

Bildau & Bussmann North America Inc.

European Windows and Doors

Limited Warranty and Service Policy

Updated August 2026

This is a LIMITED WARRANTY.

Important Notice. This Limited Warranty is expressly conditioned upon proper storage, handling, installation, operation, inspection, care, and maintenance of the products in accordance with Bildau & Bussmann North America Inc.'s recommendations.

The purchaser is responsible for ensuring that all required inspections and maintenance are performed at the recommended intervals.

If any maintenance procedures, inspection intervals, or care instructions are unavailable, unclear, or have been misplaced, the purchaser shall contact Bildau & Bussmann North America Inc. before performing maintenance or submitting a claim under this Limited Warranty.

Failure to properly install, inspect, care for, or maintain the products may result in denial of coverage under this Limited Warranty.

1. Limited Warranty Coverage. Subject to the terms, conditions, limitations, exclusions, and maintenance requirements set forth in this Limited Warranty, Bildau & Bussmann North America Inc. ("B&B") warrants to the original purchaser that the products supplied by B&B shall be free from defects in materials and workmanship under normal use and service for a period of five (5) years from the date of delivery when installed in accordance with applicable building codes, approved installation instructions, and industry standards.

This Limited Warranty applies only to products that have been properly stored, handled, installed, operated, inspected, and maintained in accordance with B&B's recommendations.

1.1 Wood and Aluminum Components. This Limited Warranty applies to wood and aluminum components manufactured or supplied by B&B. Natural characteristics of wood, including but not limited to variations in grain, color, texture, moisture content, seasonal movement, resin exudation, and other characteristics described in Section 2, are not defects in materials or workmanship and are not covered under this Limited Warranty.

1.2 Insulated Glass Units. All insulated glass units supplied with B&B products are warranted exclusively under the applicable warranty provided by the respective glass manufacturer. In the event of a glass-related warranty claim, the purchaser shall contact B&B directly. B&B will assist in coordinating the claim with the glass manufacturer, but assumes no greater obligation than provided under the supplier's warranty.

1.3 Hardware Components. All hardware components supplied with B&B products are warranted exclusively under the applicable warranty provided by the respective hardware manufacturer. In the event of a hardware-related warranty claim, the purchaser shall contact B&B directly. B&B will assist in coordinating the claim with the hardware manufacturer, but assumes no greater obligation than provided under the supplier's warranty.

1.4 Insect Screens. All insect screens and other third-party manufactured components supplied with B&B products are warranted exclusively under the applicable warranty provided by the respective manufacturer. In the event of a screen-related warranty claim, the purchaser shall contact B&B directly. B&B will assist in coordinating the claim with the respective manufacturer, but assumes no greater obligation than provided under the supplier's warranty.

1.5 Factory Applied Finishes. Factory-applied finishes are covered under the applicable finish warranty provided by the respective coating manufacturer. The warranty period for finishes varies depending on the selected finish system and color. Project-specific finish warranty details can be provided upon request. Natural weathering, color changes,

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fading, gloss reduction, and deterioration resulting from environmental exposure, normal aging, or inadequate maintenance are not covered under this Limited Warranty. B&B does not warrant finishes applied, repaired, or modified by third parties.

1.6 Customer Responsibilities. The purchaser is responsible for protecting unfinished wood surfaces against moisture and excessive dryness. Any unfinished wood surfaces must be properly sealed, painted, stained, or otherwise protected within the timeframe recommended by B&B. Failure to properly protect unfinished wood or to perform required maintenance may result in denial of coverage under this Limited Warranty.

2. Definitions and Important Notes Regarding Product Characteristics. B&B products are manufactured using natural materials and engineered components designed for long-term durability. Certain characteristics are inherent to natural materials and normal product behavior and shall not be considered defects. Wood is a natural material. Variations in appearance, texture, grain, color, dimensions, and performance resulting from normal environmental exposure, seasonal changes, or the inherent characteristics of wood are expected and shall not be considered defects in material or workmanship.

2.1 Natural Wood Characteristics. Wood naturally reacts to changes in temperature and humidity. Normal characteristics include variations in grain structure, differences in color and texture, variations in absorption behavior, seasonal movement, and minor dimensional changes. Such characteristics are not considered defects. Differences in appearance between individual wood components, even when the same species and finish are used, are normal and cannot be completely avoided. Resin appearance in resin-rich wood species, including but not limited to larch and pine, may occur due to environmental influences such as heat, sunlight, or storage conditions. This is a natural characteristic and not a manufacturing defect.

2.2 Seasonal Product Movement and Adjustment. Wood windows and doors naturally respond to seasonal changes. Minor operational changes or the need for hardware adjustment resulting from normal material movement are considered routine maintenance and shall not be considered defects in materials or workmanship or conditions covered under this Limited Warranty.

2.3 Finish Weathering. Exterior finishes are exposed to environmental influences including UV radiation, temperature fluctuations, moisture, and airborne contaminants. Gradual weathering, aging, or color changes are normal and are not considered defects. Finish durability depends on climate, exposure level, product orientation, selected color, and maintenance frequency.

