

# LAWSON INDUSTRIES LIMITED WARRANTY

## Manufacturer Of The Finest Quality Aluminum Window and Glass Doors



Lawson Industries, Inc. warrants to the original owner, that any Lawson aluminum window or door shall be free of defects in material and/or workmanship, for the period specified below. This warranty is limited to products, which receive normal use and service and are subject to the conditions and limitations, as set forth below and begins on the delivery date.

LAWSON'S LIABILITY UNDER THIS WARRANTY SHALL BE LIMITED TO THE REPAIR OR, AT LAWSON'S OPTION, REPLACEMENT OF NONCONFORMING GOODS OR PARTS. LAWSON 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. ANY REPAIR DONE UNDER THE WARRANTY PERIOD WILL NOT EXTEND THE ORIGINAL WARRANTY PERIOD.

LAWSON'S SOLE RESPONSIBILITY UNDER THIS WARRANTY IS LIMITED TO PROVIDING COMPONENTS OR PARTS NECESSARY TO REPAIR, AT LAWSON'S OPTION, REPLACE THE PRODUCTS COVERED UNDER THIS WARRANTY. ANY PART OR PARTS OF THE WINDOWS OR DOORS THAT COMPLY WITH THE TERMS OF WARRANTY, THE ORIGINAL WARRANTY PERIOD SHALL NOT BE EXTENDED BY SUCH REPAIR OR REPLACEMENT.

### GLASS

#### Heat Strengthened and Tempered Glass

The glass is warranted for a period of one (1) year from the date of purchase that heat strengthened glass and tempered glass meet at the time of sale ASTM Standard Specification C1048-92. Lawson Industries also warrants tempered glass purchased by the consumer at the time of sale the requirements of the Safety Glazing Certification Council ("SGCC"). The original flatness of glass is slightly modified by the heat strengthening process, causing reflected images to be more distorted than annealed glass. Warp, bow, and roller distortion are inherent characteristics of heat strengthened glass. Distortion of reflected images can not be entirely eliminated with even the best equipment and craftsmanship during the production of heat strengthened glass.

#### Laminated Glass Unit

Laminated glass is warranted to be free of defects resulting in visual obstruction or delamination for a period of five (5) years from the date of purchase.

#### Insulated Glass Unit

Lawson Industries, Inc. extends a limited warranty for a period of ten (10) years from the date of purchase for seal failure causing impaired vision due to moisture, film or dust between the glass.

#### Glass Stress Cracks

Lawson warrants against stress cracks in glass panels, for a period of one (1) year from the date of purchase. This spontaneous glass breakage is when the glass develops a crack without sign of impact or added stress to glass. In cases of bona fide stress cracks, Lawson will replace the glass at no charge. Installation costs are not covered. Lawson reserves the right to determine the authenticity of the claim for stress cracked glass.

### NON-GLASS COMPONENTS

#### Aluminum Framing

The aluminum frame and sash members are warranted to be free of defects in materials and workmanship, for a period of three (3) years from the date of purchase. Products are warranted against peeling, flaking, chipping, blistering and corrosion. All material will meet ASTM 2603.

#### Hardware

Hardware is warranted to be free of defects in materials and workmanship, for a period of three (3) years from the date of purchase. In corrosive environments such as product being used within one (1) mile from the coast a stainless steel package is required for warranty.

#### Screen and Moving Parts

These components shall be warranted for a period of three (3) years, against defects in material and/or workmanship, from the date of purchase by Lawson. Screens are not designed to, and will not prevent falls.

#### Exclusions

Damage, defects, or other issues resulting from causes outside Lawson Industries control are excluded from coverage under the Limited Warranty. Some causes the Limited Warranty does not cover, without limitation:

#### Damage due to improper installation or modification causing product failure including:

- Adjustments or corrections due to improper installation. Altered or reinstalled products.
- Failures due to modifications to the glass (e.g., glass tinting, security systems, improper painting or staining, insulated coverings, etching, etc.).
- Units improperly mulled or assembled by others.
- Failure due to the use of non-Lawson hardware (e.g., locksets, trim sets, hinges, closers, panic hardware).
- Failure to properly install Lawson hardware.

