

TITAN BUILT

WINDOWS & DOORS

LIMITED WARRANTY 08/15/2024 - CURRENT

This Limited Warranty applies to all Titan products purchased on or after the effective date from a Titan dealer, and installed in the U.S.A. This limited warranty extends to the owner of the structure in which the products are originally installed and is fully transferable.

GLASS COMPONENTS

Glass warranties apply only to Titan factory-installed glass. The standard insulating glass in Titan window and door units is, under normal conditions, warranted against seal failure, material obstruction of vision or stress cracks due to defects in manufacturing or materials for 20 years in sizes up to 60 square feet, and for 10 years in sizes 60 square feet and larger. Non-tempered glass is warranted against stress cracks caused by manufacturing defects for 10 years.

NON-GLASS COMPONENTS

Titan hardware and other non-glass components including window and door lock / latch mechanisms, hinges, balance systems, roto gears rollers, handles, insect screens, weatherstripping, and sash and frame members are warranted to be free from manufacturing defects for 10 years. We do not warranty non-Titan components.

APPLIED FINISHES

- Standard exterior aluminum cladding finish, is warranted against manufacturing defects for 20 years.
- Standard exterior aluminum cladding finish installed within 1 mile of a sea coast or other salt water source is warranted against manufacturing defects resulting in abnormal deterioration (peeling, flaking, or blistering beyond what is normal for an ocean coastline environment) for 10 years.
- Anodized finishes and other specialty exterior finishes are warranted to be free from manufacturing defects for 10 years. These are not warranted in coastal environments.
- Factory-applied interior coated aluminum finish is warranted to be free from finish defects for 10 years.
- Factory-applied interior anodized aluminum finish is warranted to be free from finish defects for 10 years.



- Finish defects include cracking, peeling, checking, delamination, blistering, flaking, excessive chalking under normal interior environmental and operating conditions.

FINISH EXCLUSIONS AND MAINTENANCE

- This warranty applies only to Titan-applied finishes.
- Any scratches, chips or surface damage exposing the material or hardware surface must be repaired immediately and repair is required to maintain warranty coverage.
- For all finishes, homeowners should implement a monthly (or more frequent) fresh water-cleaning program using mild soap to prevent the accumulation of corrosive elements. Periodic waxing with automotive-type wax may prolong finish life.
- Products subjected to the detrimental effects of abnormally high air pollutants, caustic washes, acid rain or accumulation of concentrated salt deposits are not covered by the warranty. In areas where chemicals or airborne pollutants are present, a frequent cleaning program is especially important. Even with a systematic cleaning program, products installed in these conditions will typically deteriorate more rapidly than in normal atmospheric/environmental conditions.

OBSOLETE OR DISCONTINUED PARTS

Parts designated at the time of sale by Titan as obsolete or discontinued are warrantied against manufacturing defects for a period of one (1) year.

GENERAL EXCLUSIONS

Damage, defects, or problems resulting from causes outside Titan's control such as Installation, Maintenance, and Acts of God are excluded from coverage under the Limited Warranty. Causes include, without limitation:

- Installation not in conformance with industry best practices and applicable building codes
- Improper or non-standard field finishing or mulling
- Installation or use in applications exceeding design standards
- Blocking of weep holes
- Failure to properly install Titan hardware and/or exterior trim
- Failure due to the application of hardware not offered by Titan (e.g., locksets, trim sets, hinges, panic hardware, closers, etc.).
- Misuse, modification, accident, negligence, or application of third-party products (films, tinting, security systems, etc.)
- Failure to follow proper care and maintenance
- Use of brick wash, razor blades, or other inappropriate cleaners or chemicals
- Shifting or settling of the structure in which the product is installed
- Water infiltration other than as a result of a manufacturing defect
- Insulating glass installed above 5000 feet without capillary tubes
- Glass imperfections consistent with ASTM or other industry standards, which do not affect structural integrity
- Unusually extreme weather events, extreme or unusual atmospheric conditions
- Normal wear and tear
- Obtaining safe and reasonable access to the product
- Labor to replace door panels, glass or other components



