

BERTHA WARRANTY

FOR YOUR NEW WINDOWS & DOORS

Eastern Architectural Systems (EAS) warrants to the original purchaser that the window/door are free of defects in material and workmanship under normal use and conditions. This warranty applies to the window/door under normal use and service, subject to the conditions and limitations herein. EAS' liability under this warranty shall be limited to the repair and replacement of uncharacteristic materials or parts. In no event shall EAS be responsible for damages resulting from loss of use or other indirect, incidental, consequential or special costs, expenses or damages incurred by the purchase, notwithstanding that EAS has been advised of the possibility of such damages.

This warranty covers only those manufacturing and material defects as specified herein and does not include defects or damages attributable to faulty or improper installation and/or application of product, the application of reflective film to the glass surface, normal weathering; defects caused by accident, fire, flood, acts of God, vandalism, riot or civil disorder; misuse; abuse by harmful fumes, vapors, solvents, chemicals or chemical pollutants in the atmosphere; exterior mildew; building settlement or structural failures of walls or foundations; stresses resulting from localized heat, which causes excessive temperature differentials over glass surface edges or occurrences beyond EAS' control.

This warranty shall become null and void if harmful solvents are used to clean the aluminum frame and/or sash members, or if the frame and/or sash members are painted or coated in any way; or if any other "aftermarket" products are applied to the EAS product, such as window film.

VINYL WINDOWS & DOORS LIMITED LIFETIME WARRANTY

EAS warrants that the vinyl components of its windows and doors against defects such as: peeling, flaking, chipping, blistering and corrosion, when installed according to manufacturer's specifications, will be free of defects in material for the life of the product. If a defect in material occurs, EAS will provide replacement parts at no charge. Warranty becomes void if the vinyl is painted, stained or if the surface is altered in any way.

STRESS CRACKS - 1-YEAR WARRANTY

In products specifically covered by this warranty, EAS warrants against stress cracks in glass panels for a period of 12 months after the date of delivery by EAS. Stress cracks in glass panels can result from natural settlement or extreme thermal changes between outside and inside temperatures. Stress cracks are not a result of defects in materials/workmanship. In the event of a stress crack in

the 12-month warranty period, EAS will ship a replacement panel at no cost. (Installation is not covered)

HARDWARE - 10-YEAR WARRANTY

EAS warrants its hardware, which includes balances, sash and door locks, wheels and roller assemblies, sliding door tracks, hinges, seals, etc, for a period of ten (10) years. If a defect occurs, EAS will provide replacement parts at no charge.

SCREEN - 10-YEAR WARRANTY

EAS warrants its aluminum screen frame against defects in material for a period of ten (10) years. If a defect occurs, EAS will provide replacement parts at no charge.

INSULATED GLASS - LIFETIME WARRANTY

EAS warrants that its insulated glass units, when installed within the continental United States, will not materially obstruct vision as a result of dust collection, or film or moisture collection on the interior surfaces of the glass for lifetime from the date of manufacture. Glass has prevalent characteristics such as bubbles, slight discoloration, blurs and hairline scratches. These are expected, as they are inherent qualities that meet or are within federal specifications DD-G-451D. Heat strengthened, tempered or Armor glass may have slight discolorations as an inherent quality. If defect occurs EAS will provide replacement glass at no charge (labor not included).

LAMINATED GLASS - 20-YEAR WARRANTY

EAS warrants that for a period of twenty (20) years from delivery under normal conditions of use, that the products shall be free of defects resulting from delamination. This warranty is void and does not apply to units, which were not installed in accordance with EAS' written instruction; to units that are damaged in handling, transportation or installation; to units that are subject to stress resulting from localized application of heat causing excessive temperature differentials over the glass surfaces or edge of units; to units that any form of tinting, film, reflective glass or other heat reflection process has been applied; stress cracks resulting from natural settlement by strain of building; to units where provisions have not been made in accordance with sound practice for adequate expansion or contraction of framing members; to units which have been subjected to

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abnormal operating conditions; to units where water or moisture has been accumulated, or has otherwise been introduced, in or onto the edges of the unit; to units which have been cleaned with or exposed to any petroleum-based acidic substance; and to units exposed to protective materials used on stucco construction.

REPAIR PROCEDURE

The Warranty is limited to EAS, at its option, repairing and/or replacing defective parts (color matching not guaranteed) free of charge to the Warranty holder. If, after inspection by an EAS representative, it is determined that the claim is valid in accordance with the provisions of this Warranty, EAS agrees, at its options, to repair or replace any defective part or component as warranted when said defective part or component is returned to EAS. Purchaser/property owner shall pay for returned transportation charges.

LABOR

We offer Labor for one (1) year, based on the ship date to the Dealer. After one year, Labor costs are not included under this Warranty and neither EAS nor its distributors will be responsible for any costs incurred in the removal, replacement, or installation of EAS' products or any part thereof, furnished by EAS under this Warranty.

PRODUCT CHANGES

EAS reserves the right to discontinue or change any and all products it manufactures. If the part or component of the product originally installed is not available and EAS determines to make replacement, EAS shall have the right to substitute such part or component designated by EAS to be equal quality and value.

WARRANTY EXTENSION

The original Warranty period shall not be extended by any such repair or replacement, but any remaining Warranty period shall continue in effect and be applicable under the terms and conditions of this Warranty to the repaired part or component of the product.

OTHER WARRANTY CONSIDERATIONS

On some installations, caulking is used to seal the frames or trim package against water or air penetration. Caulking is not considered part of the EAS' product, and therefore, is not covered under this Warranty. Caulking is normally

considered a maintenance responsibility of the homeowner/property owner. Condensation problems are related to excessive humidity levels in a structure and are not covered under this Warranty.

The Warranty statement contained in the certificate set forth the only express warranties extended by EAS of Florida and the provisions hereof shall constitute the purchaser's exclusive remedy for breach of this Warranty given under this certificate. EAS shall not be liable to property owner for incidental or consequential damages for breach of any written or implied warranty on the EAS products. Hardware, Screen and Moving Parts EAS warrants that mechanical operation of hardware, screen, and moving components will be free of defects in material and workmanship. This limited warranty excludes normal wear and tear and naturally occurring changes such as tarnish, 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."

CLAIMS

Any claim or defect under this warranty must be submitted in writing within 30 days from discovery of defect to the dealer from whom the products were purchased and within the warranty period specified above. If you cannot locate your EAS dealer, you may write to EAS for assistance:

Eastern Architectural Systems
Attn: Service Department,
16341 Domestic Avenue,
Ft. Myers, FL 33912

Homeowner Checklist - High Wind Events

Homeowners who have Eastern Architectural Systems aluminum or vinyl frame windows and doors installed in their homes and have experienced windborne debris, should contact their builder or contractor if they have concerns about storm damage to their windows, screens or doors.

It is the responsibility of the homeowner to notify and inform the company providing the insurance coverage as to any potential problems that may exist. Although each window and door may appear to be in good working condition, the effects of the previous event(s) may affect the ability of the product to provide subsequent protection against another high-wind event.