



Tyrol Series Products Residential Warranty

Twenty (20) Year Limited Tyrol Warranty

Alpen High Performance Products, Inc. ("Alpen") Tyrol Series windows and doors (hereafter referred to as "Tyrol Series Products") are made to the highest standards. When properly installed and maintained, these products are designed to withstand many years of normal use. Alpen guarantees to the original purchaser of Tyrol Series Products installed in a single family home or multi-family home unit ("home") as new construction or as replacements, that Alpen will, at Alpen's option, either repair or replace any Tyrol Series Products that are found to be defective in materials or workmanship under normal use and maintenance during the twenty year warranty period beginning on the start date defined below, provided that Alpen receives prompt notice of such defective materials or workmanship; and proved that if repair is not commercially practical or cannot timely be made, then Alpen will, at Alpen's option, replace or refund the purchase price. Alpen reserves the right to inspect and review the suspected product defect and accept or reject any warranty claims.

Screens

Alpen will replace any Alpen window/door screen frame that is defective in materials or workmanship at no charge to the original purchaser for a period of only one (1) year after start date.

Persons Covered and Definition of Warranty Period

This Warranty extends to the original buyer of Tyrol Series Products paid in full installed in a home for a period of twenty years from the date of original purchase (the "start date") of Products. Buyer assumes all responsibility for design, application, installation, maintenance and use of the products manufactured by Alpen, and specifically assumes responsibility for compliance with all applicable building and design codes relating to or involving the product. In addition, if the original purchaser sells the home before ten (10) years has elapsed after the start date, Alpen will automatically extend coverage under this warranty to the new owner(s) of the home and any subsequent owners, until the tenth (10th) anniversary of the start date upon registration by any such successor owner with Alpen by notifying Alpen at the address (see right) within thirty days of such sale and the payment of \$50 administrative transfer fee to Alpen (the original purchaser and any such transferees being referred to below as the "covered owner").

Proper Care and Maintenance

Please carefully follow all care and maintenance instructions for Tyrol Series Products. Failure to do so may limit your coverage under this warranty. Original purchaser is responsible for routine maintenance, service and cleaning of the Tyrol Series Product. Salt and other corrosive or abrasive materials must not build up on any surfaces of the window or hardware. All surfaces of the window should be cleaned with a mild detergent soap and water regularly to remove any excess salt, corrosion or abrasive materials that may accumulate on the window. Hardware should also be regularly inspected, cleaned and lubricated. All gaskets should be periodically inspected for abnormal weathering and deterioration. The environment within two miles of the seacoast can be extremely corrosive and all warranty periods in this warranty are limited to ten years. Even with the appropriate maintenance as described above, products installed within 2 miles of seacoast environment will typically deteriorate more quickly than products installed in a less severe environment. Some corrosion and/or deterioration is considered "normal wear" in this seacoast environment.

Exclusions from Coverage

This Warranty does not cover damage or defects relating to misuse, abuse, accident, negligence, broken glass, alterations including but not limited to customer-applied finishes or films, normal wear and tear including but not limited to natural weathering, fading or chalking or staining of exterior finishes or discoloration of hardware component finishes, acts of nature (e.g. fire, hurricane, etc.), improper storage, improper handling, improper installation, or resulting from a lack of maintenance, including caulking to seal window frames or trim. This warranty does not apply to any products that are installed in a home that has a non-drainable EIFS or DEGs siding product.

Insulating Glass Unit

This warranty is for failure of the hermetic seal only, and covers the formation of water and/or dust on protected surfaces of the glass. Glass breakage of any kind is not covered. This warranty covers the replacement only of the defective insulating glass unit, FOB Alpen's nearest manufacturing plant. Labor costs for replacement or removal of insulating glass units are not covered by this warranty.



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Gas

For Tyrol Series Products described as having insulated glass with inert gases (e.g. Argon or Krypton) ("Inert Gas"), Alpen injects Inert Gas at time of manufacture. No warranty is made as to the amount or percentage of Inert Gas present in the insulating glass. It is known that Inert Gas within insulating glass may dissipate over time if not handled properly. The manner of use and conditions of installation of the product will affect the rate of dissipation of Inert Gas out of the insulating glass. Alpen makes no warranty regarding the rate of dissipation of Inert Gas or the amount of Inert Gas remaining in the window at any time after manufacture.

Claims Process

If you believe the Tyrol Series Products or any part thereof are defective in a manner covered by this warranty, you must submit a claim in writing to Alpen or the distributor, home improvement dealer or other business that sold you the Tyrol Series Products within thirty (30) days after any defect or other basis for the claim is discovered or should have been discovered. Claims submitted after such deadline shall not be covered by the warranty. Written claims should be directed to our main office, C/O Warranty Service, 335 Centennial Pkwy Ste A, Louisville CO 80027. In your written notice of the claim, you must provide a description of the Tyrol Series Products including original sales order number, purchase price, and the date and location of purchase. In addition, your claim should include a description of the nature of the problem, the date of installation and reasonable evidence showing that you are covered by the warranty.

Upon receipt of that claim by Alpen, Alpen will review the claim to determine if it is covered by this warranty. Alpen may require you to supply pictures or ship a representative sample (postage/transportation prepaid) or request reasonable access for inspection. If the claim is covered by this warranty, Alpen will replace the defective part(s) or complete window unit(s) with new part(s) or new Tyrol Series Products unit(s) at no charge (except as otherwise provided herein) in accordance with the terms of this warranty. All replacement part(s) or complete window or door unit(s) will be shipped from Alpen's manufacturing facility. Shipping, packaging and handling charges are the responsibility of the covered owner. Any claims under this warranty, at the option of Alpen, are expressly limited to: (1) the original cost of the Tyrol Series Products, or (2) the cost of replacing or

repairing the defective Tyrol Series Products or part of the Tyrol Series Products. The costs covered by this warranty do not include any labor or installation costs.

The warranty period shall not be extended by the replacement of any Tyrol Series Products but any replacement Tyrol Series Products will continue to be covered during the remainder of the original applicable warranty period. Alpen reserves the right to change, alter or discontinue any of its products at its sole discretion. If any part, component or complete window or door unit is not available at the time of any claim by the covered owner under this warranty, Alpen reserves the right to substitute another product that it determines in its sole discretion is of substantially equal quality or value for the Tyrol Series Products involved in the warranty request.

Limitations on Remedies

The foregoing limited warranties are the only warranties applicable to the Tyrol Series Products. This warranty is limited to the repairing or replacing of defective parts or components, or the refund of the purchase price for the product as provided herein, at Alpen's sole option, and does not cover or include any labor costs, or shipping cost including without limitation costs incurred in connection with the removal and reinstallation of the window or door or any part or component of the window or door. Under no circumstances will Alpen be liable for incidental or consequential charges, whether based on breach of an express or implied warranty, breach of contract, negligence, strict liability or any other legal theory. Some states do not allow for the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

State Remedies

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

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