

STILE

Windows & Doors

STILE WINDOWS & DOORS LLC

LIMITED WARRANTY FOR STILE PRODUCTS (EFFECTIVE 12/01/2023)

This Limited Warranty applies to windows and doors manufactured by Stile Windows & Doors LLC ("Stile"), purchased on or after the Effective Date and extends to the owner of the structure in which the products are originally installed. This Limited Warranty is fully transferable. This Limited Warranty is applicable only to products installed in the U.S.A.

I. GLASS COMPONENTS

Glass warranties apply to factory-installed glass installed into a Stile product by the Stile factory. Standard insulated glass is warranted against seal failure caused by manufacturing defects and resulting in visible obstruction through the glass for **twenty (20) years if installed in Washington state or ten (10) years if installed outside of Washington state** in sizes up to fifty (50) square feet. Sizes above fifty (50) square feet have a ten (10) year warranty. Non-tempered glass is warranted against stress cracks caused by manufacturing defects for ten (10) years. All other glass features including appearance are provided with the same warranties, limitations, and exclusions Stile receives from its supplier.

II. NON-GLASS COMPONENTS

Hardware and non-glass components of Stile-manufactured products shall be free from defects in material and workmanship that would render them unserviceable or unfit for ordinary use for which they were supplied for a period of two (2) years.

III. EXTERIOR CLADDING FINISH

Aluminum Cladding finished with AAMA 2605 painted finish is warranted against manufacturing defects resulting in chalk, fade, and loss of adhesion (peel), for twenty (20) years. Standard aluminum cladding finish installed in coastal environments (within one (1) mile of sea coast or other saltwater source) is warranted against manufacturing defects resulting in abnormal deterioration caused by corrosion and or loss of adhesion for ten (10) years. "Abnormal deterioration" means damage to the finish (such as peeling, flaking, or blistering) beyond what is normal for a saltwater environment.

IV. EXCLUSIVE REMEDY

This Limited Warranty is made as of the original purchase date and is not a warranty of future performance. Warranty periods begin on the original date of purchase. If a covered defect is reported during the term of the applicable warranty period, and otherwise in accordance with the terms of the Limited Warranty, Stile will, at its option, repair or replace the product or component in the original state delivered, or refund the price paid for the defective part or product. Packaging, shipping, delivery, inspection, removal, installation, finishing, and disposal costs and services are not included. Stile will endeavor to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement components and glass are warranted for the remainder of the original product warranty period.

V. FINISHING OF WOOD SURFACES

Windows and doors must be stored in a dry environment. New Stile windows and doors, whether primed or bare wood, must be painted or finished immediately to prevent possible damage, even if the window and door is already primed. Primers function to maximize adhesion between the wood and the paint, but do not offer protective qualities.

In high humidity situations or in the event weather or site conditions will not permit immediate finishing, windows and doors must be pre-finished prior to installation.

VI. EXCLUSIONS

Damage, defects, or problems resulting from causes outside of Stile's control are excluded from coverage under the Limited Warranty. Such causes include, without limitation:

- improper handling, storage and/or non-standard field finishing
- installation not in conformance with industry standards with proven results or applicable building codes
- non-standard installation or inadequate installation, such as non-vertical or sloped glazing, upside down, or out of square, out of plum, out of level, or not within a typical rough opening
- installation or use in applications exceeding design standards
- field mulls; field finishes
- insulated glass installed above 5000 feet without capillary tubes
- installation or use near pools, saunas, hot tubs, or other high-humidity environments
- failure to follow Stile's finishing and maintenance instructions

STILE

Windows & Doors

- failure to properly treat, seal, and maintain all exposed wood surfaces including tops, bottoms, sides, edges, and under any applied hardware
- stained or clear coated exteriors not providing adequate protection
- wood exterior surfaces with dark paints
- use of brick wash, razor blades, or other inappropriate cleaners or chemicals
- misuse, of abuse, modification, alteration, accident, negligence
- shifting or settling of the structure in which the product is installed
- extreme weather events, extreme or unusual atmospheric conditions
- normal wear and tear, normal discoloration or fading of finishes
- variation in wood color, texture, and grain
- rattling of grilles in between glass
- use of films or coatings on glass
- wood doors exposed directly to rain water
- pitch bleed
- paint bubbling, or paint cracking of painted wood surfaces
- glass imperfections consistent with ASTM or other industry standards
- any scratches on surface (1) one or (4) four of glass that are not reported at time of delivery
- war, insurrection, civil unrest, terrorism, or Acts of God

Warp

Bow, twist, and warp shall not be considered defects unless in excess of ¼" in the plane of the door or window. Doors 8' or higher ordered without multi-point hardware are not warranted against bow, twist, or warp. Actions on claims for bow, twist, or warp on Stile manufactured products may be deferred at Stile's option for a period not to exceed twelve (12) months after installation to permit the door or window in question to acclimate to temperature and humidity conditions.

