KHANDROO DESIGNS

Limited Warranty — KD-Line Aluminum Windows & Doors

Effective Territory: United States | Product Line: KD-Line Architectural Fenestration Systems

1. SCOPE OF WARRANTY & CONDITIONAL TRANSFERABILITY

This Limited Warranty constitutes the exclusive warranty protection for **KD-Line windows and doors** supplied by **Khandroo Designs** and installed within the territory of the United States (the "Products"). This Limited Warranty is issued to the original purchaser of the Products at the time of sale and is transferable to subsequent owners of the property where the Products are originally installed **only if** (a) all required preventative maintenance protocols—including annual cleaning, hardware adjustments, lubrication, gasket inspections, and operational check-ups—have been duly performed and documented prior to the transfer of property ownership, and (b) the selling owner delivers a copy of this Limited Warranty along with verifiable maintenance records to the buyer prior to or at the time of closing. Failure to complete and document required maintenance prior to ownership transfer renders this Limited Warranty void as to any subsequent owner.

Upon timely written notice from the property owner (the "Owner") within the applicable warranty period and subject to full compliance with the terms, maintenance requirements, and conditions set forth herein, Khandroo Designs will provide replacement parts or components to remedy verified defects in materials or workmanship that materially impair the operation of the Product or obstruct visibility through an Insulated Glass Unit ("IGU").

2. COVERAGE PERIODS BY APPLICATION

- **Residential Applications (Owner-Occupied):** For single-family residences, townhomes, and condominiums occupied by the Owner as their primary or secondary residence, Khandroo Designs will provide replacement parts free of charge for verified defects in the main aluminum frame, IGU, and covered components for five (5) years from the Order Date specified on the signed sales order (or from the Production Date for subsequent residential owners during the remaining balance of the five-year term, subject to the transfer conditions in Section 1).
- **Commercial & Non-Owner-Occupied Applications:** For commercial buildings, multi-family developments, rental properties, and any premises other than an owner-occupied residence, Khandroo Designs will provide replacement parts free of charge for verified defects in the main aluminum frame, IGU, and covered components for five (5) years from the date of delivery/sale.

3. COMPONENT & FINISH WARRANTY SCHEDULE

Specific components and architectural finishes of KD-Line Products are warranted against verified manufacturing defects for the periods detailed below:

Component / Finish Category	Warranty Period	Covered Scope & Standards
PVDF Architectural Finishes	**10 Years**	Covers peeling, flaking, blistering, chalking, or non-uniform fading/color change exceeding standard architectural finish tolerances.
Standard Powder Coat Finishes	**5 Years**	Covers peeling, flaking, chipping, blistering, or excessive non-gradual color change not caused by coastal/saline exposure or lack of maintenance.

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Component / Finish Category	Warranty Period	Covered Scope & Standards
Aluminum Profiles & Exterior Cladding	**5 Years**	Covers structural defects, cracking, pitting, warping, or corrosion not resulting from coastal salt spray, chemical exposure, or improper installation.
Insulated Glass Units (IGUs)	**10 Years (Vision / Light)** **5 Years (Seal / Laminated)**	10 years against material obstruction of vision or defective light transmittance; 5 years for hermetic seal failure (airtightness) and laminated glass delamination. Stress cracks in glass with ground/seamed edges are covered for 1 year.
Mechanical Hardware & Fittings (SIEGENIA, MACO, ROTO, or Kin Long)	**2 Years**	Covers mechanical failure or manufacturing defects in hinges, multi-point locking gear, rollers, stays, and window/door handles across all approved hardware brands.
Electronic & Automated Products	**2 Years**	Covers manufacturing defects in motorized window/door openers, automated closers, electronic locks, magnetic contacts/latches, and integrated control actuators.
Insect / Mosquito Screens	**5 Years**	Covers defects in screen frame and mesh materials under normal residential/commercial operation.

4. REPLACEMENT PARTS, LABOR & MOBILE REPAIR SERVICE

- **Parts-Only Coverage (Standard):** Except as expressly stated below for installations performed by LSP Windows & Doors, this Limited Warranty covers replacement parts and components only. Validated claims will be fulfilled by shipping replacement parts/components to the Owner along with installation or repair instructions within a reasonable timeframe accounting for manufacturing and freight transit.
- **Mobile Repair Service Eligibility (LSP Windows & Doors):** On-site mobile repair and field service labor are available exclusively if the Products were originally installed by Khandroo Designs' partnered installer, LSP Windows & Doors. If any other contractor, builder, or third party installed the Products, Khandroo Designs shall not provide mobile service and shall not be responsible for or bear any labor, removal, reinstallation, crane/scaffolding, or finishing costs unless expressly agreed in writing prior to service.
- **Uncollected Shipments & Discontinued Items:** If the Owner fails to accept or retrieve shipped replacement parts, Khandroo Designs may assess return freight and restocking fees. If a specific profile, color, or component has been discontinued, Khandroo Designs reserves the right to supply a functionally equivalent part of comparable quality and value, or, at its sole discretion, refund the original purchase price of the defective Product in full satisfaction of its warranty obligations.

