



## **20-Year Limited Residential Warranty**

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**Effective Date:** January 1, 2026

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### **Our Commitment**

**At Arc Window & Door, every window and door we build reflects our commitment to craftsmanship, precision engineering, and long-term performance. Our products are designed to elevate the architectural intent of a home while delivering durability and reliability that stand the test of time. We take pride not only in the quality of the materials we use, but in the care, attention, and expertise that go into every system we manufacture.**

**This Limited Warranty is provided by Arc Window & Door (“Arc”) to the original residential purchaser of Arc window and door systems. It defines the scope of coverage, limitations, exclusions, owner responsibilities, and claim procedures associated with Arc products.**

**This Limited Warranty is intended to be clear, fair, and legally protective of all parties and is written to be enforceable throughout the United States, Canada, and Mexico, subject to applicable local consumer protection laws which may vary by jurisdiction.**

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## 1. Warranty Summary

Component	Residential Coverage (Original Owner)	Transferable (10 Years)	Summary
Frame Structure & Thermal Break	20 years	Yes	Covered against manufacturing defects while performing as designed
Factory Finish (Paint / Powder Coat / Anodize)	20 years	Yes	Covered for failure beyond AAMA / ASTM standards
Insulated Glass Seal	15 year	Yes	Covered for fogging/moisture between panes due to seal failure
Laminated Glass	10 years	Yes	Covered against delamination that obstructs vision
Mechanical Hardware	15 years	Yes	Covered if hardware fails under normal operation
Electronic Components	2 Years	2 Years	Industry-standard electronic coverage
Commercial / Multi-Family Use	10 years	No	Reduced term for non-residential applications
Labor / Removal / Reinstall	Not Covered	N/A	Materials only warranty

Condensation	Not Covered	N/A	Not a product defect
Installation / Flashing Issues	Not Covered	N/A	Proper installation required

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## 2. Twenty (20) Year Limited Residential Coverage

Arc warrants to the original homeowner that its window and door systems shall be free from manufacturing defects in materials and workmanship for a period of twenty (20) years from the date of delivery, provided the products are properly installed, used under normal residential conditions, and maintained in accordance with Arc's Care & Maintenance guidelines.

Covered components include:

- Frame structure and thermal break integrity
- Factory-applied finishes
- Insulated glass hermetic seal failure
- Laminated glass delamination that materially obstructs vision
- Mechanical hardware operation under normal residential use

Electronic components, motors, sensors, and smart devices are warranted for two (2) years from delivery.

This warranty is expressly limited to materials only. Labor is not covered at any time, including during the first year of installation, except where expressly required by applicable law.

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## 3. Transferability

This Limited Warranty is transferable to a subsequent homeowner for a period of ten (10) years from the original date of purchase. After ten (10) years, warranty coverage applies only to the original purchaser.

Transferred coverage does not restart or extend the original warranty period.

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#### **4. Commercial and Multi-Family Warranty Coverage (Up to 10 Years)**

For products installed in non-owner-occupied residential, multi-family, mixed-use, or commercial applications, Arc provides the following Commercial Limited Warranty, commencing from the date of delivery:

- **Frame Structure & Thermal Break: 10 Years**
- **Factory Finish: 10 Years**
- **Insulated Glass Seal: 10 Years**
- **Laminated Glass: 10 Years**
- **Mechanical Hardware: 10 Years**
- **Electronic Components: 2 Years**

Commercial warranties are not transferable.

Arc is not responsible for labor, access costs, or equipment required to service products, including but not limited to scaffolding, lifts, cranes, or other access equipment.

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#### **5. Glass Warranty Notes**

Arc warrants insulated glass units against hermetic seal failure resulting in visible moisture or fogging between panes under normal use. Visual inspection shall be conducted in accordance with applicable ASTM standards when viewed from ten (10) feet under normal lighting conditions.

