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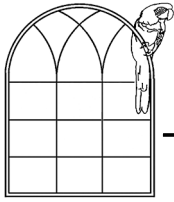
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TERMS & CONDITIONS OF SALE

Pricing: Price quotations are subject to approval of Parrett Manufacturing, Inc. herein after referred to as Parrett. The price quotation is void if not accepted within thirty (30) days of its issue date.

Request to Delay Scheduled Delivery: The price quotation is based on the cost of the window and door components, and other basic materials to Parrett in effect on the date of the price quotation. If Customer refuses to accept delivery within one hundred twenty (120) days of this price quotation date, and the cost to Parrett of basic window and door components has increased from the date of this quotation to the date of actual shipment beyond 120 days, the attached price quotation and the payment due to Parrett for this job shall be increased by one percent (1%) for each one percent (1%) increase in the cost of basic window and door components to Parrett.

Payment Terms: Terms range from 1%10 days, net 30 days to progress payments depending on the size and nature of the project and also the credit status and performance of the customer. Parrett reserves the right to establish and adjust the credit terms as deemed necessary.

Custom Order: It is understood and agreed that the merchandise quoted is custom manufactured or fabricated to order and will be paid for by Customer in accordance with these terms and conditions.

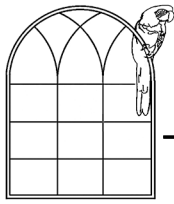
Taxes: Neither federal, state, county or municipal sales or use taxes nor freight of any kind is included unless specifically mentioned and included in the Parrett price quotations.

CAD Drawings: A quote includes the initial draft of shop drawings plus one (1) revision submittal. Additional revision submittals will be billed at a rate of \$68.00 per hour.

Quotation Conditions:

- 1) Parrett will NOT be responsible for errors in the quotation or misuse of the quotation by any person, or representative not in the direct employment of Parrett.
- 2) The products and/or services included in the price are specified by and approved by Customer, who assumes full responsibility for any errors or omissions in specifying or ordering same. Parrett assumes full responsibility for errors or omissions in furnishing same as specified and ordered by Customer. Customer assumes full responsibility for errors or omissions in data furnished to Parrett from which Parrett prepares shop drawings. It is incumbent upon the Customer to review and approve by signature the shop drawing accuracy prior to processing the order.

Lead Time: Upon receipt of purchase order from Customer and acceptance by Customer of the price quotation and the terms and conditions, upon Customer credit approval by Parrett's Credit Department, receipt of approved shop drawings, and monetary down payments if required the job will then be scheduled for production by Parrett and an estimated shipping or delivery date will be assigned. Production lead times will vary depending upon current demand as related to production capacity. It is understood and agreed that the date is an estimated date. Parrett will endeavor to comply with that date, however Parrett will not be subject to any charges, back charges, penalties, liquidation damages, or liability whatsoever for failure to comply with said date due to causes and conditions beyond the control of Parrett such as floods, fires, accidents, contingencies of transportation, embargoes, inability to obtain raw materials, supplier shortages and backorders, or other causes out of Parrett control.



TERMS & CONDITIONS OF SALE

Order Acceptance: Acceptance of the proposal by Customer shall be acceptance of all terms and conditions recited herein which shall supersede any conflicting term in any other contract document. Any of the Customer's terms and conditions in addition or different from the proposal are objected to and shall have no effect. Customer agreement herewith shall be evidenced by permitting Parrett to commence work for the project.

Freight Damage: Parrett will correct freight damage or shortage on product delivered by Parrett trucks and by common carriers provided notice is immediately made directly to Parrett upon receipt of goods. Notice after delivery is not acceptable and is not protected by Parrett.

Product Offloading: Offloading of Parrett product is the responsibility of the customer, not Parrett. Customer will need to have the necessary equipment and manpower for an efficient, orderly unloading upon Parrett arrival to the delivery location. Charges may be assessed for inordinate delays in unloading the product.

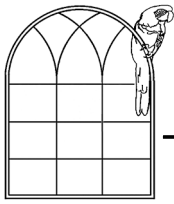
Past Due Accounts: Interest will be added to all overdue or delinquent payments at a rate of one and one-half percent (1.5%) per month or the maximum legal interest rate available. Customers will pay reasonable attorney fees and expense if legal action is necessary to collect payment from customers. All past due accounts will be subject to being placed on credit hold, which may include the removal of in-house orders from Parrett's production schedule. All invoices must be paid in full prior to the warranty being valid. Place of jurisdiction matters will be located in Clark County, Wisconsin.

Product Warranty: All workmanship is guaranteed against defects in workmanship for a period specified in the Parrett warranty. Due to the custom nature of Parrett's product, the warranty may vary in length or coverage. If this applies, it will be specifically identified in the final quote and/or related documents prior to the release to production. Any change order may materially impact the original warranty terms and will be specifically addressed in the Parrett change order terms and conditions. Please refer to the Parrett warranty provided on our website (www.parrettwindows.com) or in our product directory. The warranty is in lieu of all other warranties, express or implied, including any warranties of merchantability or fitness for a particular use.

Product Standards: All Parrett products will meet or exceed the American Woodworkers Institute (AWI) standards and tolerances unless custom specifications are requested by the customer, wherein no standard or tolerance exist.

Disclaimers: Parrett hereby disclaims any statements, representations or warranties of any kind whatsoever made by Parrett outside sales representatives to the Customer. Customer agrees that the purchase order and these terms and conditions constitute the entire contract between Parrett and the Customer and that there are no promises, agreements, conditions, understandings, inducements, warranties, or representations, oral or written, express or implied, between Parrett and customer other than as set forth herein and in Parrett's warranty (www.parrettwindows.com).

Jobsite or Fieldwork: Parrett will not be responsible nor pay for any jobsite or field work, repair, correction or modification unless authorized in writing by an authorized employee of the Parrett office. All jobsite or field work, repair, corrections or modifications shall be performed in accordance with Parrett's written procedures established for the specific product and order.



TERMS & CONDITIONS OF SALE

Customer Responsibility: Product should not be exposed to the exterior elements and environment until installation of the product. Customer is responsible for ensuring interior envelope of building is maintained in a manner that does not put our product at risk, including but not limited to climate control. Parrett is not responsible for any damage occurring after delivery. It is the customer's responsibility to inspect the product fully upon receipt and handle the product responsibly.

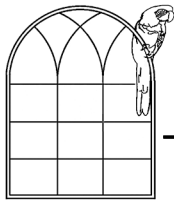
Installation: Parrett is not responsible for installation in any shape or form. Parrett does not include erection, caulking, caulk stops, blocking, shims, unloading or any field work unless specifically mentioned and included in our price quotation. Fasteners, if requested, will be provided at a cost.

Customer Finishing: If not contracted for by Parrett for a factory finish, a final finish coat is recommended to be applied on site by others immediately after receipt of the product to ensure that the product is perfectly sealed and void of any scratches or damage due to handling and installation of the product. This will prevent damage done by moisture absorption and by incidental surface damage incurred during the construction process.

Parrett Finishing: All finishes may vary in color, shading and gloss, and Customer agrees to abide by standard deviations allowable by Parrett and their paint suppliers.

Governance: Terms of this agreement and the enforcement of same, will be governed by the laws of the State of Wisconsin.

Product Testing: Parrett manufactures applicable units to Parrett's posted third party testing. No additional testing or structural engineering is to be assumed relating to any custom configurations ordered by the customer. Any need for additional testing must be requested and paid for by the customer and unless otherwise disclosed by Parrett is not included in Parrett's price quote. Customer is responsible for verifying the suitability of any product provided by Parrett.



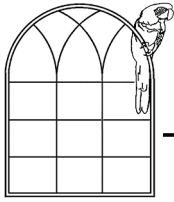
PARRETT MILLWORK LIMITED WARRANTY

WINDOW LIMITED WARRANTY

Parrett warrants for a period of five (5) years from the date of manufacture that our window products shall be free from defects in material and workmanship which prevent the product from functioning as originally intended. This refers specifically to the structural integrity of the window, and provides against warp, twist, cup or bow in excess of ¼ inch across the plane of the sash. Texture and color variations do not constitute defects in wood products and are not warranted. Industry standards are established by the Architectural Woodwork Institute (AWI). To comply with this warranty, it is the consumer's responsibility to:

- Ensure that all wood surfaces are immediately and thoroughly sealed, painted or varnished in conformity with generally accepted field finishing standards. Products completely finished by Parrett immediately qualify for the five year warranty. For products not fully finished by Parrett, the Parrett product must be completely finished and sealed within (72) hours of delivery. Additionally, finishing must also be completed prior to the unit(s) being installed, and/or subjected to excessive moisture (ie: rain) or dryness (ie: direct sunlight). Dark color finishes should be avoided if units are exposed to direct sunlight in order to avoid warping, cupping, checking, shrinkage or pitch bleeding. Complete sealing is to include all six sides of sash, removing and finishing all undersides of hardware. **For field applied finish guidelines, refer to pg 27-33T.**
- Ensure that the finishes are maintained.
- Properly care for and protect all wood products against moisture, excessive dryness, and other abnormal exposure.
- Products that have been primed but not finished coated to the interior or exterior are vulnerable to degradation of the surface or damage to the product prior to coating, painting or other field finishing of the product due to environmental conditions beyond the control of Parrett are not covered by the warranty. No product defect caused by failure to promptly and properly apply a finish coat to any such surface is covered by this Limited Warranty.
- Parrett will not be liable for any window repaired or replaced without the prior written approval by an authorized home office Parrett company employee.
- Ensure that all surfaces are not subjected to any foreign material such as: acids, corrosives, etc. no matter how applied, absorbed or contacted.
- All visible defects or mistakes in shipment must be reported to Parrett upon receipt of goods and before installation, otherwise the product shall be deemed correct and/or acceptable.

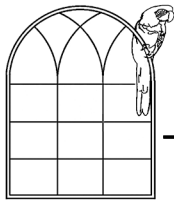
Parrett reserves the right to modify this warranty based upon the size, shape and custom features of the product being requested. It is understood that Parrett manufactures to customer specifications. Those specifications may alter the performance and durability of the product. As such, Parrett will notify the customer of any change to the warranty in our disclosure prior to the order acknowledgement.



PARRETT MILLWORK LIMITED WARRANTY

Items not Covered by the Window Limited Warranty

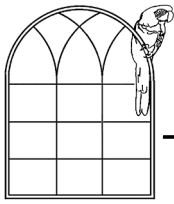
1. Natural variations in the color or texture of the wood.
2. Damage caused by others or by any cause beyond the control of Parrett, including but not limited to damage caused by misuse, abuse, accident, mishandling or by fire, flood, earthquake, storm, tornado or other acts of nature.
3. Field applications of paint or finishes that result in an unsatisfactory finish.
4. Field finishing of product that does not completely seal window sash. Window must be sealed on all six sides and behind any and all hardware. **For field applied finish guidelines, refer to pg 27-33T.**
5. The normal discoloration of hardware.
6. Knot placement, quantity of knots, or size of the knots on knotty alder, knotty pine and other species of wood naturally containing knots.
7. Damage caused by failure to comply with the care, handling or finishing instructions provided by Parrett.
8. Failure to perform normal homeowners maintenance, including maintaining the finish whether it is a factory finish or a non-factory finish.
9. Product failure due to improper or incorrect installation. Buyer is fully responsible for installation of the product(s) being purchased. It is the owner/contractor's responsibility to provide adequate structural support. Parrett shall not be responsible for any claims, injuries, or damages arising from improper installation of purchased products.
10. Attempts to repair Parrett products by a non-authorized Parrett employee.
11. Slight expansion or contraction due to varying environmental conditions, such as temperature and humidity.
12. If the claimed non-conformity is warp, Parrett may defer repairing or replacing the product for a period of up to twelve (12) months from the date of claim or the date when the product was installed, as it is not uncommon for a temporary warp condition to occur as the window adjusts to local humidity and temperature conditions. The deferral time period is designed to allow the wood to acclimate to the local environment and seasonal changes in humidity. The deferral will not be counted against the warranty period.
13. Windows without glass factory installed by Parrett. This is regarded as an unfinished product where completion is done by others.
14. Stationary sash set windows without sash installed into the frame by Parrett (sash shipped loose). This is regarded as an unfinished product where completion is done by others.



PARRETT MILLWORK LIMITED WARRANTY

Items not Covered by the Window Limited Warranty

15. Panel shrinkage and misalignment which leaves an unstained line along the edge of the panel. This is caused by differences in temperature and humidity beyond the control of Parrett and is not considered a defect.
16. Coastal applications. This warranty does not cover leaks that may occur in window systems with ocean-side exposure. We recommend use of a storm panel coastal applications to reduce the risk of leakage. Wood screen and storm doors where water naturally penetrates through the screen or storm opening to the interior of the screen door is not covered against damage caused by the water infiltration to the interior.
17. Product installed into extreme or abusive environments.
18. Product installed in high moisture environments (ie: swimming pool enclosures, solar collectors, steam rooms, shower enclosures or refrigeration units).
19. Surface cracks that are less than 1/32" in width and/or 2" in length.
20. Hardwood surface checks that are less than 1/32" in width and/or 2" in length. Knotty alder surface checks that are less than 1/8" in width and/or 2" in length.
21. Interior windows used in an exterior application.
22. Normal wear and tear.
23. Any unauthorized modifications to Parrett products.
24. Units installed in a non vertical, upside down, on the side, or out of square position.



