

The logo for eti (eurotech industries) features the lowercase letters 'eti' in a white, sans-serif font on a teal background.

Making an impact.
One window at a time.™

eurotech industries | windows and doors

Warranty

MAKING AN IMPACT ONE WINDOW AT A TIME

Warranty Information

Terms and Conditions

ETI Windows and Doors warrants to the original purchaser that all of its products shall be free from defects in material or workmanship for the periods specified below. This warranty applies to the products under normal use, subject to the conditions herein, and as determined by ETI in its sole discretion. This warranty does not cover damages attributable to improper installation, inadequate maintenance, improper product use, after market product modifications, normal weathering, highly corrosive environments, damages caused by fire, accident, flood, acts of God, vandalism, building settlement or structure failures, or other occurrences beyond ETI's control. ETI makes no representation, warranty or guarantee, express or implied, as to the performance of its products in a tropical storm or hurricane. ETI products were tested in accordance with Miami-Dade County code requirements. Certain conditions may exist during a tropical storm, hurricane or tornado that exceed these requirements.

ETI's liability under this warranty is limited to repair, replacement or refund as determined by ETI in its sole discretion and does not include removal, installation, repair or replacement of trim, stucco or other finishes. Decisions as to whether to repair, replace or refund will be made by ETI in its sole discretion. Replacement parts provided will be the closest equivalent product available. The warranty will not be extended by supplying replacement parts.

Registration of Warranty Coverage

This warranty applies to the original purchaser of ETI products in the home or structure where originally installed and only within the continental United States. The owner must register the product through the ETI website at www.etiwindows.com within 90 days of installation.

Structural Integrity of Windows and Doors

The aluminum vent, panel and framing members shall be free from defects in material or workmanship and maintain their structural integrity and form for a period of ten (10) years following delivery.

Glass

Breakage – ETI warrants against stress cracks in glass for a period of one (1) year from delivery (removal and installation excluded). Other imperfections such as scratches or reflected distortions from a tempering or heat strengthening process, are to be expected and are not covered under this warranty.

Laminated Glass – ETI warrants that for a period of five (5) years from delivery under normal conditions of use, that the products shall be free of defects resulting in material

edge separation or obstruction of vision from delamination.

Insulated Glass – ETI warrants that the sealed glass component of insulated glass shall be free of defects resulting in material obstruction of vision or film formation caused by dust or moisture on the internal surface of a sealed unit for a period of ten (10) years following delivery.

Screens

ETI warrants that its screens will be free of material defects for a period of three (3) years from delivery.

Hardware

For products originally installed in a single family residence, ETI warrants that for a period of ten (10) years following delivery that the mechanical operation of hardware components will be free from material defect (installation excluded). For products originally installed in non-single family residential applications, ETI warrants that for a period of three (3) years following delivery that the mechanical operation of hardware components will be free from material defect.

Paint Finish

Standard Powder Coated paint finishes – ETI warrants that for a period of five (5) years following delivery that the paint finish will not blister or peel. For products installed within three (3) miles of bodies of salt water the warranty period is one (1) year.

Kynar paint available for both a period of ten (10) years or a period of fifteen (15) years warranty for an additional upcharge.

Simulated wood finish – ETI warrants that for a period of five (5) years following delivery that the finish will not peel, chip, crack or blister.

ETI paint finish warranties described herein do not cover scratches, weathering or products that are not properly maintained as provided for in this warranty.

Anodized Finish Warranty

ETI will warrant the Class 1 clear anodized finish against cracking, crazing, flaking or blistering for three (3) years from date of delivery. Note that it is typical for anodized finishes to have color variation and dye and processing marks that occur during manufacturing. These are not considered defects or covered under the warranty. Maintenance of clear anodized finishes must follow ETI's maintenance procedures.

Supplemental Warranty Language – Export

The standard ETI warranty will apply with the following exceptions:

All warranty coverages are five (5) years. ETI will provide replacement parts or refunds in its sole discretion, but will not be responsible for doing on-site inspections or warranty repairs. Coverage for stress cracks is excluded outside the Continental U.S. Residential intruder protection is not available outside the US. **IMPORTANT, ALL PRODUCTS MUST BE PROPERLY PROTECTED DURING INSTALLATION, INSTALLED BY TRAINED ETI INSTALLERS AND MAINTAINED AND CLEANED IN ACCORDANCE**

WITH THE WARRANTY.

General Provisions

THERE ARE NO OTHER WARRANTIES EXCEPT AS STATED HEREIN. ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF WARRANTY COVERAGE OF THESE EXPRESS WRITTEN WARRANTIES. ETI IS NOT RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE, LOSS OR INJURY TO PERSONS OR PROPERTY. Certain states do not allow limitations on the duration of an implied warranty or whether a warranty can exclude or limit incidental or consequential damages, therefore these limitations may not apply to you.

Maintenance Requirements

Hardware on windows and doors must be cleaned, cleared of debris and lubricated semi-annually. Aluminum, glass and weatherstripping must be washed with a mild soap solution and a soft rag every 3 months (no abrasive cleaners). Glass surfaces can be cleaned with a commercial glass cleaner and paper towels. Products installed within one (1) mile of high salinity areas or coastlines should perform the maintenance at half the intervals referred to above. Products installed on waterfront properties may require more frequent maintenance based on actual site conditions such as blowing sand or salt water spray. Assessment of maintenance and applicability shall be as determined by ETI in its sole discretion.