



Limited warranty

Centor Integrated Doors & Windows

Effective December 15, 2021

centor®

Limited warranty

Centor Integrated Doors and Windows

This limited warranty applies to Centor Integrated Doors and Windows purchased after the effective date and extends to the owner of the building in which the doors or windows were originally installed. When the building is sold, this warranty is fully transferable to the new owner(s) of the building.

Centor warrants that material quality and workmanship of the products supplied meet Centor quality standards and for the period of the warranty we will replace or repair (at our sole discretion) defective components. Exclusions to this limited warranty are included but not limited to those listed below.

A condition of this warranty is that the door or window is used and maintained in accordance with the requirements defined in the Centor Care and Maintenance Guide.

This warranty is applicable only to product installed in the USA and Canada. For information on warranties available in other countries, please contact Centor.



Panels and frames

Glass

Glass warranty applies to Centor factory installed glass or Centor supplied glass that is installed by Centor Integrated Dealers. Glass is warranted to be free from defects caused by defective materials or poor workmanship for a period of ten (10) years. Insulated glass units are warranted against seal failure caused by defective materials or poor workmanship that results in visible obstruction through the glass. The glass warranty is extended from our glass supplier and the same warranties, limitations and exclusions provided by that supplier are passed through to the owner.

Components other than glass

Centor's Integrated Door and Window hardware (carriers, concealed hinges and AutoLatches™) and frame and panel assemblies are warranted for ten (10) years against material and manufacturing defects.

The primary access lock and handle are warranted for one (1) year against material and manufacturing defects.

Exterior aluminum finish

Centor's exterior paint finish is designed to meet the 10 year performance standards for color retention with an allowable 5 Delta E color change based on accelerated laboratory testing (when measured in accordance with ASTM D2244). Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements, and Centor makes no warranty with respect to the uniformity of fading under such circumstances.

Wood

Wood is a natural product and will vary in appearance. These natural variations can include but are not limited to; raised grain, color, and grain structure. These variations may be enhanced by the application of clear or lightly colored finishes and are not defects.

Wood surfaces must be protected from environmental conditions and construction activities. All wood surfaces on the door panels and frame must be coated with a quality wood finish and sealer. Wood must not be exposed to moisture, humidity before finish is applied. Stains, cracks, and/or blemishes caused by water, moisture, chemicals, and organic matter are excluded from the warranty.

Screens and shades

Centor's retractable insect screens and shades are warranted for five (5) years against material and Centor manufacturing defects.

Exclusive remedy

This limited warranty is made as of the original date of product purchase and is not a warranty of future performance. If a defect that is covered by this warranty is reported during the term of the applicable warranty period, and the terms of care and maintenance are in accordance with the published Centor requirements, then Centor will, at its sole discretion:

- repair or replace the product or component
- refund the dealer price paid for the defective Centor product or component.

Removal, installation, finishing and disposal costs and services are not included. Replacement parts may differ from the original parts, however, Centor will endeavor to supply original replacement parts.

Replacements and/or repairs provided by Centor are warranted for the remainder of the original product warranty period.

Exclusions

Damage, defects or other problems resulting from causes outside Centor's direct control are excluded from cover under this Limited Warranty. Such exclusions include, but are not limited to:

