SOUND VIEW
WINDOW & DOOR

Installation Warranty

Remedy for Defective Workmanship; Limitations:
If the determination is made by Sound View that a defect or concern is attributable to our workmanship, Sound View will, at its option, either furnish labor to repair any defect or provide replacement materials necessary to make the repairs. The work covered by this Installation Warranty and Service Agreement does not include any labor or material associated with finishing space surrounding or adjacent to the repaired or replaced product; this exclusion also applies to any carpentry work.

The customer is responsible for performing any finishing work to the home as a result of any warranty or servicing work, including carpentry or painting work, as outlined by the manufacturer's warranty. Replacement product and installation provided pursuant to this Installation Warranty and Service Agreement shall be covered only for the remaining balance of the original duration of this Installation Warranty and Service Agreement, and shall not extend, reset, or otherwise change the period of time covered by warranty, nor create a new warranty.

COVERAGE:
This warranty extends to the original purchaser of products from Sound View Window & Door, and is transferable to subsequent home owner(s), subject to the terms of the “Transferability” section below. The warranty period begins on the date of purchase and remains efective under the provisions set forth herein for up to ten (10) years from date of purchase. Please contact Sound View Window & Door for the proper warranty transfer paperwork if necessary.

Installation Warranty for Non-Door Manufacturer Supplied Hardware

This warranty is divided into two sections to address different categories of Non-Door Manufacturer Supplied Hardware: Customer-Supplied Hardware and Sound View Window & Door Sourced Non-Door Manufacturer Supplied Hardware.

1. Definition of Customer-Supplied Hardware: For the purposes of this warranty, "Customer-Supplied Hardware" shall mean any hardware procured by the Customer from a source other than Sound View Window & Door or its authorized suppliers.

2. Installation Workmanship Warranty for Customer-Supplied Hardware: With respect to the installation of Customer-Supplied Hardware, Sound View Window & Door warrants that the workmanship of the installation shall be free from defects in a reasonably skillful and workmanlike manner according to prevailing industry standards for a period of thirty (30) days commencing from the date of substantial completion of the installation (the "Customer-Supplied Hardware Installation Warranty Period"), as defined elsewhere in this Agreement or as the date the installation is sufficiently complete for its intended purpose. This Installation Warranty expressly covers defects in the proper fitting, securing, and intended operational functionality of the installed Customer-Supplied Hardware solely to the extent such defects are a direct and proximate result of the installation services performed by Sound View Window & Door.

3. Definition of Sound View Window & Door Sourced Non-Door Manufacturer Supplied Hardware: For the purposes of this warranty, "Sound View Window & Door Sourced Non-Door Manufacturer Supplied Hardware" shall mean any hardware supplied by Sound View Window & Door that was sourced from a vendor other than the door manufacturer or its authorized suppliers.

4. Installation Workmanship Warranty for Sound View Window & Door Sourced Non-Door Manufacturer Supplied Hardware: With respect to the installation of Sound View Window & Door Sourced Non-Door Manufacturer Supplied Hardware, Sound View Window & Door warrants that the workmanship of the installation shall be free from defects in a reasonably skillful and workmanlike manner according to prevailing industry standards for a period of one (1) year commencing from the date of substantial completion of the installation (the "Sound View Window & Door Sourced Hardware Installation Warranty Period"), as defined elsewhere in this Agreement or as the date the installation is sufficiently complete for its intended purpose. This Installation Warranty expressly covers defects in the proper fitting, securing, and intended operational functionality of the installed Sound View Window & Door Sourced Non-Door Manufacturer Supplied Hardware solely to the extent such defects are a direct and proximate result of the installation services performed by Sound View Window & Door.

