

ROBERT BOWDEN, INC. LIMITED ONE YEAR WARRANTY FOR CUSTOM MILLWORK 10/06/06

Robert Bowden, Inc (RBI) warrants to its customer and the first end user that, if initially installed, finished, maintained, and operated within accordance with RBI's instructions and good practices, millwork manufactured by RBI, excluding glass and other matters excluded below, shall be free of defects in wood material and workmanship that would render such products unserviceable or unfit for their ordinary, recommended use for a period of **(1) one year** from the date of shipment by RBI. If a millwork unit is found by RBI, after inspection, to be unserviceable or unfit as a result of a defect in material sealant or workmanship within the warranty period, upon compliance with the claims procedure by RBI's customer or the first end user, will at its option (1) provide an appropriate replacement product to the shipping point nearest the place of purchase of the first end user in the same state of fitting or finishing as originally sold by RBI, (2) provide a factory authorized repair or (3) refund the price received by RBI for such product as nearly as can be determined by RBI. No labor, installation, or refinishing expenses are covered in this warranty. Failure to comply with RBI's instructions for handling, job finishing and installation will void this warranty. RBI shall be allowed to postpone action on repair or replacement for a period of up to one year from the date of the claim. This allows the product to stabilize after installation. This deferment period will not count against the allowable one-year warranty period.

RBI warrants to its customer and to the first end user that, if handled, maintained and operated in accordance with any applicable instructions of RBI for a period of **five (5) years** from date of manufacture by RBI's supplier, insulating glass units used in products manufactured by RBI shall be free of material obstruction of vision as a result of fogging or film formation on internal glass surfaces caused by failure of the hermetic seal due to defects in material or workmanship. IF this seal has been breached, and upon the compliance of RBI's customer or the first end user with the claims procedure, RBI, at its option and as its sole obligation under this warranty, will (1) provide a replacement insulating glass unit, or (2) refund to the claimant the price paid by RBI for such insulating glass unit as nearly as can be determined by RBI. Any failure to comply with the instructions of RBI for handling, maintenance and operation will void this warranty.

RBI's sole responsibilities and obligations under these limited expressed warranties and any implied warranties shall be limited as stated above. In no event shall RBI be liable for none consequential, indirect or incidental damages (whether claimed under contract, tort, strict liability, breach or warranty equity or otherwise) for any claimed defects in millwork units.

Notice of any claimed defect must be made in writing to RBI (P.O. Box 4237, Marietta, GA 30061) within thirty days after discovery by RBI's customer or the first end user, as the case may be, and, in any event, within the applicable warranty period stated above. The notice must describe the product, the claimed defect and the name, address and daytime phone number of the claimant.

Wood is a natural material with variations in grain, color and texture. These variations are random and are caused by the tree's natural growing process. The color of wood within a tree varies and produces different grain patterns. RBI will not warranty products for grain or color match. There will be certain natural imperfections allowed under our custom grade rules. Examples of natural imperfections are swirl in grain, mineral streaks, small light knots, small worm holes, light season checks, "crying" resin in Spanish Cedar and light colored wood. Our custom grade is based on WDMA I.S 6A-99 Industry Standard for Architectural Stile and Rail Doors.

MATTERS EXCLUDED FROM RBI'S LIMITED WARRANTY:

1. Unsatisfactory performance or appearance caused by failure to follow RBI's Handling and Finishing Instructions."
2. Failure to properly seal all exposed areas of the millwork unit on the exterior side immediately upon installation.
3. Failure to maintain integrity of finish.
4. Natural variations in the color, grain or texture of wood.
5. Damage caused by unauthorized attempt to repair the product or alter the product beyond factory recommended specifications, eg. Cutting down a sash unit for installation.
6. Damage caused by improper handling or on site storage.
7. Sash and mull movement due to climate conditions.
8. Warp, not exceeding 1/4" in the plane of 1-1/4" + thick sash.
9. IG Spacer bar visible 1/16" beyond edge of stop, vertical bars 1/16" out of alignment.
10. Water penetration and/or air infiltration caused by frame warp, bow or misalignment.

