



## LIMITED PRODUCT WARRANTY

### ACCOYA WOOD PRODUCTS ONLY

This limited warranty (“Limited Warranty”) is effective for Accoya wood products manufactured by AG Millworks (“Product(s)”) from and after October 16, 2019, and extends only to “Distributors” (as defined below) and may only be assigned to original “Users” (as defined below) and is otherwise not transferable.

AG Millworks manufactures Product which conforms to the specifications provided by distributors (“Distributors”) to be installed and used by the original end users in residential or commercial/public applications (“Users”). Subject to the restrictions and provisions provided herein, Products are warranted to be free of defects that would render said Products unserviceable or unfit for ordinary, recommended use for a period of five (5) years from Invoice Date for Products used in residential applications (“Residential Product Warranty”), and, for a period of one (1) year from the Invoice Date for Products used in commercial/public applications (“Commercial Product Warranty”). For the purposes of this Limited Warranty, “Invoice Date” shall mean the date on the invoice provided by AG Millworks to the purchasing party of the Product.

This Limited Warranty extends only to the original User of the Product and is not transferrable or assignable for any reason whatsoever. AG Millworks makes no other warranty with respect to its Products except as set forth herein. No Distributor, dealer or representative has the authority to change or modify this Limited Warranty.

Installation is the sole responsibility of the Distributor, User, contractor or their representative. AG Millworks does not assume, and specifically negates, any and all responsibility and liability for work performed by any third party, including, but not limited, Distributors, Users, contractors, customers, and/or installers. Any warranty provided under this Limited Warranty is void if the Product is not installed and/or finished according to the manufacturer’s installation guide, which is included with the purchase of each Product (“Installation Guide”), and/or if installed in locations with severe weather exposures, including, but not limited to, “Seacoast or Saltwater Environment(s)” (as defined below).

It is the sole responsibility of the Distributor, User, customer, contractor, installer, and/or finisher to follow the guidelines, requirements and specifications provided in the Installation Guide as well as recommendations in the ASTM International Standard Practice for Installation of Exterior Windows, Doors, and Skylights E2112-19b.

If a Product is subject to a valid warranty claim in accordance with the terms and conditions of this Limited Warranty, AG Millworks will, at its sole and absolute discretion either: (1) repair the Product; (2) replace the Product in the original condition supplied to the Distributor; or (3) refund the original purchase price paid to AG Millworks for the Product. If AG Millworks elects to replace the Product, the warranty of the replacement Product shall be limited to the balance of the remaining warranty period for the original Product. For example, if a warranty claim is made on an original residential Product after one (1) year from the invoice date for such original Product, this Limited Warranty shall apply to the replacement Product for a period of four (4) years.

AG Millworks will not, under any circumstances, pay for the cost of labor, installation, or finishing of a replacement of original Product or for any other cost, expenses, fees, losses, harm, delays or incidental or consequential damages relating to the replacement of the

Product, all of which shall be the sole responsibility of the person making the warranty claim. In the event that AG Millworks performs any on-site warranty work, claimant must provide safe access to the repair site, and claimant assumes all costs, coordination and liability for equipment required (hydraulic lifters, etc.) for worker's access, safety, and wellbeing while work is performed. All defects must be reported within ten (10) days of delivery of Product or the Product shall be deemed acceptable and free from any and all defects.

It is the sole responsibility of the Distributor, User, customer, contractor, installer, and/or finisher to fully inspect the AG Product(s) for consistency between what was ordered and what was received, **before** removing/damaging any existing doors from the structure. If the AG Product does not meet the specifications of the order, it must not be installed. AG Millworks must be notified so the Product can be returned to the factory for correction. Under no circumstances should AG Product that requires correction, be installed.

### **LIMITATIONS AND EXCLUSIONS**

The following shall not be considered defects and are not covered by this Limited Warranty

1. Products which have not been sealed on all six (6) wood surfaces (top, bottom, exterior face, interior face and two edges) with three coats of exterior grade clear topcoat, or paint. Door surfaces covered by stain or primer alone without three exterior-grade clear topcoats covering all wood surfaces are not considered sealed. Even if Product was delivered prefinished from the factory, any area on the Product where raw wood remains exposed or subsequently becomes exposed, including all surfaces of the wood on any sill, must be immediately resealed with three exterior-grade clear topcoats over raw wood to maintain limited warranty eligibility.
2. Products which have not been sealed to above specifications within ten (10) days of delivery to dealer or Products that are improperly or incompletely finished.
3. Improperly installed Products, including, but not limited to, any Product installed without a sill pan; structural integrity issues, improper sizing of header and movement or sagging of framing or header; flaws in building design or construction; slight expansion or contraction as a result of varying environmental conditions; alignment of meeting panels, panel movement or shrinkage of ¼" or less; problems caused by warpage or deflection of the studs, header, or other elements of the opening where unit is installed, including the floor.
4. Products which have been installed in locations/conditions that are inaccessible or where it would be unsafe or impossible for work to be performed on the product on site.
5. The replacement of factory-supplied components or modifications to our design.
6. Damage as a result of improper adjustment or lack of adjustment per manufacturer's instructions.
7. Improperly maintained Products. Failure to perform normal homeowner's maintenance as described in the document CARE AND HANDLING INSTRUCTIONS FOR ALL AG MILLWORKS PRODUCTS. In the event of a warranty claim, documented proof of regularly scheduled maintenance and cleaning may be required.
8. Products that have been altered after leaving AG Millworks possession.
9. Warpage in door panels up to 42" x 96" that does not exceed 1/4". Door panels larger than 42" x 96" are not warranted for warp.