This warranty does not cover:

- **Minor imperfections within ASTM tolerances**
- **Condensation on interior or exterior glass surfaces**
- **Scratches, chips, breakage, or stress cracks occurring after installation**
- **Natural and gradual migration of inert gases**

Glass warranty coverage may be voided by:

- **Improper glazing, flashing, or water accumulation in glazing pockets**

- Use of incompatible sealants, chemicals, or cleaning agents
- Aftermarket films, tints, or coatings
- Installation in high-moisture or high-elevation environments without proper specification (including capillary tubes or high-altitude glass)

Oversized or specialty glass may be subject to modified terms.

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## 6. Finish Performance Standards

Factory finishes are evaluated in accordance with applicable AAMA and ASTM standards for color retention, chalking, gloss retention, peeling, cracking, or blistering. Normal weathering, oxidation, and slight color variation are not considered defects.

At Arc's discretion, finish defects may be remedied through refinishing rather than replacement.

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## 7. Exclusions (What Is Not Covered)

This Limited Warranty covers manufacturing defects only and does not apply to damage, failure, or conditions resulting from causes outside Arc's control.

This warranty does not cover:

- Shattered, cracked, broken, scratched, or chipped glass after installation
- Minor glass imperfections within ASTM tolerances
- Condensation or frost on glass surfaces
- Normal wear, aging, or weathering
- Temporary thermal expansion or bowing due to temperature differentials
- Rattles or squeaks related to SDL grilles, bumpers, or weatherstripping
- Electrified devices or accessories beyond stated electronic warranty
- Torn screens, damaged weatherstripping, or other wear items

Failures caused by the following are not covered:

- Improper handling, storage, loading, or unloading

- **Improper installation, flashing, glazing, anchoring, or failure to install plumb, level, square, and properly weeped**
  - **Use of incompatible sealants, tapes, insulation, chemicals, or cleaning agents**
  - **Use of high-expansion foam causing frame distortion**
  - **Water intrusion from surrounding building envelope**
  - **Installation in high-moisture, high-vibration, corrosive, coastal, or industrial environments without proper specification**
  - **Installation at high elevation without required capillary tubes**
  - **Structural settlement, building movement, or vibration**
  - **Acts of God including fire, flood, hurricane, earthquake, hail, or extreme weather**
  - **Aftermarket modifications, films, coatings, or alterations**
  - **Abuse, misuse, neglect, or failure to follow Arc Care & Maintenance guidelines**
  - **Removal or defacing of product identification labels**
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## **8. Payment Condition**

**This Limited Warranty is expressly conditioned upon full payment having been received by Arc Window & Door for the products covered herein. Products for which full payment has not been received are not eligible for warranty coverage.**

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## **9. Labor and Consequential Damages**

**This warranty covers materials only. Arc shall not be responsible for labor, removal, reinstallation, shipping, access equipment, finishing work, or damage to surrounding materials, except where prohibited by law.**

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## **10. Owner Responsibilities**

**The owner must:**

- **Ensure products are installed per Arc installation instructions**

- **Follow Arc Care & Maintenance guidelines**
- **Protect products during construction**

**Failure to comply may void this warranty.**

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## **11. Claims Process**

**Claims must be submitted with proof of purchase, photographs, and a written description to:**

**Warranty@arcwindowanddoor.com**

**Arc reserves the right to inspect products and determine warranty eligibility.**

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## **12. Remedies**

**At its discretion, Arc may repair, replace, refinish, or refund the original purchase price of the defective component. Replacement parts do not extend or renew the original warranty period.**

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## **13. Disclaimer of Other Warranties**

**This Limited Warranty is the exclusive warranty provided by Arc and supersedes all other warranties, express or implied.**

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## **14. Limitation of Liability**

**Arc shall not be liable for incidental, consequential, indirect, special, or punitive damages, except where prohibited by law.**

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## **15. Dispute Resolution and Class Action Waiver**

**Purchaser must provide written Notice of Dispute and allow sixty (60) days for resolution before formal proceedings. Arbitration and class action waivers apply unless opted out within ninety (90) days of purchase.**

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## **16. Governing Law**

**This warranty shall be governed by the laws of the jurisdiction where the product is installed.**

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## **17. Final Provisions**

**No dealer, distributor, or representative may modify this warranty unless in writing and signed by an authorized officer of Arc Window & Door.**

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