5. Disclaimer of Warranty for Non-Door Manufacturer Supplied Hardware Product (Applicable to both Customer-Supplied and Sound View Window & Door Sourced Hardware): It is expressly understood and agreed that the warranty for the Non-Door Manufacturer Supplied Hardware product itself, including but not limited to defects in materials, manufacturing, or design, shall be exclusively governed by the terms and conditions of any warranty provided by the respective manufacturer or supplier of said hardware. These Installation Warranties do not extend to, and Sound View Window & Door shall not be liable for, any defects or failures arising from the Non-Door Manufacturer Supplied Hardware itself, nor shall they include any labor costs associated with the repair or replacement of the hardware due to defects inherent in the hardware product. All claims pertaining to the Non-Door Manufacturer Supplied Hardware product warranty must be directed by the Customer to the hardware manufacturer or supplier in accordance with their applicable warranty terms and procedures.

6. Exclusive Warranty and Disclaimer of Other Warranties (Applicable to both Customer-Supplied and Sound View Window & Door Sourced Hardware): TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE FOREGOING INSTALLATION WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, [1] RELATING TO THE INSTALLATION SERVICES PERFORMED HEREUNDER WITH RESPECT TO NON-DOOR MANUFACTURER SUPPLIED HARDWARE BEYOND THE EXPRESS WARRANTIES SPECIFICALLY PROVIDED HEREIN.

NOT COVERED UNDER INSTALLATION WARRANTY:
Each of the following conditions are excluded from the installation warranty:

- Loss or damage arising from exceeding the performance parameters set forth in product labeling;
- Installations, repairs, or modifications performed by anyone other than Sound View Window & Door;
- Failure to provide Sound View notice of, and reasonable opportunity to remedy the issue prior to demo and/or repair by others, including the owner of the premises;
- Otherwise covered Installations or service that have not been paid for in full;
- Failure to maintain products per manufacturer's warranty;
- Failure to maintain the exterior building envelope;
- Pre-existing conditions;
- Improper building practices in the construction of, or prior work by others;
- Installation or product failure or loss due to any of the following:
    - Any misuse, modification, or alterations (including but not limited to customer-applied finishes);
    - Structural settlement or movement, vibration, excessive localized heat, high in-home humidity (condensation, frost, and/or mold), high moisture environments, or latent defects in home;
    - Water leakage not caused by installation performed by Sound View;
    - Salt spray, acid rain, or other corrosive elements;
    - Accident (including glass breakage), misuse, abuse, alterations, or improper handling, operation, or cleaning (by others outside of Sound View's control);
    - Improperly installed security systems or damage by security systems;
    - Failure to utilize proper maintenance or finishing practices;
    - All exterior wood surfaces and sealants must be painted or stained per the paint or stain manufacturer's guidelines and sealants must be checked by the customer at least annually, or more frequently if reasonable under the circumstances and site conditions, for any cracking or separation in order to maintain Sound View Window & Door installation warranty;
    - Normal wear and tear;
    - Damage and/or discoloration to, or by, fabric shades, screens, blinds, furniture, flooring, or other household items, from product usage, sun exposure, abuse, or age;
    - Any breaches, such as scratches, chips, or abrasions, that have not been timely repaired by the owner of the premises;
    - Damage or defects relating to misuse, abuse, and the use of applied tints or films;
    - Animals, insects, and/or vermin;
    - **Exclusion for Structural Settling:** This Installation Warranty does not extend to and specifically excludes any operational problems or defects in the installed products that are a consequence of or related to the settling, movement, or structural changes of the building.

CONDITIONS AND LIMITATIONS:
This Installation Warranty does not apply to product defects. Product defects are covered under the applicable manufacturer's product warranties, if any. The buyer should review the applicable product warranties for warranty coverage and limitations prior to purchase.

This Installation Warranty and Service Agreement sets forth the maximum liability for the installation and service work. In no event (including, but not limited to, where Sound View has no performance obligations due to the operation of conditions or limitations) shall Sound View be

liable for any incidental, consequential, or special damages resulting from the sale, installation, service, or use of any products. In no event shall the liability of Sound View exceed the price paid for the product and installation. The statute of limitations for any claims arising out of Sound View's work, including work done pursuant to warranty, shall not be extended by the warranty. Failure to pay the agreed amount in this proposal in full, without written agreement by all parties, shall void the Installation Warranty.