11. Damage to unit due to extreme temperatures when used in combination with an unvented storm door or window.
12. Failure of homeowner to perform normal maintenance and care of millwork unit.
13. Defects or problems in millwork units or insulated glass units or hermetic seals resulting from or related to improper use of application, glass cleaning, glass breakage, tampering, vandalism, neglect, prolonged exposure to poor rain water drainage or sprinkler systems, exposure to windstorms, wind-driven large or small missile impacts, hail, fire or any reason not related to defects in material or workmanship.
14. Natural weathering or surfaces such as surface checks or grain raise.
15. Improper hardware operation.
16. Discoloration or rusting of metal components.
17. Millwork units painted black or any other dark color with any sun exposure. Millwork products composed of PVC profiles may be subject to thermal expansion and contraction at direct temperatures above 145 degrees F. Extreme dark colors may accelerate this situation. Robert Bowden, Inc. recommends the application of paints with a Light Reflectance Value (LVR) rating lighter than L-50 or with formulations specifically designed for use on PVC or other plastic/vinyl substrates.
18. Any introduction of glass films or tinting by aftermarket applicators.
19. Minor scratches or imperfections in glass.

Millwork Handling Guide

1. Handle all units with clean gloves and equipment.
2. Avoid dragging units across one another or across surfaces. Avoid leaning at a steep angle.
3. Store on a level surface in a dry, well-ventilated building. Avoid stacking on end.
4. Cover units to keep clean, but allow air circulation.
5. Units should not be subject to abnormal heat, dryness or humidity for prolonged periods. Avoid sudden changes such as forced heat to dry out a building.
6. If the units are to be stored for over 30 days on the job site, the entire unit must be sealed in order to prevent undue moisture absorption.
7. Unit shall not be exposed to excessive moisture (above 55%RH), excessive heat (90 degree F), direct sunlight, and/or dryness (30% RH).
8. All millwork units should be installed per AAMA/ASTM standards

Millwork Finishing Guide

1. All units manufactured by RBI may require sanding prior to finishing. The degree of pre-sanding will depend upon the owner's selection of stain or paint and whether or not they are spraying or wiping on the stain.
2. Remove all handling marks, instruction labels, stamps and effects of exposure to moisture with a thorough, final light sanding over all surfaces of the unit, using 150 or 180 grit sandpaper. NOTE: Small amounts of grease, oil or pitch can be wiped clean with mineral spirits.
3. Clean unit thoroughly after sanding to remove all dust or foreign material. Avoid using chemical cleaners that react unfavorably to certain wood species and finishes. Do not use a commercial tack cloth.
4. Make sure all surfaces are sealed and finished except outside of stiles on single hung or double hung sash. . Seams, where two or more components meet, should be caulked neatly and the excess wiped clean from the unit.
5. Use a high-grade exterior primer followed by at least two coats of high-grade paint on all sides. Do not use high-gloss and/or Lacquer based finishes for exterior use.
6. For stain finishes, apply a first coat of quality oil base stain and sealer followed by at least two coats of clear finish. Units must be adequately sealed to prevent excessive moisture absorption. Do not use lacquer-based finishes.
7. Sand lightly between all coats whether painting or staining, making sure that all surfaces and edges are covered every time a coat is applied.
8. To minimize moisture penetration where wood parts or glass and wood come together; be sure enough paint or sealer is applied to overlap the glass 1/16". Caution must be exercised not to remove or break this seal when removing excess paint or while cleaning.
9. Finish on units will deteriorate over time and all wood items will move with seasonal conditions. It is the sole responsibility of the end user to inspect the condition of exterior finishes every six months and refinish as often as needed to maintain the protective integrity of the finish. No precautions can be taken at RBI to prevent wood from rotting or a seal failure if proper finishing and care is not enlisted by the consumer.
10. A substantial overhang and protection from the elements will minimize component movement inherent to exterior wood millwork.