

GENERAL WARRANTY INFORMATION

Project Name:

Project Address:

Customer Name:

Completion Date: 4/23/2025

This document sets forth the terms under which Tecfire USA provides a warranty for its products, expressly excluding any other implied warranties to the fullest extent permitted by law. This warranty applies specifically to defects in doors, windows, fixed windows, walls, floor framing, and glazing components manufactured by Tecfire. It covers only the glass and framing systems produced by Tecfire and does not extend to any ancillary products or hardware supplied by third parties. This warranty underscores our commitment to quality and reliability, offering customers confidence in the performance of Tecfire-manufactured systems.

- Tecfire USA warrants its products to be free from defects for a period of ten years from the date of delivery, provided that the products have been transported, stored, installed, and maintained in accordance with Tecfire's installation instructions.
- The warranty is limited to the repair or replacement of defective materials, up to the entire replacement of the product at the discretion of Tecfire USA. It specifically does not cover initial or replacement installation, temporary protection, expenses, equipment, labor, or any project-related activities. These items, including any expenses related to the relocation of equipment, personnel, or tenants, are specifically excluded.
- Tecfire USA extends the manufacturer's warranty to the immediate buyer, and it is not transferable. Products supplied by Tecfire USA are warranted to the immediate buyer only for a period of ten years from the date of delivery.
- This warranty covers the T-Flame fire-rated glass and Pyrobel fire-rated glass material as follows: Some degree of optical irregularity may be observed and is normal in multi-panel layers of tempered glass. Fire-resistive intumescent layers may contribute to these irregularities, which do not affect the overall clear view through the glass. These products are considered transparent fire barriers by code and not standard fenestration. The T-Flame fire-rated glass carries additional warranty
- This warranty contains the following provisions:
 - Liability under this warranty is limited to the free repair or replacement (at the manufacturer's discretion) of defective glass and/or frames manufactured by Tecfire USA and does not extend to other components, installation, or any other damages incurred due to or in connection with defective glass or framing. This includes any installation of the replacement glass into any frame or structure.
 - In no event will Tecfire USA be liable for direct, indirect, special, or consequential damages, including but not limited to loss of profit or use.

GENERAL WARRANTY INFORMATION

- The warranty does not apply to products that have not been handled in accordance with normal conditions of use, or units that have been subsequently processed or modified in any way, or units that have been subject to any damage. Normal conditions of use include maintenance of the product, transport, storage, installation, use, and any other considerations, recommendations, or directions that must be adhered to.
- Proper temperature, moisture, water drainage, and protection of glazing surfaces must be maintained.
- Components not manufactured by Tecfire USA may differ from the terms specified herein and will supersede Tecfire USA's warranty.
- Defects must be reported to Tecfire USA within 14 calendar days after discovery or should have reasonably become known to the buyer, contractor, or users of the structure or location where Tecfire USA products have been provided. Any replaced or repaired product under this warranty is limited by the original warranty period and shall not be extended beyond the original ten-year warranty.
- This limited warranty extends only to products sold in North America unless otherwise provided in writing.
- Building and safety codes vary widely throughout the U.S. and the world. Tecfire USA does not control nor is responsible for the selection of products regarding the use or compliance with code. Tecfire USA is not responsible for products supplied by others. Configurations not standard in the manufacture of its door, window, wall systems, floor systems, or glazing products specified by others are not warranted unless specifically agreed to in writing. Tecfire USA makes no other warranties or representations, either express or implied, concerning a product's fitness for a particular purpose other than specifically stated. Tecfire USA fabricates to dimensions from the customer on approved drawings and will not take responsibility for any variance or discrepancy in the provided information.
- Tecfire USA reserves the right to inspect or have returned all products alleged to be defective or not complying.
- Tecfire USA excludes all shipping and handling costs incurred and associated with this warranty.