PARRETT MILLWORK LIMITED WARRANTY

DOOR LIMITED WARRANTY

Parrett warrants, subject to the conditions and restrictions contained below, that each stile and rail door manufactured and sold by Parrett shall be: free from defects in materials and workmanship from the time of manufacture for a period of one (1) year from date of shipment. Door stiles are warranted to remain true for a period of one (1) year from date of shipment provided that Parrett's multi point hardware is ordered and properly installed. Doors are made to Architectural Woodwork Institute (AWI) standards and tolerances unless otherwise agreed to by Parrett in writing prior to the order being accepted.

If a Parrett door fails to conform to this written warranty, Parrett will at its discretion, (1) repair any door, (2) replace any door in whatever stage of fitting and/or finishing it was in when originally supplied by Parrett, (3) provide a comparable new Parrett replacement part (all replacement parts will be to the standards and/or specification in effect at the time of claim and not at the time of the original manufacture) for any part which Parrett determines to be defective in material or workmanship under normal use and service or (4) refund the price received by Parrett for any door, if the door is found not to comply with this Limited Warranty.

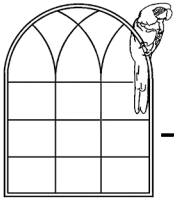
Parrett **WILL NOT** pay for the cost of labor, installation or finishing of the replacement or original door or for any other cost relating to the replacement of the door, all of which shall be the sole responsibility of the person making the warranty claim.

Parrett **WILL NOT** be liable for any door repaired or replaced without prior written consent by an authorized home office Parrett employee.

All visible defects or mistakes in shipment must be reported to Parrett Manufacturing, Inc. upon receipt and before the product is installed or trimmed, otherwise the product shall be deemed correct and/or acceptable.

To comply with this warranty, it is the consumer's responsibility to:

- Ensure that all wood surfaces are immediately and thoroughly sealed, painted or varnished in conformity with generally accepted field finishing standards. Products completely finished by Parrett immediately qualify for the (1) year door warranty. For products not fully finished by Parrett, the Parrett product must be completely finished and sealed within (72) hours of delivery. Additionally, finishing must also be completed prior to the unit(s) being installed and/or subjected to excessive moisture (ie: rain) or dryness (ie: direct sunlight).
- Dark color finishes should be avoided if units are exposed to direct sunlight in order to avoid warping, cupping, checking, shrinkage or pitch bleeding. Complete sealing is to include all six sides of sash, removing and finishing all undersides of hardware. **For field applied finish guidelines, refer to pg 27-33T.**
- Ensure that the finishes are maintained.
- Properly care for and protect all wood products against moisture, excessive dryness, and other abnormal exposure.
- Products that have been primed but not finished coated to the interior or exterior are vulnerable to degradation of the surface or damage to the product prior to coating, painting or other field finishing of the product due to environmental conditions beyond the control of Parrett are not covered by the warranty. No product defect caused by failure to promptly and properly apply a finish coat to any such surface is covered by this Limited Warranty.
- Parrett will not be liable for any door repaired or replaced without the prior written approval by an authorized home office Parrett company employee.



- Ensure that all surfaces are not subjected to any foreign material such as: acids, corrosives, etc. no matter how applied, absorbed or contacted.
- All visible defects or mistakes in shipment must be reported to Parrett upon receipt of goods and before installation, otherwise the product shall be deemed correct and/or acceptable.

Parrett reserves the right to modify this warranty based upon the size, shape and custom features of the product being requested. It is understood that Parrett manufactures to customer specifications. Those specifications may alter the performance and durability of the product. As such, Parrett will notify the customer of any change to the warranty in our disclosure prior to the order acknowledgement.

Appropriate overhang is very critical to the life and performance of a wood door. A proper overhang will help protect your door from the elements and extend the life of the door. In most climate conditions, it is essential that the roof overhang is designed based on the height of the door system below it, applied to the corresponding formula below.

For more severe climates, where it is very wet or very dry, it may be required to provide further protection via the overhang to the corresponding door as opposed to the below "typical climate" requirements.

Lack of an adequate overhang to protect the door from the sun, precipitation or snow accumulation will void the warranty (Reference *Items not covered* #20 on pg 10T).

***MINIMUM* Overhang Requirements of Parrett Warranty for TYPICAL CLIMATE Applications**

EXPOSURE FACING

North: $X = 1/2 Y$

South: $X = Y$

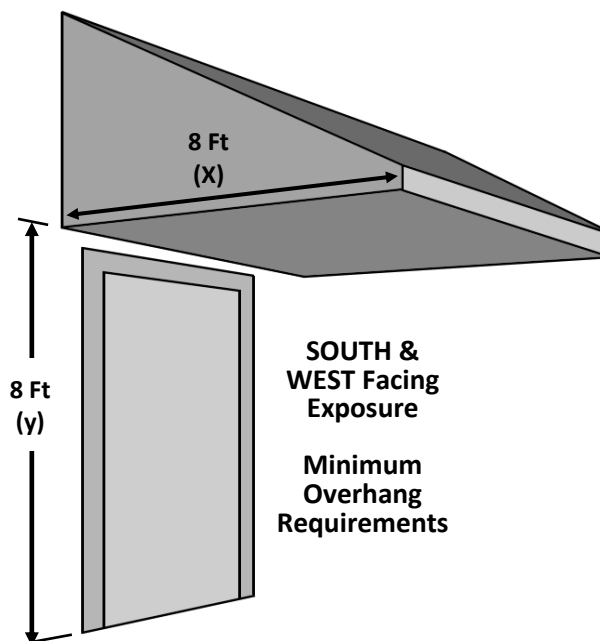
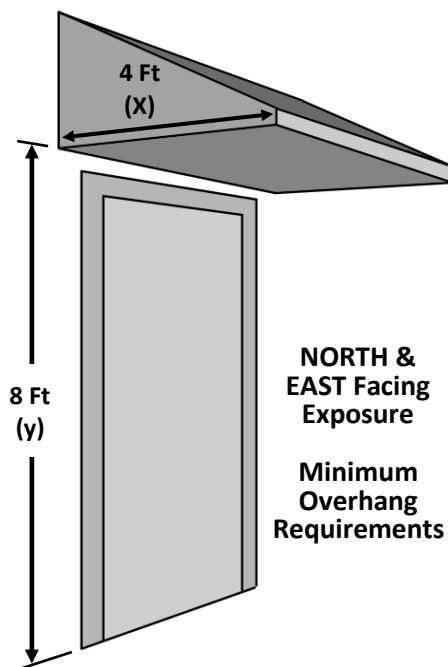
East: $X = 1/2 Y$

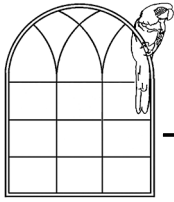
West: $X = Y$

Depth of Overhang Required = X

Height from Bottom of Door to Underside of Overhang = Y

***See below for example**

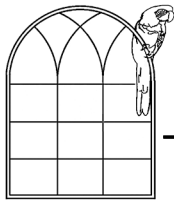




PARRETT MILLWORK LIMITED WARRANTY

Items not Covered by the Door Limited Warranty

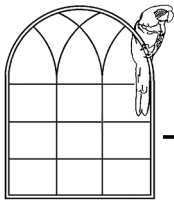
1. Natural variations in the color or texture of the wood.
2. Damage caused by others or by any cause beyond the control of Parrett, including but not limited to damage caused by misuse, abuse, accident, mishandling or by fire, flood, earthquake, storm, tornado or other acts of nature.
3. Field applications of paint or finishes that result in an unsatisfactory finish.
4. Field finishing of product that does not completely seal door panel. Door must be sealed on all six sides and behind any and all hardware. **For field applied finish guidelines for doors, refer to pg 27-33T.**
5. The normal discoloration of hardware.
6. Knot placement, quantity of knots, or size of the knots on knotty alder, knotty pine and other species of wood naturally containing knots.
7. Damage caused by failure to comply with the care, handling or finishing instructions provided by Parrett.
8. Failure to perform normal homeowners maintenance, including maintaining the finish whether it is a factory finish or a non-factory finish.
9. Product failure due to improper or incorrect installation. Buyer is fully responsible for installation of the product(s) being purchased. It is the owner/contractor's responsibility to provide adequate structural support. Parrett shall not be responsible for any claims, injuries, or damages arising from improper installation of purchased products.
10. Attempts to repair Parrett products by a non-authorized Parrett employee.
11. Slight expansion or contraction due to varying environmental conditions, such as temperature and humidity.
12. If the claimed non-conformity is warp, Parrett may defer repairing or replacing the product for a period of up to twelve (12) months from the date of claim or the date when the product was installed, as it is not uncommon for a temporary warp condition to occur as the door adjusts to local humidity and temperature conditions. The deferral time period is designed to allow the wood to acclimate to the local environment and seasonal changes in humidity. The deferral will not be counted against the warranty period.
13. Warping shall not be considered a defect unless it exceeds 1/4" inch in the plane of the product(s). For any product that is greater in size than 3'6" x 7'0", the 1/4" test is used in any 3'6" x 7'0" section of the product. Placing a straight edge or a taut string on the concave face and determining the maximum distance from the straight edge or string of the products face measures the warp. All products must be properly finished in accordance with standard sealing and finishing practices in direct relationship to the exposure to be expected. Unsatisfactory appearance and service due to failure to finish the product(s) properly is not covered by this warranty. Further limitations due to width and height that are not covered are:
 - * Interior doors that are 1-1/8" or 1-3/8" thick and in excess of 3'-0" in width and 7'-0" in height.
 - * Interior doors that are 1-3/4" thick and in excess of 3'-0" in width and 8'-0" in height.
 - * Doors that are 2-1/4" thick and in excess of 3'-0" in width and 10'-0" in height.
 - * Doors that are 2-3/4" thick and in excess of 4'-0" in width and 10'-0" in height.
14. Doors that have solid stiles specified by customer request. This would equate to not using Parrett's standard engineered stiles but instead specifying a customized stile.
15. Doors without glass factory installed by Parrett. This is regarded as an unfinished product where completion is done by others.



PARRETT MILLWORK LIMITED WARRANTY

Items not Covered by the Door Limited Warranty

16. Excessive trimming of a door of more than 1/2".
17. Panel shrinkage and misalignment which leaves an unstained line along the edge of the panel. This is caused by differences in temperature and humidity beyond the control of Parrett and is not considered a defect.
18. Coastal applications. This warranty does not cover leaks that may occur in door systems with ocean-side exposure. We recommend use of a combination storm/screen door in coastal applications to reduce the risk of leakage.
19. Wood screen and storm doors where water naturally penetrates through the screen or storm opening to the interior of the screen door is not covered against damage caused by the water infiltration to the interior.
20. Product installed into severe or abusive environments.
21. Product installed in high moisture environments (ie: swimming pool enclosures, solar collectors, steam rooms, shower enclosures or refrigeration units).
22. Surface cracks that are less than 1/32" in width and/or 2" in length.
23. Hardwood surface checks that are less than 1/32" in width and/or 2" in length. Knotty alder surface checks that are less than 1/8" in width and/or 2" in length.
24. Interior doors used in an exterior application.
25. Doors less than 2-1/4" thick are for interior use only.
26. Doors used in a gate application.
27. Normal wear and tear.
28. Any unauthorized modifications to Parrett products.
29. Units installed in a non vertical, upside down, on the side, or out of square position.
30. Sliding door systems are comprised of two or more tracks which each door can travel in. Bifold systems have a single guide track. These systems commonly have "weep holes" that allow water penetrating to the interior track for sliding doors and the single track for bifold doors to weep back out to the exterior. During periods of heavy rain, it is possible for the tracks to fill with water. Water penetration into these tracks is not a failure in the product. For this reason, the sill has built in weep holes that are designed to release the water back out to the exterior. The customer is responsible for ensuring that the weep holes remain open and not plugged from debris.



PARRETT MILLWORK LIMITED WARRANTY

Warranty Coverage—Millwork

Parrett will replace or repair any wood products which fail to conform to the foregoing warranty and will do so in the same condition as originally furnished. Parrett reserves the right to defer or delay remedy of any wood product defect for a period of one (1) full year from the date of receipt of your claim to allow for wood in the window or door product to stabilize and return to their original plane as they adjust to the various conditions. Parrett will not accept responsibility for the removal and reinstallation of the part(s), repainting, refinishing, or similar activities involved in the installation of the product. It is Parrett's sole option and expense to:

- Repair any window, door, or component,
- Replace any window/door in whatever stage of fitting and/or finishing it was in when originally supplied by Parrett,
- Provide a comparable new Parrett replacement part (all replacement parts will be to the standards and/or specification in effect at the time of claim and not at the time of original manufacturer) for any part which Parrett determines to be defective in material or workmanship under normal use and service,
- Refund the price received by Parrett for any window/door, if the window/door is in fact found not to comply with the terms and conditions of this Limited Warranty.

Weather-stripping and Fixed Screens

Unless otherwise specified in the final quotation, Parrett warrants all weather-stripping and screens for a period of one (1) year from the date of manufacture against failure to perform as designed. Parrett will provide replacement weather-stripping and screens without charge so long as the product fails during the normal operation of the product. This warranty does not cover damage done intentionally or unintentionally by the customer. Parrett will not be responsible for removal and installation and any repainting, refinishing, or similar activities involved in the installation of the product. Screens are designed for insect control and are not, in any circumstance, to be considered for restraining consumers from potential falls from windows or doors. In windows with screen systems where water naturally penetrates through the screen opening to the interior of the screen frame is not covered against damage caused by the water infiltration to the interior.

Screens should be stored, when not in the window opening, in a dry, clean environment in a flat position. Screens should not be stored in a tilted/lean position so as to avoid warping the stiles or rails.

