

LUXVIEW

LIMITED WARRANTY

1. Warranty Overview

LuxView LLC ("LuxView") warrants to the consumer homeowner ("Owner") that LuxView-manufactured products will be free from defects in materials and workmanship under normal use and service, subject to the terms, conditions, and exclusions in this Limited Warranty.

This Limited Warranty applies only when:

- Product is properly installed, used, maintained, and cleaned in accordance with LuxView's Care & Maintenance Instructions.
- Owner continues to own and reside in the single-family residence in which the product was originally installed.

2. Warranty Term and Start Date

Unless otherwise stated below, warranty periods begin on the date of shipment from LuxView. Workmanship coverage begins on the date of final completion of LuxView's contracted scope of work.

3. Summary of Coverage (10 / 10 / 10 / 1)

LuxView provides the following warranty coverage:

- Glass: 10 years
- Hardware: 10 years (single-family) / 3 years (non-single-family)
- Finishes: 10 years
- Workmanship (LuxView installation only): 1 year

4. Definitions

For purposes of this Limited Warranty:

- "Product" means LuxView-manufactured windows, doors, and related LuxView components supplied under a LuxView order.
- "Owner" means the individual who owns and continues to occupy the single-family residence in which the Product is installed.
- "Single-family residence" means a detached residential home occupied by the Owner as their primary residence.
- "Non-single-family application" includes (without limitation) multi-family buildings, mixed-use buildings, commercial properties, rental properties, and any other application not meeting the definition of single-family residence.
- "Normal use" means typical residential use and exposure conditions, excluding abnormal, corrosive, or high-risk environments described in Section 10.

5. Glass Warranty (10 Years)

LuxView warrants the glass components described below for a period of ten (10) years from shipment, under normal use and service. All glass must be inspected in accordance with applicable ASTM standards or other recognized industry standards, including visual inspection at a distance of approximately ten (10) feet. Please refer to the [LuxView Quality & Inspection Guide](#).

5.1 Insulated Glass Units (IGUs)

LuxView warrants that the sealed glass component of insulated glass will be free of defects resulting in:

- Material obstruction of vision.
- Moisture on the internal surface of a sealed unit.

Large IGUs: Warranty coverage may vary for insulated glass units exceeding 96 square feet. Please inquire prior to ordering.

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5.2 Laminated Glass

LuxView warrants that laminated glass will be free from defects resulting in:

- Material edge separation.
- Obstruction of vision from glass delamination.

Laminated glass delamination is covered only if:

- The delamination materially obstructs vision through the glass.
- The delamination exceeds one (1) inch in length, AND
- The delamination is visible at least one-half (1/2) inch beyond the frame.

6. Hardware Warranty

6.1 Single-Family Residential Applications (10 Years)

For products originally installed in a single-family residence, LuxView warrants that for ten (10) years from shipment, the mechanical operation of hardware components will be free from defects in materials and workmanship.

6.2 Non-Single-Family Applications (3 Years)

For products originally installed in non-single-family applications, LuxView warrants that for three (3) years from shipment, the mechanical operation of hardware components will be free from defects in materials and workmanship.

6.3 Electronic Components / Motors (3 Years)

Electronic components and factory-installed motors are covered for three (3) years from shipment.

6.4 Exclusions for Hardware

This warranty does not cover:

- Routine adjustments, alignment, or tuning of hardware.
- Wear resulting from lack of lubrication or maintenance.
- Issues caused by building movement, settling, or structural deflection.
- Damage caused by misuse, abuse, or improper cleaning.

7. Finish Warranty (10 Years)

Finish performance is based on AAMA 2604.

7.1 Standard Paint Finishes

LuxView warrants that for ten (10) years from shipment, standard paint finishes will not blister or peel under normal use and service.

7.2 Anodized Finishes

LuxView warrants anodized finishes against cracking, crazing, flaking, or blistering for ten (10) years from shipment.

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Anodized finishes naturally may include:

- Color variation.
- Dye/processing marks.

Such natural imperfections are typical in anodized manufacturing processes and are not considered defects.

7.3 Color Match Disclaimer

Replacement products may not match the color of the original product or the remaining windows and doors on the project. Color may vary due to age, weathering, dye lot differences, or other factors.

LuxView is not responsible for color differences associated with replacement products and is not required to provide replacement products that “match” existing products.

8. Manufacturing Tolerances

LuxView abides by standard manufacturing tolerances and field inspection criteria for aluminum window and door products. Refer to the [LuxView Quality & Inspection Guide](#) document for further details. If a product is installed in an opening that is not plumb, level, and square, or if installation does not follow LuxView installation requirements, operational issues may occur and are not considered manufacturing defects.

