



# WINDOWS +DOORS LIFETIME LIMITED WARRANTY

This Limited Warranty applies to all Mosaic aluminum window and door products (“Products”) purchased on or after the Effective Date, from an authorized Mosaic dealer and installed in the United States. This warranty is provided to the original purchaser of the Product and is non-transferable unless otherwise specified in writing.

AXIOM



GLAS INTERIOR



AXIS



<b>Component</b>	<b>Coverage</b>
Structural Frame & Sashes	Lifetime Warranty (for original purchaser)
Insulated Glass	10-Year Limited Warranty
Hardware & Moving Parts	10-Year Limited Warranty
Exterior Powder-Coated Finish	10-Year Limited Warranty (5 years in coastal)
Interior Finish (Factory-Applied)	5-Year Limited Warranty
Obsolete/Discontinued Parts	1-Year Limited Warranty (from sale date)

## LIFETIME STRUCTURAL WARRANTY

Mosaic warrants to the original purchaser that the aluminum structural frame and sash components of its Products will be free from material defects in workmanship and manufacturing for as long as the original purchaser owns the home or building where the Products were installed.

Covered defects include:

- Structural failure due to material defect
- Warping or cracking of the frame
- Excessive corrosion or deterioration under normal use

This coverage does not apply to glass, hardware, finishes, or any non-structural component, which are covered separately.

## 10-YEAR LIMITED WARRANTY

### GLASS COMPONENTS

Factory-installed insulated glass units are warranted against:

- Seal failure resulting in visible obstruction (fogging)
- Stress cracks caused by manufacturing defects (non-tempered glass only)

## COVERAGE PERIOD

- 10 years from date of purchase

Laminated, tempered, specialty coatings, or oversized glass (60 sq ft or more) are covered in accordance with the warranties provided by Mosaic's third-party suppliers.

## HARDWARE & MOVING PARTS

Locks, handles, rollers, and other operating hardware are warranted against manufacturing defects for 10 years. Hardware exposed to coastal or corrosive environments is warranted for 5 years.

## EXTERIOR FINISH

Our standard powder-coated aluminum finish is warranted against:

- Peeling, flaking, cracking
- Excessive discoloration or chalking

Coverage:

- 10 years in standard environments
- 5 years in coastal (within 1 mile of saltwater)

Specialty or anodized finishes are excluded in coastal applications.

## INTERIOR FINISH

Our standard powder-coated aluminum finish is warranted against:

- Peeling, flaking, cracking
- Excessive discoloration or chalking

## EXCLUSIONS

This Limited Warranty does not cover damage or defects caused by:

- Improper installation or failure to follow Mosaic's installation guidelines
- Exposure to excessive humidity (e.g., pools, hot tubs, saunas)
- High-pressure cleaning, harsh chemicals, or abrasive cleaners
- Modification, misuse, abuse, or neglect
- Acts of God (flood, fire, hurricane, etc.)
- Settling or movement of the structure
- Normal wear and tear, fading, or minor corrosion
- Condensation or mold resulting from excess humidity
- Damage by third-party coatings, films, tint, or sensors
- Use above 5,000 feet without capillary tubes (unless otherwise noted)
- Use in synthetic stucco (EIFS) systems without proper drainage

## OBSOLETE OR DISCONTINUED PARTS

Any product component or part that has been designated as obsolete or discontinued at the time of sale is covered against manufacturing defects for one (1) year from the original date of purchase. Availability of such parts may be limited. If a discontinued part is no longer available, Mosaic may offer a functional equivalent or issue a credit.

## EXCLUSIVE REMEDY

This Limited Warranty is effective from the original product purchase date. It is not a guarantee of future performance.

If a covered defect arises during the applicable warranty period, and the claim is submitted in accordance with the procedures described herein, Mosaic will, at its sole discretion:

- Repair the defective component,
- Provide a replacement part or product, or
- Refund the original purchase price of the defective item.

This is the exclusive remedy under this warranty.

Mosaic does not cover the cost of removal, reinstallation, refinishing, repainting, or disposal. If an original component is unavailable, Mosaic will make a reasonable effort to supply a comparable replacement part, which may differ in appearance or function. Any replacement part is covered only for the remaining duration of the original product's warranty.

## SUBMITTING A WARRANTY CLAIM

Warranty claims must be submitted within sixty (60) days of discovering the defect and must fall within the applicable coverage period.

To initiate a claim:

Email [warranty@mosaicdoors.com](mailto:warranty@mosaicdoors.com) with:

- Your name, address, phone number
- Date of purchase
- Dealer name and location
- Mosaic order number (if available)
- Description of the issue with photos (if possible)
- Any action taken to date

Mosaic will acknowledge receipt and may require physical inspection before approval.

