

PORTAL OPENINGS LLC LIMITED PRODUCT WARRANTY

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PORTAL OPENINGS LLC ("Portal") offers the following Limited Product Warranty for new materials from the date of initial sale. Portal warrants to the homeowner that the products manufactured by Portal will be free of material defects in parts and workmanship under normal use for the time periods specified below.

LIMITED WARRANTY FOR PORTAL DOOR SLABS: Portal door slabs are guaranteed to be free of material defect under the terms and conditions of this Limited Warranty. This Limited Warranty is effective on the original date of purchase, so long as the original homeowner or commercial purchaser continues to own and reside in the property in which the product was installed. This Limited Warranty is non-transferable. The duration of such warranty, absent an event or condition excluded by this limited warranty shall be as follows: 20 YEAR warranty on the door slabs for single-family dwellings and 5 YEAR warranty on the door slabs in multifamily properties and other high use facilities.

LIMITED WARRANTY FOR INSULATED GLASS: The following Limited Warranty applies to insulated glass: Portal warrants the insulating glass will be free from material obstruction (moisture, film, or dust) on the interior glass surface for twenty (20) years from the date of initial sale, subject to the other terms and conditions of the Limited Warranty. Portal will cover 100% of the cost for the first ten (10) years, 50% of the cost for years eleven (11) through fifteen (15), and 25% of the cost for years sixteen (16) through twenty (20). This warranty is for the benefit of the original homeowner who purchased the product and resides in the home as his or her primary residence and shall not be transferred.

LIMITED WARRANTY FOR INSULATED GLASS ON COMMERCIAL APPLICATIONS: The following Limited Warranty applies to insulated glass on commercial applications: If window product is installed in a commercial or industrial building or a building operated as a multifamily dwelling for commercial purposes or rental properties including, but not limited to schools, houses of worship, apartment complexes, government-owned structures, office buildings, etc., This Warranty will be limited to five (5) years from the date of initial sale on insulated glass and shall not be transferable.

LIMITED WARRANTY COVERAGE: This Limited Warranty covers replacement parts, components and/or materials only. Portal expressly denies any liability for labor to be performed in correcting defects. This Limited Warranty does not cover freight charges of any kind. If a covered replacement part is not in production at the time a warranty claim is filed, Portal's obligation shall be limited to Portal proposing and implementing a reasonable solution. Portal expressly reserves the right to determine, at its sole discretion, whether a valid, covered warranty claim exists and, if so, how to satisfy the warranty claim.

WARRANTY CLAIMS: To make a claim under the warranties recited hereunder, you must do so in writing, within thirty (30) days of becoming aware of any such claim. The warranty claim form can be accessed on the website: www.popenings.com. You will be required to provide all of the necessary information listed on the form. Freight and installation will be at the homeowner's expense. Portal reserves the right to inspect, or designate a person to inspect, any part or product that is claimed to be defective and covered by these warranties prior to any repair, refund, or replacement. Any inspection shall be conducted under an express reservation of rights and shall not constitute an acknowledgement that the warranty claim is valid and/or covered.

MODIFIED OR DISCONTINUED PRODUCTS: Portal reserves the right to modify or discontinue any of its products. For the repair or replacement of modified or discontinued products, Portal reserves the right to substitute current products and components of equal quality and as similar in appearance as possible.

ITEMS NOT COVERED

Any damage caused by or resulting from any of the following:

- **Improper installation or use of the product**
- Fire, corrosive fumes, stains, contact with chemically abrasive substances, acts of God, and/or any events or actions not controlled by Portal.
- Normal wear and tear.
- Damage caused by high winds, floods, fire and/or other conditions that exceed the product design, testing, and specifications.
- Damage caused by localized application of heat, movement of building or building components, and/or expansion or contraction of building or building components.
- Damage caused by freight carriers, common carriers, private transportation, or any other means of transportation or handling that occur after the product leaves the Portal facility.
- Product installed in a manner or location that does not comply with product design standards and/or testing and certified performance specification, and/or not in compliance with building codes.
- Cost for labor, removal or disposal of defective product(s), installation or finishing of the replacement door or component.
- Portal does not warrant hardware such as locksets or other hardware. A separate written warranty may be provided from the manufacturer and included in materials that accompany a Pre-Hung Door Unit.
- The failure to perform reasonable and necessary maintenance on the product
- Negligent, abuse, improper handling, and/or improper storage of the product.
- The application of harmful cleaning solutions or products including, but not limited to, muriatic acid, acetone, bleach, alcohol, hydrochloric acid, or abrasive products.
- Misalignment of grids/muntin of 1/8" or less from the appropriate position.
- Slight fading and/or color variations caused by normal aging or

weathering.