10. Warp and/or misalignment of any door which is left unlocked when not in use. (See Care and Handling Instructions)
11. Units with electric operators installed after leaving AG Millworks possession.
12. Damage caused by others or by any circumstance beyond the control of AG Millworks, including but not limited to, damage caused by misuse, abuse, accident, mishandling, corrosive fumes, condensates, or by fire, flood, earthquake, storm, tornado, or other acts of nature.
13. Damage to any Product installed in a residence used as a vacation rental, long-term lease or any other non-owner-occupied purpose.
14. Attempts by persons other than authorized AG Millworks representatives to repair Products.
15. Natural variations in wood color, grain, and texture, even within the same door.
16. Discoloration or changes in Accoya Wood Products from the use of fasteners or components made of lesser grade metals (other than stainless steel) that penetrate or remain in contact with Accoya Wood. (See Care and Handling Instructions for All AG Millworks Products)
17. Corrosion and/or degradation of fasteners or components made of lesser grade metals (other than stainless steel) used in Accoya Wood Products, and replacement of such fasteners or components.
18. Surface checks less than 1/32" wide and/or 2" long.
19. Appearance of the factory finish on wood surfaces of the Product after a period of six (6) months from Invoice Date. If the finish is found to be defective during the first six (6) months from the Invoice Date, AG Millworks will, at its sole and absolute discretion, touch up the finish, refinish all or part of the Product, or issue a payment of up to \$325.00 to the original User and original owner of the home in which the Product is installed.
20. The appearance of anodized finishes beyond a period of two (2) years in standard environments.
21. Finish failures, discoloration or corrosion of any component, such as, without limitation, handle sets, hinges, sills, etc. as a result of pollution or other corrosive substances such as harsh cleaners/substances, coastal saltwater, sand or acid rain allowed to build up on surfaces. (See Sea Coast/Saltwater Environment Conditions and Exclusions below)
22. Water, wind or airborne particle penetration on any inswing system, and/or any Product without a standard AG Millworks raised sill designed for that Product system, including but not limited to, Ultra Guide Channel, ADA or ADA Ultra Guide Channel, U Channel, stainless steel recessed track system, any AG Millworks-supplied raised sill which has been modified, or any sill specified or supplied by others.
23. Performance or appearance of any wood sill.
24. Variations in distress patterns.
25. Placement, size or quantity of knots; Raised grain on wire brushed surfaces.

26. Normal wear and tear or changes in the color of hardware finishes (example: tarnishing of brass).
27. Scratches or defects of any kind on the exterior (exposed) surfaces of glass, unless reported and photographed at time of product delivery to dealer. Glass breakage occurring after Product has left AG Millworks possession, including “spontaneous glass breakage.”
28. Glass with protective film still in place beyond a period of six (6) months.
29. Any glass supplied or installed by others.
30. Minor imperfections or occlusions in the glass that do not impede normal vision or performance of the Product, per ASTM Glass Viewing Guidelines. Offset reflections in dual glaze glass, which is a normal condition per ASTM Glass Viewing Guidelines.
31. The appearance of heat or haze marks in tempered glass. To produce and strengthen tempered glass, the manufacturer must place it under very high compression on the surface and high tension in the core. The pattern of this strengthening-process may be visible as a slightly iridescent color contrast or specific strain pattern in the glass, which is normally not visible, but which may become apparent only under certain conditions of illumination (particularly polarized light). This in no way affects the performance of tempered glass and will not render the glass defective.
32. Installations in structures that do not allow for proper management/drainage of moisture.
33. Condensation or frost on exposed interior or exterior surfaces of the Product. Condensation or frost is not a defect in the Product.
34. Improper screen assembly, installation (including screens installed on the exterior side of the door or window system), and usage, damage as a result of environmental conditions such as wind, normal wear and tear, but not limited to exposure to sun, rain abrasion, heat and/or cold, exterior application, damage to, or contamination of screen cloth and other screen components by rough handling, misuse, abuse, or neglect, damage caused by humans or pets, including accidentally running, walking or falling into screen, damage and/or contamination by dirt, dust, pet hair/fur, salt, sand, water or any other debris. **SCREENS ARE NOT INTENDED OR DESIGNED TO KEEP PETS OR CHILDREN SAFELY CONTAINED AND MUST NOT BE SO USED.**

If the claimed nonconformity is warp, AG Millworks may defer repairing or replacing the Product for a period of up to twelve (12) months from the date of claim or the date when the Product was installed, as it is not uncommon for a temporary warp condition to occur as doors adjust to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

AG Millworks insulated glass units are warranted against failure of the air seal resulting in material obstruction of vision as a result of fogging or film formation on the internal surfaces of the IG unit for ten (10) years, if supplied by and installed in the Product by AG Millworks.

