



Congratulations on your purchase of Air Master Group products and/or services. At Air Master Group we are proud of our products and are constantly improving them to satisfy our Clients needs and exceed their expectations.

Air Master Group offers a limited Warranty to the original purchaser for Products and/or Installation Services for a period of two (2) years, starting on the delivery date and/or date of installation (if Installation Services were included in the Proposal/Contract) and in accordance with the terms, conditions, limitations, and exclusions detailed below.

Claims under this Warranty must be submitted promptly after discovery and within the period specified above, either to the independent distributor from whom the Product was purchased or directly to Air Master Group if purchased through one of our points of sale.

1. Products need to be carefully examined and verified by Clients when received. To initiate a Warranty claim, you must provide legible copies of the purchase order(s) and invoice(s) ("Proof of Purchase"). If no Proof of Purchase is presented when a claim is initiated, Air Master Group reserves the right to accept or deny Warranty coverage. Therefore, Air Master Group advises you to keep copies of all transaction documents. The approval of a claim may be contingent on the results of an investigation to be performed by Air Master Group, if one is deemed necessary by Air Master Group. Therefore, upon initiating a claim, the Client consents to such investigation, which will be coordinated by all parties.

2. In addressing a warranty claim, Air Master Group reserves the exclusive right to determine whether to repair or replace the Product. When Air Master Group concludes that a replacement is warranted, whether it be for the whole Product or specific mechanisms, Air Master Group reserves the exclusive right to replace such with a similar Product and/or mechanism. As with all engineered products, design and functionality are improved over time and certain parts and mechanisms are discontinued. As such, the replacement Product and/or mechanism may be different as it relates to design and/or functionality. Nevertheless, the replacement shall be with an equal or greater quality and/or performance.

3. In the event of Product replacement under this Warranty, coverage excludes the removal of the Product to be replaced and/or installation of the replacing Product, as well as repair or replacement of trim, stucco, or other finishes.

4. This Warranty does not cover any sort of damages attributable to improper installation, inadequate or lack of maintenance (refer to Annex C – Care and Maintenance), improper use of Products, after market Product modifications, weathering, highly corrosive environments, fire, accidents, floods, acts of God, vandalism, building settlement, structure failures, or other occurrences beyond Air Master Group's control.

5. Clients will have sixty (60) days from the delivery date and/or date of installation to initiate any claim related to (1) defective hardware such as but not limited to: locks, handles, hinges, wheels, operators, among others; and (2) malfunctioning of operating mechanisms.

6. Clients will have seven (7) days from the delivery date and/or date of installation to initiate any claim related to (1) dents, scratches, or depressions; and (2) mechanical failure (i.e., window does not close properly).

7. If Installation Services were included in the Proposal/Contract, Clients will have seven (7) days from the date of installation to initiate any claim related to Product alignment (e.g., not plumb), spacing and improper installation of operators.

8. Glass has prevalent characteristics such as bubbles, discolorations, blurs, and scratches. These are expected, as they are inherent qualities that meet or exceed standard specifications for flat glass ASTM C 1036, heat-treated flat glass ASTM C 1048, and laminated architectural flat glass ASTM C 1172. Heat strengthened or tempered glass may have distortions as an inherent quality.

This Warranty does not provide coverage to Glass and Screens due to their fragile nature. Therefore, we require that the Product be carefully inspected before it is accepted or received.

9. The paint coating used by Air Master Group is of the best quality. As such this Warranty covers paint blistering and/or peeling for a period of two (2) years. Various types of corrosion exist that may affect our Products. Therefore, it is important to exert proper maintenance and care. These are:

Galvanic Corrosion: this type of corrosion is common due to the accumulation of electrolytes such as dust or salt water. Once there is a union of dissimilar metals, and a third element is added (e.g., dust, salt, etc.), an electrical couple is created where the strongest metal consumes the weakest. Therefore, coverage under this Warranty, for Products that are installed within three (3) miles or less to the ocean/sea or that are exposed to marine conditions, including but not limited to saltwater spray or ocean breeze, is reduced to one (1) year. Nevertheless, proper care and maintenance needs to be continuous and evident upon inspection, for coverage under this Warranty to apply.

If you purchase Products coated with fluoropolymer two-coat paint, the warranty period under this Warranty is extended from two (2) to ten (10) years, regardless of proximity to bodies of salt water.

Please note that the use of penetrating oils, such as CRC and WD-40 is not recommended, as these tend to foment the accumulation of sediments that promote galvanic corrosion.

Caustic Corrosion: this type of corrosion is common due to the contact of our products with chemicals and abrasives. As such, damaged cause by this type of corrosion is not covered under this Warranty.

