



TNT SERVICES GROUP, INC.

Window and Door Installation Limited Warranty

TNT Services Group, Inc. extends a 5-year installation-only warranty on products installed by TNT Services Group or associated sub-contractors. This warranty applies to new construction work only where proper flashing methods will be used. This warranty is not applicable to any replacement window or door unit(s).

TNT Services Group, Inc. guarantees that all installation shall be free from workmanship defects under normal use and service for a period of 5 years from the date of installation. TNT Services Group further guarantees that all products shall be installed using industry standards and best practice methods. All available manufacturer warranties shall remain intact.

Water intrusion that surfaces around a window or door unit due to external factors such as improper flashing at roofs and decks, building settlement, poor sheathing installation, or punctures and damage to a window or door frame by others are not covered in this warranty. Additionally, condensation or frost on windows or doors, which may occur as the natural result of humidity within the house or building and interior/exterior temperature differentials, does not indicate a defect in the window or door and is not included in this warranty. Providing proper air circulation eliminates or reduces any condensation on the glass.

ADA thresholds or certain low-profile sliding, multi-slide or folding door sills are not rated against wind or water infiltration by any manufacturer, thus TNT does not extend a warranty on any type of door unit with these types of thresholds/sills.

This warranty does not cover normal wear and tear, weathering, glass breakage, damage from chemicals or harsh environments, damage from building settlement or brick binding, or damage due to attempted repair or alteration by personnel other than a TNT Services Group, Inc. representative. Acts of nature are also not covered in this warranty.

Additionally, this warranty does not cover labor costs associated with the replacement of any item due to a manufacturer defect. This warranty does not cover any exploratory water testing cost(s) where occurrence was not found to be from window and/or door unit(s) or installation. If the manufacturer's warranty does not cover the cost of replacement or testing, it is the owner's responsibility to pay for the associated labor costs.

This limited warranty shall be null and void if it is found that failure has resulted from owner/occupant misuse, neglect, lack of manufacturer-recommended routine maintenance or abuse.

This limited warranty is non-transferable.

Please see your manufacturer's warranty for any additional coverage including glass, components, and finishes which can be found online at: <https://www.tntservicesgroup.com/products/manufacturer-product-warranty/>



Wood door disclaimer:

TNT Services Group does not warrant the installation of any wood or clad/wood door that is greater than 95" frame size height without a multi-point lock system.

Product finishing specifications must be followed in the period the manufacturer requires using proper or recommended paint/staining/sealing products with the correct application. TNT Services Group does not extend a warranty for unfinished wood doors. Factory prefinished wood doors will follow the manufacturer's warranty guidelines.

For any warping, cracking, or splitting issues please refer to the manufacturer's warranty.

Large or Oversized door disclaimer:

TNT Services Group defines any "Large/Oversized" door as any type of door with a large continuous opening (i.e. multi-slide, folding, sliding, swinging, pivots, or front entry doors).

If any Large or Oversized door incurs operational issues TNT Services Group will inspect the door to determine a root cause. Any exploratory cost(s) where occurrence was not found to be from door unit(s) or installation (i.e. Framing or structural issue) will be chargeable by TNT Services Group.

Builders Responsibility:

Here are the construction requirements for "Large or Oversized" door systems:

Due to the large continuous opening required, the header and subfloor must be engineered for minimal to no deflection. It is the builder's responsibility to review this with a structural engineer. If an underperforming header or framing component is used, allowing for deflection the door may not operate properly – this is not considered to be a defect of the door.

Opening requirements – all doors must be installed in a manner that does not exceed the tolerance recommended by the manufacturer. Thus, it is the builder's responsibility to provide framed rough openings at the exact dimensions provided.

The rough opening sill should not be crowned or sagged, but rather level or sloped (positive slope) to the exterior.

Large or Oversized door systems should be serviced routinely per the manufacturer's suggested guidelines.