

Congratulations on the purchase of a quality KP Building Products Ltd. ("KP") European Window and Patio Door (the "Product"). KP warrants that the Product will be free from manufacturing and/or workmanship defects under normal use and service. The coverage under this limited warranty is fully transferable to subsequent owners of the building where the Product has been installed. The limited warranty provides coverage for the Product components listed below and for the specified period of time:

Frame and Sash Components - Ten (10) Years Limited Warranty

KP warrants that the vinyl frame and vinyl sash components will be free of manufacturing or workmanship defects that result in blistering, peeling, flaking, and corroding of the window frame or sash members for ten (10) years from the date of installation. At its discretion, KP provide replacement vinyl frame or vinyl sash components for such component that KP determines is defective during the stated warranty period. This warranty is for replacement material only and does not include any removal or installation costs of any kind. The warranty on vinyl frame and vinyl sash components shall remain in effect only if normal cleaning practices are followed periodically (see section of this Warranty entitled "Maintenance and Cleaning"). Furthermore, this warranty shall be null and void if harmful solvents are used to clean the vinyl frame or the vinyl sash components are painted or coated in any way. Coverage under this warranty is voided for any vinyl part which have been painted, varnished, or similarly coated by anyone other than KP or its authorized agent.

Laminated Finish – Seven and a Half (7.5) Years, Ten (10) Years, and Twenty (20) Years Limited Warranty

KP warrants that the finish on its laminated Product will be free of manufacturing or workmanship defects for the following Products and the specific warranty length from the date of installation:

- Laminated MX Finish, seven and a half (7.5) years interior side use only.
- Laminated PX Finish, ten (10) years interior or exterior use.
- Laminated FX Finish, twenty (20) years interior or exterior use.

In the event KP determines that the finish on a laminated Product fails as a result of a manufacturing or workmanship defect within the specified warranty period, KP will provide a replacement laminated Product. This warranty is for replacement material only and does not include any removal or installation costs of any kind.

Sealed Unit – Ten (10) Years Limited Warranty

KP warrants for ten (10) years from the date of installation that the sealed unit of the Product will be free of manufacturing or workmanship defects that, under normal conditions, cause the glass to develop any material obstruction of vision which is the result of film formation or dust collection between the interior glass surfaces.

In the event KP determines that a sealed unit has a manufacturing or workmanship defect within the ten (10) year warranty period, KP will provide a replacement sealed unit. This warranty is for replacement material only and does not include any removal or installation costs of any kind.

HARDWARE ON VINYL WINDOWS AND PATIO DOORS– Two (2) Years Limited Warranty

KP warrants that the hardware will remain in good operational condition for a period of two (2) years from the date of installation. If any hardware fails within this period, and provided that the original manufacturer still offers availability, KP will supply replacement parts. In the event that the hardware is no longer available, KP will make commercially reasonable efforts to source suitable substitute parts. This warranty is for replacement material only and does not include any removal or installation costs.

WHAT THE PROPERTY OWNER MUST DO

Any claims made should be submitted in writing to the distributor or dealer who installed or sold the KP window or patio door product. All warranty claims must include proof of purchase. The warranty claim should make reference to the Work Order Number (inside the head of the product or on the screen frame label) and the specific issue. The notification must provide a brief description of the issue and identify (i) the name and address of the owner, (ii) the date of installation, and (iii) the KP window or patio door product involved. KP may require an inspection of the product in order to evaluate the warranty claim. KP requires photographs of the product, the product label and the claimed defect with all service requests prior to an inspection being scheduled.

LIMITATIONS

KP reserves the rights to discontinue or change, including color, any KP product currently manufactured. If KP determines to make a replacement under the terms of this limited warranty and an exact replacement product is not available, KP reserves the right to substitute a product, it determines is of equal or comparable quality. KP shall not assume any liability as a result of the original product being discontinued or changed.

KP provides no coverage for and will have no liability for, any failure, defect or damage as a result of:

- Air or water leakage or any other damage or malfunction due to improper or faulty installation.
- Labor costs relating to investigation of an improper claim.
- Improper installation of Bay/Bow windows. All heads and seats must be treated as an outside wall and therefore require proper moisture barrier and insulation.
- Exposure to sunlight, air pollutants, and normal atmosphere conditions which may cause all vinyl surfaces to gradually fade, chalk or suffer an accumulation of surface dirt or stains.
- Any defect, malfunction, or failure to perform which has occurred because of misuse, unreasonable use, improper application or failure to perform reasonable or necessary maintenance.
- Any damage to the windows, patio doors, or their components resulting from settlement or structural defects of the building in which they are installed.
- Any damage caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.
- Damage or malfunction caused by improper handling, storage or installing.
- The cost of assembling and/or disassembling scaffolding and all other fees or cost necessary or required to access a defective product, its removal and reinstallation, as well as any finishing work, repainting, brick work or masonry.
- Any product which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of KP.
- Condensation on inside of windows or patio doors, which may occur, are the natural result of humidity within the house or building area, and changes in outside/inside temperature.

EXCLUSIVE WARRANTY AND LIMITATION OF REMEDIES

THIS DOCUMENT CONSTITUTES THE EXCLUSIVE WARRANTIES AND REMEDIES PROVIDED BY KP. THE WARRANTIES AND REMEDIES CONTAINED IN THIS DOCUMENT ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES, WARRANTIES AND REPRESENTATIONS, WHETHER WRITTEN, ORAL OR IMPLIED BY STATUTE, AT LAW OR IN EQUITY, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR MAY DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PURCHASER MAY SEEK A REMEDY UNDER IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. KP'S OBLIGATIONS, RESPONSIBILITIES, AND LIABILITY SHALL BE LIMITED TO REPAIRING OR REPLACING THE DEFECTIVE PRODUCT.

IN NO EVENT SHALL KP BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE PROPERTY, THE BUILDING OR ITS CONTENTS, OR FOR INJURY TO ANY PERSONS, THAT MAY OCCUR AS A RESULT OF THE USE OF KP'S PRODUCTS OR AS A RESULT OF THE BREACH OF THIS WARRANTY. IF YOUR JURISDICTION DOES NOT ALLOW EXCLUSIONS OR LIMITATIONS OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

IN NO EVENT SHALL KP'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THE PRODUCT(S) OR THIS LIMITED WARRANTY EXCEED THE ORIGINAL COST OF THE PRODUCT DEEMED TO BE DEFECTIVE.

This limited warranty may not be modified, altered or expanded by anyone, including product distributors, dealers, sellers and/or KP's field representatives. This limited warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

MAINTENANCE AND CLEANING

The surfaces of the KP windows and patio doors may collect a layer of surface dust or dirt over time. Normal wiping with a damp cloth will remove this accumulation of surface dust and dirt. If you wish to do more thorough cleaning of the products the following procedures should be followed:

Vinyl:

A mild solution of liquid cleaners such as a dishwashing detergent may be used.

Do not use hard abrasives on vinyl. Weather Stripping: Weather-stripping may become worn over the life of the window, and should, if necessary, be replaced.

Laminated:

Remove dust, dirt and contamination regularly with a soft cloth or sponge. Avoid using aggressive cleaning agents that could damage the surface film.

Do not use sharp tools or abrasive materials for cleaning.

Avoid contact with chemical substances such as solvents or strong cleaning agents.