

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, insect or water 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. **Vista Pointe Supplied Hardware:** Dealer should provide the original Vista Pointe invoice and record of the installation date and name of installer. Vista Pointe-supplied hardware 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 (excluding panel issues covered by the Sierra Pacific Wisconsin (SPI-W) Warranty 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 and labor costs associated with the repair or replacement.
 - c. **Panels & Hardware:** Sierra Pacific Wisconsin (SPI-W) offers one of the finest and most comprehensive warranties in the window and door business. Vista Pointe is pleased to pass the SPI-W panel and glass warranty straight through to our customers. Claims relating to panel finish, wood delamination or warpage and/or glass issues should be handled by the Dealer as they would any other issue with SPI-W products.

Direct all questions and claims to: Vista Pointe Architectural Systems
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