TRANSFERABILITY:

This Installation Warranty and Service Agreement may be transferred by the original purchaser(s) to the purchaser of the building in which the window or door was installed provided that notice of such transfer is both:(1) provided to SoundView within (30) days from the date title to the building is transferred, and; (2) Sound View inspects the condition of the building and its work to determine if the condition is still within the terms of the warranty, and that Sound View's work and the products installed it have been properly maintained and are in good working order. The Notice must state the name and address of the Original Purchaser(s), and the name and address of the purchaser of the building. Such notice is to be sent to Sound View Window & Door, Inc. at its principal place of businesses at the time the warranty claim is submitted. At the time this warranty is issued, Sound View's principal place of business is located at 12301 Lake City Way NE, Seattle, WA 98125; please note that Sound View reserves the right to change its principal place of business without notice to the warranty holder.

SOUND VIEW
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Informational Guide: Painting/Staining, Cleaning, and Care Suggestions

Please be advised that the information provided herein is intended for general guidance and informational purposes only. It should not be construed as professional advice. While we strive to ensure the accuracy and relevance of these recommendations, they are not a substitute for expert consultation. **Customers are strongly encouraged to consult with or hire a qualified professional for advice tailored to their specific needs and circumstances.** Customers are also strongly encouraged to consult the care & Maintenance Instructions and Finishing Guidelines found on the manufacturer's website. We disclaim any liability for decisions made based solely on this information.

IMPORTANT: Immediately following installation, all bare and primed wood windows, doors and millwork (Exterior and Interior) must have a top quality finish applied to every unfinished or primed surface. Periodically refinish or repaint to avoid damage on wood parts. The Sound View Window & Door installation warranty will be voided along with the manufacture's warranty when windows, doors and millwork are not stained or painted immediately following installation, and periodically refinished.

WARNING: WHEN APPLYING PAINT, STAIN OR OTHER FINISHES TO WINDOWS AND DOORS, IT IS EXTREMELY IMPORTANT THAT YOU DO NOT PAINT weather-stripping, hardware, handles, rollers, etc. Paints, stains or varnishes contain solvents which cause plastics or vinyls to dry out and become brittle. Once brittle, they will have to be replaced and will not fall under the installation or manufacturer's warranty.

The following finish recommendations have been provided based on our experience with long-lasting windows and doors. However, please rely upon your wood finishing professional and the instructions provided by coating manufacturer's if the advice given conflicts with the following instructions.

There are numerous ways to finish your windows, doors and millwork. Sometimes the type of wood species will dictate different procedures. The following recommendations are for pine, primed pine, Douglas Fir and Cedar.

Timeliness of painting or finishing wood surfaces is very important. After a unit is installed and has been exposed to weather and/or interior humidity, it can be difficult to dry the wood surface for a good finish adhesion. Unfinished wood surfaces will discolor, deteriorate, swell and may bow or split. If your windows, doors or millwork have been factory primed, it still needs to be sealed/finished immediately according to the manufacturer’s and Sound View Window & Door's warranty.

All pieces of wood are unique. Some wood will have more pronounced grain patterns that others. When finished, the differences may become more pronounced. These are not defects in the wood or the finish. With proper preparation prior to staining or varnishing, the application of the stain color can appear more consistent. Due to the natural differences of wood raised grain is possible when using a latex paint or primer. It may be necessary to sand and possibly re-prime in areas where raised graining has occurred. The manufacturer and Sound View Window & Door do not sand after a factory primer has been applied, therefore additional jobsite sanding and re-priming may be required by the homeowner or professional finisher. RAISED GRAINING IS NOT CONSIDERED A DEFECT IN THE WOOD AND IS NOT COVERED UNDER WARRANTY.