Please note that paint tone variations may exist within the same color, due to variations between lots. These variations are not covered under this Warranty.

10. Damages to Master Guard and Storm Guard windows resulting from attempted burglary/forced entry are covered under this Warranty for ten (10) years. To initiate this special claim, the Client must physically bring the damaged Master Guard or Storm Guard product to our manufacturing plant located in Barceloneta, PR (during regular business days and hours) with all the Proof of Purchase documents together with a copy of the Complaint completed by the Puerto Rico Police Department, within the ten-year period and within thirty (30) days of the act. If the special claim is approved, Air Master Group will replace the window for the same or similar window free of charge. Installation Services of the new window are not covered under this Warranty. This Warranty does not apply to any other Air Master Group product and should not be construed, expressly or implicitly as providing coverage for damage to real or personal property as a result of the act.

Refer to Annex C (Care and Maintenance) for information which will help you conserve your Products in optimum conditions, esthetical and operational. Failure to exert proper care, use and maintenance can result in the denial of a claim under this Warranty.

Our Warranty policy complies or exceeds the regulations established by the Department of Consumer Affairs (DACO). To initiate any claim, contact our Customer Service Department at (787) 623-1800 or visit our web site at www.airmasterwindows.com during regular business hours.

WARNING

Failure to exert proper care, use and maintenance can result in the denial of a claim under this Warranty.

Congratulations on your purchase of Air Master Group products. At Air Master Group we are proud of our products and are constantly improving them to satisfy your needs and exceed your expectations. As a consumer, you should treat your Product with proper care and provide proper maintenance even and specially, after installed. Failure to exert proper care, use and maintenance can result in the denial of a claim under our Warranty program. Our Customer Service Department can advise you on any question you may have on this matter.

BEFORE/DURING INSTALLATION

Before you install one of our Products, you must be aware of some elements to the installation process that may affect the proper functionality and appearance of the Product. All exposed surfaces should be protected to avoid contact with caustics, corrosives, solvents, abrasives, among others, and impacts. The original packaging of the Product should not be exposed to humidity.

Problems that may arise during installation are:

1. Galvanic Corrosion: Refer to our Warranty for further information. How can we prevent galvanic corrosion? Insulation: Make sure your installer completely isolates dissimilar metals, placing inert materials between them to prevent dust or saltpeter to create an electrical couple.

Cleanliness: Keep your product clean and free of dust or saltpeter. For Products installed in locations in proximity to bodies of salt water, a deep cleaning is recommended once a month. For all other locations, the recommendation is every three (3) months.

2. Caustic Corrosion: During handling and installation, it is imperative that the Products are protected from any type of contact with chemicals that may damage the finish, hardware, or glass. One of the most common chemical agents is the cement used for the finishing and the acids used in the cleaning of tiles. If cement splash or cleaning acid meets the surface of the Product, the surface should be thoroughly cleaned immediately. Failure to do so may result in an accelerated corrosion process and your Product will no longer be covered by our Warranty. Exposed aluminum is very susceptible to chemicals regularly used in construction projects, which makes the cleaning process critical.

Air Master recommends, particularly in construction projects, that once Products are installed, to contract cleaning services with companies with sufficient knowledge and experience maintaining finished aluminum Products.

AFTER INSTALLATION

Aluminum requires reasonable care and maintenance before and after the installation process, on top of the periodic cleaning and maintenance. Below find our suggestions as to how to clean and maintain your Product to prolong its esthetic appearance and proper operation.

Basic Recommendations*

1. Avoid the use of power-wash or direct use of garden hoses since these may cause seal failure and allow water to penetrate the structure.
2. While cleaning exterior multi-story windows, begin with the upper stories and work your way down.
3. The use of metal tools, razor blades, or other sharp objects and abrasive cleaners may damage surfaces, scratch glass and compromise exterior glass coatings. Refrain from using these tools.
4. Do not allow aggressive alkaline, acid, or abrasive cleaners to come into contact with aluminum surfaces. Immediately rinse and dry.
5. Do not allow cleaning agents to puddle or collect at glass edges near glazing materials.
6. Avoid excessive cleaning in direct sunlight or in temperatures too hot or too cold.
7. Do not scour.
8. Clean and rinse one area at a time.