Moisture Management

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 under the Limited Warranty.

Thermal Efficiency

Stile does not warrant the amount or percentage of argon or other inert gas present in insulating glass at any time after manufacture. Inert gas dissipates over time and may be ineffective in products manufactured with capillary tubes. Thermal efficiencies vary with the application of the product. Stile does not warrant a specific level of thermal efficiency will be maintained by inert gas, low emissivity coatings, or other product features.

Condensation

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 by the Limited Warranty.

Corrosion

Except as expressly provided in this Limited Warranty, finish failure or corrosion of hardware or other components due to environmental conditions such as air pollutants, acid rain, salt, sand, chemicals, or other corrosive substances is not covered by the Limited Warranty. The environment within one mile of an ocean coastline or other saltwater source can be extremely corrosive; some finish deterioration is normal in these environments.

Screens

Screens are not designed to and will not prevent falls. Stile is not liable for any damage or injury resulting from misuse of screens.

Window Opening Control Devices

Window Opening Control Devices (WOCDs) are not a substitute for careful supervision of children. WOCDs must be tested at least monthly. Follow all safety information and instructions provided with WOCDs. Stile is not liable for any damage or injury resulting from misuse of WOCDs.

Non-standard products

Non-standard products are products manufactured by Stile made to meet specific requirements of a customer or construction project that deviate from Stile's standard product offerings. Marketing material and showroom displays may contain non-standard products that are not covered by warranty. Stile does not warrant or guarantee any such items or products, nor is any such item or product warranted or guaranteed to meet any specific window/door test. Under the circumstances, Stile cannot and will not assume responsibility in any respect for these items or products either with respect to their operation or function.



Windows & Doors

VII. DISCLAIMERS, LIMITATIONS, AND ADDITIONAL TERMS AND CONDITIONS

Disclaimers

This Limited Warranty is in lieu of all other warranties, express or implied, provided by Stile. No customer, distributor, sales person, dealer, retailer or other representative of Stile has the authority to alter or change these warranties either orally or in writing. There are no implied warranties of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE, or any other warranties that extend beyond this Limited Warranty. Any product or component not specifically subject to this Limited Warranty or another written Stile product warranty is provided AS IS and without warranty. This Warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY STILE PRODUCT, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.

Limitations

In no event will Stile be liable for any costs of packaging, shipping, taxes, inspection, disassembly, removal, or reinstallation of the product or any part, including the insulated glass, painting, staining, or any other activity necessary in finishing the reinstallation or for any INCIDENTAL OR CONSEQUENTIAL DAMAGES or LOSS to other property. In no event will Stile's liability exceed the price paid for the affected product or component. The limitations of warranty and liability set forth herein shall survive and apply, even if the remedy set forth in this Limited Warranty is found to have failed its essential purpose.

Certifications and Ratings

Stile products are not certified for air infiltration, water infiltration, or structural performance. Test results may be available for certain individual products but do not guarantee certification or performance. Certain products are NFRC certified and certain products may have non-certified simulation results available. Non-certified simulation results do not guarantee performance. Performance of products may vary and will change over time, depending on the conditions of use.

Governing Law and Dispute Resolution

This Limited Warranty is governed by the United States Federal Arbitration Act and Washington state law, without reference to any applicable conflict of laws rules. Any dispute arising out of or relating to this Limited Warranty will be resolved by binding arbitration, rather than in court. To begin an arbitration proceeding, you must send a letter requesting arbitration and describing your claim to Stile Windows & Doors, 11596 Water Tank Rd, Burlington, WA 98233. The arbitration will be conducted by the American Arbitration Association ("AAA") under the AAA's Commercial Arbitration Rules, or a similar association or service if mutually agreed to by the parties. Payment of all filing, administration, and arbitrator fees will be governed by the AAA's rules. Arbitration will be conducted in Seattle, Washington or at another mutually agreed upon location. YOU AGREE THAT ANY DISPUTE RESOLUTION PROCEEDING WILL BE CONDUCTED ONLY ON AN INDIVIDUAL BASIS AND NOT IN A CLASS, CONSOLIDATED, OR REPRESENTATIVE ACTION. If for any reason a claim proceeds in court rather than in arbitration, you and Stile each waive any right to a jury trial.

Suitability

Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including the use of any Stile product, fastening methods, and the design and installation of any flashing, water management, or sealing system is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. Stile will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products. Windows and doors are only one element of a structure; Stile does not warrant that third party certification of a building or project to any specific standard will be achieved through the use of any Stile product.

No Waiver

Stile may, in its discretion, extend benefits 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 Stile's right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all other circumstances.

Warranty Claims

Written notice of any claim under this Warranty must be given to Stile Windows & Doors, 11596 Water Tank Rd, Burlington, WA 98233, within thirty (30) days of discovery, and in any event, within the above stated warranty period. In case of a defect reasonably discoverable by inspection of any product upon receipt of shipment from Stile, notice must be given within fourteen (14) days thereafter and before the product is installed. No Warranty or warranties shall apply in the absence of such notice. After receipt of notice, a representative of Stile will examine the claim and advise the customer concerning its disposition. Stile shall not be liable for any product repaired or replaced without its prior written consent.

