limited Warranty for Glass does not include:**

- Any sound that occurs from the grilles/grids tapping or otherwise striking the glass due to vibrations from use of the window or exterior vibrations to the windows (such as caused by opening or closing the window or a nearby door, animals, person, or objects striking the glass; wind; or outside traffic, trains, or airplanes, etc) is not considered an imperfection or defect, nor is the grille/grid touching the glass (even in triple-strength units) considered an imperfection or defect.
- Minor variations in glass color or imperfections that do not affect the structural integrity of the glass or do not permanently and materially obstruct vision, including but not limited to minor distortion or waviness inherent to heat strengthened, tempered and laminated glass.
- Damage to adjacent buildings or building components because of sunlight reflecting off a patio door. This includes but is not limited to any objects or property that may be permanently or intermittently in the path of reflected light. This reflected light is not a defect or deficiency in the glass or the window/door.
- Glass covered with after-market window films, coatings or other products not originally supplied by ALULAST.
- Stresses from localized heat which causes excessive temperature differentials over the glass.
- Post-manufacture dissipation of inert gases (as Argon), or the amount of gas in Products with inert gas-filled insulating glass.
- Scratches or other imperfections not readily observable beyond six (6) feet away for standard glass and eleven (11) feet for tempered glass.
- Internal and external condensation, frost, dew or mold resulting from humidity within the building or from outside conditions along with interior/exterior temperature differentials.

**LAMINATED INSULATED GLASS UNIT (IGU)**

For Products purchased with the optional laminated glass feature, the laminated glass is warranted against defects resulting in material obstruction of vision or delamination under normal usage. If such defects occur during the first 5 years of the Warranty Period, ALULAST will provide a replacement insulating glass unit with the laminated glass feature at no charge to the Warranty Holder. For clarification, all other provisions of this Limited Warranty applicable to the Insulating Glass Unit continue to apply to Product purchased with the optional laminated glass feature.

**BLINDS BETWEEN THE GLASS**

For Products purchased with the optional internal blinds feature, the Insulating Glass Unit is warranted against issues affecting blind operation and material obstruction of vision under normal



usage. If such defects occur during the first years of the Warranty Period or occur during ALULAST will provide a replacement insulating glass unit with the internal blinds feature at no charge. For clarification, all other provisions of this Limited Warranty applicable to the Insulating Glass Unit continue to apply to Product purchased with the optional blinds between the glass feature.

## **OPERATING HARDWARE: HANDLES AND LOCKS**

Operating hardware, including mechanical and locking mechanisms, stainless steel hinge systems, and hardware finishes (both standard and custom), along with other hardware components, are covered by a two (2) year warranty against peeling, flaking, rusting, blistering, corrosion, and breaking. Should defects occur within this warranty period, ALULAST will provide replacement parts at no cost to the Warranty Holder, although shipping and handling fees may apply. It is important to note that repaired or replaced hardware or products may not exactly match the color of the original product or other windows and doors on the premises.

Furthermore, for patio doors installed within two miles of any saltwater body and equipped with stainless steel and/or coastal product hardware (i.e., no finish), the warranty period is limited to one (1) year from the original purchase date.

## **STANDARD SCREENS**

ALULAST warrants that patio door screens, excluding mesh, are warranted against material defects in materials and workmanship for a period of one (1) year from the date of purchase by the customer under normal use and service subject to the exclusions, conditions and limitations. Screens are not designed to and will not prevent falls.

## **ROLLERS**

ALULAST warrants the patio door wheels against defective material and workmanship under normal use and service for a period of five (5) years from the date of purchase by the customer, in residential use only. This limited warranty is effective for ALULAST patio door wheels are subject to the exclusions, conditions and limitations and manufactured after January 27, 2016, for use in the U.S.A

## **CERTIFICATIONS AND RATINGS**

Many standard ALULAST products come labeled with National Fenestration Rating Council (NFRC) ratings, which are determined through a combination of computer simulations and physical testing of product samples. Typically, certifications and ratings apply only to single products, although certain factory-mulled or combined product configurations may also be certified. The performance of individual products may vary and can change over time, depending on usage conditions. It is important to note that NFRC ratings are not performance warranties. For details on NFRC Energy Performance ratings, please visit <http://www.nfrc.org/>.

## **PRODUCT SUITABILITY**

The customer is solely responsible for determining the suitability of any product purchased from ALULAST for their needs or application, and for ensuring compliance with applicable building codes and laws. While ALULAST may provide information or opinions about the product upon request or as needed, such responses do not imply any responsibility on ALULAST's part for the design or suitability of the product in the proposed application. It remains the customer's responsibility to evaluate the appropriateness of ALULAST's recommendations, advice,

processes, services, and products for use in their specific applications.

## **REMEDIES**

Where a defective Product or component of a Product manufactured by ALULAST is defective and covered by these warranties, the remedies of the original purchaser are limited to the following, at ALULAST's sole discretion:

- (1) repair of the defective Product or component.
- (2) replacement of the defective Product or component.
- (3) refund of the original purchase price of the defective Product or component

In the event of a product or component failure, the final selling agent or installer will be responsible to conduct the on-site assessment and the repair. ALULAST's liability under these warranties shall in no event exceed the purchase price of the defective Product or component and in all cases removal, shipping, painting, refinishing, installation and other similar costs are not covered.

Claims shall be presented to ALULAST in writing by the original purchaser only within 30 days of discovery of the defect claimed, together with the original invoice for the Product. ALULAST will be entitled to require delivery by the customer of whatever proof ALULAST requests to evaluate the validity of the claim. For IGU related claims, the customer must provide the information requested by ALULAST that could be printed on the spacer of the defective glass or anywhere else on the door.

ALULAST reserves its right to discontinue, change or replace any of its components or any Products. If components or Products covered by these warranties are no longer available,

## **DISCLAIMER**

THESE LIMITED WARRANTIES ARE EXCLUSIVE AND ARE YOUR SOLE RESULTING REMEDY AGAINST ALULAST FROM THE PURCHASE OF A PRODUCT. ALULAST WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR INDIRECT LOSSES. THE ONLY REMEDY WITH RESPECT TO LOSSES OR DAMAGES HOWEVER THEY MAY BE CAUSED AND WHETHER DUE TO NEGLIGENCE OR OTHER CAUSES WILL BE AS SPECIFIED IN THIS DOCUMENT ("REMEDIES"), WHICH ARE THE SOLE AND EXCLUSIVE REMEDIES.

ALULAST MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY TO ANYONE INCLUDING THE ORIGINAL PURCHASER OR ANY SUBSEQUENT PURCHASER, OWNER OR USER OF THE PRODUCTS.

No agent, employee or representative of ALULAST has any authority to bind ALULAST to any affirmation, representation, or warranty concerning ALULAST's products or parts, except as stated herein.

## **NO ASSIGNMENT**

The warranties provided herein are extended to the original purchaser only, as defined in the section "General", and they are neither transferable nor assignable including any third-party purchaser



of the Products from a customer or any end user of a window or door manufacturer's finished product(s) such as a consumer purchasing such window or door manufacturer's finished product(s) in a consumer transaction.