

Thank you for choosing INICIO Steel Windows + Doors. We are dedicated to providing you with high-quality products that will last for years to come. We stand behind our products and offer a warranty to ensure your satisfaction.

## Product:

INICIO Steel Windows + Doors products are warranted to be free of any defects in materials and workmanship for a period of ten (10) years from the date of delivery.

*(See Coastal Installation Exception below)\**

## Factory Applied Finish:

INICIO Steel Windows + Doors factory applied finish is warranted against cracking, pitting, chipping, peeling, and blistering for ten (10) years. Performing the INICIO Steel Windows + Doors care and maintenance instructions is a requirement to ensure coverage during the warranty period; INICIO Steel Windows + Doors reserves the right to decline any warranty claim on any product that is not maintained in accordance with the INICIO Steel Windows + Doors care and maintenance instructions.

## Glass:

INICIO Steel Windows + Doors glass that is less than 60 square feet and non-specialty (annealed, tempered, decorative, and tinted) is warranted to be free of defects for ten (10) years.

## Hardware:

INICIO Windows + Doors hardware is warranted to remain operable for five (5) years.

*(See exclusions related to coastal installations and hardware finishes.)*

## Coastal Installation Exception

For INICIO Windows + Doors Steel products installed in coastal environments—defined as three (3) miles or less from a coastal seashore are warranted for five (5) years from the date of delivery. Due to increased salt exposure and corrosive conditions:

- Cosmetic corrosion (pitting, oxidation, discoloration) is not covered.
- Hardware components are not warranted.
- Proper documentation of cleaning and maintenance—including routine monthly fresh-water rinsing—is required to maintain coverage.

Coastal installations must follow enhanced maintenance practices as outlined in the INICIO Care & Maintenance Guide. Failure to follow these requirements may void warranty coverage.

## Items NOT Covered By This Limited Warranty:

Please be aware that these warranties are subject to certain exclusions identified below and that any warranty not specifically listed above is excluded. If you have any questions regarding our warranty exclusions, please contact us at [www.INICIOwindows.com](http://www.INICIOwindows.com).

- Products for which INICIO has not been paid in full.
- Claims made by any party other than the original purchaser.
- Products not supplied and/or manufactured by INICIO.
- Damage caused by misuse or abuse of the product.
- Improper installation. We strongly recommend that you have your windows and doors installed by a professional to ensure proper install and function.
- Hardware installed within 3 miles from the coast.
- Hardware finish.
- Glass larger than 60 square feet in area and specialty glass including, but not limited to, laminated.

## Items NOT Covered By This Limited Warranty Continued:

- Dual pane insulated glass installed more than 5,000 feet above sea level, or triple pane insulated glass installed more than 3,500 feet above sea level, without capillary tubes or altimeter.
- Glass stress cracks or spontaneous breakage.
- Shattered, cracked, stress cracks, or broken glass.
- Slight glass curvature, minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision per INICIO glass supplier warranty at the time of sale.
- Glass having field applied films or coatings, incorporating night insulation, or any other field-applied modifications.
- Damage caused by attempts to repair the product or improper handling.
- Damage caused by blocking of weep holes.
- Any modification to the product from the original design
- Any field-applied modifications.
- Damage or failure due to the application of hardware not provided by INICIO (e.g.; lock sets, trim sets, hinges, panic hardware, closers, etc.).
- Corrosion or damage due to improper care and maintenance including but not limited to the use of force of materials, such as power washing or the use of harsh chemicals such as brick wash, acids, salts, abrasive cleaners, or solvents.
- Uniform finish fading or finish crazing on anodized shades.
- Uniformity of finish on anodized shades.
- Color deviations or changes in appearance due to unequal exposure to sun.
- Normal wear and tear (use) including but not limited to weatherstripping, hinges, sills, finish chalking and fading.
- Application of any aftermarket items including but not limited to tints, films, hardware, screens, sealant, caulk, paint finishes, security systems, wiring, automation or locks.
- Screens
- Rattling or movement of grilles/bars.
- Job site or construction site damage.
- Improperly stored products in high-temperature conditions or in a non-vertical orientation.
- Temporary metal bowing from direct sun exposure and/or significant temperature difference between indoors and outdoors.
- Thermal expansion or contraction due to extreme temperature changes.
- Concealed damage claims for product stored for more than 90 days from date of delivery.
- Damage caused by acts of nature, force majeure or natural disasters.
- Damage caused by stresses resulting from movement of the ground or building foundation including structural settlement, ground vibration, or soils movement.
- Damage caused by water infiltration other than as a result of a defect in manufacturing, materials or workmanship.
- Any glass defects outside of the INICIO Steel Windows + Doors glass inspection acceptable criteria document.
- Damage to adjacent surfaces caused by glass reflectivity.
- Condensation
- Products installed in structures in excess of three stories or in excess of six living units.

If you experience any issues with your INICIO Steel windows or doors during your warranty period, simply contact the INICIO Steel Window + Door dealer where your product was purchased within 30 days of identifying an issue. Have them submit a warranty claim on your behalf so we can work with you to resolve the problem. INICIO Windows + Doors requires a minimum of 60 days to assess the claim and determine the appropriate action. INICIO Windows + Doors requires reasonable access to the product as well as the ability to repair or replace parts that may not be an aesthetic match to the original. INICIO Windows + Doors reserves the right to discontinue or modify its products and in these cases parts or products of equal value or quality may be provided. If INICIO Windows + Doors is unable to provide a replacement product or repair is deemed impossible then a refund of the original purchase price of the affected product can be provided to release INICIO Windows + Doors of its obligations under this warranty.

If full replacement of product is required, INICIO Windows + Doors will not be responsible for any indirect, consequential or incidental damage including but not limited to the cost of removal and installation of product.

Damage or defects found during the shipping and receiving process must be reported to INICIO Windows + Doors within 72 hours. Damaged or defective product should never be installed unless otherwise specified by a representative of INICIO Windows + Doors.

We strive to provide our customers with the best products and services possible. If you have any questions or concerns about our warranty, please do not hesitate to contact us. We are here to help.

## **NO OTHER WARRANTIES OR REPRESENTATIONS**

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