3. Conditions and Exclusions to this Limited Warranty

B&B manufactures products according to high quality standards and industry practices. However, certain conditions, applications, and circumstances are beyond B&B's reasonable control. Such conditions, applications, and circumstances shall not be considered defects in materials or workmanship and are excluded from coverage under this Limited Warranty. The following conditions are excluded from coverage under this Limited Warranty:

3.1 Installation, Storage and Handling. Coverage under this Limited Warranty excludes improper installation, improper storage, improper handling or unloading, product alteration, and inadequate maintenance. Products must be stored and protected appropriately before installation. Exterior doors must always be stored upright prior to installation. Other units must not be leaned against uninstalled doors or stored in a manner that may cause deformation.

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3.2 Moisture and Building Conditions. Excluded conditions: insufficient moisture drainage, excessive interior humidity, insufficient ventilation, condensation exposure, installation near excessive heat sources, and building movement or structural settlement. Wood products must be installed in suitable environmental conditions.

3.3 Hardware Corrosion. Excluded conditions: corrosion caused by coastal or high-corrosion environments, exposure to aggressive chemicals, contamination from construction materials, improper cleaning products, and lack of maintenance. Hardware must be kept clean, dry, and sufficiently ventilated. Only mild, diluted, pH-neutral cleaning agents may be used.

3.4 Glass Conditions. Excluded conditions: minor glass imperfections not affecting normal vision, minor spacer irregularities, glass damage caused by thermal stress, localized heat exposure, building movement, improper cleaning methods, aftermarket films or coatings. Minor noise, including but not limited to rattling of internal muntin bars, may occur due to inherent design and material characteristics and shall not be considered a defect in materials or workmanship or a condition covered under this Limited Warranty. Units with capillary tubes may experience limitations regarding inert gas retention or potential fogging. Such conditions are excluded.

3.5 Exterior Door Conditions. Exterior doors may experience minor water exposure during extreme weather conditions, including driving rain and high winds. Such conditions cannot always be completely prevented and are not considered manufacturing defects. Additional protective measures may be required for highly exposed locations.

3.6 Acts of Nature and Similar Events. Coverage under this Limited Warranty excludes damage or performance issues caused by acts of nature or events beyond B&B's control, including but not limited to storms, floods, earthquakes, war, terrorism, riots, or similar events.

4. Care and Maintenance Requirements. The purchaser is responsible for regular inspection and maintenance, following coating manufacturer instructions, maintaining drainage systems, protecting products during construction, and preventing contamination by mortar, plaster, cement, or similar materials. Failure to maintain products according to B&B's and the applicable manufacturer's recommendations may result in denial of coverage under this Limited Warranty.

5. Limited Warranty Claims and Servicing Procedure. If a B&B product is claimed to have a defect covered under this Limited Warranty, the customer must submit the claim to B&B for review before taking any corrective action or authorizing any third-party work. B&B reserves the right to inspect the product, request supporting documentation, and determine whether a valid claim under this Limited Warranty exists. B&B shall be provided reasonable access to inspect the product before any repair, replacement, removal, refinishing, or disposal of the allegedly defective product. Failure to preserve the product for inspection may result in denial of coverage under this Limited Warranty.

If B&B accepts the claim, B&B may, at its sole discretion, repair the product, replace the product, provide replacement parts, or offer another reasonable solution. Any work, replacement, repair, refinishing, adjustment, removal, reinstallation, service, or other action performed or authorized by the customer without prior written approval by B&B shall not be covered and may result in denial of coverage under this Limited Warranty. The customer must provide a complete description of the claimed defect, photos, product location, proof of purchase, and any other applicable documentation requested by B&B. B&B reserves the right to inspect or appoint a representative to inspect any product claimed to have a defect covered under this Limited Warranty. Transport damage must be reported to the freight company and/or B&B within forty-eight (48) hours of delivery. Claims not reported within this timeframe may be denied. This Limited Warranty applies only to the original purchaser and the original installation location.

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6. Limitations of Liability and this Limited Warranty

The foregoing Limited Warranty is the exclusive warranty made by Bildau & Bussmann North America Inc. B&B makes no other warranty, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose. Any implied warranty shall be limited to the duration of this Limited Warranty period. B&B shall not be liable for incidental, consequential, special, or indirect damages of any kind. IN NO EVENT SHALL B&B'S TOTAL LIABILITY EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT GIVING RISE TO THE CLAIM. The exclusive remedy provided herein shall not be considered to have failed so long as B&B is willing and able to repair or replace defective materials or provide another reasonable remedy as described herein. Approved and scheduled warranty work due and/or in progress does not constitute grounds for withholding partial or final payments otherwise due under the terms of sale. This Limited Warranty shall be governed by and construed in accordance with the laws of the State of Delaware, without regard to conflict of law principles. Venue for any legal action arising out of or relating to this Limited Warranty shall be the state or federal courts located in the State of Delaware. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.