Custom Screens

Parrett will source a variety of custom screens that operate horizontally and vertically in the opening. These screens can be operated manually or motorized. Warranties are available from the original manufacturer which will be passed on by Parrett. Please inquire with Parrett for additional detail. Commonly sourced screen manufacturer standard warranty information is listed below:

Centor:

<https://centorhardware.com/us/screens>

Doors In Motion:

<https://inmotionsupport.freshdesk.com/support/solutions/articles/17000062308-inmotion-warranty>

Genius:

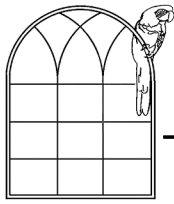
<https://www.geniusscreens.com/docs/librariesprovider3/default-document-library/warranty-information.pdf>

Phantom:

<http://www.phantomscreens.com/support/warranty/>

Wizard:

<https://www.wizardscreens.com/products/vistaview/>



PARRETT MILLWORK LIMITED WARRANTY

GLASS LIMITED WARRANTY

INSULATED GLASS SEAL FAILURE (Limited Twenty (20) Year Warranty from the date of sale)

Parrett warrants that the INSULATED GLASS ONLY, if any, in Parrett's products shall be free from failure of air seal for a period of twenty (20) years from the date of manufacture with the exception of custom ordered glass including decorative, bent glass, narrow margin spacer glass and true divided lite (TDL), 90 degree corner glass, laminated, putty glazed, over-sized, doors glass, or any other exceptions as noted below:

- Custom ordered glass will carry no warranty unless otherwise agreed to by Parrett prior to the sale.
- Decorative glass seal failure warranty is for a period of ten (10) years, unless otherwise specified.
- Bent glass seal failure warranty will be for a period of five (5) years, unless otherwise specified.
- Custom narrow margin spacer and true divided lite (TDL) glass seal failure warranty is for a period of five (5) to ten (10) years depending upon the specifications. Warranty will be specified with each order.
- Putty glazed insulated glass warranty of the perimeter seal is limited to one (1) year.
- 90 degree corner glass seal failure will be warranted for a period of three (3) years, unless otherwise specified.
- Laminated insulated glass seal failure will be warranted for a period of ten (10) years.
- Oversized glass as measured by exceeding fifty-five (55) square feet in size will carry no warranty.
- Door glass will be for a period of ten (10) years, unless otherwise specified.
- No seal failure warranty for installation locations within 5 miles of coastal waters that utilize glass with capillary tubes.
- No seal failure warranty for glass installed by others, regardless if glass is purchased by Parrett.

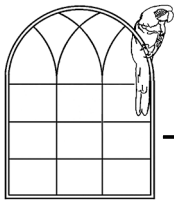
Laminated glass delamination warranties:

- Ten (10) year delamination warranty for Safelex glass.
- Ten (10) year delamination warranty for .030 and .060 interlayer thickness in Clear and Translucent White (SentryGlas) by Kuraray.
- Five (5) year delamination warranty on all other laminated glass.

Exceptions

The warranty does not cover glass breakage, distortion or any other failure or operating difficulties due to accident, abuse, misuse, alteration, misapplication, insufficient handling, storage, installation, maintenance or service, installation in a non-vertical, upside down, on the side, or out of square position. Failures or operating difficulties resulting from the exposure to corrosive fumes or condensates, subjection to stress from movement of structure, use of night insulation, films and coating on the interior of the product, use in swimming pool or other high humidity areas without adequate ventilation or humidity control.

Parrett will not be liable for any glass repaired or replaced without prior written consent by an authorized home office Parrett employee.



PARRETT MILLWORK LIMITED WARRANTY

Warranty Coverage—Glass Seal Failure

Parrett shall provide during the warranty period either a replacement piece of glass or a sash glazed with the replacement glass, at its sole discretion, delivered to the original point of purchase. If requested to be shipped to a consumer, normal shipping and handling charges will apply. The owner will be responsible for removal of the defective piece and reinstallation of the new piece. Under no circumstances will Parrett be responsible for cost involved in gaining access to the glass replacement, repainting, refinishing, or similar activities involved in the removal and installation of the glass. Warranty only extends to the original warranty period and is not extended by replacement.

For insulated glass products incorporating stainless steel perimeter spacer bars, Parrett warrants the failure of the air seal for a period of twenty (20) years from the date of manufacture. For insulated glass with an aluminum or warm edge perimeter spacer, Parrett shall warrant the air seal for a full ten (10) years plus an additional ten (10) years at a discounted sale price. During the first ten (10) years from the date of manufacture, Parrett will provide the exact replacement piece at no charge to the owner. Thereafter, up to twenty (20) years, the owner will be charged for 50% of the current list price for the exact replacement piece of glass. Warranty only extends to the original warranty period and is not extended by replacement.

Condensation

Condensation on windows and any related water damage which may occur as the natural result of humidity within the property is not a defect and is not included in the warranty. Changes in interior and exterior temperatures, interior ventilation and duct work, shading and sun exposure all contribute to natural condensation.

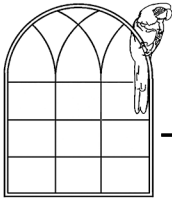
Stress Crack Breakage Warranty: (Limited one (1) year from the date of sale)

Windows which are installed properly shall be free from stress cracks caused by fabrication or manufacturing installation for a period of twelve (12) months from the date of sale.

Exceptions where NO Stress Crack warranty is provided:

- Decorative glass
- Bent glass
- 90 degree corner glass
- One lite quatrefoils
- Door lites
- Glass over fifty-five (55) square feet in size
- Custom ordered glass (unless otherwise identified on the final order acknowledgement)
- Sealed units coated with any type of film or coating, applied after manufacturing.
- Laminated glass
- Putty glazed glass
- Bullet resistant glass/glazing
- Units with glass installed by others, regardless if glass is purchased by Parrett.

Parrett shall provide during the warranty period of one (1) year from the date of shipment of a window product either a replacement piece of glass or a sash glazed with the replacement glass, at its discretion, delivered to the original point of purchase. If requested to be shipped to a consumer, normal shipping and handling charges will apply. The owner will be responsible for removal of the defective piece and reinstallation of the new piece. Under no circumstances will Parrett be responsible for cost involved in gaining access to replacement of the glass, repainting, refinishing, or similar activities involved in the removal and installation of the glass.



PARRETT MILLWORK LIMITED WARRANTY

Deflection

Deflection is the bowing or curving of glass that commonly occurs in sealed insulated glass units. The glass can deflect in a concave or convex manner and is not a defect. The extent of the deflection will vary with the climate and altitude. See "High Elevation Installations" section for glass warranty information related to the elevation of the window installation location.

Argon/Krypton Gas

For Parrett products labeled as having Low-E insulated glass with argon/krypton, Parrett injects argon/krypton at the time of manufacture. No warranty is made as to the amount or percentage of argon/krypton present in the insulated glass. It is known that argon/krypton within insulating glass dissipates over time. The manner of use and conditions of installation of the project will affect the rate of dissipation of argon out of the insulating glass. Parrett makes no warranty regarding the rate of dissipation of argon/krypton or the amount of argon/krypton remaining in the window at the time of manufacture.

Putty Glazing

Parrett Manufacturing, Inc will provide custom historically accurate putty glazing to a window or door jamb/sash. It is recognized that putty is an imperfect finished product in the sense that putty will reveal inconsistencies and imperfections in its appearance to the naked eye. The surface will vary in its level, width and height. The putty can have a degree of shrinking and slight cracking. Putty will provide an airtight and watertight seal and also allow for maintenance.

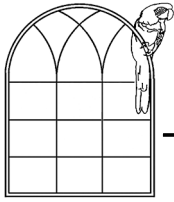
It is essential that the putty be painted to protect and extend the useful life of the putty. **See generalized Parrett guidelines for jobsite painting of putty glazed sashes on Pg 31T.** Additionally, Parrett offers full factory-finishing capabilities.

See Pg 44T for general maintenance recommendations for putty glazed true-divided lite sashes.

Parrett provides a one (1) year warranty on the integrity of the putty seal against any water infiltration.

No warranty is provided if the putty glazing applied by Parrett is changed or altered in any manner without prior written consent by Parrett.

No stress crack warranty is provided for putty glazed glass. Warranty for failure of the perimeter seal of insulated glass is limited to one (1) year.



PARRETT MILLWORK LIMITED WARRANTY

Bullet Resistant Glazing - (*Old Castle - ArmorResist Plus 223000 Level 3*)

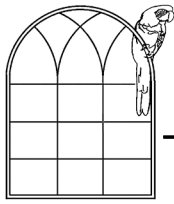
These warranty terms are relevant only to the glass type stated above. No ballistic test has been performed by Parrett. Ballistic test information is available from the glass fabricator which Parrett can provide upon request. **See Pg 41T for product specific cleaning instructions.**

- There is no glass breakage warranty for this product
- (5) Year delamination warranty:

For the purposes of this limited warranty, delamination shall be defined as any edge defect in the form of clear bubble shaped areas emanating from the edge that extend beyond a 5mm (3/16") perimeter of the laminate. No warranty shall be provided on any installation using non-standard glazing methods including but not limited to bolted connections, inserts and clips and other minimally supported systems unless written approval has been given by the company following a detailed project review.

ANY GLASS PRODUCT TYPE(S) NOT LISTED IN THIS GENERAL WARRANTY WILL HAVE AN ORDER SPECIFIC WARRANTY AS STATED ON ORDER PAPERWORK.

ANY MODIFICATIONS MADE TO OUR PRODUCT WILL VOID AND NULLIFY THE WARRANTY.



PARRETT MILLWORK LIMITED WARRANTY

High Elevation Installations

Capillary tubes and breather tubes are used in insulating glass units to equalize the pressure between the sealed panes. The main reason for the use of capillary or breather tubes is for installation of windows/doors at high altitudes. When a sealed insulating glass unit is constructed at low altitudes and then installed at higher altitudes (such as Denver) the resulting increase in altitude causes the glass panes to bow out, having a pillow shape appearance. The glass bows out because the sealed pressure at the time of assembly is greater than the pressure incurred at the higher elevation. If the pressure change is large, the insulating glass panes can fracture and/or the sealant holding the glass panes can rupture causing premature seal failure.

Breather tubes are defined as large aluminum tubes with a typical inside diameter of approximately 0.125 inches and a typical length of 3 to 6 inches. Breather tubes are intended to be sealed after pressure equalization at the installed altitude. Breather tubes are only intended to be open during shipment to the job site. Parrett does not recommend the use of breather tubes in-IG units.

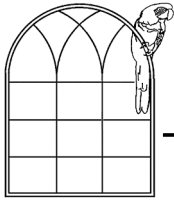
Capillary tubes are small stainless steel or aluminum tubes with a typical inside diameter of 0.010 to 0.020 inches, and a typical length of 12 inches. Capillary tubes are typically left open in the field, which allows the IG unit to equalize initially and maintain a generally flat appearance over time. Parrett uses only capillary tubes in high altitude applications.

Many theories and misconceptions have emerged on how capillary tubes work. Such theories as "an open capillary tube has a small enough diameter to only allow air to diffuse and not a water molecule" are not accurate. The diameter of the capillary tube is significantly larger (over a million times) than the diameter of a water molecule. Testing conducted by outside laboratories has shown moisture diffusion through the tube is a function of the tube diameter and tube length, as well as humidity level and pressure changes. The results from testing have shown that with a small capillary tube diameter and sufficient tube length that the moisture diffusion through the tube is minimal. In addition to diffusion, moisture is transported into the unit by the pressure changes caused by daily and seasonal temperature changes ("breathing" of the unit). In some unit constructions (primarily smaller IG units), this mode of transport can allow significant amounts of moisture into the airspace. Capillary-tubed units are designed for the purpose of relieving pressure associated with high altitudes, that is, mountainous areas typically with low humidity. Installation of a capillary-tubed unit in any other environment may significantly reduce the longevity of the unit. Because of the reduction in unit longevity, Parrett recommends only installing capillary tubes in high altitude applications, and minimizing the use of capillary tubes whenever possible.

The rate of pressure equalization for a large IG unit through a capillary tube can be slow. The rate of equalization is dependent upon temperature, barometric pressure, altitude, IG unit dimension, glass thickness, airspace width, and the type of insulating glass spacer. Typically, the majority of pressure equalization will occur within 48 hours. However, it is unlikely the glass deflection will return to a perfect neutral or parallel position. As the unit equalizes in pressure, the pressure difference becomes less, and therefore the rate of pressure equalization is reduced. In addition, if tempered or heat strengthened glass is used, additional bowing can be present from the tempering process. Bowing of the glass from tempering can be significant, with as much as a 1/16th of an inch per foot of glass. This bow will remain regardless of whether the unit has pressure equalized. With the increase in popularity of the simulated divided lite (internal muntin bars), positive glass deflections can be magnified. As indicated above, most of the equalization of the unit will occur within 48 hours, but it's likely that some deflection will remain. This remaining deflection could be objectionable, especially if the unit is constructed with internal muntin bars. The internal bars act as a gauge, by showing the gap between the glass and the bar.

