

# Easi-Serv Products Limited Warranty Pass-Thru Windows

## 1. What the Limited Warranty Covers

Easi-Serv Products builds its windows to the highest possible standards. All of our windows are inspected, thoroughly tested and adjusted for normal use prior to leaving the factory. We recognize that occasionally problems can occur with any new product, so we are providing you with a limited warranty that covers manufacturing defects in your window. These can occur during normal use and can begin during manufacturing by faulty materials, workmanship or factory preparation. The limited warranty covers specific components in your window for different periods of time, as shown in the chart on the back of this page.

## 2. What will Easi-Serv do?

Warranty work covers the cost of all parts and labour needed to repair or replace any Easi-Serv supplied item that proves defective in material, workmanship or factory preparation. These repairs or replacements (parts and labour) will be done by Easi-Serv and/or an agent of Easi-Serv at no charge using new or remanufactured parts. Please note all warranty work must be performed by an authorized Easi-Serv service representative. Any service performed by an unauthorized agent during the warranty period or any modifications made will VOID the warranty.

## 3. What your limited warranty *does not* cover

- The costs of shipping replacement parts to your premises.
- The costs of repairing damage caused by improper or incorrect installation of the window.
- The costs of repairing damage caused by poor or improper maintenance.
- The costs of repairing damage caused by normal usage or wear and tear.
- The cost of repairing damage caused by unstable power supply, brownouts, power surges or excessive electrical noise.
- The costs of normal/scheduled maintenance of your window. It does not cover the cost of lubrication, replacing belts, or light bulbs nor does it cover the cost of adjustments to the automatic operators and sensors.
- The costs of repairing damage caused by environmental factors or acts of God. "Environmental factors" include such things as airborne fallout, chemicals, tree sap, salt, ocean spray, and water hazards. "Acts of God" include such things as hailstorms, windstorms, tornadoes, sandstorms, lightning, floods and earthquakes.
- The costs of repairing damage or conditions caused by fire or accident; by abuse or negligence; by misuse; by vandalism; by tampering with parts; by improper adjustment or alteration; or by any changes made to your window that does not comply with Easi-Serv specifications.
- The cost of adding anything to your window once it is delivered to you, even if parts, components or modifications are changed or added as a production change on other products produced after your window was built.

## 4. Limitations of Liability

- THE EXPRESS WARRANTIES CONTAINED HEREIN ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, MERCHANTABLE QUALITY, DURABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE.
- UNDER NO CIRCUMSTANCES SHALL EASI-SERV PRODUCTS BE LIABLE TO THE BUYER OR ANY USER FOR CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES INCLUDING, BUT NOT LIMITED TO, BUSINESS INTERRUPTION OR LOSS OF PROFIT WHETHER FORESEEABLE OR UNFORESEEABLE, BASED ON ANY CLAIM OF ANY OTHER PARTY ARISING OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT, FAILURE OF ANY REMEDY TO ACHIEVE ITS ESSENTIAL PURPOSE, OR OTHERWISE. NOTWITHSTANDING THE FORM (E.G., CONTRACT, TORT OR OTHERWISE) IN WHICH ANY LEGAL OR EQUITABLE ACTION MAY BE BROUGHT, IN NO EVENT WILL EASI-SERV PRODUCTS BE LIABLE FOR DAMAGES OR LOSSES THAT EXCEED, IN THE AGGREGATE, THE AMOUNT PAID BY BUYER FOR THE WINDOW.

## 5. How to get warranty service for your window?

If something goes wrong with the window, please contact Easi-Serv or the distributor from whom you bought the window for warranty service. When contacting Easi-Serv or your distributor, please provide with your **window serial number**, **date of installation** (if known) and **the nature of the problem**. If contact with the distributor is not feasible, contact Easi-Serv directly for further assistance. All warranty claims need to be supported by documenting evidence that the problem is caused by a manufacturing defect or error.



# Easi-Serv Products Limited Warranty

## Pass-Thru Windows

### What Your Warranty Covers

**All warranty coverage commences from the date of window installation**

Product	Components	Warranty Covers	Specific Exclusions	How Long Does The Coverage Last?
Transaction Windows	Frame and Glazing	Any manufacturing defects in the aluminum framing, aluminum finish (including anodizing, powder coating or painting); glazing or insulated glass seals.	Broken glass, damage to frame or finish during installation. Scratches in finish caused during use.	Sixty (60) months
	Mechanical Parts	Any manufacturing defects in the mechanical components, including but not limited to locks and pulleys.	Damage caused by window jamming due to accumulated dirt, debris or ice.	Sixty (60) months
	Electronics and Motors	Any manufacturing defects in the circuit boards, transformers, sensors, electric motors and switch components.	Damage from unstable power supply, brownouts, surges and electrical noise.	Twelve (12) months