STILE

Windows & Doors

FINISHING AND MAINTENANCE INSTRUCTIONS FOR STILE WINDOWS AND DOORS

Doors and Windows must be inspected upon arrival and all claims or complaints must be filed prior to installation and finishing. Blemishes on surfaces that can be touched up during the painting process are not considered defects. Any defects in factory applied primer will need to be touched up by customer.

Windows and doors must be stored in a dry environment. New Stile windows and doors, whether primed or bare wood, must be painted or finished immediately to prevent possible damage, even if the window and door is already primed. Primers function to maximize adhesion between the wood and the paint, but do not offer protective qualities.

In high humidity situations or in the event weather or site conditions will not permit immediate finishing, windows and doors must be pre-finished prior to installation.

Painting and Finishing

- All wood products must be properly sealed and maintained on all surfaces, including top, bottom, sides, edges and under any applied hardware to prevent absorption of moisture.
- When Applying finish, avoid contact with weather strip, vinyl, plastic, metal, or any other non-wood parts. Quick Kit Sash edges should only be primed to allow for smooth operation when sliding on vinyl tracks.
- Do not use cleaners containing abrasives or solvents. Clean with mild detergent and warm water
- Do not paint over aluminum cladding
- Stained or clear coated exteriors are not recommended for exterior surfaces

Filling Sanding

- Fill any nail/staple holes with appropriate exterior grade sealants / fillers, ensuring compatibility with your chosen finish.
- Just prior to finishing, bare wood products must be completely sanded with 180 or 220 grit sandpaper to remove handling marks, small blemishes, pitch bleed, and raised grain which develops in the normal course of delivery and storage. Primed products should be sanded with 220 grit sandpaper with care not to remove any primer down to bare wood including edges.
- Do not sand glass, clad, or other non-wood surfaces.

Painting

- Only use high quality primers and finish paints. Make sure primer is compatible with finish paint. Apply one coat of primer (if not factory primed) and two coats of finish paint following the manufacturer's instructions. Care should be taken to avoid paint wicking behind muntin bars.

Staining and Clear Coating

- Stains or Clear coats are not recommended on exterior surfaces.
- For interiors, apply stains and clear coats according to manufacturer's directions. Care should be taken to avoid stain or clear coat wicking behind muntin bars. If staining, two coats of sealer must be applied over the stain.

STILE

Windows & Doors

Care and Maintenance

- Windows and doors with wood exteriors should be inspected and repainted periodically. Repair any blistering, peeling or cracking in the finish quickly to protect the underlying wood. When Applying finish, avoid contact with weather strip, vinyl, plastic, metal, or any other non-wood parts.
- Maintenance intervals are dependent on location. Homes near saltwater or in harsh environments may need windows and doors inspected and cleaned 4 or 5 times a year. Homes in dryer more mild conditions may only need this once or twice per year.
- At least once a year, remove dirt, dust, mildew, and salts from surfaces with water, mild detergent, and soft bristle brushes or rags and use clean water to rinse off. Never use a pressure washer on windows and doors.
- Examine the interior and exterior surfaces and make any necessary repairs.
- Examine exterior caulking and remove any loose or damaged caulking and replace with new high quality caulking.
- Clean Sand, Dirt and Dust from hardware, hinges, tracks, and sills.
- Tighten all exposed hardware screws and lubricate window gears with dry lubricant.
- Check operation of all locks and check doors for smooth operation. Repair if necessary.
- Avoid solvents and abrasive cleaners. Don't let strong detergents, ammonia, chemicals or other harsh cleaning substances get onto finished exterior surfaces because they may cause damage.

Glass Cleaning

- Do not use razor blades, knives or scrapers for cleaning glass surfaces.
- If an excess of sealant appears around the edge of the glass, it can be gently scraped off the glass with a plastic putty knife.
- Use commercially available glass cleaners. Avoid cleaners with strong chemical bases or high alcohol content.
- Avoid cleaning glass in direct sunlight to avoid streaking.
- Start from the top of the window and work your way down and in multistory buildings start at the top of the building
- Soak the glass with water to loosen dirt and debris. Make sure no abrasive dirt or debris remains on the glass, then apply glass cleaner using a non-abrasive cloth or applicator. Remove the solution with a squeegee being careful to avoid touching glass surfaces with the metal parts of the equipment.
- Wipe up any remaining solution on the window frames or components with a non-abrasive cloth.

Screen Cleaning

- Remove screens and lay on flat clean area
- Aluminum framed screens can be cleaned by lightly spraying with water and allowing to air dry
- Wood framed screens can be cleaned by gently vacuuming with a soft brush attachment