- Installation of the product outside of the 48 contiguous United States.
- Minor blemishes in the glass that do not significantly impair the structure of vision through the glass including glass curvature.
- Color variations in the glass.
- Glass breakage for any cause or reason.
- Being subject to stresses arising from glass surface temperature differentials or caused by building settlement or moving.
- Condensation on the exterior surfaces of the door and/or glass that may occur as the natural result of humidity and interior/external temperature differentials.
- The very gradual, natural migration of inert gas infills used in insulated glass.
- Failures due to product modifications, door shading devices (e.g., glass tinting, security systems, improper painting, or staining, etc.).
- Installation into structures that do not allow for appropriate water/moisture drainage including, but not limited to, Exterior Insulation & Finish Systems.
- Failure to follow Portal's installation instructions, industry standards, sound construction practices and/or care and maintenance instructions.
- Field mulling, installation of any field applied drip cap, field finishes, or product modifications or glazing not factory installed.
- Use of expanding spray foams applied around the perimeter of product during the installation process, unless applied consistent with AAMA 812-04.
- Deficiencies in wall design, project design or construction, or structural failures.
- Failure to properly install flashing, exterior trims, panning, subsills, or receptors.
- Failure to properly apply caulk or sealant.
- Doors must be stored inside a weather safe environment to keep the doors dry and not exposed to the elements prior to installation.
- Application of aftermarket window films to glass surfaces.
- Products that have not been paid for in full.
- Any field testing conducted without meeting the following requirements: Must be jointly and specifically agreed upon. Any field testing shall be performed within thirty (30) days of installation, using properly calibrated testing equipment and accounting for units that exceed the maximum test size. Any field tests must be conducted by a certified testing organization, at 2/3 test pressure as compared to the product rating as ordered, in accordance with AAMA 502-12 (if within thirty (30) days after installation) or AAMA 511-08 (if afterward) and must give Portal reasonable notice and the opportunity to participate in said testing. For any test failure believed to be caused by a manufacturing defect, Portal must be given a reasonable opportunity to evaluate the concern and develop a remedial solution.
- Water or air infiltration other than because of a defect in manufacturing or materials.

THIS LIMITED PRODUCT WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THIS PURCHASE. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. NO DEALER, EMPLOYEE, OR AGENT OF PORTAL, NOR ANY THIRD PARTY, MAY CREATE OR ASSUME ANY OTHER LIABILITY, OBLIGATION, OR RESPONSIBILITY ON BEHALF OF PORTAL. ANY PRODUCT OR COMPONENT NOT SPECIFICALLY SUBJECT TO THIS LIMITED PRODUCT WARRANTY IS PROVIDED AS IS AND WITHOUT WARRANTY.

IT IS UNDERSTOOD AND AGREED THAT PORTAL'S LIABILITY, WHETHER IN CONTRACT, IN TORT, UNDER ANY WARRANTY, IN NEGLIGENCE, OR OTHERWISE, SHALL NOT EXCEED THE RETURN OF THE AMOUNT OF THE PURCHASE PRICE PAID BY THE PURCHASER/OWNER FOR THE DEFECTIVE DOOR AND UNDER NO CIRCUMSTANCES SHALL PORTAL BE LIABLE FOR SPECIAL, INDIRECT, SPECULATIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES. THE PRICE PAID BY THE PURCHASER/OWNER FOR THE EQUIPMENT IS A CONSIDERATION IN LIMITING PORTAL'S LIABILITY. NO ACTION ARISING OUT OF THE TRANSACTION UNDER THIS AGREEMENT MAY BE BROUGHT BY THE PURCHASER/OWNER MORE THAN ONE (1) YEAR AFTER THE CAUSE OF ACTION HAS ACCRUED. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

PORTAL PROVIDES NO WARRANTY TO ANY PRODUCT SUBJECTED TO INAPPROPRIATE AND/OR UNTIMELY TEST MEASURES. SUCH MEASURES INCLUDE BUT ARE NOT LIMITED TO, THE USE OF AN UNACCREDITED TESTING LABORATORY, TESTING OF UNITS THAT EXCEED THE MAXIMUM TEST SIZE, INAPPROPRIATE CALIBRATION OF TESTING EQUIPMENT, AND/OR UNTIMELY TESTING (AS DESCRIBED IN AAMA'S "VOLUNTARY SPECIFICATIONS FOR FIELD TESTING OF WINDOWS & GLASS DOORS").

IF ANY PART OF THIS LIMITED WARRANTY IS FOUND TO BE UNENFORCEABLE, THE REMAINING PROVISIONS SHALL REMAIN VALID AND ENFORCEABLE.

The warranty applies to the original homeowner only or original purchaser for multifamily or commercial uses.

Labor costs incurred because of any warranty claim are not covered by this warranty.

Portal will not be responsible for installation, or any refinishing work associated with a warranty claim.

Portal reserves the right to repair any defective product, replace defective materials, or refund the purchase price when honoring its limited warranty.

Date: **OCTOBER 1, 2025.**

Portal address and phone number:

**PORTAL OPENINGS LLC
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POWELL, TN 37849
833-654-1155**