Summary Points:

- Parrett does not use large diameter **breather tubes** in their IG units and will not honor the warranty of units with **breather tubes**.
- Due to the possibility of unacceptably decreased longevity, Parrett does not suggest the use of capillary tubes in units not installed in high altitude areas and recommends minimizing the use of capillary tubes whenever possible.
- Parrett does not sell high altitude argon filled units. Argon will easily diffuse through a capillary tube, and currently there are no dependable methods to seal off a capillary tube.
- When a capillary tube is used, the majority of the glass deflection will be alleviated within 48 hours; however, complete equalization of the airspace (no glass deflection) may not occur because of constant changes in atmospheric conditions.
- Capillary tubes should **not** be used in installation locations within 5 miles of the coast.
- Windows/doors constructed with tempered or safety glazing glass can have a permanent bow due to the tempering process. There is no current solution for this problem, and the owner should be made aware that windows/doors with internal bars and safety glazing glass could have an objectionable gap between the bars and glass after a capillary tube has been installed.
- Parrett's IG units having capillary tubes installed by Parrett are covered by warranty, when used in high altitude applications. For this warranty, all capillary tube materials (tubes, covers, silicone, picks) must be purchased from Parrett and the Parrett installation procedure must be properly executed. Failure to utilize Parrett supplied materials or properly execute the installation procedure will void this warranty. See your Parrett representative for more information.
- *Unless otherwise stated on order paperwork, Parrett's definition of a "High Elevation" installation that requires capillary tubes is installations at $\geq 4,000$ ft above sea level.*



PARRETT MILLWORK LIMITED WARRANTY

HARDWARE LIMITED WARRANTY

Parrett sources a variety of hardware from a variety of manufacturers depending on the window/door type which is also influenced based on the customer specified finish, styling, or other specification criteria of the project. Parrett's warranty for all hardware utilized is as follows:

Parrett will pass on the hardware warranty of the original hardware manufacturer. Note that within a specific unit, multiple hardware components may have differing warranties (ex: hinges, handlesets, screen hardware). Contact Parrett if you require information on a specific hardware item's applicable warranty, or visit the hardware manufacturers website.

Corrosive resistant hardware finishes are available upon request. Custom plated finishes are not warranted in ocean-side environments. Contact your Parrett representative for recommended solutions for ocean-side and/or corrosive unit installation environments.

Parrett utilizes many different types of hardware from many different manufacturers. Parrett cannot control the differences and variety from piece to piece in plated finishes due to inherent differences in the substrate materials. Variation in color may occur. Variations in color are not to be considered a defect but rather a normal result to custom matched finishes. It is standard and to be expected for oil rubbed bronze finishes to wear down over time and with repeated use. Use of a lacquer will prevent the acceleration of the normal aging process. The lacquer may cause variation in the color and luster of the hardware. Lacquer is applied to aid the preservation of the original finish on some products. These finishes are not recommended for use in high traffic areas or external locations as the lacquer will break down prematurely resulting in a patchy appearance.

Parrett's obligation under this warranty is limited to repairing or replacing any hardware or parts thereof that Parrett determines to conform to this warranty. If Parrett makes such determination, Parrett will furnish replacement hardware to the original point of delivery. In no event will Parrett be responsible for installation, repainting, refinishing or other similar activities necessary to complete the replacement of the hardware.

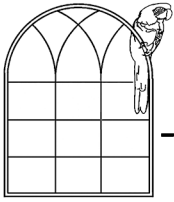
The customer will promptly notify Parrett in writing of any alleged defect in the hardware and specifically describe the problem prior to the expiration of the warranty period.

The warranty shall not apply to any hardware which has been installed, modified, repainted or maintained in a manner inconsistent with the methods recommended by Parrett or the manufacturer of the hardware.

Hardware supplied by others will carry no warranty.

SENSORS

Factory installed sensors are warranted against manufacturing defects for two (2) years. Parrett is not responsible for any other parts related to the sensor that are outside of Parrett's control or supervision in the installation, or the integration or compatibility with such third party systems. Parrett will not be responsible for property loss or damage, personal injury or death as sensors are not a substitute for adequate insurance and cannot be relied upon for personal protection.



PARRETT MILLWORK LIMITED WARRANTY

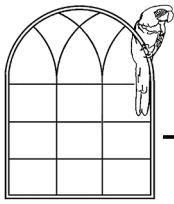
INDIVIDUAL UNIT TYPE WARRANTY EXCEPTIONS

Hung Windows (Weight & Pulley)

[Single/Double/Triple] hung weight and pulley system operates with a chain or rope between the operating sash and the offsetting weight. The chain or rope is rated for normal usage to predetermined weight limits. If operation from abnormal usage occurs causing the weights to jump or bounce, the weight limits on the chain will be compromised and may result in the chain or rope stretching or breaking. Although the chain is designed to last for decades, and the rope for a shorter but still lengthy period of time, because of the unknown operator use there is no warranty provided by our supplier, and therefore no warranty provided by Parrett on the materials or labor involved if the chain or rope were to become defective.

Piston Operated Awning Windows

The piston awning hardware is covered by the original manufacturer of the hardware for a period of one (1) year. See pg 45T for maintenance information relating to piston operated awnings.



PARRETT MILLWORK LIMITED WARRANTY

EXTERIOR PAINTED ALUMINUM SURFACES

Parrett warrants that the paint film on its aluminum cladding will not crack, check, peel, flake, blister, lose adhesion, chalk in excess of a number eight rating based on ASTM D 4214-97 and against color change of more than five (5) Delta E units in accordance with ASTM D 2244-93 for a period of five (5) years from the date of manufacture. The paint performance may vary based on orientation, altitude, installation in heavy salt spray environments, and other atmospheric conditions. Normal and regular maintenance of the product is required to maintain the appearance and extend the finish life on aluminum clad units, including hardware, and is therefore required to maintain the Warranty. Consumers in areas of high salt concentration, such as those adjacent to the seashore and/or industrial atmospheres, must implement a systematic fresh water cleaning program so as to prevent the accumulation of concentrated salt deposits. Periodic waxing with an automotive type wax may prolong the finish life. Products subjected to the detrimental effects of air pollutants, chemical or caustic washes, or the accumulation of concentrated salt deposits are not covered by the terms of this warranty.

Parrett will without charge replace or repair a product that fails to conform to the forgoing warranties at its sole discretion, and the consumer will be responsible for the removal, installation and any repainting, refinishing or similar activities involved in the installation of the product.

Parrett warrants its extruded aluminum cladding to maintain its structural performance, shape, and profile for the life of the product when properly installed in its intended usage and under normal conditions. Parrett will without charge, replace or repair the product that fails to conform to the foregoing warranty, at its sole discretion, and the consumer will be responsible for the removal, installation and any repainting, refinishing, or similar activities involved in the installation of the product.

Kynar (AAMA 2605) based painted products on aluminum are readily available and will receive an extended warranty beyond the five (5) years. Parrett's standard Kynar based product is Trinar by Akzo Noble and will carry a warranty up to Twenty (20) years not to flake, peel or otherwise lose adhesion to an extent that is apparent on ordinary outdoor visual observation, will not change color more than seven (7) NBS (Hunter) units according to ASTM D-2244 and only on clean surfaces after removing deposits and chalk per ASTM D-4214, Method A, and will not chalk more than a number eight (8) rating when measured per ASTM D-4214, Method A.

Anodized finishes are warranted for five (5) years as follows:

- Will resist cracking, crazing, flaking, or blistering (Any forming or welding must be done prior to finishing. Post forming or welding will void this Warranty);
- Will not chalk in excess of ASTM D-4214-89 number eight (8) rating, determined by the procedure outlined in ASTM D-4214-89 specification test.
- Will not change color more than five (5) Delta-E Hunter units (square root of the sum of square Delta L, Delta a, and Delta b) as determined by ASTM method D-2244. It is acknowledged by Customer that fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements.

Simulated Wood Grain finishes are warranted for five (5) years as follows:

- Product coated will not fade in color more than five units as measured by hunter lab color difference as set forth in ASTM D2244 Section 6.3 as of the application date and in such way as to significantly adversely affect the appearance of the surface to which the product has been applied and result in damage to the surface.
- Coated surface will exhibit gloss retention of a minimum of 50% of the original as measured in accordance with ASTM D523 using 60 degree reading. In addition, coating shall not chalk in excess of standard number 8 as illustrated in the ASTM D64214 test method A. Simulated wood grain coatings when applied and cured on a clean, pretreated substrate will not peel, chip, crack or blister.

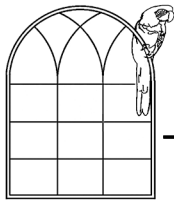
Exceptions — Coastal Installations

Parrett defines coastal installations as any area within one mile of the sea coast or any other salt water source. Kynar (AAMA 2605) finishes for coastal installations are warranted for ten (10) years against manufacturing defects that result in abnormal deterioration due to corrosion and/or loss of adhesion. The definition of "Abnormal deterioration" in this case would be "damage to the finish beyond what is normal for an ocean coastline environment." Some finish deterioration is normal in these types of environments with salt water exposure.

Anodized finishes are not warranted in coastal installations.

Simulated Wood Grain finish coastal warranty is three (3) years in coastal applications.

Standard paint finish (not Kynar AAMA 2605 spec) is warranted for one (1) year in coastal installations.



PARRETT MILLWORK LIMITED WARRANTY

PAINT FINISH WARRANTY (Wood Surfaces)

Parrett offers priming, painting and staining/clear coating services.

Parrett will warrant for a period of five (5) years our standard paint application of Sherwin Williams Polane S-Plus UVR from delamination, peeling, cracking or blistering from the date of shipment. This warranty conditionally covers the cost of refinishing the defective area for a period of one (1) year, and year two (2) through five (5) providing replacement paint only. The product must be located in a ground accessible area which cannot be more than twenty-five (25) feet above ground level. Any area above twenty-five (25) feet and not accessible by normal ladders and scaffolding will be covered by replacement paint only.

Parrett will warrant for a period of seven (7) years factory applied Fine Paints of Europe from delamination, peeling, cracking or blistering from the date of shipment. Remedy under Fine Paints of Europe warranty is limited to the supply of replacement paint. In no instance will Parrett be responsible for labor or the cost of labor for refinishing this product.

For products specified and ordered with no finish, the units must be completely finished and sealed within (72) hours of delivery. Additionally, finishing must also be completed prior to the unit(s) being installed, and/or subjected to excessive moisture (ie: rain) or dryness (ie: direct sunlight).

It is essential to the warranty that the product be protected from dry or humid environment and maintained in a clean environment free of dust, dirt, and other forms of contamination. Parrett assumes no liability for finishes applied to our product that is performed by others. See Field Finishing Guidelines beginning on pg 27T.

Primers in no way are to be considered a waterproof finish and should be finish coat painted prior to the installation. For products specified with primer only the product must be finished within (72) hours of delivery. Additionally, finishing must also be completed prior to the unit(s) being installed, and/or subjected to excessive moisture (ie: rain) or dryness (ie: direct sunlight). Factory applied primers are not to be considered a final primer coat. See *Paint Field Finishing Guidelines on pg 27T* for specific paint topcoat instructions. An additional primer coating is required to seal construction related abrasions and surface penetration related to fastener penetration or incidental damage from onsite handling prior to applying a final paint coating.

In an effort to satisfy customer specifications, Parrett has available many different finishes. Warranty coverage for custom applications, if any, will be determined upon request and provided to the customer in writing prior to accepting the order. Absence of any specific finish warranty for the non-standard specified finish to be applied will result in no warranty being made available.

Damage to any coating due to on-site storage, improper installation and inadequate maintenance practices are not covered. Subsequent coatings should be applied as frequently as required to produce and maintain the desired appearance. In no event will Parrett be responsible for installation, repainting or refinishing or other similar activities necessary to correct the finish to the original finished product.

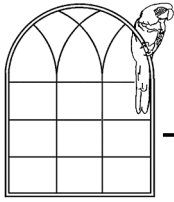
Failures or defects not covered include substrate failures such as cracks, panel shifts or joint separation.

STAIN & CLEAR COATING

Parrett factory applied "three (3) coat commercial coatings only" are warrantied for one (1) year.

Exceptions — COASTAL INSTALLATIONS

Parrett defines coastal installations as any area within one (1) mile of the sea coast or any other salt water source. **All wood finishes are not warrantied in coastal applications.**



Parrett
Windows & Doors

Warranty / Technical

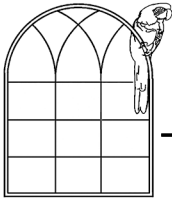
PARRETT MILLWORK LIMITED WARRANTY

HIGH HUMIDITY AREAS

No warranty is offered for products used in high humidity areas such as pools, greenhouses or solariums. This extends to all areas of Parrett's product warranty.

CARE AND MAINTENANCE INSTRUCTIONS

Failure to follow instructions provided on pgs 24-45T will result in voiding of warranty as stated on specific pages as applicable to corresponding unit(s).



PARRETT MILLWORK LIMITED WARRANTY

COMPLIANCE AND INSTALLATION REQUIREMENTS TO APPLICABLE CODES AND REGULATIONS;

Regulations governing the use of glazed doors and windows vary widely. It is the responsibility of the customer and/or building owner, architect, contractor and/or installer to insure that the products selected conform to the applicable local codes, regulations, plans and specifications. Parrett assumes no obligation whatsoever for failure of the building owner, architect, contractor and/or installer to comply with all applicable laws, ordinances, safety and building codes, plans and specifications. Parrett shall not be responsible for its products installed out of compliance with applicable codes, regulations and specifications.

Parrett shall not be liable for applicable local, county, state or federal taxes.

Parrett is not responsible for the suitability of the product. This is to include any incidental or consequential damages including, but not limited to damage or loss to person or property.

This warranty stated is in place of all other warranties, expressed or implied. Parrett expressly disclaims all other warranties, including warranty of merchantability and fitness for a particular purpose. Although Parrett may have suggested the product or developed the product, it is the purchaser's responsibility to test and determine the suitability of the product for the purchaser's intended use and purpose and the purchaser assumes all risk and liability whatsoever regarding such suitability.

Typical installation methods may not be applicable in all situations. It is the responsibility for the customer and/or building owner, architect, contractor and/or installer to check the applicable codes, regulations, plans, specifications and standards of the industry to ensure proper product installation.

Proper performance requires proper installation of the door or window system. It is the customer's responsibility to determine the severity of exposure to the weather and to determine whether or not a drainage system is necessary at the threshold for removing moisture. Parrett cannot assume any responsibility for failure to appropriately select or properly install such drainage systems.

