



Limited Warranty

This Limited Warranty covers Almex windows and exterior doors bought from an authorized Almex dealer on or after the Effective Date, and installed within the United States or Canada. This Limited Warranty is extended to the owner of the building where the products were initially installed.

GLASS COMPONENTS

Warranties for glass components apply to factory-installed glass or glass supplied by Almex and installed by authorized Almex service personnel. Standard insulating glass with thermal spacers is covered against seal failure caused by manufacturing defects, which results in visible obstruction through the glass, for a period of ten (10) years for sizes up to sixty (60) square feet. Non-tempered glass is warranted against stress cracks caused by manufacturing defects for ten (10) years. All other glass and glass features come with the same warranties, limitations, and exclusions that Almex receives from its supplier.

COMPONENTS

Hardware and other non-glass parts are warranted against manufacturing defects for a duration of 10 years. Stainless steel hardware used in coastal environments is warranted against manufacturing defects that cause abnormal finish deterioration for 10 years. Other hardware finishes are not covered under warranty in coastal environments. Electric operators and other motorized accessories carry the same warranties, limitations, and exclusions that Almex receives from its supplier.

EXTERIOR CLADDING FINISH

Almex's standard exterior aluminum cladding finish is warranted against manufacturing defects leading to fading, chalking, and loss of adhesion in accordance with the American Architectural Manufacturers Association (AAMA) Specification 2605-11 Sections 8.4 and 8.9 for 10 years. Anodized finishes and other specialized exterior finishes are covered for 5 years against manufacturing defects.

Almex's standard exterior composite cladding finish is warranted against manufacturing defects according to AAMA 625-10, Section 5, for 10 years.

In coastal environments (within 1 mile of a sea coast or saltwater source), the standard exterior aluminum cladding finish is warranted for 5 years against manufacturing defects causing abnormal deterioration due to corrosion and/or loss of adhesion. "Abnormal deterioration" includes damage such as flaking, peeling or blistering beyond what is typical for a coastal environment. Anodized and other specialized finishes are not covered in coastal environments.

INTERIOR FINISH

The factory-applied coated aluminum interior finish is warranted against Finish Defects for 10 years. The factory-applied anodized aluminum interior finish is warranted against Finish Defects for 5 years. Finish Defects include cracking, peeling, checking, delamination, blistering, flaking, excessive chalking, and, for painted interior finishes, fading or color change (according to ASTM D2244) under normal interior environmental conditions.

OBSOLETE OR DISCONTINUED PARTS

Parts identified by Almex as obsolete or discontinued at the time of sale are covered against manufacturing defects for a duration of 1 year.

EXCLUSIVE REMEDY

This Limited Warranty starts from the original product purchase date* and is not a guarantee of future performance. The warranty notice periods commence on the original purchase date*. If a covered defect is reported within the applicable warranty notice period and in accordance with the Limited Warranty terms, Almex will, at its discretion, repair or replace the product or component, or refund the purchase price of the defective product or component. This warranty does not include removal, installation, finishing, refinishing, or disposal costs and services. Almex will aim to supply original replacement parts; however, they may differ from the original parts. Replacement parts, including upgrades, are covered for the remainder of the original product warranty period.

EXCLUSIONS

The Limited Warranty does not cover damage, defects, or issues arising from causes beyond Almex's control, including but not limited to:

Installation, Maintenance, and Acts of God

- Installation not following Almex's instructions, industry best practices, or applicable building codes
- Improper or non-standard field finishing
- Non-standard installation methods such as non-vertical or sloped glazing, upside down, or out-of-square installation
- Use or installation exceeding design standards
- Field mulls
- Insulating glass installed above 5000 feet without capillary tubes (unless specifically covered in the Almex Limited Warranty High Altitude Supplement)
- Installation or use near pools, saunas, hot tubs, or other high-humidity environments or chlorine sources
- Power surges, power loss, battery failure, or corrosion
- Integration or compatibility with any third-party system or device
- Failure to follow Almex's care and maintenance instructions
- Use of inappropriate cleaners or chemicals like brick wash or razor blades
- Misuse, abuse, modification, alteration, accident, negligence, or third-party products (films, tinting, security systems, etc.)
- Shifting or settling of the structure where the product is installed
- Extreme weather events or unusual atmospheric conditions
- Water infiltration not caused by manufacturing defects
- Normal wear and tear; normal discoloration or fading of finishes
- Glass imperfections consistent with ASTM or industry standards that do not affect structural integrity
- War, insurrection, civil unrest, terrorism, or Acts of God

WARP

Bow, twist, and warp are not considered defects unless exceeding ¼ inch in the plane of the door. Wood-clad doors 8 feet or taller ordered without both sill and header locking hardware systems are not warranted against bow, twist, or warp. Claims for bow, twist, or warp may be deferred at Almex's discretion for up to twelve (12) months post-installation to allow the door to acclimate to temperature and humidity conditions.

