ROBINSON WINDOWS

LIMITED LIFETIME PRODUCT WARRANTY

Residential and Multi-Family Windows

Applies to products ordered on or after October 1, 2026

Robinson Windows stands behind the materials and workmanship of its products. This Limited Lifetime Product Warranty explains the coverage available to eligible homeowners, the conditions that apply, and the process for requesting warranty service.

1. Eligibility and Warranty Duration

Owner-Occupied Residences

Subject to the terms, exclusions, and component coverage periods below, Robinson will repair or replace a Product with a defect in materials or workmanship that materially impairs its operation or performance.

Lifetime coverage applies to the original owner of the residence in which the Product was initially installed, for as long as that owner occupies the residence. Eligible residences include owner-occupied single-family homes, townhomes, and individual condominium units.

Labor, Shipping, and Packaging: Labor to repair or replace covered Products or components is included at no charge for one (1) year from the date of purchase, subject to Section 3. After the first year, materials and replacement components needed to correct covered defects will be provided at no charge during the applicable warranty period; however, any labor, shipping, or packaging will be charged to the purchaser or owner. These terms apply to all property classifications covered by this warranty.

Transfer of coverage:

This warranty applies only to the original owner of the residence in which the Product was initially installed and only for as long as that owner owns and occupies the residence. Coverage terminates when the residence is sold, ownership is transferred, or the original owner no longer occupies the residence, whichever occurs first. This warranty may not be assigned or transferred to any subsequent owner or occupant.

Multi-Family and Rental Properties

Products installed in multi-family developments or rental properties, including apartments and qualifying condominium properties, are covered for a maximum of ten (10) years from the date of purchase. Component coverage periods shorter than ten years remain subject to those shorter periods.

Multi-family coverage may be assigned or transferred within the original ten-year warranty period. Assignment or transfer does not restart or extend coverage.

Commercial and Other Nonresidential Applications

Products installed in commercial or other nonresidential applications, including business, retail, and institutional properties, must meet the performance and code requirements applicable to that installation. These properties are covered for a maximum of ten (10) years from the date of purchase. Component coverage periods shorter than ten years remain subject to those shorter periods

Products that do not meet those requirements are not covered. Products that meet all applicable requirements remain eligible for coverage under the terms of this warranty.

2. Component Coverage

Vinyl Components

All component coverage described below is subject to the labor, shipping, and packaging terms in Section 3. Coverage does not extend beyond the applicable component warranty period.

Vinyl components are warranted against peeling, flaking, chipping, pitting, cracking, blistering, and corrosion for the applicable lifetime coverage period, subject to the property classifications and limitations above.

For covered defects, Robinson will provide replacement components at no charge.

Replacement components may differ in color from the original Product or surrounding products. An exact color match is not guaranteed, and color variation alone does not create an additional warranty obligation.

Painting, staining, or otherwise altering the vinyl surface voids coverage for the affected vinyl components.

Factory-Applied Exterior Laminate

Factory-applied exterior laminate is warranted for ten (10) years from the date of purchase against peeling, flaking, chipping, pitting, blistering, corrosion, and excessive ultraviolet fading or discoloration caused by natural environmental conditions.

For covered defects, Robinson may, at its option, provide factory-authorized repair or replacement materials, subject to the labor, shipping, and packaging terms in Section 3.

Repaired or replacement components are not guaranteed to match the color of the original Product or other products on the property. Normal weathering may affect the appearance of exterior finishes over time.

Glass Appearance

Glass is warranted for one (1) year from the date of purchase against manufacturing imperfections, including scratches, blemishes, and chips, that exceed the allowable levels in ASTM C1036 or ASTM C1048, whichever applies.

Damage caused by improper handling or installation is excluded.

Insulating Glass Units

Installed and sealed insulating glass units ("IGUs") are warranted for twenty (20) years from the date of purchase against seal failure that causes condensation between the glass panes, subject to the shorter coverage periods applicable to certain property classifications.

For covered seal failures, Robinson will provide a replacement IGU at no charge.

Seal failure caused by improper handling or installation is excluded. Condensation on exposed interior or exterior glass surfaces is not an IGU seal failure.