By acceptance of the quotation and submittal to Parrett authorizing them to proceed to an order the customer agrees to any and all of Parrett's standard terms and conditions including all noted warranty information provided here and on our company website.

Customer agrees that he has read and understood all terms and conditions of the warranty and is a valid and authorized representative of the owner of the property and has communicated all such terms and conditions to the owner.

The foregoing remedies are exclusive. Parrett makes no other express warranty. Parrett disclaims and the customer waives any and all implied warranties, including without limitation, implied warranties of merchantability or fitness for a particular purpose. Parrett shall in no circumstance be liable in contract, in tort or otherwise for special, incidental or consequential damages, whether or not foreseeable. No employee or representative of Parrett is authorized to modify this warranty or Parrett's standard warranty for any product at any time unless it is authorized and approved in writing by a senior administrative officer of Parrett.

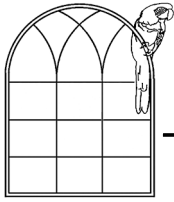
OUTSTANDING INVOICES

All invoices must be paid in full prior to the warranty being valid.

GOVERNING LAW

This express limited warranty shall be governed by and construed in accordance with the law of the State of Wisconsin with the place of jurisdiction being Clark County, Wisconsin.

There are no other warranties that extend beyond the description stated above.



PARRETT MILLWORK LIMITED WARRANTY

MEDIATION AND ARBITRATION

In the event of any disagreement or dispute between Parrett and any customer relating to the Warranties set forth by Parrett, any agreement between Parrett and a customer, and Parrett product or any dealings between Parrett and a customer, or any claims under state or federal law, the parties shall submit such disagreement or dispute initially to mediation. If they are unable to resolve the disagreement or dispute by mediation, the matter will be submitted to binding arbitration pursuant to the rules of the American Arbitration Association or another similar association or service mutually agreeable to the parties. The mediation and arbitration shall be carried out in Wisconsin and judgement upon the award rendered pursuant to such proceeding may be entered in any court having jurisdiction thereof.

CLAIM PROCEDURES

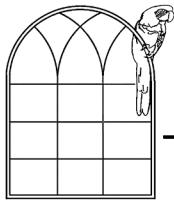
Claims under these Limited Warranties must be made in writing within the period of this warranty and prior to the beginning of any repair work. Qualifying claims can be submitted to:

Warranty Claims, Parrett Manufacturing, Inc.
690 E. Second Avenue
P.O. Box 440
Dorchester, WI 54425
715-654-6444

Claims should provide:

1. Proof of date of purchase (invoice).
2. Nature of the product failure.
3. Return of the defective unit if requested by Parrett Manufacturing, Inc., or verification that the unit or item is defective.
4. Any further pertinent information as requested.

Parrett reserves the right and must be given at least a thirty (30) day opportunity to have any window or door which is subject of a warranty claim to be field inspected by a Parrett authorized representative.

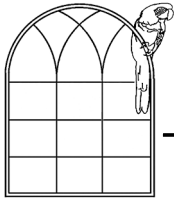


MAINTENANCE RECOMMENDATIONS

Parrett is committed to ensuring our customers with the best possible experience with our products. It is incumbent on the property owner to:

- Product must be completely finished and sealed within (72) hours of delivery. Additionally, finishing must also be completed prior to the unit(s) being installed, and/or subjected to excessive moisture (ie: rain) or dryness (ie: direct sunlight). Dark color finishes should be avoided if units are exposed to direct sunlight in order to avoid warping, cupping, checking, shrinkage or pitch bleeding. Complete sealing is to include all six (6) sides of sash, removing and finishing all undersides of hardware,
- Ensure that the finishes are maintained,
- Properly care for and protect all wood products against moisture, excessive dryness, and other abnormal exposure,
- Products that have been primed but not finish coated to the interior and/or exterior are vulnerable to degradation of the surface or damage to the product prior to coating, painting or other field finishing of the product due to environmental conditions beyond the control of Parrett are not covered by the warranty. No product defect caused by failure to promptly and properly apply a finish coat to any such surface is covered by this Limited Warranty.
- Parrett will not be liable for any window or door repaired or replaced without the prior written approval by an authorized home office Parrett company employee.
- Ensure that all surfaces are not subjected to any foreign material such as: acids, corrosives, etc. no matter how applied, absorbed or contacted.
- All visible defects or mistakes in shipment must be reported to Parrett upon receipt of goods and before installation, otherwise the product shall be deemed correct and/or acceptable.
- Parrett reserves the right to modify this warranty based upon the size, shape and custom features of the product being requested. It is understood that Parrett manufactures to customer specifications. Those specifications may alter the performance and durability of the product. As such, Parrett will notify the customer of any change to the warranty in our disclosure prior to the order acknowledgement.

FAILURE TO FOLLOW THESE RECOMMENDATIONS WILL RESULT IN VOIDING THE WARRANTY.



HANDLING & INSTALLATION GUIDELINES

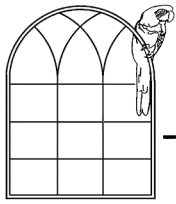
Parrett strongly urges you to read the following guidelines to help ensure maximum operational efficiency and longevity of your window or door product. Failure to follow the guidelines identified below will invalidate our Limited Warranty. Poor handling or installation will result in rejection of a claim by Parrett or its authorized representative.

Window or Door Handling Guide

- Utilize clean gloves and equipment when handling the product.
- Deliver Parrett products in a clean, protective transport vehicle. Do not expose to wet weather.
- Do not drag the Parrett product over other objects or surfaces.
- Do not install until plaster, stucco or cement is dry.
- Avoid leaning the product at a steep angle as it will likely cause the product to warp.
- Store in a dry, well ventilated interior of a building.
- Provide protective covering but allow for adequate ventilation.
- Do not expose to abnormal heat, cold, dryness, or humidity.
- Avoid sudden changes in dryness or humidity as the wood will not acclimate fast enough.
- If the Parrett products are to be stored for long periods of time or on the jobsite, the entire product including the top and bottom edges must be sealed to prevent undue moisture absorption.
- Excessive conditions would be considered:
 - Moisture above 55% relative humidity,
 - Heat above 90 degrees Fahrenheit,
 - Direct sunlight,
 - Dryness below 30% relative humidity.

Fitting & General Installation Guidelines

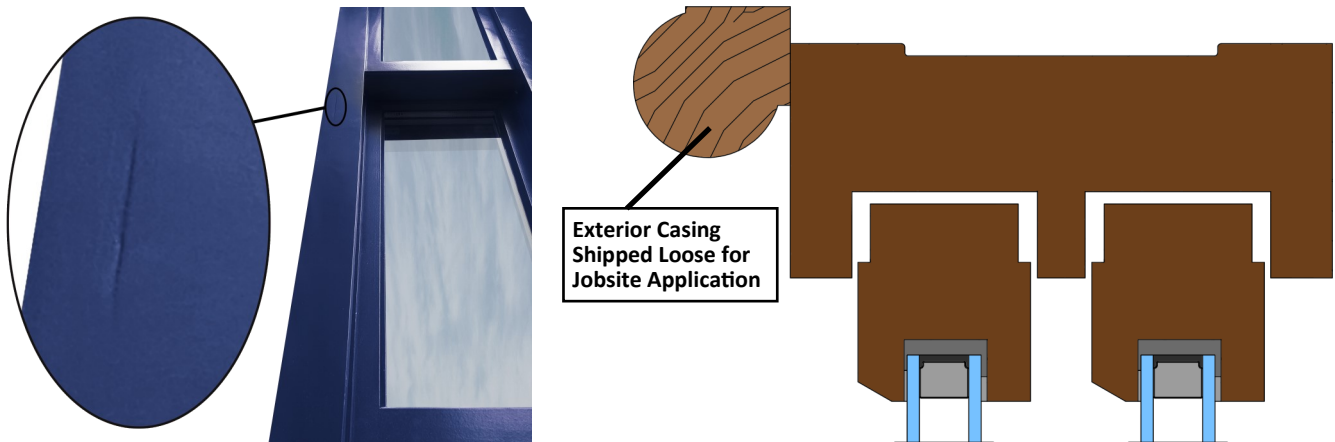
- All wood products should be conditioned to average prevailing relative humidity of the locality before installation.
- Make allowance for adequate clearance for the Parrett product in extremely damp weather. Proper fit and finish will best be determined under normalized humidity conditions.
- Avoid cutting doors down in size. Some trimming may be possible however lag bolts and fasteners are commonly used in the Parrett door products which may not allow for any cutting. Please consult directly with an authorized Parrett representative to seek written approval prior to any modification being made to the Parrett product. Alterations without prior written approval will void the warranty.
- Do not impair the structural integrity of the door or window when fitting for hardware.
- Be sure that all jambs and stops are set perfectly square and plumb.
- The entire Parrett product must be sealed & fully finished to prevent undue absorption of moisture. This is to include the top, bottom and side edges of all doors and operating sash prior to installation of the hardware. **See Field Finishing Guidelines beginning on pg 27T.**
- If Parrett does not provide the hardware for a door, use three (3) hinges on doors seven (7) feet or less in height and four (4) hinges on doors seven (7) feet or more in height. Hinges must be set in a straight line to prevent distortion. Pilot holes must be drilled for the attachment of hardware.



HANDLING & INSTALLATION GUIDELINES

Exterior Casing/Brickmould Application and Appearance Considerations

Parrett designs all window/door units on a project to have optimal strength and performance once installed in the field. Therefore, exterior casing ordered from Parrett for windows/doors is engineered in consideration with the overall window design. In situations where exterior casing is sent loose for jobsite application, and the casing is then decided to be omitted, there may then be visible seams and/or jointing (see *below* for example). This is not considered a warrantable item or defect as the area would be concealed if the original installation method was employed, which is to utilize the provided Parrett exterior casing.



Additionally, casing sent loose for radius shaped units, as well as loose lineal casings will always have a rough end that extends slightly beyond the intended finish size. It is the responsibility of the customer to trim off the rough ends to the determined finish size for installation in the field. Unit types such as “gothic” tops have loose casing commonly provided as (one) continuous radius piece, with final “miter” cutting to size performed at jobsite.

Parrett will provide finishing (paint, stain and/or clear coating) to the exterior of a product based on what has been identified as the exposed area of the finished product. If any parts or pieces are shipped loose (not adjoined to the product) these parts are assumed to be applied to the finish product thus covering up what was intended to be unexposed surface(s). This is standard procedure and only altered by the express written direction of the customer directly to Parrett.

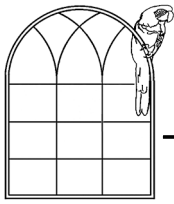
Installation Guides

Please contact your local Parrett supplier or visit www.parrettwindows.com for your specific window and door installation instructions. Each instruction package and/or operation needs to be followed in order to guarantee the warranties set forth by Parrett. Installation video guides are also available upon request by contacting Parrett.

Parrett reserves the right to change specification without notice.

FAILURE TO INSTALL AND MAINTAIN OUR PRODUCTS ACCORDING TO INSTALLATION INSTRUCTIONS WILL VOID ANY WARRANTY, WRITTEN OR IMPLIED BY PARRETT.

THE INSTALLER IS RESPONSIBLE FOR CONSULTING THE CONTRACTOR, STRUCTURAL ENGINEER, ARCHITECT, OR CONSUMER FOR PROPER INSTALLATION ACCORDING TO LOCAL CODES AND/OR ORDINANCES. PARRETT ASSUMES NO LIABILITY FOR LOCAL CODES AND ORDINANCES.

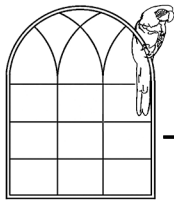


FIELD FINISHING GUIDELINES

Parrett strongly urges you to read the following guidelines to help ensure maximum operational efficiency and longevity of your window or door product. Failure to follow the guidelines identified below will invalidate our Limited Warranty. Poor field finishing will result in rejection of a claim by Parrett or its authorized representative.

General Field Finishing Preparation and Procedures Guide

- All unfinished products require sanding prior to finishing. After removal of any handling marks, instruction labels and effects of exposure to moisture perform a final light sanding using 150 grit or 180 grit sandpaper. The degree of pre-sanding will depend upon the owners selection of paint OR stain and whether they are spraying or wiping on the stain. If small amounts of pitch, oil, or grease are on the surface they can be carefully removed with mineral spirits.
- Clean product thoroughly after sanding to remove all dust or foreign material. Do not use chemical cleaners as it may cause a chemical reaction to the wood or the finish to be applied. Consult a finish expert, if necessary.
- You can make sure all coating of the finish used are compatible by using products from the same manufacturer. Finish manufacturers will be able to tell you which of their products may be successfully applied in combination with each other. Finishes should be applied in accordance with the manufacturer's instruction.
 - Parrett cannot evaluate every available paint, clear coat, and stain product, nor the specific installation location's applicable requirements. Your paint/stain dealer should be able to determine appropriate finish systems to obtain satisfactory results in your region. Parrett highly recommends top quality finishes to be selected, and that the product application instructions on the container be explicitly followed.
- Parrett will not be responsible for the appearance and finish on field finished product.
- All products must be protected from moisture and sunlight prior, during, and after applying a finish until the new coating is completely cured.
- If door is ordered unfinished, the door will need to be fitted prior to finishing. Apply finish as soon as door is fitted and then removed from the opening, but before the final hanging. Cutouts for hardware must be sealed prior to installation (remove hardware if installed). Parrett will not warrant product that has been hung prior to finishing or that shows deterioration of wood or swelling due to the finish breakdown. Avoid having any water come in contact with an unfinished window or door.
- Make sure all sides of the Parrett product are finished prior to final installation of the hardware. This would include the front, back, top, bottom and both the lock side and the hinge side of the door or window operating sash.
 - If possible without damaging the weather-stripping, remove the weather-stripping as well so that finishing can cover the entire product.
- All exterior finish applied after the factory finish should lap/bridge any visible surface voids.
 - "Bridge" the finish from face of any moulding/exterior casing to the window/door frame, making certain that there is no gap remaining.
 - "Bridge" finish as noted above on inside of panel area where the moulding/interior stop meets a panel and/or glass.
 - *See Door Floating Wood Panel Finishing Guidelines on pg 30T for more information.*
 - Ensure all moulding miters are well-coated, leaving no gaps.
 - Ensure that all finishes are bridged slightly onto the glass surface.
- Do not use dark colored stains or paints on exterior doors.