General Guidelines for Painting, Staining and Sealing

1. Sound View Window & Door does not recommend non-water barrier, non-durable finishes such as Tung Oil, Danish Oil, or any type of penetrating oil. These products allow water and water vapor to enter the wood causing potential deterioration and rotting or warpage of the wood. Use of these finishes will void the manufacturer’s and installation warranty.

2. For all operable windows and doors leave panels/sash or vent open (or remove) when staining or finishing so that you can finish all exposed sides(Top, both sides, bottom, Exterior and Interior).

3. All Interior and/or exterior surfaces must be cleaned prior to staining or finishing. Refer to your professional finisher or coating manufacturer for cleaning the surface prior to staining or finishing. If sandpaper is used, sand very lightly with a 220 or 320 grit sandpaper.1. Do not use cleaners containing abrasives or solvents such as Acetone, Benzene, or Methyl Ethyl Ketone.

2. Before finishing, on some manufactures (Doors and Windows), you will have to cut away the squeeze out of extract sealants from the manufacturer. The over squeeze is to make sure there is as consistent sealant line once cut away. Run a strip of masking tape along edge of the glass. If you are using paint, leave a 1/16" space between the tape and he wood glazing bead which allows you to lap the paint onto the glass for proper seal.

3. When finishing and painting wood applied grids (Simulated divided lites applied to the glass surface), use care when applying finish or stain products, as the products may drip behind the wood grids. Since the grids are applied with a VHB (very high bond) tape, liquid products may drip behind the grids onto the glass. A gel-stain is recommended to minimize dripping or product in between grids and glass.

4. Wearing adequate hand and eye protection, immediately finish all wood surfaces after primer coat or wood conditioner application.

5. Allow ample time for dry cure period. which may vary depending on weather conditions, interior and exterior climate. For paint or stain application, follow the paint or stain manufacturer's instructions carefully. You must seal all wood surfaces with a top/finish coat. Seal by applying two or three coats. If you plan to use multiple coating products (conditioner/stain/sealer or primer/paint), you must be sure that they are compatible with each other.

6. CAUTION: It is extremely important that you do not paint or stain locks, hinges, hardware, weather-stripping, and sills.

GLASS CLEANING INSTRUCTIONS

WARNING: DO NOT USE SCRAPERS FOR CLEANING GLASS. GLASS SCRATCHED BY A SCRAPER IS NOT COVERED UNDER WARRANTY.

CAUTION: Do not clean glass when it is exposed to direct sunlight.

Sound View Window & Door will clean the windows and/or doors one time at the final day of installation.

Start cleaning glass at the top of the building and continue to the lower levels. Soak the glass surface with a clean water and soap solution to loosen dirt and debris. Then use a mild, non-abrasive commercial window cleaning solution. Dry all cleaning solutions from window and door gaskets, weather-stripping, sealants and frames with a clean soft cloth.

GRID AND INSECT SCREEN CLEANING INSTRUCTIONS

To remove dust. dirt, smoke, soot and salt spray from exterior grids or screens, use a mild detergent water solution and a soft cloth or soft bristled non-abrasive brush. To remove grease, oil or industrial solids, you may need to use a stronger solution such as Mr. Clean, Soft Scrub, or Simple Green. Do not use cleaners containing abrasives or solvents such as Acetone, Benzene, or Methyl Ethly Ketone.

MAINTAINING HARDWARE

Your hardware that was sold through Sound View Window & Door (This excludes customer supplied hardware) has been manufactured of high quality, fine materials. Fine metals may require periodic attention to maintain its beauty and finish characteristics. Climate, location and exposure to corrosive environments such as industrial areas, pesticides, herbicides or salts can affect the hardware's beauty, characteristics and performance.

DO NOT REFURBISH HARDWARE.

Hardware that has been supplied by a customer will be installed by Sound View Window & Door, but will not fall under the installation warranty. After installation, we will confirm with the client that that hardware was installed and working per the manufacturer’s installation instructions.