

WARRANTY

Vista Pointe expressly warrants and guarantees that Systems fabricated and delivered against signed Dealer contracts will be free from defects in workmanship, materials or fabrication. Exempted from this Warranty are defects resulting from acts of God, unreasonable or improper use or abuse, fire or water damage, insect damage, failure caused by corrosion, improper maintenance or improper installation.

Replacement parts and labor are warranted by Vista Pointe for a period of 90 days from the date of repair or the balance of the existing warranty, whichever is greater.

Making a Warranty Claim:

1. The Dealer shall conduct an on-site inspection to understand the exact nature of the owner's claim with the following options:
 - a. **Installation** related issues should be directed to the original installer. The installer shall correct any problem related to installation, typically simple system adjustments to compensate for normal structural settling are all that is required. If the installer determines the problem is due to structural issues with the building that cannot be compensated for through adjustment, the contractor should be contacted evaluate the situation and make the necessary repairs.
 - b. **Materials:** Dealer should provide the original Vista Pointe invoice and record of the installation date and name of installer. Vista Pointe-supplied materials and system fabrication are warranted unconditionally for 2 years and conditionally for a full 10 years from the date of delivery to the customer's location. During the 2 year unconditional period, Vista Pointe will repair or replace any defective component at no cost to the owner. During the remaining conditional period, Vista Pointe will repair or replace any defective part but the owner is responsible for labor costs associated with the repair or replacement.
 - c. **Glass:** Vista Pointe offers a limited warranty for a period of 5 years from the date of manufacture for dual seal insulated units. Vista Pointe warrants that the dual seal insulated units are free from defects in material workmanship: the seal of the dual seal insulated units are warranted against failure resulting in material obstruction of vision through the Unit(s) due to the accumulation of dust or moisture on the internal glass service. Warranty does not cover Unit's that have been modified in any way, or exceed 50 square feet, or have evidence of water trapped in the glazing pocket, or failure due to glass breakage.

Direct all questions and claims to: Vista Pointe Architectural Systems
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