MOISTURE MANAGEMENT

Products installed in wall systems without proper moisture management, such as exterior insulation and finish systems (EIFS) or "synthetic stucco" without effective engineered drainage systems, are not covered by the Limited Warranty.

THERMAL EFFICIENCY

Almex does not warrant the amount or percentage of argon or other inert gas in insulating glass after manufacture. Inert gas dissipates over time and may be ineffective in products with capillary tubes. Thermal efficiencies vary with product application, and Almex does not warrant specific thermal efficiency levels maintained by inert gas, low emissivity coatings, or other product features.

CONDENSATION

Condensation is not a product defect but results from excess humidity. Issues such as condensation, frost, mold, mildew, and/or fungus are not covered by the Limited Warranty.

CORROSION

Except as expressly covered in this Limited Warranty, finish failure or corrosion of aluminum cladding, anodized and other specialty finishes, hardware, or other components due to environmental conditions like air pollutants, acid rain, salt, sand, chemicals, or other corrosive substances is not covered. Follow Almex's care and maintenance instructions available at www.Almexwindows.com/care or AAMA 609 & 210-02 (Cleaning and Maintenance Guide for Architecturally Finished Aluminum).

SCREENS

Screens are not designed to, and will not, prevent falls.

SENSORS

Factory-installed sensors are warranted against manufacturing defects for two (2) years. Almex is not responsible for third-party systems used with the sensors or their compatibility. Sensors are not a substitute for insurance and should not be relied upon to prevent property loss or damage, personal injury, or death.

DISCLAIMERS

This Limited Warranty is the only warranty provided by Almex or its affiliates (collectively „Almex“). No dealer, employee, agent of Almex, or third party can create or assume any other liability on behalf of Almex. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. Any implied warranty that cannot be disclaimed will be limited to the shortest permissible term and not exceed the express limited warranty term. Any product or component not specifically covered by this Limited Warranty is provided AS IS. This Limited Warranty grants specific legal rights, and other rights may vary by state. THIS WARRANTY IS NOT A GUARANTEE OF FUTURE PERFORMANCE OR A STATEMENT OF USEFUL LIFE BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.

LIMITATIONS

IN NO EVENT WILL Almex BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. Almex'S LIABILITY WILL NOT EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT OR COMPONENT. The warranty and liability limitations set herein will survive and apply even if the exclusive remedy fails its essential purpose.

CERTIFICATIONS AND RATINGS

Many standard Almex products are AAMA/WDMA Certified based on the performance of a single product sample at manufacture. Many standard Almex products have NFRC ratings based on simulations and product sample testing. Certifications and ratings usually apply to single products; some factory-mulled or combined configurations may also be certified. Performance varies with usage conditions over time. AAMA certifications and NFRC ratings are not performance warranties. For AAMA Certifications, visit www.keystone.com. For NFRC ratings, visit www.NFRC.org.

SUITABILITY

Determining the suitability and compliance with applicable building codes or standards for all components, including Almex products, and the design and installation of flashing, sealing, drainage, or water management systems, is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. Almex is not liable for issues related to inappropriate or faulty building design, construction, maintenance, installation, or product selection. Windows and doors are part of a structure; Almex does not warrant third-party certification of a building or project to any specific standard through its products.

NO WAIVER

Almex may, at its discretion, extend benefits beyond what is covered in this Limited Warranty. Such extensions apply only to the specific instance and do not waive Almex's right to enforce the exclusions, disclaimers, and limitations in other circumstances.

NO CLASS ACTION OR JURY TRIAL YOU AGREE TO ASSERT ALL CLAIMS AGAINST Almex AND ITS EMPLOYEES, DEALERS, OR AFFILIATES INDIVIDUALLY, NOT AS PART OF ANY CLASS OR REPRESENTATIVE ACTION, EXCEPT WHERE PROHIBITED BY LAW. YOU AND Almex AGREE TO WAIVE ANY RIGHT TO A JURY TRIAL, HAVING ALL DISPUTES DECIDED BY A FEDERAL OR STATE COURT JUDGE.

WARRANTY CLAIMS

All warranty claims must be made within thirty (30) days of defect appearance and within the warranty notice period. Contact your local Almex dealer or distributor to make a claim. If not responded to within fourteen (14) working days, send a written request to Almex Windows LLC, 755 N Oaklawn Ave, Elmhurst, IL 60126, Attn: Customer Service Department. Include your name, address, telephone number, purchase date, dealer or distributor details, product description, order number, defect description, actions taken, and dealer or distributor contacts.