

KANVIEW GLASS, LLC GLASS REPLACEMENT DISCLAIMERS & SERVICE WARRANTY

Service Warranty: KanView Glass guarantees the quality of our glass replacement services for one (1) year from installation. During this period, we will repair or replace any faulty glass or hardware, including caulking, leaking, or improper fitment. If we perform repairs within the 1-year warranty period, the original warranty remains in effect. Repairs come with a 90-day warranty, covering any issues related to the repair work.

Product Warranty: The manufacturer covers any product defects, not KanView Glass. Please note that additional labor costs may be applicable even if the issue is covered by a product warranty, especially if the warranty claim is made after our one-year service warranty has ended. Most double-pane insulated glass replacements have a 10-year product warranty covering only seal failure, not glass breakage. For more details about the manufacturer's warranty for your specific glass, please contact us.

Limitations:

- **Original Purchaser:** This warranty applies only to the original purchaser and cannot be transferred or assigned. It terminates upon the sale of the home or building.
- **Paid in Full:** Goods and services must be paid for in full before completion of warranty work.
- **Excluded Damage:** KanView Glass is not liable for glass breakage, glass cracking, damage due to misuse, acts of nature (e.g., fire, flood), faulty design of your property, or alterations made after installation.
- **Insulated Glass Thickness:** Insulated glass units with less than 7/16" overall thickness are not covered under any warranties.
- **Travel:** Any warranties beyond 60 miles of KanView Glass may still be covered; however, a trip charge will apply based on the distance traveled.

Design and Construction Exclusions

- The unit is installed in high-moisture environments (including swimming pool enclosures or saunas, Jacuzzi, hot tub, skylight, refrigeration unit, greenhouse, or sloped glazing)
- The unit is installed in any watercraft, motor vehicle, trailer, aquarium, zoo, solar collector, or control tower
- The unit has been retrofitted with a solar control film adhered to any glass surface
- The unit seal is not able to be fully protected by a minimum seven sixteenths (7/16) inch face covering or "bite"
- The glazing cavity is not effectively weeped to prevent water accumulation
- Wood rot or termite damage in the window frame

KANVIEW GLASS, LLC
GLASS REPLACEMENT
DISCLAIMERS & SERVICE WARRANTY

Disclaimers for Glass Replacement Services

- **Aged Materials:** We often work with aged materials, and while we take every precaution, we do not guarantee minor damage during the replacement process.
- **Paint and Stain Touch-Ups:** After the glass replacement, the customer may require paint and/or stain touch-ups, which are outside the scope of our services.
- **Surround Frame Replacements:** Surround frame replacements, commonly installed in doors, come with a white frame. KanView Glass does not provide painting services for these frames. The customer must paint the frame after installation if a different color is desired.
- **Vinyl or Wood Stops:** Materials such as vinyl or wood stops that support the glass may be compromised due to sunlight, moisture, or age. We will handle these materials as carefully as possible, but we cannot be responsible for any damage that occurs during the replacement.
- **Replacement of Damaged Stops:** If vinyl or wood stops are damaged during the replacement process and replacements are available, KanView can estimate the replacement. However, this service is not included in the normal scope of the job unless stated explicitly in the original estimate.
- **Leakage After Replacement:** If any leaking occurs after the glass replacement, the customer must notify KanView Glass immediately. We will make immediate repairs as necessary but will not be responsible for any damage caused by leakage.
- **Termite Damage and Wood Rot:** Damage from termites or wood rot is often not observable until we disassemble the window. In such cases, we will carefully replace the glass, but payment for the glass replacement is still required regardless of the underlying damage.