- Labor and materials to paint any repaired or replaced product, component, trim or other carpentry work that may be required
- Products not manufactured by Titan
- War, insurrection, civil unrest, terrorism, or Acts of God

MOISTURE MANAGEMENT

- Products installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems (EIFS) or “synthetic stucco” without effective engineered drainage systems, are not covered under the Limited Warranty.
- Condensation is not a product defect, but the result of excess humidity. Condensation, frost, mold, mildew, and/or fungus are not covered by the Limited Warranty.

SAFETY

- Screens are not designed to, and will not prevent falls.
- Window Opening Control Devices (WOCDs) are not a substitute for careful supervision of children. Follow all safety information and instructions provided with WOCDs.

ADDITIONAL TERMS AND CONDITIONS

- **No Waiver:** Titan may, in its discretion, extend benefits beyond what is covered under this Limited Warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of Titan’s right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all other circumstances.
- **Disclaimers:** This Limited Warranty is the only warranty, written or oral, express or implied, provided by Titan or its affiliates (collectively “Titan” in this Limited Warranty). No dealer, employee, or agent of Titan, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Titan. **ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED.** Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible term and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claim so affected will be as provided in this Limited Warranty. Any product or component not specifically subject to this Limited Warranty or another written Titan product warranty is provided AS IS and without warranty. This Limited Warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. **THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY TITAN PRODUCT, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.**
- **Limitations:** **IN NO EVENT WILL TITAN BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN NO EVENT WILL TITAN’S LIABILITY EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT OR COMPONENT.** The limitations of warranty and liability set forth herein shall survive and apply, even if the exclusive remedy set forth in this Limited Warranty is found to have failed of its essential purpose.
- **Suitability:** Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including the use of any Titan product, and the design and installation of any flashing, sealing, drainage, or water



management system, is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. Titan will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products. Windows and doors are only one element of a structure; Titan does not warrant that third-party certification of a building or project to any specific standard will be achieved through the use of any Titan product.

- No Class Action or Jury Trial: YOU AGREE YOU WILL ASSERT ALL DISPUTES OR CLAIMS AGAINST TITAN AND TITAN'S EMPLOYEES, DEALERS OR AFFILIATES SOLELY ON AN INDIVIDUAL BASIS AND NOT AS A REPRESENTATIVE OR MEMBER OF ANY CLASS OR IN ANY OTHER REPRESENTATIVE ACTION OR PROCEEDING, EXCEPT TO THE EXTENT SUCH WAIVER IS PROHIBITED BY LAW. YOU AND TITAN ALSO AGREE TO WAIVE ANY RIGHT TO A JURY TRIAL AND AGREE TO HAVE ALL DISPUTES HEARD AND DECIDED SOLELY BY THE FEDERAL OR STATE COURT JUDGE.

EXCLUSIVE REMEDY AND CLAIMS

Warranty notice periods begin on the original date of purchase. All claims must be made within 60 days of the appearance of the defect and within the applicable warranty notice period. To make a claim, please provide your Titan dealer with written notice of your claim. Include your contact information, date purchased, product description/order number, definition of problem, and any actions taken to remedy the issue. Titan will have up to 60 days from receipt of your notice to respond to you in writing. If a covered defect is reported during the term of the applicable warranty notice period, and otherwise in accordance with the terms of the Limited Warranty, Titan may offer, in writing, one or more solutions to resolve the issue. Remedies may include: (1) providing the appropriate replacement product to the Titan dealer you specify; (2) sending a Titan representative to repair or refinish the existing unit; or (3) refunding the original purchase price. Removal, installation, finishing, refinishing, and disposal costs and services are not included. Titan will endeavor to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement parts, including upgrades, are warrantied for the remainder of the original product warranty.

