

All Weather Architectural Aluminum windows and doors are engineered and tested to meet industry standards for strength, performance, and durability. However, certain conditions that may occasionally occur are **natural and unavoidable phenomena** that do not indicate a defect in materials or workmanship and are not covered under warranty.

CONDENSATION

The appearance of condensation on glass surfaces results from natural humidity and temperature differences between indoor and outdoor air. It is not a glass or product defect. Interior condensation may indicate high indoor humidity levels, which should be managed through proper ventilation, dehumidification, and household moisture control. Condensation between sealed glass panes may indicate a seal failure and should be reported.

THERMAL EXPANSION & TWISTING

Aluminum products naturally expand and contract with temperature changes. In some cases, this may cause temporary bowing, stiffness in hardware operation, or minor changes in alignment. These conditions are temporary, widely recognized in the industry, and do not represent a failure of the product. The expansion or twisting that may be experienced will depend on product type, sun exposure, and interior to exterior temperature differential. This phenomenon is recognized industry-wide and is referenced in *ANSI/SDI A250.8, Appendix B*, which acknowledges that thermal expansion and bowing are expected outcomes under significant temperature differentials.

GLASS SUCTION CUP MARKS AND/OR RESIDUE

During fabrication, transportation, and installation, glass products are commonly handled using vacuum or suction cups to ensure safety and prevent edge damage. These devices may alter the microscopic surface condition of the glass. Although typically invisible, under specific conditions—such as condensation, rain, or certain lighting—the outline of the suction cup or handling device may temporarily appear as a circular or patterned mark. These visible patterns: Do not affect the performance, strength, or warranty of the Insulated Glass Unit. They are not considered defects or grounds for product rejection. Will dissipate over time with natural weathering and regular cleaning and will vary in visibility depending on humidity, temperature differential, and lighting angle.

Please reference *Vitro Architectural Glass Technical Document TD-107 — Residue on Glass*, *Cardinal IG Technical Service Bulletin IG12-05/08 — Glass Cleaning Recommendations*, and *National Glass Association — Proper Procedures for Cleaning Architectural Glass Products* for additional information.

ENVIRONMENTAL FACTORS

Sun exposure, drastic temperature shifts, and humidity levels may affect the appearance or temporary performance of aluminum windows and doors. These effects are inherent to all aluminum fenestration products and are not considered defects.