- Product selection and suitability for compliance with local or other applicable building codes.
- Product selection and suitability for a specific building site.
- Damage caused by improper installation.
- Freight damage.
- Damage caused by installation not in accordance with Centor's Installation Instructions and good building practice.
- Failure to follow the Centor Care and Maintenance Guide.
- Field applied finishes.
- Damage is specifically excluded, including (but not limited to) abrasion, gouging, impacts, drilling of holes, penetration by nails, screws, fasteners, grinding sparks, acid wash, scratching of glass with razor blades and the use of inappropriate cleaners and chemicals.
- Water infiltration other than as the result of a defect in manufacturing, materials or workmanship.
- Products installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems.
- (EIFS) or "synthetic stucco" without effective engineered drainage systems, are not covered.
- Glass Distortion: A sealed insulating glass unit will display reflective and physical distortion because weather, wind, tempering, temperature, barometric pressure, and altitude. This type of distortion is not covered by the warranty
- High Altitude Glass: Capillary tubes are used in insulating glass units to equalize the pressure between the sealed panes. The main reason for the use of capillary is for installation of windows at high altitudes. When a sealed insulating glass unit is constructed at lower altitudes and then installed at higher altitudes the resulting increase in altitude causes the glass panes to bow out, having a pillow shape appearance. The glass bows out because the sealed pressure at the time of assembly is greater than the pressure incurred at the higher elevation. In extreme cases the glass can break or seal failure will occur. In less extreme cases physical and aesthetic distortion can occur.
- Sliding doors and windows insulated glass installed at altitudes above 5000 feet without capillary tubes are not covered by warranty. Folding & swinging doors and windows installed at altitudes above 7000 feet without capillary tubes are not covered by warranty.
- Condensation on the room and/or weather exposed side of insulated glass.
- Condensation is not a product defect, but the result of excess humidity. Condensation, frost, or mold, mildew, or fungus on product surfaces is not covered.
- Stains or blemishes on fabrics used in Insect Screens or Shades caused after manufacture.
- There is no warranty on the change in appearance of any surfaces due to dirt, stains, and blemishes.
- There is no warranty if cleaning schedule outlined in Care and Maintenance Guide is not followed.
- Thermal expansion and differential thermal expansion of aluminum happens when ambient temperatures differ from the interior to the exterior of the door. This is a result of thermal expansion and contraction of the aluminum. Thermal expansion and subsequent twist or bow is a natural reaction due to temperature variation. This is not a product defect and when the temperature differential is reduced the aluminum will return to normal state.

- Damage caused during transport, delivery or handling.
- Accidents.
- Normal wear and tear.
- Acts of God.
- Installation or use near pools, saunas, hot tubs, or other high-humidity environments.
- Shifting or settling of the structure in which the product is installed.
- Extreme weather events.
- Extreme or unusual atmospheric conditions.
- Misuse, abuse, modification, alteration, accident, negligence.
- Normal color fade of paint finishes due to UV and atmospheric conditions.

Limitation of liability

The full extent of Centor's liability in any warranty claim is limited to the original invoice value of the product claimed to be defective. This limitation of liability shall survive and apply even if the exclusive remedy is found to have failed its original purpose excluding installation, survey and delivery charges.

Centor will not be liable in contract, tort or otherwise for costs, expenses, loss or damage to any person or property, including consequential losses or loss of profits, resulting directly or indirectly from any defect or breach of warranty.

Centor may, in its discretion, extend benefits (good will) beyond what is covered under this Limited Warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of Centor's right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all other circumstances.

Warranty claims

All warranty claims must be made within sixty (60) days of the appearance of the defect. To make a warranty claim, contact your Centor dealer. If, after five days, your dealer has not responded, send a written request to: *Centor North America, 966-130 Corporate Blvd, Aurora IL 60502, Attn: Warranty Claims.*

Include the following information:

- your name
- address
- telephone number
- the date you purchased your product
- the name of the dealer from whom you purchased your product
- a description of product
- order number
- specific definition of problem or defect
- actions you have taken and
- contacts you have made with your local dealer.

Once we've received your letter, we will respond to your claim promptly.

Freight claim procedure

1. Inspection: All incoming shipments should be examined for damage before you sign the trucking companies Bill of Lading (BOL) / Proof of Delivery (POD) document. Visible damage not reported within 24 hours is the dealer's responsibility.
2. Mark all damages on the Bill of Lading / Proof of Delivery documents: If there is visual damage to the packaging or if the product appear damaged it MUST be written on the BOL / POD BEFORE you sign for the product. Examples could be 'crate is broken, boxes are dented, boxes are damaged, crate shows damage' etc. You can also refuse delivery if the damage is profound.
3. Take detailed pictures: Take photos of the damaged packaging and or damaged product. Often times the damage is hidden so it becomes good practice to open the crates, boxes, and inspect. All crates and boxes must be inspected for damage and reported within 72 hours. Freight claims are time sensitive and freight companies will reject claims not made in a timely manner.
4. Report the damage to Centor and include a copy of the BOL / POD and photos showing the damage.

If Centor arranged the freight service, Centor will file the freight damage claim. If you arranged the freight service, you must file the freight damage claim.

When Centor receives the above information and a list of damaged components or assemblies we will initiate the replacement order. The replacement order is billable. When the claim is processed and refunded Centor will issue credit.

This is the only Warranty

This warranty is for Centor Integrated Doors and Windows and the component parts thereof. This is the only warranty provided by Centor for Integrated Doors. All other warranties, whether expressed or implied by any legislation, are hereby excluded to the extent permitted by such legislation.



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