

Limited Ten-Year Warranty

This Limited Warranty (“**Warranty**”), applies to all sill products (the “**Product**”) extended by Composite Technology International, Inc. (“**CTI**”), and provides that, subject to the limitations and exclusions below, for 10 years from the date of installation (the “**Warranty Period**”), the **Product** will be free from non-conformities in materials and workmanship.

If the **Product** fails to meet the requirements of this **Warranty**, **CTI**’s sole obligation (at its own option) is to either: (i) repair the **Product** (color and graining matching not guaranteed), (ii) provide replacement **Products** to the warranty holder or **CTI**’s designated dealer (color and graining matching not guaranteed), or (iii) refund the **Warranty** holder’s purchase price (the lesser of the original **Product** purchase price or the original catalog price).

Repaired or replaced **Products** are warranted only on the same terms and for the remainder of the **Warranty Period**. **CTI** reserves the right to discontinue or change any product. If the **Product** or component is not available, **CTI** may select and provide a replacement product or component of equal quality and price. This is the **Warranty** holder’s sole and exclusive remedy for the **Product** under this **Warranty**. The **Warranty** does not extend to the any other costs and expenses, including but not limited to: (i) labor for removing, reinstalling, or refinishing the **Product** (or other materials that are removed, reinstalled, or refinished to repair or replace the **Product**); (ii) shipping/freight expenses to return the **Product** to **CTI**; (iii) normal maintenance; or (iv) consequential, special, or indirect losses or damages of any kind.

Warranty Exclusions: This Warranty does not cover the following:

- Failure of the **Product** due to changes to or use of third-party components which do not adhere to the specifications provided to such third parties by **CTI** and which have not been utilized in certified **Product** testing for such door systems;
- Failure of the **Product** due to improper assembly by third parties inconsistent with recommendations and written instructions provided by **CTI** or generally available in **CTI**’s **Product Manuals** as amended time to time by bulletins or other written communications on **CTI**’s website; this includes failure in performance of the **Product** due to separation of the frame and sill components;
- Failure of the **Product** due to improper installation by a builder, remodeler, or other person or entity that installs or handles the **Product**, other than **CTI**, inconsistent with recommendations and written instructions provided by **CTI** or generally available in **CTI**’s **Product Manuals** as amended time to time by bulletins or other written communications on **CTI**’s website;
- Failure of **Product** due to uses or exposure to conditions for which its use and **Warranty** was not intended, such conditions to expressly include failure due to mechanically or other non-weather related driven water, utilization of inswing door units and components for outswing applications, further machining of or on the door panel, frame components after pre-hanging, or any other modifications or uses not specified in the **Product** pre-hanging or installation instructions;
- Failure of the **Product** due to failure of non-**CTI** supplied components (i.e. door glass assembly, door panel or hardware failure);
- Removal, reinstallation or alternation of a **Product** or any of its components following original installation except in connection with proper and timely maintenance of components which incur normal wear and tear, such as the weatherstripping, door bottom and corner seals, in which case **Warranty** shall only apply if such components are replaced with the applicable **CTI** components;
- Failure of the **Warranty** holder to provide timely normal maintenance of the **Product**;
- Failure to operate the **Product** in accordance with its instructions, including, without limitation, fully engaging the entire **CTI** approved locking system whenever the **Product** is closed;
- Failure of the **Warranty** holder to timely take reasonable actions to mitigate any property damage;

- Labor, services and materials to paint, stain, or refinish applied to or adjacent to the Product, or other carpentry or the addition of non-Product door system componentry, or other work undertaken that is intended to remedy a Product Warranty complaint, that is not part of the Product, without the prior authorization of CTI, and which itself or in addition to any other property damage, exceeds the maximum Product coverage Warranty limit;
- Failure to file a claim for alleged damages promptly according to the requirements of this Warranty; or
- Non-application of the Product Warranty due to any of its stated terms and provisions.

Disclaimer: THIS WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN. EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES OR LIMITED TO THE DURATION PROVIDED BY LAW. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. CTI DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY LIABILITY OR OBLIGATIONS IN CONNECTION WITH ITS PRODUCTS.

Limitation of Liability: CTI'S SOLE LIABILITY UNDER THIS WARRANTY IS REPLACEMENT, REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE. IN NO EVENT WILL CTI BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGE OF ANY KIND TO A PREMISES, LOSS OF PRODUCT USE, REINSTALLATION, LABOR, REMOVAL, REFINISHING, TEMPORARY/PERMANENT RELOCATION OF RESIDENTS OR PROPERTY, LOSS OF PROFITS/REVENUE, INTEREST, LOST GOODWILL, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS OR WORK, INCREASED OPERATING EXPENSES, EMOTIONAL DISTRESS CLAIMS OR CLAIMS OF THIRD PARTIES FOR SUCH DAMAGES, WHETHER BASED ON CONTRACT, WARRANTY, TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES). SOME STATES/PROVINCES/TERRITORIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. THIS WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS. BUT THE WARRANTY HOLDER MAY HAVE OTHER RIGHTS WHICH CARRY BY LOCATION. IF THIS WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL CTI'S ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE NON-CONFORMING COMPONENT'S PURCHASE PRICE. ANY ORAL STATEMENTS OR REPRESENTATIONS MADE BY ANYONE WHICH ARE CONTRARY TO OR AT VARIANCE WITH THE TERMS STATED IN THIS WARRANTY ARE VOID.

Claims: Claims under this Warranty must be initiated within 30 days following the Warranty holder's earliest awareness of a potential issue for which recovery arises under this Warranty. Any claims must follow the specified procedures set forth below. Failure to follow these Warranty claim procedures (either timing or procedures) may void the Warranty on the individual door unit. To obtain help under this Warranty, or to initiate a claim, Warranty holder should contact CTI in writing at [622 20th Street, Suite 150, Sacramento, CA 95811 "Attn – Warranty Claims,"](#) or call 916-551-1850 or by email at info@cti-mail.com.

The Warranty claim procedure will not be initiated until all of the following information is received by CTI:

Claim Information Required:

- (1) Homeowner/Warranty Holder Name, Complete Street Address, Email Address, Daytime Telephone Number
- (2) CTI Door Tag Number (the Door Tag is attached to the frame of the door system near the top hinge)
- (3) Date of Home Purchase
- (4) Name of Original Home Builder (if known)
- (5) Description of Warranty-Related Complaint and Associated Damage
- (6) Attached Photos of Warranty-Related Complaint and Associated Damage

CTI must receive this Warranty claim notification within 30 days following the Warranty holder's earliest awareness of a potential issue for which recovery arises under this Warranty. Following receipt of this information, CTI will initiate and facilitate the Warranty claim procedure. A Warranty holder filing a claim under the Warranty may be required to return the Product or component to CTI (at the Warranty holder's expense).

Effective: August 1, 2024