If the claim is approved, Mosaic will, at its sole discretion:

- Repair the affected component
- Provide a replacement component
- Refund the original purchase price (pro rata or full, depending on circumstances)

Labor, installation, removal, finish, refinishing, disposal, access equipment (e.g., scaffolding or lifts), and service coordination costs are not covered.

## MOISTURE MANAGEMENT

Mosaic does not warrant Products installed in wall systems that lack proper moisture drainage, such as EIFS (Exterior Insulation and Finish Systems) or synthetic stucco assemblies without engineered drainage planes. Installers must follow approved building science practices, and failure to do so voids all warranty coverage related to water intrusion or moisture damage.

## THERMAL EFFICIENCY

Mosaic makes no warranty as to the amount or retention of argon or other inert gases in insulating glass units over time. These gases naturally dissipate and may be less effective in Products using capillary tubes or high-altitude installations.

Mosaic also disclaims any guarantee regarding specific U-values, R-values, or other thermal performance ratings. Thermal efficiency may vary with location, orientation, usage, and application.

## CONDENSATION

Condensation on glass or frames is not a product defect—it is the result of excess humidity in the environment. Frost, mold, mildew, and fungi caused by condensation are not covered under this Limited Warranty. Proper indoor ventilation and humidity control are essential.

## CORROSION

Finish failure or corrosion of aluminum, anodized components, stainless steel hardware, or other materials caused by:

- Salt spray
- Air pollutants
- Harsh chemicals
- Sand or industrial fallout
- is excluded unless explicitly covered under coastal finish warranties.

Mosaic recommends regular maintenance in accordance with AAMA 609 & 610-02 guidelines for finished aluminum. Failure to maintain products properly may void coverage.

## SCREENS

Window and door screens are designed for insect protection only. They are not safety devices and will not prevent falls or injuries. No warranty is provided for misuse of screens.

## WINDOW OPENING CONTROL DEVICES (WOCDs)

WOCDs are included as a passive child safety feature but are not a substitute for adult supervision. Devices must be inspected and tested monthly. Mosaic assumes no liability for misuse, failure to test, or for injury arising from reliance on WOCDs.

## SENSORS

Factory-installed sensors (e.g., status monitors, open/close detectors) are warranted against manufacturing defects for a period of two (2) years. Mosaic does not guarantee compatibility or performance of these sensors with third-party smart home or security systems. Sensors are not a replacement for home insurance and should not be relied upon to prevent property loss, injury, or death.

## LABOR, INSTALLATION, AND SERVICE EXCLUSIONS

Mosaic's Limited Warranty strictly covers product components only and does not include any costs associated with on-site labor, installation, removal, reinstallation, refinishing, repainting, disposal, service coordination, or the use of access equipment such as scaffolding or lifts. Any service work required to inspect, replace, or reinstall defective parts is the responsibility of the purchaser, builder, or installer. While Mosaic may, at its discretion, provide replacement parts or issue credit for qualifying defects, the labor to perform warranty-related work is not covered under any circumstance unless otherwise agreed to in writing by Mosaic.

In cases where a Mosaic product is installed through an Authorized Dealer, labor warranties may be offered independently by that dealer. These labor warranties are not provided by Mosaic, and Mosaic assumes no liability for the quality, cost, or availability of dealer labor. Customers should consult their dealer directly regarding any labor-related support. All claims related to product components must follow Mosaic's formal warranty claim process, regardless of who performed the installation.

## AUTHORIZED DEALER RESPONSIBILITIES & CONDITIONS

This Limited Warranty applies only to Mosaic products sold and installed through an Authorized Mosaic Dealer operating in good standing under the terms of their Dealer Agreement.

To maintain warranty validity, all Authorized Dealers must:

All Mosaic products must be installed in full compliance with Mosaic's published installation instructions. These guidelines are designed to ensure performance, code compliance, and warranty eligibility.

Improper installation—including incorrect anchoring, flashing, sealing, leveling, or integration with the building envelope—will void coverage of structural, hardware, finish, and glass components.

Installers are responsible for verifying proper site conditions before installation, including:

- Confirming correct rough opening dimensions
- Ensuring level, plumb, and structurally sound openings
- Using moisture management systems like pan flashing or drainage planes

Use of unapproved fasteners, incompatible sealants, or field modifications—such as altering frame components or hardware configuration—will also void warranty coverage.

Mosaic may request photo documentation or site verification during the warranty claim process to confirm installation compliance.

## 2. Product Handling and Storage

Dealers are responsible for ensuring products are:

- Inspected upon delivery
- Stored in a dry, shaded, and secure area
- Protected from construction debris, concrete, salt, and other corrosive materials

Damage during transit or at the jobsite must be reported within three business days of delivery.

