



Aluminum Systems Limited Warranty

Warranty Coverage

This Limited Warranty applies to Tournerr Aluminum product systems purchased on or after the Effective Date from an authorized Tournerr dealer, and installed in the U.S.A. This Limited Warranty applies only to the original end-user purchaser and the original installation of the product. Tournerr dealer and installed in the United States. This warranty is not transferable to subsequent owners of the structure or to any subsequent purchaser of the product.

Products should be inspected immediately upon delivery and prior to installation. Any visible shipping damage, finish defects, shortages, or manufacturing concerns must be reported before installation. Installation constitutes acceptance of all readily observable conditions.

All warranty claims are subject to inspection and final approval by Tournerr.



Glass Components -

This warranty applies only to factory-installed insulating glass units.

The following glass performance conditions are covered under this Limited Warranty:

- Seal failure resulting in visible condensation or fogging between glass panes
- Cracking of glass not caused by external forces; manufacturing defects in glass
- Failure of Low-E coatings or other factory-applied glass treatments

These glass components are warranted to be free from manufacturing defects for a period of **five (5) years** from the original purchase date.

After the initial five-year warranty period, glass components are covered under a prorated warranty for an additional **ten (10) years**, for a total potential warranty period of **fifteen (15) years** from the original purchase date. Glass is inspected in accordance with industry standards. Minor imperfections that are not visible from **ten (10)** feet under normal daylight viewing conditions are not considered defects.

Glass breakage or failure caused by external forces, improper installation, jobsite damage, or other conditions outside Tournerr's control are not covered under this Limited Warranty.

Non-Glass Components-

Factory-installed non-glass components supplied by Tournerr—including frames, sash members, mullions, hardware, hinges, rollers, balances, operators, locking systems, handles, glazing beads, weatherstripping, gaskets, tracks, factory-installed screens, roller wheels, flush locks, and other factory-installed accessories—are warranted against defects in materials and workmanship for a period of **five (5) years** from the original purchase date.

Following the initial five-year warranty period, these components are covered under a prorated warranty for an additional **ten (10) years**, for a total potential warranty period of **fifteen (15) years** from the original purchase date.

This warranty does not cover normal adjustment, lubrication, routine maintenance, alignment, normal wear of moving components, weatherstripping compression, decorative hardware finish changes, or damage resulting from misuse, abuse, improper installation, improper maintenance, or environmental exposure.

Aluminum Finish Warranty

Covered finish defects include:

- Peeling
- Cracking
- Flaking
- Blistering
- Delamination
- Excessive chalking
- Corrosion resulting from finish failure

This coverage applies only under normal residential environmental conditions.

Following the initial five-year period, finish components are covered under a prorated warranty for an additional **ten (10) years**, for a total potential warranty period of **fifteen (15) years** from the original purchase date.

If Tournerr determines that a covered finish defect exists, Tournerr may, at its sole discretion:

- Refinish the affected component,
- Repair the affected component,
- Replace the affected component, or
- Provide a comparable replacement product.

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- Peeling
- Cracking
- Flaking
- Blistering
- Delamination
- Excessive chalking
- Corrosion resulting from finish failure

This coverage applies only under normal residential environmental conditions.

Following the initial five-year period, finish components are covered under a prorated warranty for an additional **ten (10) years**, for a total potential warranty period of **fifteen (15) years** from the original purchase date.

If Tournerr determines that a covered finish defect exists, Tournerr may, at its sole discretion:

- Refinish the affected component,
- Repair the affected component,
- Replace the affected component, or
- Provide a comparable replacement product.

This warranty does not cover:

- Normal weathering, aging, or gradual color change
- Slight differences in color, gloss, sheen, metallic appearance, or texture between production runs
- Minor surface scratches or abrasions
- Damage caused during transportation, storage, or installation
- Corrosion resulting from coastal or marine environments
- Damage caused by salt spray, fertilizers, de-icing chemicals, industrial fallout, acid rain, concrete splatter, masonry cleaners, or other corrosive substances
- Improper cleaning methods
- Abrasive cleaners
- Solvents
- Steel wool
- Razor blades
- Pressure washing
- Mechanical damage
- Field painting, refinishing, or touch-up work
- Damage resulting from misuse, abuse, accidents, or improper maintenance

THERMAL EFFICIENCY

Tournerr does not warrant the amount or percentage of argon or other inert gas present in insulating glass units at any time after manufacture. Inert gases naturally dissipate over time and may be ineffective in glass units manufactured with capillary tubes or installed at high elevations.

Thermal efficiency may vary depending on installation conditions, building design, climate, and environmental factors. Tournerr does not warrant that a specific level of thermal performance will be maintained.

CONDENSATION

Condensation on product surfaces is not a product defect. Condensation is typically the result of interior humidity levels, building ventilation conditions, and environmental factors.

Condensation, frost, mold, mildew, or fungus are not covered under this Limited Warranty.

