

# WARRANTY

The limited warranties set forth are the only warranties (whether written or oral) applicable to Seves LightWise Architectural Systems.

**The Seves LightWise<sup>®</sup> Architectural Systems Warranty is extended to the original purchasers, only. Our windows are warranted two ways:**

**The Seves LightWise<sup>®</sup> Architectural Systems Warranty is valid for five (5) years from the date of the original purchase, is not transferable, and is subject to these general conditions and Exclusions:**

- The glass block units are warranted to conform with the Seves Glass Block, Inc. specifications and to be free from manufacturing defects for a period of five (5) years from the date of purchase. The glass block units, under normal conditions and use, will retain their original insulating value for a period of five (5) years from the date of purchase.

If the glass block units fail to perform as warranted, Seves Glass Block, Inc. will provide, at its option, replacement block single units or panels to the dealer specified by the original purchase at no cost. Seves Glass Block, Inc is not responsible for installation or labor costs.

- The window frame and window panel are warranted to conform with Seves Glass Block, Inc. specifications and to be free from manufacturing defects for a period of five (5) years from the date of purchase. The frame is warranted against chipping, cracking, peeling, pitting or blistering and the window panel is warranted against leaks, discoloration or separations for a period of five (5) years from the date of purchase.

If the window frame or panel fails to perform as warranted, Seves Glass Block, Inc. will, at its opinion, repair or replace the product or return the purchase price to the original purchasers. If replacement is elected, Seves Glass Block, Inc. will not be responsible for installation or labor costs.

## **General Conditions and Exclusions.**

There are certain conditions and applications over which Seves Glass Block, Inc. has no control. Defects or problems as a result of such conditions or applications are not covered by Seves LightWise Architectural System Warranty.

## **What is not covered:**

- Damage caused by improper installation, use, applications or maintenance.
- Damage caused by environmental conditions or use which exceed design standards
- Damage caused by accidents, Acts of God, abuse, vandalism or any other external forces.
- Damage caused by water leakage which is not caused by defect in the product.
- Damage or discoloration due to atmospheric pollution or residue deposited on window or use of improper cleaning agents.
- Minor scratches or glass imperfections which do not impair structural integrity or obscure normal vision
- Finish, painting or staining.

SEVES Glass Block, Inc. MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED AND MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE REMEDIES STATED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDY AND SEVES WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO YOUR PURCHASE OR USE OF SEVES PRODUCTS. SEVES LIABILITY SHALL IN ALL INSTANCES BE LIMITED TO REPAIR, REPLACEMENT OR REFUND OF YOUR ORIGINAL PURCHASE PRICE.

This warranty is only applicable in the United States and Canada. Some states do not allow the exclusions or limitations of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights and you may also have rights which vary from state to state.

## **How to get help if you have a Warranty Claim.**

To obtain help with a warranty claim, contact the dealer, distributor or window dealer where the Seves LightWise Architectural Systems was purchased. If after thirty (30) days, you have not received any response to your complaint, then write to:

Seves Glass Block, Inc.  
10576 Broadview Road  
Cleveland, OH 44147

## **Please include the following in your letter:**

1. Identify the Seves product, date and place of purchase and the purchase price (proof of purchase will be required)
2. Describe the problem (photographs or sketches are helpful)
3. Describe any action that you have taken or those persons contacted in attempt to correct the problem.
4. Give your name, phone number and address where the product can be inspected.

Once we have received your letter, Seves Glass Block, Inc. will respond within sixty (60) days. Seves Glass Block, Inc. may charge an inspection fee for any onsite inspection that is required or requested by you. If it is determined that the product has a problem that is covered by the Seves LightWise Architectural System Warranty, no inspection fee will be charged.

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