5. MANDATORY CARE & ROUTINE MAINTENANCE

To preserve product performance, maintain valid warranty coverage, and preserve transferability to any future property owner, the Owner must perform routine inspection and preventative maintenance in accordance with the **Khandroo Designs Maintenance Manual** (available upon request), including:

- **Periodic Cleaning:** Wash aluminum frames, powder-coated/PVDF surfaces, glass, and drainage channels at least every six (6) months (and every three (3) months in coastal, high-humidity, or industrial environments) using mild pH-neutral soap and clean water to remove salt, pollutants, and abrasive debris.
- **Drainage & Weatherstripping Inspection:** Keep weep holes, sill tracks, and drainage slots clear of dirt and construction debris at all times. Inspect EPDM gaskets and weatherstripping annually and clean or replace worn seals.

- **Hardware Adjustments, Check-Ups & Lubrication:** Operate all sashes, vents, and locking mechanisms at least once per month to prevent seal adhesion and ensure proper mechanical engagement. Perform annual operational check-ups, alignment adjustments, and lubrication of moving hardware components (hinges, locking cams, rollers) using a non-corrosive, silicone- or PTFE-based lubricant.

6. EXCLUSIONS FROM WARRANTY COVERAGE

Khandroo Designs accepts **no liability** and this Limited Warranty does not cover any defect, damage, water/air infiltration, or performance failure caused in whole or in part by:

- **Improper Installation or Building Defects:** Improper, negligent, or non-compliant installation; failure to install Products plumb, level, and square; improper flashing, waterproofing, or integration into the building envelope; installation in structurally inadequate openings; building settlement, foundation movement, or structural wall deflection.
- **Inadequate Storage or Jobsite Handling:** Improper storage, exposure to moisture, extreme heat, direct sunlight while wrapped in protective film, or physical impact prior to or during installation. Products must be stored upright, off the ground, in a dry, well-ventilated, covered area.
- **Acts of God & Force Majeure:** Acts of God or extreme natural events, including hurricanes, tornadoes, earthquakes, floods, hail, lightning, windstorms exceeding rated design pressures, wildfires, or falling objects.
- **Lack of Maintenance, Misuse & Chemical Exposure:** Failure to follow routine maintenance schedules; normal wear and tear; gradual weathering/fading of finishes; condensation caused by excessive indoor humidity; unauthorized field modifications, drilling, painting, or aftermarket window films; or cleaning with acids, brick-wash chemicals, solvents, salts, or abrasive tools.
- **Unreported Pre-Installation Damage:** Any visible glass scratches, dents, frame damage, or missing components that could have been identified upon delivery inspection and were not reported prior to installation.

7. FIELD TOLERANCES & IGU GAS FILL

Published product performance figures reflect controlled laboratory conditions; actual field performance may vary due to installation interfaces, surrounding wall construction, environmental exposure, and standard manufacturing tolerances. Khandroo Designs shall not be bound by field test results unless notified in advance and granted the opportunity to observe and approve the testing protocol. For argon- or inert-gas-filled IGUs, gradual gas dissipation occurs naturally over time within industry-accepted tolerances and does not constitute a defect.

8. WARRANTY CLAIM PROCEDURE & PRE-SUIT NOTICE

To submit a claim, the Owner must notify Khandroo Designs in writing within the applicable warranty period and within **fourteen (14) days** of discovering the alleged defect by emailing **info@khandroodesigns.com** or submitting a claim via the official website portal. Claims must include the Owner's contact information, original order number, proof of routine maintenance (and prior maintenance records if transferred from a previous owner), a clear description of the issue, high-resolution photographs (minimum 8 megapixels), and unedited Full HD video (minimum 1920x1080 at 30 fps) recorded in clear daylight or bright, even lighting demonstrating the defect.

As a strict condition precedent to initiating any lawsuit, arbitration, or legal proceeding against Khandroo Designs, the Owner must first deliver written notice of the dispute to **info@khandroodesigns.com** and afford Khandroo Designs a **forty-five (45) day** cure and investigation period to inspect the Product and propose a resolution.

9. LIMITATION OF LIABILITY & LEGAL DISCLAIMERS

THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE OWNER'S SOLE AND EXCLUSIVE REMEDIES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, KHANDROO DESIGNS DISCLAIMS ALL OTHER

WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL KHANDROO DESIGNS BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, INCLUDING LOSS OF USE, LOST PROFITS, DIMINUTION IN VALUE, OR PERSONAL INJURY. KHANDROO DESIGNS' AGGREGATE LIABILITY SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE PAID FOR THE SPECIFIC DEFECTIVE PRODUCT.

Some states do not allow limitations on implied warranties or the exclusion of incidental or consequential damages, so the above limitations may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state. No employee, dealer, or representative is authorized to modify this Limited Warranty except in a writing signed by an authorized officer of Khandroo Designs. If any provision hereof is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Product Safety Notice: *Insect screens are intended solely to deter insects and are not security or fall-prevention devices; they will not prevent children, persons, or objects from falling through an open window or door.*