PAINT TOPCOAT - FIELD FINISHING GUIDELINES

Paint Topcoat - Finishing Guide

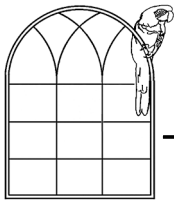
- Once the window/door has been completely cleaned according to the *general field finishing guidelines* on pg 27T, the paint/primer can then be applied.
- Parrett's standard primer in applications where all paint topcoating is to be later applied in the field is **Sherwin Williams Sherwood** primer. However, if Parrett is factory-applying Sherwin Williams Polane S-Plus UVR topcoat paint, then a topcoat compatible **polyurea** primer is instead utilized. The table below illustrates typical factory applied primer coatings based on the commonly requested finishing "types." Contact Parrett if you have questions on the type of coatings that were factory applied to your Parrett units.

Sherwood primer can be upgraded at a cost to Sherwin Williams Polyurea primer. Call your Parrett sales representative for details. The Material Data Sheet for each primer can be obtained by contacting Parrett.

| Parrett Factory Finishing | Exterior Primer Utilized | Interior Primer Utilized | Parrett Factory Finishing | Exterior Primer Utilized | Interior Primer Utilized |
|---------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|
| Exterior Painted | Polyurea | Polyurea | Exterior Painted | Polyurea | NA |
| Interior Painted | | | Int. Stain & Clear | | |
| Exterior Painted | Polyurea | Polyurea | Exterior Primed | Sherwood | NA |
| Interior Primed | | | Int. Stain & Clear | | |
| Exterior Primed | Sherwood | Sherwood | Ext. Stain & Clear | NA | Polyurea |
| Interior Primed | | | Interior Painted | | |
| Exterior Primed | Sherwood | NA | Ext. Stain & Clear | None | Sherwood |
| Interior Unfinished | | | Interior Primed | | |

*Note that accessories such as "loose" casings, subsills, window grilles, and mull covers may be primed with either Polyurea or Sherwood primer.

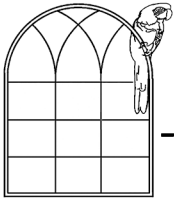
- If the product is purchased from Parrett as totally unfinished, use a superior grade oil-based primer followed by at least one topcoat (but preferably two) of either oil-based or acrylic resin-base paint. It is critical to follow the product's finishing instructions as provided. Be sure to account for the location of the door and the weather elements that the door must endure, such as direct exposure to the sunlight or direct exposure to severe climates before deciding on the specific finish to use.
- Factory applied primers are not to be considered a final primer coat. An additional primer coating is required to seal construction related abrasions and surface penetration related to fastener penetration or incidental damage from onsite handling prior to applying a final paint coating.
- Make sure the finishing product has ultraviolet (UV) inhibitors to protect from sun damage. Do not use high gloss or lacquer based finishes for exterior use. It is critical to use an exterior grade paint product for exterior window and/or door applications.
- Doors and windows must be adequately sealed to prevent excessive moisture absorption. Do not use lacquer based finishes. Use exterior grade finishes for exterior installations.
- Waxes are not recommended. Waxes make it difficult to apply additional overcoats without first completely removing the wax.
- Sand lightly between all coats of *primer and/or* paint, making sure that all surfaces and edges are covered every time a coat is applied.
- To minimize moisture penetration where wood parts or glass and wood come together, be sure enough paint is applied to form a bridge across any void (ie: between the glass and the wood part).
- Make sure that the finish does not prevent movement of the panels. See *Door Floating Wood Panel Finishing Guidelines* on pg 30T for more information.
- After the application of the final paint coat, it is vital to inspect the door to ensure that there are no voids where water can penetrate the door. This is particularly critical where a door panel exist between the door stiles and rails. If any void exist the void must be filled to prevent water from penetrating into the door cavity. If additional finish coats are not applied then a fine bead of a quality exterior-paintable caulk should be applied. See *Door Floating Wood Panel Finishing Guidelines* on pg 30T for more information.
- Finish on doors and windows will deteriorate over time. All products manufactured by Parrett require periodic inspection based on the finish type and jobsite conditions (climate, sun exposure, etc) and respective maintenance as needed, including but not limited to additional coats of finish. See *Necessary Care for Wood Finishes* on pg 30T for more information.
- If during the finish process you are having issues and/or identify problems with your door, stop finishing immediately and contact the DEALER/DISTRIBUTOR from where you purchased your Parrett windows/doors.



STAIN & CLEAR COAT - FIELD FINISHING GUIDELINES

Stain & Clear Coat - Finishing Guide

- Once the window/door has been completely cleaned according to the *general field finishing guidelines* on pg 27T, the stain can be applied. Follow the stain manufacturers recommendation for application onto the raw wood. If any wood filler has been used to repair a blemish in the wood, a stain is recommended to blend the filler with the wood. If no stain is used, then the filler may appear a different color when the door is clear coated. For that reason, the nail holes should be stained prior to clear coating the unit.
- After the stain has dried per the manufacturer's instruction, apply at least two (2) coats of a clear exterior moisture sealer. Alkyd sealers are excellent in sealing the woods pores. With each coat of sealer, lightly sand or brush with steel wool. It is very important that the bottom half of the unit be sealed tightly. The bottom of the unit is exposed to the strongest elements and stands the greatest risk of deteriorating if left unprotected.
- To minimize moisture penetration where wood parts or glass and wood come together, be sure enough clear topcoat is applied to form a bridge across any void (ie: between the glass and the wood part).
 - Make sure that the finish does not prevent movement of the panels See *Door Floating Wood Panel Finishing Guidelines* on pg 30T for more information.
- Apply at least two (2) but preferably (3) coats of high quality exterior grade, fade resistant, ultraviolet inhibiting sealer, and then lightly apply between coats. Once again, be sure to seal all six (6) sides of the unit, as well as all areas underneath the hardware. Spar varnishes are acceptable but are regarded softer and darker than other alternatives. See your local finishing contractor or dealer for the best product available for your unit. Window and door soffit overhang, geographic location of your home, exposure to sun and the elements all should be considered in determining what finish coating should be applied.
- Sand lightly between all coats of additional clear topcoats, making sure that all surfaces and edges are covered every time a coat is applied.
- After the application of the final clear coat, it is vital to inspect the door to ensure that there are no voids where water can penetrate the door. This is particularly critical where a door panel exist between the door stiles and rails. If any void exist the void must be filled to prevent water from penetrating into the door cavity. If additional finish coats are not applied then a fine bead of a quality exterior clear caulk should be applied. See *Door Floating Wood Panel Finishing Guidelines* on pg 30 for more information.
- Do not use lacquers as they are designed for interior use. Waxes are not recommended. Waxes make it difficult to apply additional overcoats without first completely removing the wax.
- Finish on doors and windows will deteriorate over time. All products manufactured by Parrett require periodic inspection based on the finish type and jobsite conditions (climate, sun exposure, etc) and respective maintenance as needed, including but not limited to additional coats of finish. See *Necessary Care for Wood Finishes* on pg 32T for more information.

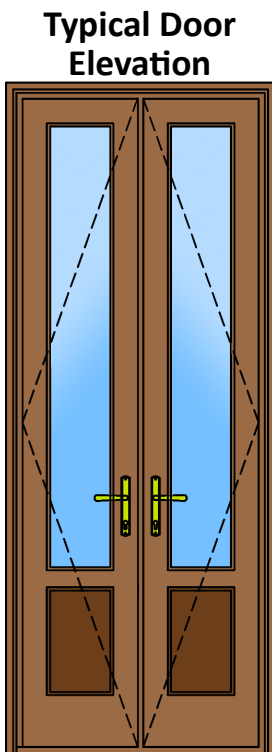
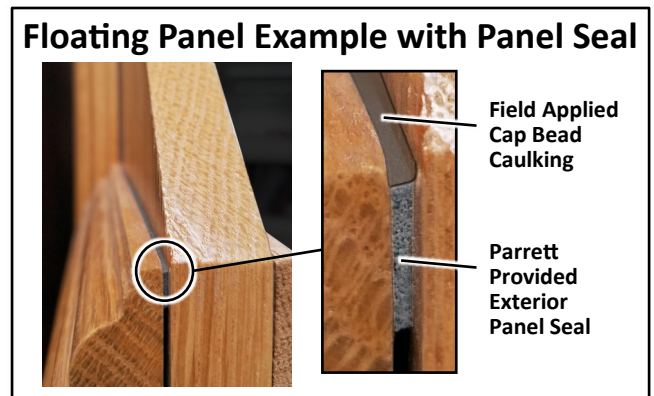


DOOR FLOATING WOOD PANEL FINISHING GUIDELINES

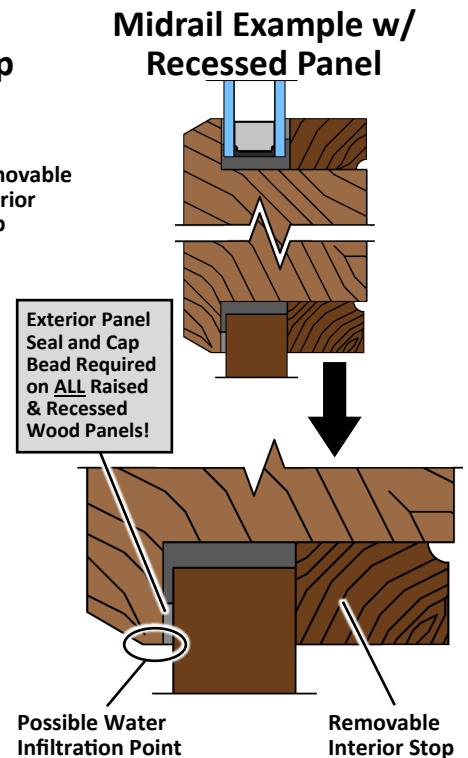
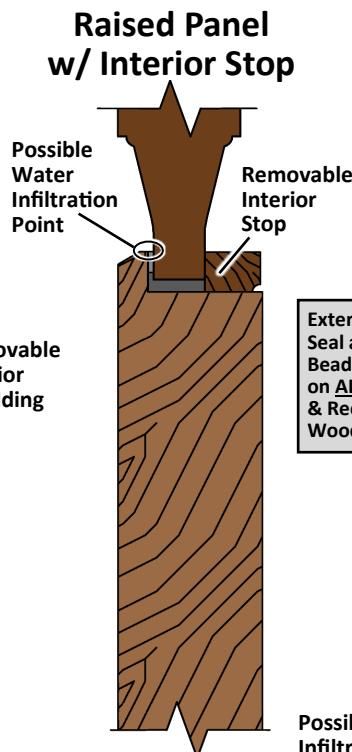
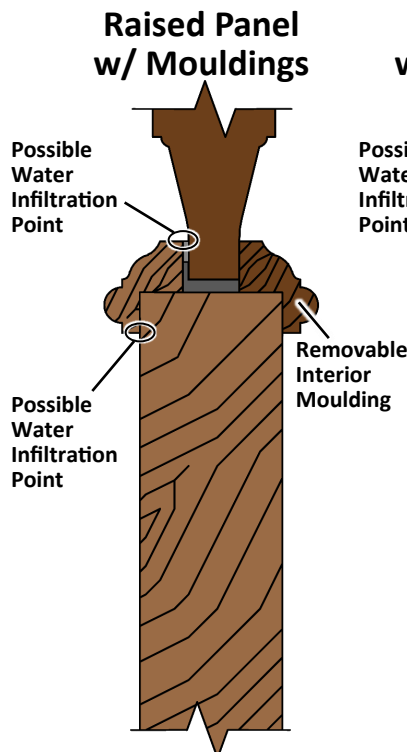
Floating Wood Panel Information

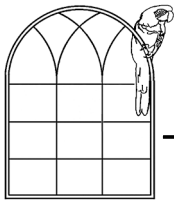
Door systems featuring floating wood panels are a hallmark of fine woodworking. Historically, floating panels have presented a challenge to ensure that a proper exterior seal is achieved in order to prevent water infiltration. Parrett recommends following the instructions below for all doors with floating wood panels:

1. Follow the "Field Finishing Guidelines" for paint (pg 28T) and for stain/clear coating (pg 29T), and ensure that all (6) sides of the floating wood panels are fully finished by removing the interior stop/moulding if required.
2. All exterior raised panels are to be sealed with a fine cap bead along all four sides of the EXTERIOR surface as seen below, with effort to minimize the caulk present on the panel and stop(s). Applicable caulks are as follows:
 - **Painted Doors** - Matching colored non-siliconized caulk (ie: Titebond) or a non-yellowing, non siliconized caulk.
 - **Stain & Clear Coated Doors** - Clear non-yellowing, non siliconized caulk.
3. Before completion, inspect the door panel to ensure that there is a complete seal between the panel edge and the door stile and rail stop. If any void exist additional finish coats must be applied to close the seal. If the joint/seal is not closed it would be recommended to apply a fine cap bead onto the panel edge ensuring no water penetration will occur. The cap bead should be applied to all four sides of the EXTERIOR door panel edge. Ensure that the finish does not inhibit the wood panel's ability to "float" and adjust to humidity changes. It is vital to protect the door's exterior from any water penetration to the door cavity or the interior.