## 3. Register Projects for Warranty Eligibility

All Mosaic orders must be associated with a jobsite and registered for warranty eligibility within 30 days of final delivery. This includes:

- Builder name
- End-user (homeowner or property owner) contact
- Project address and delivery date

Failure to register may delay or limit warranty support.

## 4. Communicate Warranty Limitations to End Users

Dealers must provide the Mosaic Warranty to all customers and explain that labor, removal, and reinstallation are not covered by Mosaic unless otherwise agreed in writing. Dealers may offer their own installation warranties, but those are independent of Mosaic's coverage.

## 5. Do Not Misrepresent Warranty Terms

Any warranty extension, labor inclusion, or performance guarantee beyond Mosaic's published warranty is the sole responsibility of the dealer. Mosaic is not bound by any verbal or written assurance made by a dealer that exceeds this document.

## 6. Participate in the Warranty Claim Process

Dealers are expected to:

- Facilitate inspection and photo documentation of alleged defects
- Coordinate site access for Mosaic or third-party inspectors (if needed)
- Assist in warranty part installation (unless explicitly excluded)

## 7. Use Approved Products and Accessories

Use of third-party glass, coatings, finishes, or hardware not supplied or approved by Mosaic voids applicable coverage. This includes modifications to frame members, gaskets, thermal breaks, or fasteners.

## 8. Report Repeat Issues or Quality Concerns

Dealers must notify Mosaic if repeat issues occur with a particular product line or system. This supports quality assurance efforts and potential product improvements.

### Remain Within Good Standing

Warranty privileges are subject to the dealer's continued compliance with all terms of the Mosaic Dealer Agreement. Dealers who are suspended, terminated, or otherwise not in good standing may lose access to warranty support or pricing adjustments.

## DISCLAIMERS, LIMITATIONS, AND ADDITIONAL TERMS AND CONDITIONS

### DISCLAIMER

This Limited Warranty is the sole and exclusive warranty provided by Mosaic Windows & Doors, LLC ("Mosaic"). No dealer, distributor, contractor, installer, service technician, or agent of Mosaic is authorized to alter, extend, or modify this warranty in any way, either verbally or in writing.

**ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW.**

To the extent any implied warranty cannot be disclaimed under applicable law, the duration of such warranty is expressly limited to the shortest allowable period or the duration of the applicable express warranty, whichever is shorter.

All Products or components not expressly covered under this Limited Warranty are provided AS IS and WITHOUT WARRANTY OF ANY KIND.

This warranty is not a statement of expected service life nor a guarantee of future performance. It is solely a limited commitment to repair, replace, or refund, at Mosaic's sole discretion, in the event of a qualifying manufacturing defect.

This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

### LIMITATION OF LIABILITY

**IN NO EVENT SHALL MOSAIC BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF PROFITS, LOSS OF VALUE, OR DIMINISHED MARKETABILITY.**

Mosaic's total liability under this Limited Warranty shall not exceed the original purchase price of the specific Product or component determined to be defective.

These limitations of liability shall apply even if the limited remedy provided in this warranty fails of its essential purpose.



## CERTIFICATIONS AND RATINGS

Mosaic Products may be certified through independent rating organizations such as the National Fenestration Rating Council (NFRC) or the Window & Door Manufacturers Association (WDMA). These certifications are based on testing at the time of manufacture or simulation and are not performance guarantees.

Product performance may vary over time due to installation, maintenance, climate, or application. Mosaic makes no representations or warranties regarding the continued accuracy or relevance of any third-party certification or rating.

## PRODUCT SUITABILITY

The suitability of any Mosaic Product for a particular project or compliance with local building codes, ordinances, or industry standards (including structural, thermal, or design requirements) is solely the responsibility of the purchaser, architect, builder, contractor, or installer.

Mosaic disclaims all responsibility for damage or nonperformance arising from:

- Improper product selection or specification
- Faulty building envelope design or construction
- Inadequate flashing, sealing, or drainage
- Non-standard or unsupported installations

Use of Mosaic Products in buildings that require third-party energy or environmental certifications does not guarantee compliance or achievement of such certifications.

## NO WAIVER

From time to time, Mosaic may, in its sole discretion, provide benefits beyond those required by this Limited Warranty. Any such accommodation shall not be construed as a waiver of Mosaic's rights to strictly enforce this Limited Warranty in any or all future matters.

## NO CLASS ACTIONS; JURY TRIAL WAIVER

To the fullest extent permitted by applicable law, you agree that:

- Any dispute, claim, or controversy against Mosaic must be resolved on an individual basis.
- You may not participate in a class action, mass arbitration, or representative proceeding.
- You and Mosaic both waive the right to a jury trial, and agree that all disputes shall be decided solely by a judge in a state or federal court in the state and county designated in this warranty.

This section shall survive the expiration or termination of this Limited Warranty.

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EFFECTIVE JANUARY 01, 2024