**NOTICE AND EXCLUSIONS APPLICABLE TO SEACOAST or SALTWATER ENVIRONMENTS**

The air, climate and condition in Seacoast or Saltwater Environments is corrosive/abrasive which causes significant damage to Products installed in such areas. Even with fastidious maintenance, Products installed in Seacoast or Saltwater Environments will likely deteriorate

at a faster rate than Products installed in other areas. For the purposes herein, “Seacoast or Saltwater Environment(s)” shall be any property, structure or other installation area, whether residential or commercial, which is located within three (3) miles of a coastline, lake, river, or other body of water which contains saltwater. If Products are installed within a Seacoast or Saltwater Environment, the following additional conditions and exclusions apply:

- A. Salt and other potentially abrasive/corrosive substances must not be permitted to build up on any surface of a Product. All surfaces must be cleaned with a mild detergent soap and water once per month to keep surfaces free of such buildup. Protective coatings, such as Boeshield T-9 ([www.boeshield.com/home-applications](http://www.boeshield.com/home-applications)) should be applied to hinges, hangers and moving parts as often as needed to maintain protection. (See Care and Handling Instructions, which can be found at [www.agmillworks.com/door\\_care](http://www.agmillworks.com/door_care))
- B. Sand, dirt and other debris must not be allowed to build up on any surface or in any tracks or other recessed areas of the unit, including pockets as it will obstruct the free movement of hardware, causing damage and breakage. Sand is particularly damaging to tracks, rollers, weather stripping and other components on any door or window system and must be kept out of such areas at all times.
- C. Hardware/handle sets/finishes and performance (including those with “lifetime” and “Resista” designations) are not warranted in Seacoast or Saltwater Environments. It is to be expected that even if well maintained, hardware and handle sets in Seacoast or Saltwater Environments will have to be replaced (at homeowner’s expense) far more frequently than in other environments.
- D. Any breaches in the exterior paint coating such as scratches, chips, or abraded areas must be repaired immediately. Under no circumstances can the wood be left exposed to the elements.
- E. Claims in Seacoast or Saltwater Environment as defined above must be made within thirty (30) days of the appearance of a defect.

IF AN ORIGINAL USER HAS A WARRANTY CLAIM, the original User must immediately contact the dealer from whom their Product was purchased. The dealer will provide AG Millworks with purchase and other information, so AG Millworks can access and review the complete order packet to process a claim quickly and accurately.

DEALERS: Please submit warranty claims in writing, including the AG Millworks invoice number, within the temporal limitations provided by this Limited Warranty and prior to the beginning of any repair work to:

[CustomerService@agmillworks.com](mailto:CustomerService@agmillworks.com)

or

Warranty Services, AG Millworks  
3111 Golf Course Drive  
Ventura, California 93003

Any and all warranty claims must detail the date and location of purchase, the nature of the problem, and the name, complete address and telephone number of the person making the claim. AG Millworks shall have a minimum of thirty (30) days to have any Product that is the subject of a Limited Warranty claim field inspected by an AG Millworks representative.

THE LIMITED WARRANTIES PROVIDED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES. AG MILLWORKS MAKES NO OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, ANY MANUFACTURER'S WARRANTY, ANY EXPRESS WARRANTY, IMPLIED WARRANTY, BY OPERATION OF LAW OR OTHERWISE, AS TO THE MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OF THE PRODUCTS SOLD TO USERS. This Limited Warranty sets forth AG Millworks' maximum liability for its aluminum clad Products. No Distributor, User, dealer, representative, or any other third party has the authority to change or modify this Limited Warranty in any manner whatsoever. Under no circumstances shall AG Millworks be responsible or liable for any indirect, consequential, or incidental damage.

This Limited Warranty gives the original User specific legal rights, and the original User may have additional rights, which vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the limitation or exclusion may not apply to all original Users. IN SUCH CASE, THE DURATION OF ANY IMPLIED WARRANTY SHALL BE THE SAME AS THAT OF THE EXPRESSED WARRANTY STATED HEREIN.

AG MILLWORKS' SOLE LIABILITY IS AS STATED HEREIN AND IN NO EVENT SHALL EXTEND BEYOND THE ORIGINAL PURCHASE PRICE PAID FOR AG MILLWORKS' ALUMINUM CLAD PRODUCTS.

Any samples of Products are provided solely for the purpose of evaluating the suitability of such samples for potential use, and as such, any and all Product samples are not intended to serve as warranties of any type, either express or implied.

In the event of any inconsistency between this Limited Warranty and any term or provision of any other document, the terms and conditions set forth in this Limited Warranty shall control.