Typical Door Elevation





PUTTY GLAZE TRUE-DIVIDED LITE FINISHING INFORMATION

Parrett Manufacturing, Inc will provide custom historically accurate putty glazing to a window or door jamb/sash. It is recognized that putty is an imperfect finished product in the sense that putty will reveal inconsistencies and imperfections in its appearance to the naked eye. The surface will vary in its level, width and height. The putty can have a degree of shrinking and slight cracking. Putty will provide an airtight and watertight seal and also allow for maintenance.

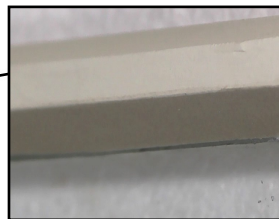
It is essential that the putty be painted to protect and extend the useful life of the putty. The paint line must overlap onto the face portion of the glass as well as the bedding area where the sash and glass meet. Failure to overlap the putty with paint will result in no warranty to the product.

Continued maintenance is essential for the longevity of the putty seal. It is recommended to check the putty integrity shortly after installation to ensure the putty has not been damaged in handling or transport. Once sealed with paint it is recommended to check the putty integrity annually to ensure a tight bond to the glass and to fill any cracks or voids that might have developed. Because putty is an exterior application, the putty will likely be visible from the interior view due to the imperfections in applying and the recommended overlap of paint.

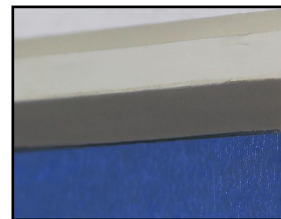
This visibility will become most noticeable with narrow muntin bars of $\frac{3}{4}$ inch width or less due to the necessity to have a sufficient amount of putty bonded to the glass to form a good seal against moisture, plus the need to have the paint overlap the putty edge. **See Pg 44T for general maintenance recommendations for putty glazed true-divided lite sashes.**

Review the following general guidelines prior to painting/cleaning a putty glazed window or door:

1. No primer should be applied.
2. Use a quality water-based (latex) paint, or quality oil-based paint.
3. Be sure the putty is clean and free of contaminants, dirt, and debris.
4. No chemicals or solvents should come in contact with the putty. Before and after painting use only mild detergents to gently clean the surface.
5. Ideal conditions would be to apply in 70° plus temperature, however the putty can be painted in 50° F plus temperature if the paint product allows for it.
6. It is not recommended to apply paint during high humidity conditions above 70% RH, or during rain.
7. Putty should be left to cure for a minimum of seven days after application before painting. It is recommended to test a small area to ensure the putty surface has cured sufficiently to receive a coating of paint. If the surface remains soft and does not receive the paint smoothly painting should be delayed for additional curing of the putty.
8. Paint should be applied over the putty edge and onto the glass and wood surface to ensure a complete sealed coating over the putty.
9. Do Not alter, change, or "cut back" the putty as applied by Parrett. **See warranty information on page 14T.**



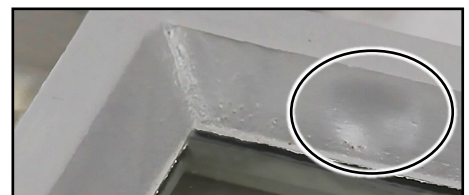
Putty Glazed Sash Prior to Painting



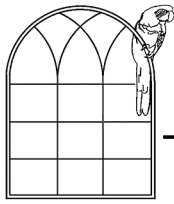
Tape Applied to Allow for Paint Overlap Onto Glass



Putty Glazed Sash After Painting and Tape Removal



Note: Putty Remains Pliable After Curing and Finishing, Take Care Not to Create Indentations or Blemishes in Putty.



NECESSARY CARE FOR WOOD FINISHES

Due to the environmental conditions, ongoing seasonal maintenance (at a minimum) should occur with window and door products.

Maintenance of the finish is critical to assurance of the finish integrity. Any damage to the factory applied finish will need to be properly treated immediately to avoid further damage to the paint coating. Parrett will not be responsible for any penetration post shipment to the finish caused by fasteners, intentional or unintentional nicks, dents or damage caused through improper handling of the product. Small (less than 1/16 inch) cracks in joint movement are common occurrences due to humidity changes and not considered a warranty defect. These joint movement cracks must be resealed as soon as possible. Ongoing maintenance is vital to the assurance of the finish integrity and must be performed on a regular basis.

Annual inspections should be performed particularly along horizontal surfaces and areas close to grade level. **Depending on application specific criteria such as wood species, window/door size, climate, degree of direct sunlight, landscape shrubs, trees or sprinkler overspray, etc, more frequent inspections and maintenance may be required.** Any cracks or joint movement must be resealed as soon as possible to maintain the Parrett warranty.

Main inspection points to look for (among others) generally include:

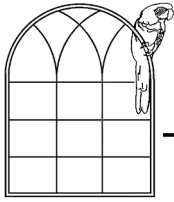
- Hairline cracks in the top coat of finish.
- Changes in the color of the finish.
- Changes in the texture of the finish, such as flaking or scaling.
- Dullness or chalkiness in the finish.

Finish Maintenance

Inspect the state of the exterior finish. Look for signs of wear or weathering, especially horizontal surfaces on southern exposures where there is high UV exposure.

- **PAINT:** Recommended minimum of seasonal inspections. Recoating may be required depending on the condition of the finish. Any touch-up paint should be verified to be compatible with the paint that Parrett applied, if applied by Parrett.
- **TRANSPARENT/CLEAR COAT FILM FINISH:** Recommended minimum of seasonal inspections. Recoating may be required in as few as one (1) to two (2) years depending on the condition of the finish.
- **NON-FILM FINISHES** such as teak oil, wax effect, and penofin oil: Recommended minimum of seasonal inspections. Recoating may be required in as few as 6 months to 1 year with a factory applied product. It is recommended to use the same treatment in the seasonal applications that was used originally.
- **UNFINISHED UNITS:** Wood will weather naturally depending upon the wood specie and the degree of exposure to the elements. Unless stated on order paperwork, units left unfinished will void the Parrett warranty. Common occurrences would include:
 - Gaps at joints, surface cracks, and/or checking. Need to be filled.
 - If gaps occur at the edge of the glass (exterior glazing) the voids will need to be filled.
 - Wood color changes (ie: becoming a darker tone, graying)

**FAILURE TO FOLLOW THESE INSTRUCTIONS WILL VOID THE WARRANTY.
IT IS VITAL THAT SEASONAL INSPECTIONS ARE PERFORMED.**

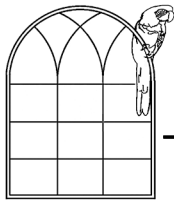


REFINISHING GUIDELINES

Refinishing Instructions

When refinishing, it is generally recommended to remove the old finish with a finish stripper. Consult your local paint/stain dealer or contractor for a recommendation on the product to use based on the existing finish type. Use a medium course steel wool and follow instructions on the label for use of remover.

Once cleaned, wash with a lacquer thinner to remove any remaining wax. When dry, sand lightly using 220 grit sandpaper. Any noticeable dark streak on the wood is probably a result of water damage. Areas with water damage may need to be bleached to obtain a uniform color throughout the unit. Once a uniform color is obtained, the wood can be re-stained/repainted. Your local paint professional can provide advice as to which product to use in refinishing, based on your unique jobsite conditions. Final finishing can now be completed using the finishing product's technical instructions, as well as referring to Parrett's field finishing guidelines on pg 27-33T.



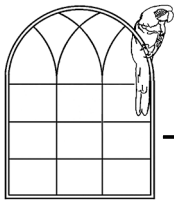
CARE AND MAINTENANCE – SCREENS

Parrett manufactures wood and aluminum screens. The screen material options consist of fiberglass, bronze, aluminum, stainless steel and monel. You can expect the following natural pattern of aging over time as these are natural characteristics due to natural aging and weather exposure.

- Fiberglass: the sheen may dull and the material will likely become brittle over time.
- Bronze: will tarnish over time.
- Aluminum: will oxidize over time.
- Stainless steel: the color may dull over time.
- Monel: the material will tarnish over time.

It is recommended to periodically clean the screens using a light spray of water and a soft bristle brush, being certain to brush very lightly so as not to damage the screen. Allow the screens to dry naturally in a well ventilated area.

For maintenance of screen systems such as sliding screens, manual pulldown screens, and motorized screen systems, please refer to the screen manufacturer's maintenance instructions.



RECOMMENDED CARE INSTRUCTIONS FOR HAND-PLATED HARDWARE

Functional Hardware Maintenance

- Operating hardware, such as hinges, shoot bolts, cremone bolts, and locking mechanisms may require lubrication annually.
- Window and door sills may require cleaning seasonally.

The following examples of hand-plated hardware patina finishes along with other types include:

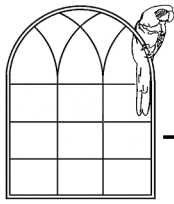
- Operating hardware, such as hinges and locking mechanisms, may require lubrication annually.
- Light, medium, and dark antique brass.
- Dark oxidized bronze (10B).
- Antique silver.
- Light, medium, and dark pewter.
- All custom brass finishes.

Hand-plated hardware that is exposed to the elements will gain its own unique patina. This may include becoming dull, tarnished, pit and peel and will show water and natural element stains. Due to the environment, exterior hardware will evolve and patina differently than interior hardware. Oils from skin contact will cause the hardware to wear and age differently than those that are not handled/touched by the hand.

Storage and Maintenance for Hand-Plated Hardware

- Storage of hand-plated hardware should allow adequate ventilation to avoid humidity/moisture build up. This will accelerate the patina of the finish.
- If maintenance is desired to protect the finish as much as possible, apply Butcher's wax lightly and buff gently with a soft 100% cotton cloth only. This will help to maintain the look and finish of the hardware. This will not, however, prevent the finish from aging or gaining patina, especially when exposed to the elements.
- **NEVER** use any abrasive cleaners, cloths, or anything containing ammonia or citrus cleaners or it will mar the surface.

FAILURE TO FOLLOW THESE INSTRUCTIONS WILL VOID THE WARRANTY.



**RECOMMENDED CARE INSTRUCTIONS FOR
STAINLESS STEEL HARDWARE**

Functional Hardware Maintenance

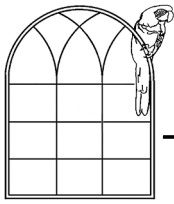
- Operating hardware, such as hinges, shoot bolts, cremone bolts, and locking mechanisms may require lubrication annually.
- Window and door sills may require cleaning seasonally.

Stainless steel hardware will become dull, tarnished, pit and rust and will show water and natural element stains and blemishes. Seasonal inspections are necessary which may be required four (4) times per year.

Maintenance for Stainless Steel Hardware

- Polish the hardware with IOSSO Metal Polish. This will remove tarnish and buff out water spots, stains or blemishes. Apply the polish as needed.

FAILURE TO FOLLOW THESE INSTRUCTIONS WILL VOID THE WARRANTY.



RECOMMENDED CARE INSTRUCTIONS FOR UNFINISHED AND ELECTRO-PLATED HARDWARE

Functional Hardware Maintenance

- Operating hardware, such as hinges, shoot bolts, cremone bolts, and locking mechanisms may require lubrication annually.
- Window and door sills may require cleaning seasonally.

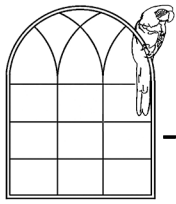
Electro-Plated and Unfinished Hardware (Polished and Satin Finishes):

Seasonal inspections are necessary for the care and ongoing maintenance of hardware finishes such as oil rubbed bronze, unlacquered brass, brass, nickel, gold, silver, and chrome. If not protected and maintained, these finishes will become dull, tarnished, may pit and peel and will show water and natural elements. To better protect the finish it may be necessary to follow the instructions provided below up to four (4) times per year.

Maintenance for Unfinished and Electro-Plated Hardware

- Rinse with plain water and buff dry with a 100% cotton soft cloth. This process prevents a buildup of salt spray on the surface. Wash the item with a mild soap and soft cloth. Liquid dish soap will work as it is non-abrasive.
- Polish the item with IOSSO Metal Polish. IOSSO is specifically designed for electroplated hardware. This will remove tarnish and buff out water spots. Apply the polish as needed.
- Protect the product with pure wax such as Turtle wax or Butchers wax. Apply with a soft 100% cotton cloth and buff into the surface. This protects the plating and will help to minimize pitting, spots and water damage.
- Chemical cleaners will damage the finish and are not to be used for care of these hardware surfaces.

FAILURE TO FOLLOW THESE INSTRUCTIONS WILL VOID THE WARRANTY.



CARE AND MAINTENANCE – GLASS

Proper Procedures for Cleaning Architectural Glass Products

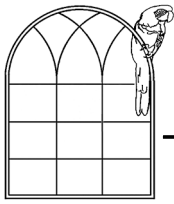
Architectural glass products must be properly cleaned during construction activities and as a part of routine maintenance in order to maintain visual and aesthetic clarity. Since glass products can be permanently damaged if improperly cleaned, glass producers and fabricators recommend strict compliance with the following procedures for properly cleaning glass surfaces.