Hardware

Hardware, including locking mechanisms, fasteners, handle sets, and balances, is warranted for ten (10) years from the date of purchase against failure or breakage under normal use and with proper handling and care.

Damage or failure caused by improper handling or installation is excluded. Replacement hardware is not guaranteed to match the color or appearance of the original hardware.

Hardware corrosion is excluded, except for stainless steel hardware, subject to the other terms of this warranty.

Installation Caulk and Sealant

Field-applied caulk and sealant used to seal frames or trim to the surrounding building are installation materials and are not covered by this warranty.

3. Labor and Access

For one (1) year from the date of purchase, Robinson will provide labor necessary to repair or replace covered window components at no charge, subject to the access requirements and exclusions below. After the first year, Robinson will continue to provide materials and replacement components necessary to correct covered defects at no charge during the applicable component coverage period. Any labor, shipping, or packaging required after the first year will be charged to the purchaser or owner.

The purchaser or owner must provide safe access to the interior and exterior of the affected Product. When access cannot be obtained using a 15-foot extension ladder, the purchaser or owner must provide appropriate lift equipment or safe scaffolding.

Covered labor does not include repairs, refinishing, restoration, or materials beyond the affected window component.

If on-site repair is impractical because of the property's location or safe access is unavailable, Robinson may satisfy its warranty obligation by shipping a replacement component or Product to the original delivery location or refunding the full purchase price of the affected Product.

Labor for removal and installation of a complete replacement product is covered only during the first year from the date of purchase, subject to the access requirements and exclusions in this section. After the first year, removal, installation, and associated labor charges are the responsibility of the purchaser or owner.

All labor and service obligations are subject to the limitations stated in this warranty.

4. Repairs, Replacements, and Product Changes

Repair or replacement does not restart or extend the original warranty period. Replacement Products and components receive only the remaining coverage available under the original warranty.

Robinson reserves the right to change or discontinue its products. If an original component is unavailable, Robinson may substitute a component it determines to be of equal quality and price.

Replacement or substitute Products and components may differ in appearance from the originals.

5. Exclusions

This warranty does not cover defects, damage, conditions, or performance issues caused in whole or in part by the following:

1. **Improper storage, handling, or installation.** This includes failure to install the Product in an appropriate opening in accordance with applicable Robinson instructions, AAMA or ASTM installation standards or guidelines, and sound building practices.
2. **Unpaid Products.** Full payment of the purchase price is a condition of warranty coverage.
3. **Normal wear, aging, and weathering.** This includes gradual fading or darkening of colored surfaces, subject to the express exterior laminate coverage above.
4. **Insufficient maintenance or improper care.**

5. **Modifications or alterations.** This includes painting, staining, alteration of factory-applied surfaces, reinstallation, security-system installation, window coverings, or other changes that expose the Product to undue stress, heat, cold, pressure, or water.
6. **Stress cracks not documented at delivery.** Glass fractures or stress cracks that are not present and noted when Robinson delivers the Product to the distributor, lumberyard, or construction site are excluded.
7. **Chemicals and improper cleaning.** This includes damage from solvents, stucco runoff, acidic brick washes, power washers, razor blades, sanding, or other damaging cleaning methods.
8. **Accidents and external events.** This includes crime, vandalism, high winds, severe storms, hurricanes, earthquakes, tornadoes, other natural events, and conditions beyond Robinson's control.
9. **Building movement.** This includes shifting or settling of the structure in which the Product is installed.
10. **Field-mulled units assembled by others.**
11. **Variations within industry-standard tolerances.** This includes bow, twist, warp, or misalignment of jambs, sills, sash, and meeting rails.
12. **Expansion and contraction gaps.** Gaps at joints or terminations that accommodate expansion or result from contraction are excluded when they do not impair Product operation or performance.
13. **Internal grille or muntin conditions.** This includes rattling within an IGU and bow, twist, misalignment, or warp of 1/8 inch or less from the intended position.
14. **Surface condensation and related conditions.** Condensation caused by excess humidity, as well as frost, fungus, mold, and mildew on Product surfaces, is excluded.
15. **Excessive localized heat or high-moisture environments.**
16. **IGU gas-fill or gas-retention levels.**
17. **Hardware corrosion, except for stainless steel hardware.**

Laboratory Performance Ratings

Robinson products are tested using applicable NFRC and AAMA processes and procedures. These tests measure the performance of sample products under laboratory conditions.