Obsolete or Discontinued Parts

Tournerr reserves the right to discontinue or modify any product, component, finish, hardware, or glass specification without prior notice. If a warranted component is no longer available at the time of a warranty claim, Tournerr may, at its sole discretion:

- Repair the existing component;
- Provide a replacement component of comparable quality and function;
- Substitute a current production component that most closely matches the original product.

Exact matches in appearance, finish, color, hardware, glass configuration, or design cannot be guaranteed.

EXCLUSIVE REMEDY

If a defect covered under this Limited Warranty is reported during the applicable warranty period, Tournerr will, at its sole discretion:

- Repair the defective component, or
- Replace the defective product or component.

Tournerr will make reasonable efforts to supply original replacement parts; however, replacement parts may differ in appearance or design from the original components.

Replacement components are covered for the remainder of the original warranty period.

Warranty coverage applies only after the product has been paid for in full.

Tournerr shall not be responsible for repairs, alterations, or replacement work performed without prior written authorization.

This warranty covers product replacement or repair only.

Costs associated with removal, installation, finishing, refinishing, transportation, service labor, or disposal are not included.

Disclaimer of Warranties

This Limited Warranty is the only warranty, written or oral, express or implied, provided by Tournerr or its affiliates (collectively "Tournerr" in this Limited Warranty). No dealer, employee, or agent of Tournerr, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Tournerr.

Any goodwill accommodation or warranty adjustment provided by Tournerr shall not constitute a waiver of any provision of this Limited Warranty nor establish a precedent for future claims.

Exclusion List:

Damage, defects, or performance issues resulting from causes outside Tournerr's control are not covered under this Limited Warranty. These causes include, but are not limited to:

Installation and Maintenance

- Installation not performed in accordance with Tournerr installation instructions, industry best practices, or applicable building codes
- Improper storage, handling, installation, finishing, maintenance, or service
- Improper or non-standard field finishing
- Failure to follow Tournerr care and maintenance instructions
- Obstruction of weep holes or drainage systems
- Failure of flashing systems, waterproofing systems, weather barriers, sill pans, drainage systems, or surrounding building envelope components.

Misuse and External Damage

- Product misuse, abuse, modification, negligence, or accidental damage
- Glass breakage caused by impact or external forces
- Jobsite damage occurring before, during, or after installation
- Application of aftermarket products not supplied by Tournerr, including window films, tinting, security systems, or accessories

Environmental Conditions

- Extreme weather events or unusual atmospheric conditions, including hurricanes, earthquakes, tornadoes, floods, derechos, extreme wind, wind-driven rain, or other Acts of God
- Exposure to excessive localized heat or high moisture

Exclusion List: (CONT)

Damage, defects, or performance issues resulting from causes outside Tournerr's control are not covered under this Limited Warranty. These causes include, but are not limited to:

Environmental Conditions

- Extreme weather events or unusual atmospheric conditions, including hurricanes, earthquakes, tornadoes, floods, derechos, extreme wind, wind-driven rain, or other Acts of God
- Exposure to excessive localized heat or high moisture
- Environments including pools, saunas, and hot tubs, or greenhouses
- Exposure to irrigation systems, sprinklers, standing water, or water leakage
- Damage caused by high interior humidity including condensation, frost, mold, or mildew
- Exposure to salt air, coastal environments, or marine conditions, including installation within five (5) miles of saltwater bodies, may accelerate corrosion or finish deterioration. Such conditions are considered environmental exposure and are not covered under this Limited Warranty.

Structural Conditions

- Shifting, settling, or movement of the structure in which the product is installed
- Installation in applications exceeding the product's design pressure or structural limitations
- Non-vertical glazing applications, including sloped or horizontal installations
- Field mulling, stacking, or joining of products in a manner inconsistent with Tournerr recommendations

Cleaning and Maintenance

- Improper cleaning including the use of razor blades, brick wash, solvents, abrasive cleaners, or harsh chemicals
- Mechanical abrasion or damage to finishes
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- Mechanical abrasion or damage to finishes

Natural Wear

- Normal wear and tear
- Normal fading or discoloration due to sunlight or age
- Corrosion or tarnishing of hardware finishes from normal exposure

Other External Factors

- Damage caused by insects, birds, or animals
 - Power surges, battery failure, or corrosion affecting electronic components
 - Integration or compatibility issues with third-party systems or devices
 - War, insurrection, civil unrest, terrorism, or other similar events
- Minor Imperfections

The following conditions are not considered product defects and are not covered under this Limited Warranty:

- Minor imperfections in glass that do not affect structural integrity or significantly obstruct vision, including minor scratches, curvature, or color variations
- Natural variations in aluminum finish color
- Minor variations in manufacturing tolerances
- Discoloration of non-visible components
- Micro-cracking of finishes (also known as crazing)
- Movement of grilles within insulating glass that does not affect alignment or performance