9. Workmanship Warranty (1 Year)

LuxView warrants against defects in workmanship for a period of twelve (12) months following full completion of LuxView's contracted scope of work.

This workmanship warranty:

- Applies only to work performed by LuxView installers.
- Excludes normal wear and tear and any effects of improper maintenance.

LuxView is not responsible for latent or unseen construction defects, including but not limited to:

- Improper framing.
- Water damage.
- Insect activity.
- Measurements by others.
- Materials ordered or supplied by others.

LuxView is not responsible for replacement glass or materials due to breakage, scratching, chipping, or other damage not directly caused by LuxView's installation team. This workmanship warranty does not apply if the Owner is in default of the order contract at any time.

10. Owner Responsibilities and Proper Maintenance

This Limited Warranty applies only when LuxView products have been properly installed, maintained, cleaned, and used correctly.

The Owner must follow LuxView's Care & Maintenance Instructions. Failure to follow these instructions may void coverage under this Limited Warranty.

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The following are not covered:

- Caulking or other third-party applied products and components.
- Condensation (a common occurrence that does not indicate a defect).
- Pressure cleaning or exposure to high-pressure spray of any kind — this immediately voids this warranty.

11. General Exclusions

This Limited Warranty does not cover conditions or factors outside LuxView's control, including without limitation:

- Condensation, mold, mildew, corrosion, or fungus on product surfaces.
- Temporary thermal expansion or bowing resulting from direct sunlight or significant indoor/outdoor temperature differential.
- Defects in exterior finishes in coastal or highly corrosive environments.
- Normal weathering, normal glass deflection, or aesthetic conditions that do not materially obstruct vision.

This Limited Warranty shall be void if damage or failure is caused by any of the following:

- Shattered, cracked, broken, or damaged units for any reason.
- Improper installation, inadequate maintenance, or improper product use.
- Aftermarket or non-factory modifications.
- Localized heat exceeding 150°F.
- Harmful or abrasive solvents or cleaners.
- Fire, accident, flood, acts of God, hurricanes, wind-driven rain during high wind events, vandalism, vibration, building settlement, or structural failures.
- Rattling of grids between glass panes (a normal characteristic of grid-between-glass construction).
- Installation in high moisture areas.
- Failure to order capillary tubes or properly close them at elevations at or above 8,000 feet.
- Failure to order high elevation glass at elevations at or above 5,000 feet.
- Applied films, tints, or coatings not approved by LuxView.
- Discontinued products where stocked inventory (including extrusions and hardware) has been depleted.
- Other occurrences beyond LuxView's control.

This Limited Warranty also does not apply to products for which LuxView has not been paid in full.

12. Spontaneous Glass Breakage

Glass that is professionally verified as "spontaneous breakage" will be eligible for replacement glass at a 50% discount, subject to the exclusions and limitations of this Limited Warranty.

13. Making a Warranty Claim

All warranty claims must be made in writing as soon as practicable after discovery of the alleged condition and in all events within the applicable warranty period and prior to the beginning of any repair work.

Claims must be submitted to:

- The Registered Dealer or Contractor from whom the product was purchased, and/or
- LuxView at warranty@luxviewsystems.com

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A warranty claim must include:

- Owner name, address, and telephone number.
- Proof of purchase.
- LuxView order number.
- Proof of home ownership (e.g., recorded deed, property tax statement, or title document).
- The date the alleged condition was first observed.
- A specific description of the alleged condition.
- Photographs and/or documentation reasonably requested by LuxView.

14. Remedy and Limitation of Liability

If LuxView determines, in its sole discretion, that a covered defect exists, LuxView's sole obligation is limited to one of the following remedies, at LuxView's option:

- Repair of the defective component.
- Replacement of the defective component with the closest equivalent product available.
- Refund of the original purchase price of the defective component.

This warranty covers materials only. Labor, service calls, shipping, freight, removal, re-installation, and any other related costs are not included. The warranty period will not be extended by supplying replacement parts. LuxView makes no representation, warranty, or guaranty, express or implied, as to the performance of its products in a tropical storm or hurricane.

15. Disclaimer of Other Warranties

There are no warranties except as stated herein. Any implied warranties of merchantability or fitness for a particular purpose are limited to the duration of the express written warranties stated in this Limited Warranty.

16. Limitation of Incidental and Consequential Damages

LuxView is not responsible for any incidental or consequential damages, loss, or injury to persons or property. Certain states do not allow limitations on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages. Therefore, these limitations may not apply to you.

17. Warranty Revisions

LuxView may revise this Limited Warranty from time to time. The warranty in effect at the time of purchase and shipment will apply to the Product.