Robinson manufactures products using the materials and methods represented by the tested samples. Manufacturing tolerances and conditions such as installation, maintenance, building movement, and product use can affect actual performance. Robinson does not guarantee that an installed Product will duplicate laboratory test results.

Field Testing

Before a purchaser or the purchaser's representative conducts field testing, Robinson must receive advance notice and an opportunity to participate in identifying appropriate test methods and observe the testing.

If Robinson does not receive that notice and opportunity, it is not obligated under this warranty to address the test results or share testing costs.

Building Design and Product Selection

Robinson is not responsible for verifying the suitability of its products for surrounding building components or the design of the building wall assembly.

6. Available Remedies

Robinson may, at its discretion, repair a covered Product, provide replacement components, provide a complete replacement Product, or refund the full purchase price of the affected Product.

Labor associated with repairs or replacement Products is covered only during the first year from the date of purchase, as described in Section 3. After the first year, covered materials and replacement components will be provided at no charge during the applicable coverage period; labor, shipping, and packaging will carry additional charges. A refund does not include labor or other associated charges.

Remedies remain subject to the applicable coverage periods, exclusions, and limitations in this warranty.

7. Submitting a Warranty Claim

A claim must be submitted during the applicable coverage period and within thirty (30) days after discovery of the issue.

Please include:

- Purchaser or owner name and contact information.
- Address where the Product is installed.
- Order number.

- Description of the issue.
- Photographs, when available.

Robinson will review the claim and may inspect the Product as part of its investigation. Robinson will respond within a reasonable time in accordance with this warranty.

Robinson Windows — Warranty Service
Robinson Windows LLC – Warranty Department, 13780 Benchmark Drive, Farmers Branch, TX 75234

Phone: (972) 807-3002

Robinson has no obligation to provide warranty remedies without the notice required by this warranty, subject to applicable law.

8. Notice Before Legal Proceedings

Before initiating legal proceedings against Robinson relating to a covered Product or this warranty, the purchaser or owner must provide written notice of the intent to pursue a legal claim through the warranty claim process above.

The purchaser or owner must allow forty-five (45) days after submitting that notice for Robinson to investigate and offer a resolution before initiating proceedings, subject to applicable law.

9. Disclaimers and Limitations of Remedies

TO THE EXTENT PERMITTED BY APPLICABLE LAW, ROBINSON MAKES NO WARRANTIES BEYOND THOSE EXPRESSLY STATED IN THIS DOCUMENT.

ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE, ARE DISCLAIMED TO THE EXTENT PERMITTED BY LAW.

WHERE APPLICABLE LAW DOES NOT PERMIT THE DISCLAIMER OF AN IMPLIED WARRANTY, ITS DURATION IS LIMITED TO THE APPLICABLE COVERAGE PERIOD UNDER THIS WARRANTY, TO THE EXTENT PERMITTED BY LAW.

THE REMEDIES PROVIDED IN THIS WARRANTY ARE THE PURCHASER'S OR OWNER'S EXCLUSIVE REMEDIES, INCLUDING FOR CLAIMS ARISING FROM ROBINSON'S NEGLIGENCE, TO THE EXTENT PERMITTED BY LAW.

TO THE EXTENT PERMITTED BY LAW, ROBINSON WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, PERSONAL INJURY, PROPERTY DAMAGE, LOST PROFITS, LOST TIME, INCONVENIENCE, LOSS OF USE, DIMINUTION IN VALUE, OR PUNITIVE DAMAGES.

ROBINSON'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE COVERED PRODUCT, TO THE EXTENT PERMITTED BY LAW.

Some states do not allow limitations on the duration of implied warranties or the exclusion or limitation of incidental or consequential damages. These limitations or exclusions may therefore not apply to you.

This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

This warranty is governed by the laws of the State of Texas. Disputes will be resolved in Texas, subject to applicable law.