#### Damage caused by the following:

- Normal wear and Tear.
- Condensation is not a product defect, but the result of excess humidity. Condensation, frost, mold, mildew, or fungus on product surfaces is not covered by the Limited Warranty.
- Damage due to improper installation, maintenance or use, including use of a noncommercial door as a main entrance/exit door for a building other than a single family home.
- Installation that is not in conformance with Lawson's installation instruction and applicable building codes.
- Non-standard installation, such as non-vertical or sloped glazing, upside down, or out of square.
- Installation or use in applications exceeding design standards.
- Structural settlements, movement, or vibration.
- Use of brick wash, razor blades or other inappropriate cleaners or chemicals.

- Non factory applied finishes (paint, coatings, etc.), applied sealants or caulking. Finishes applied by your local dealer/contractor are not covered by this warranty.
- Salt spray, acid rain, chemical or airborne pollutants, and other corrosive elements.
- Extreme weather events. Extreme or unusual atmospheric conditions. Hurricanes, Earthquakes, Tornadoes, etc.
- Water intrusion caused by wind driven rain and floods.
- Misuse, abuse, modification, alteration, accident, negligence.
- War, insurrection, civil unrest, terrorism.
- Acts of God.
- Products not manufactured by Lawson.

#### Minor imperfection in the product:

- Minor imperfections in glass, aluminum, and components that do not affect the product's structural integrity or significantly obscure vision. All minor imperfections need to meet ASTM standards in order to be acceptable.
- Minor variations in glass color.
- Minor imperfections up to ¼" along the edges of the paint.
- Slight variations in color, gloss, texture of painted surfaces.

#### Caulking

Caulking is used on installations to seal the frames of windows and doors against water or air penetration. Caulking is not considered a part of the Lawson product and therefore, is not covered under this warranty. Caulking is normally considered a maintenance responsibility of the owner.

### Certifications and Ratings

Many Lawson products are labeled with certifications and data that are based of a single sample of the product at the time of manufacture. Ratings are based on a combination of computer simulations and physical testing of product samples. Performance of individual products may vary and will change over time, depending on conditions of use.

#### No Statement of Useful Life

This Limited Warranty is not a statement of the useful life of any Lawson product.

#### Product Changes

Lawson Industries reserves the right to discontinue or make changes to an existing product. If the original component or product is unavailable, Lawson shall have the right to substitute such part or component that is determined to be of equal quality.

#### Prompt Notice of Claim

In the event a problem arises the buyer or user should notify Lawson Industries immediately, and in no case more than ninety (90) days from when a defect is first discovered.

### How to Make a Claim

In the event a component fails and you would like to make a claim within this Limited Warranty, please contact the Lawson retailer/dealer who supplied your Lawson product. If unknown or unavailable please contact us at:

Mail: Lawson Industries Inc.  
Customer Service  
8501 N.W. 90th Street  
Medley, Florida 33166  
Phone: (305) 696-8660

In order for us to respond quickly please provide the following information if available.

- a) Claimant's name, address and phone number and where the product can be inspected.
- b) Product identification which includes a Sales Order Number and Date that could be found on the order/invoice or from a product label attached to the product.
- c) A description of the concerns with the product. (photographs are helpful)
- d) A brief summary of what has been done so far to address the issue.

### Limited Warranty Agreement

This Limited Warranty and all the terms contained herein constitute the entire agreement between Lawson/Dealer and Buyer/User with the exception of a written statement signed by an authorized Lawson representative. By purchasing or using the product covered in this 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.

#### Amendments

Lawson and Dealer 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 Lawson.

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. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state

REPLACEMENT PARTS MAY NOT MATCH THE COLOR OF THE ORIGINAL PRODUCT. REPLACEMENT PARTS WILL NOT BE REQUIRED TO "MATCH" THE COLOR DUE TO AGE, WEATHERING, DYE LOTS OR OTHER FACTORS

NO DISTRIBUTOR, DEALER, BRANCH OR REPRESENTATIVE OF LAWSON INDUSTRIES HAS THE AUTHORITY TO CHANGE OR MODIFY THIS WARRANTY IN ANY RESPECT, EITHER VERBALLY OR IN WRITING.

LAWSON MAKES NO WARRANTY OF MERCHANTABILITY, NO WARRANTY OF FITNESS FOR PARTICULAR APPLICATION OR PURPOSE, AND NO WARRANTY