9. Clean Products at least twice a year and monthly in coastal areas, or when dirty.

10. After-market tints and films are not recommended, as they may cause damage to the glass and/or sealant.

11. Verify the condition of the caulked perimeter on a yearly basis. Re-caulk when necessary to avoid water damages.

Immediately after installation is completed, proceed to clean all aluminum, glass, or vinyl exposed surfaces using a water sprayer with mild detergent (non-abrasive) and a sponge or cloth. Rinse with clean water and repeat the process as many times as necessary. Be sure to remove vents or panels to reach all exposed areas of the frames. For certain Products we recommend hiring a professional for the removal process.

*The recommendations offered herein can be executed by a homeowner with some mechanical aptitude. If you are unsure, we recommend you hire a trained service provider such as a competent and licensed construction contractor or building professional. Air Master Group disclaims any and all liability associated with the use of and/or provisions of these recommendations.

Component-specific Recommendations:

1. Aluminum

Clean all aluminum parts/components at least every six (6) months. If in coastal areas or exposed to hard weather conditions, clean monthly.

- Wipe with sponge using mild soap (1 Tsp of baby shampoo for each US Gallon of water) and water. Rinse thoroughly with clean water. Dry with soft cloth.
- If soil adheres, sponge or lightly brush with mild soapy water. Proceed to rinse and wipe dry with soft cloth.
- For very stubborn soil, wipe with mild solvent (mineral spirits) and a clean, soft cloth or non-abrasive nylon cleaning pad to remove grease, sealant, or caulking compounds. Dry with separate clean cloth. Clean residue with sponge, mild soap and water, rinse and let dry.

2. Glass

Clean glass on a monthly basis.

- Rinse surface with clean water from top to bottom.
- Clean with mild soap and water and sponge with uniform pressure horizontally, then vertically.
- Quickly rinse and dry any run-down. Do not allow cleaning solutions to collect or puddle on surfaces, crevices, etc.
- Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; do not allow cleaning solution to dry on the surface).
- Wipe dry with lint-free, dry cloth.
- If necessary, repeat steps above until clean.
- Dry window frames and sills with separate cloth.

3. Low-E Treated Glass

Clean glass on a monthly basis.

- Prepare cleaning solution using one part vinegar with ten parts water (do not use ammonia based or alcohol based cleaners).
- Using a cloth saturated in cleaning solution, generously apply solution to glass.
- Scrub the wet area with a clean, lint-free towel or cloth.
- Wipe dry with a dry, clean lint-free towel or cloth. Do not use a squeegee on the Low-E coated (interior) surface.
- To prevent streaking, stop wiping when the glass is almost dry and there is a uniform film of moisture left on the glass surface.
- Under no circumstances should razor blades, squeegees or harsh chemicals be used on the Low-E coated (interior) face of the glass.
- For stubborn dirt or foreign material that may adhere to the Low-E coated surface:
 - Use acetone (solvent available from hardware stores).
 - Carefully follow the chemical manufacturer's instructions.
 - Apply a small quantity of the cleaner listed above to a clean wet cloth or towel.
 - Gently rub on areas of glass needing spot cleaning.
 - Wipe clean using a dry, lint-free towel or cloth.
 - Follow with routine cleaning procedure.

4. Hardware

Hardware components should be cleaned every three (3) to six (6) months. If in coastal areas or exposed to hard weather conditions, clean and lubricate every six (6) weeks.

- Use mild soap and water on a soft cloth or sponge; rinse and wipe dry. For stubborn dirt, use a soft bristle brush to gently scrub.
- On stainless steel use commercial stainless-steel cleaner.
- Lubrication – different hardware parts need different types of lubricants. These are some suggested lubricant types:
 - White or Lithium Grease: Protects metal surfaces against corrosion, reduces friction and wear on moving parts and is an excellent multi-purpose lubricant.
 - Light Oil (such as 3-in-One®): Use for sliding or rotating joints and hinges.
 - Spray Silicone: Spray onto clean cloth to apply, do not spray directly onto hardware surfaces. Use for slider tracks, jamb liners, and weather-strip.

Important Note: The use of penetrating oils is not recommended, since these tend to foment the accumulation of sediments that promote the galvanic corrosion.

Hurricane Recommendations:

1. Use storm panels on Products that are not impact-resistant.
2. Ensure all windows are properly closed and that closing mechanisms are completely seated and locked.
3. Ensure that impact resistant doors have their bolts activated on active and inactive leaves.

All components that perform a mechanical function suffer wear and tear and have a limited useful life. Through our Customer Service Department or any of our representatives, you may obtain the replacement parts that your product may require. If you have any questions related to the maintenance and care of our Products, please call our Customer Service Department at (787) 623-1800 or visit our website at www.airmasterwindows.com.

The information contained herein may change from time to time without notification. Air Master Group disclaims any and all liability associated with changes made to these recommendations.