As dirt and residue appear, interior and exterior glass surfaces should be thoroughly cleaned. Concrete or mortar slurry which runs down (or is splashed on) glass can be especially damaging and should be washed off as soon as possible. Before proceeding with cleaning, determine whether the glass is clear, tinted or reflective. Surface damage is more noticeable on reflective glass as compared with the other glass products. If the reflective surface is exposed, either on the exterior or interior, special care must be taken when cleaning, as scratches to the reflective glass surface can result in coating removal and a visible change in light transmittance. Cleaning tinted and reflective glass surfaces in direct sunlight should be avoided, as the surface temperature may be excessively hot for optimum cleaning. Cleaning should begin at the top of the building and continue to the lower levels to reduce the risk of leaving residue and cleaning solutions on glass at the lower levels. Cleaning procedures should also ensure that the wind is not blowing the cleaning solution and residue onto already cleaned glass.

Cleaning during construction activities should begin with soaking the glass surfaces with clean water and soap solution to loosen dirt or debris. Using a mild, non-abrasive commercial window washing solution, uniformly apply the solution to the glass surfaces with a brush, strip washer, or other non-abrasive applicator. Immediately following the application of the cleaning solution, a squeegee should be used to remove all of the cleaning solution from the glass surface. Care should be taken to ensure that no metal parts of the cleaning equipment touch the glass surface and that no abrasive particles are trapped between the glass and the cleaning materials. All water and cleaning solution residue should be dried from window gaskets, sealants, and frames to avoid the potential for deterioration of these materials as the result of the cleaning process.

It is strongly recommended that window washers clean a small area or one window, then stop and examine the surface for any damage to the glass and/or reflective coating. The ability to detect certain surface damage like light scratches, may vary greatly with the lighting conditions. Direct sunlight is needed to properly evaluate a glass surface for damage. Scratches that are not easily seen with a dark or gray sky may be very noticeable when the sun is at a certain angle in the sky or when the sun is low in the sky.

The glass industry takes extreme care to avoid glass scratches by protecting all glass surfaces during glass manufacturing and fabrication, as well as during all shipping and handling required to deliver the glass to the end user. A large percentage of damaged glass results from non-glass trades working near glass. This will include painters, spacklers, ironworkers, landscapers, carpenters, and others who are part of the construction process. They may inadvertently lean tools against the glass, splash materials onto the glass and/or clean the glass incorrectly, any of which can permanently damage glass. One of the common mistakes made by non-glass trades people, including glass cleaning contractors, is their use of razor blades or other scrappers on a large portion of the glass surface. Using 2, 3, 4, 5 inch and larger blades to scrape a window clean carries a large probability for causing irreparable damage to glass.



CARE AND MAINTENANCE – GLASS

The entire industry of glass manufacturers, fabricators, distributors, and installers neither condones nor recommends widespread scraping of glass surfaces with metal blades or knives. Such scraping will often permanently damage or scratch the glass surfaces.

When paint or other construction materials cannot be removed with normal cleaning procedures, a new one (1) inch razor blade may need to be used only on non-coated glass surfaces. The razor blade should be used on small spots only. Scraping should be done in one direction only. Never scrape in a back and forth motion as this could trap particles under the blade that could scratch the glass. This practice may cause hairline concentrated scratches, which are not normally visible when looking through the glass, but may be visible under certain lighting conditions.

Jobsite storage and construction conditions can lead to stains on the glass surface. Cleaning and removal of such stains may require the use of a more aggressive cleaning solution and procedure. If conditions are found that cannot be cleaned using the above procedures, contact the glass supplier for guidelines on stain removal.

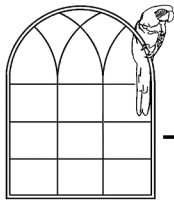
Quick-Reference Guide to Cleaning Architectural Glass Products

The following are things to DO:

- DO clean glass when dirt and residue appear
- DO determine if coated glass surfaces are exposed
- DO exercise special care when cleaning coated glass surfaces
- DO avoid cleaning tinted and coated glass surfaces in direct sunlight
- DO start cleaning at the top of the building and continue to lower levels
- DO soak the glass surface with a clean water and soap solution to loosen dirt and debris
- DO use a mild, non-abrasive commercial window cleaning solution
- DO use a squeegee to remove all of the cleaning solution
- DO dry all cleaning solution from window gaskets, sealants, and frames
- DO clean one small window and check to see if procedures have caused any damage
- DO be aware of and follow the glass supplier's specific cleaning recommendations
- DO caution other trades against allowing other materials to contact the glass

The following are things to NOT do:

- DO NOT start cleaning without reading the entire GANA bulletin on glass cleaning
- DO NOT use scrapers of any size or type for cleaning glass
- DO NOT allow dirt and residue to remain on glass for an extended period of time
- DO NOT begin cleaning glass without knowing if a coated surface is exposed
- DO NOT clean tinted or coated glass in direct sunlight
- DO NOT allow water or cleaning residue to remain on the glass or adjacent materials
- DO NOT begin cleaning without rinsing excessive dirt and debris
- DO NOT use abrasive cleaning solutions or materials
- DO NOT allow metal parts of cleaning equipment to contact the glass
- DO NOT trap abrasive particles between the cleaning materials and the glass surface
- DO NOT allow other trades to lean tools or materials against the glass surface
- DO NOT allow splashed materials to dry on the glass surface



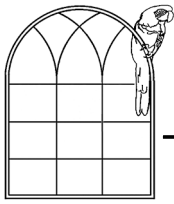
CARE AND MAINTENANCE – GLASS

Glass Cleaning: Heat Treated

The color, clarity, chemical composition, and light transmission characteristics of glass remain essentially unchanged after heat-treating. Likewise, hardness, specific gravity, expansion coefficient, softening point, thermal conductivity, solar optical properties, and stiffness remain unchanged by the heat-treating process. The only physical properties that change are improved flexural and tensile strength, and improved resistance to thermal stresses and thermal shock. Under uniform loading, heat-treated glass is stronger than annealed glass of the same size and thickness. The heat-treating process does change the break pattern of the glass, such as fully tempered glass which disintegrates into relatively small pieces meeting the safety glazing requirements and thereby greatly reduces the likelihood of serious injuries.

The heat-treating process typically involves the transport of very hot glass on rollers. As a result of this soft glass-to-roller contact, some glass surface changes will occur. Minute glass particles (fines) from the glass cutting and edging process, typical manufacturing plant air-borne debris or dust, refractory particles from the tempering oven roof, as well as external airborne dirt and grit carried into the plant by the large volumes of quench air used in the process, may adhere to one or both glass surfaces. Also, the physical contact of the soft glass surface with the rollers may result in a marking or dimpling of the glass surface. Current glass quality specifications contained in ASTM C 1036- Standard Specification for Flat Glass, establish the size and number of glass imperfections allowed based on specific visual inspection criteria. The glass surface conditions listed above are not usually visible to the eye under normal visual circumstances. These surface conditions do not threaten the visual nor structural integrity of the product, and are not reason for rejection of glass under the ASTM consensus standards.

However, despite being invisible, such surface conditions can be detectable to the touch. This difference in "feel", between annealed and heat-treated glass, can lead to issues during cleaning of the glass, as glass cleaning workers attempt to remove microscopic particles. With the best of intentions, they may attempt to scrape particles that can be felt, but not seen, and very often end up scratching and chipping the glass surface. Additionally, once the glass is delivered to the construction site, construction materials and debris may be deposited on the glass. Paint, stucco, concrete, adhesives, and other materials may be splattered on the glass and left there for long periods of time. These materials and the methods for removing them may also damage the glass surface. It is important to note that the recommended cleaning procedures for heat-treated glass are the same as for annealed glass.



CARE AND MAINTENANCE – GLASS

Security Glass & Polycarbonate Clad Glass Laminates (*Old Castle - ArmorResist Plus 223000 Level 3*)

Cleaning

Do not expose the edges of any laminated glass to organic solvents, acids or any cleaner containing ammonia, which can react with the plastic components. Once the glazing is installed, the glazing contractor should ensure that the glazing is protected from possible damage caused by the construction practices of other trades. Take particular care during the initial cleaning, especially if the surfaces are severely soiled. Never attempt to remove dry deposits. NEVER use a sharp blade or scraper to remove deposits or clean the glass.

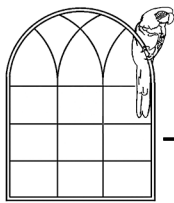
First flush with water to soften and remove as many contaminants as possible. Then use a clean squeegee to remove excess water, ensuring that abrasive deposits do not get trapped between the squeegee and the glass surface. Then use a mild nonabrasive, nonalkaline cleaner and a soft, grit-free cloth to clean the glass. Rinse immediately with water, removing excess water with a squeegee.

For routine cleaning, a mild soap or detergent, with lukewarm water, can be used with a clean, grit-free cloth. Dry the surface immediately and never allow metallic or hard objects, such as razor blades or scrapers, to come into contact with the glass.

Cleaning Exposed Polycarbonate

All exposed polycarbonate has a mar-resistant coating; however, extra care must be taken to avoid scratching or other damage. Do not use any abrasive cleaners or solvents. Wash with a mild detergent and lukewarm water, using a clean, grit-free cloth. Rinse immediately with clean water and dry with a chamois or moist cellulose sponge to avoid water spots. Fresh paint, grease and smeared glazing compounds can be removed using isopropyl alcohol. Afterward, wash with warm water and a mild detergent, as noted above.

The use of scrapers, abrasives, and harsh chemical cleaning agents is not recommended for any glass product because they can cause irreparable damage. With the best of intentions, window cleaners, and other tradesmen, may attempt to remove construction dirt and debris from the glass surface by scraping the surface. This can lead to glass damage, such as scratching and chipping if any microscopic particles have adhered to the surface and are dislodged and transported across the glass in the scraping process.



REGLAZING INTERIOR GLAZED SASH OR DIRECT SET GLASS

READ SPECIFIC INSTALLATION INSTRUCTIONS COMPLETELY BEFORE STARTING ANY INSTALLATION.

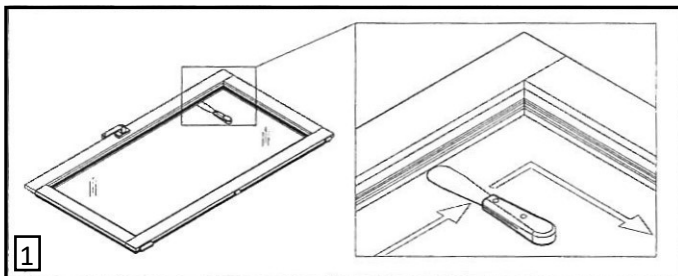
Failure to install and maintain our product according to these instructions will VOID any warranty, written or implied. The installer is responsible for consulting the contractor, structural engineer, architect, or consumer, for proper installation according to local codes and/or ordinances.

WARNING: Every assembly and installation is different from Parrett Windows & Doors. Parrett strongly recommends consultation with a Parrett supplier or an experienced contractor, architect, or structural engineer prior to the assembly and installation of any Parrett product. PARRETT HAS NO RESPONSIBILITY IN REGARD TO POST-MANUFACTURED ASSEMBLY AND INSTALLATION OF PARRETT PRODUCTS.

CAUTION: Use extreme caution when reglazing or handling glass. Always use proper eye and hand protection.

REMOVING OLD GLASS

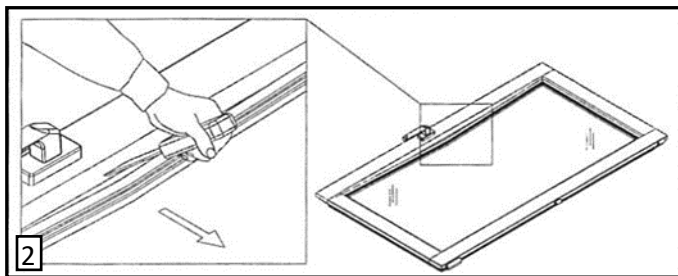
1. If possible, remove sash from frame and place on flat sturdy surface interior side up (stationary sash are normally reglazed in position).
2. Cut the glazing seal by sliding a flexible putty knife between interior wood bead and glass along the entire perimeter of sash as shown in illustration 1.



3. Starting at the center of each piece, remove the wood bead by cutting between the bead and sash with a stiff bladed putty knife. Pry the bead away from the sash. See illustration 2.

CAUTION: Be careful not to mar the sash while removing the wood bead. If reusing, take care not to damage or split wood bead during removal.

4. Remove all staples from sash with a side cutter.



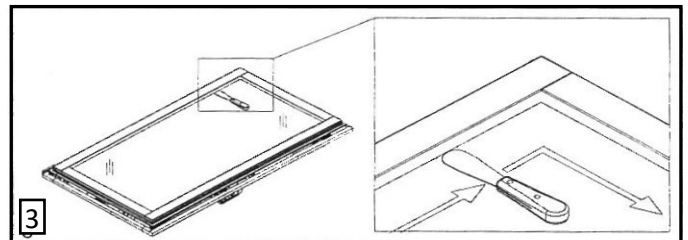
5. Carefully turn the sash over. Slide a flexible putty knife between exterior glass rabbet and glass. Push knife around perimeter of glass. See illustration 3. More than one pass may be needed to completely free glass from sash frame. If necessary, carefully push glass out from interior and remove. Note positions of glass setting blocks and set aside for reuse later.

STANDARD PARTS NEEDED

- Matching wood glazing bead
(re-use existing glazing bead if undamaged in removal)
- Replacement glass
- Glazing tape — 1/16" x 5/8"

YOU WILL NEED TO SUPPLY

- Safety glasses
- Small pry bar
- Stiff bladed putty knife
- Glazing (flexible putty) knife
- Plastic putty knife
- Neutral curing silicone with caulking gun
- Protective gloves
- Side cutter
- Hammer
- Nail set
- Wood filler
- 1-1/2" 16 ga. brad nails

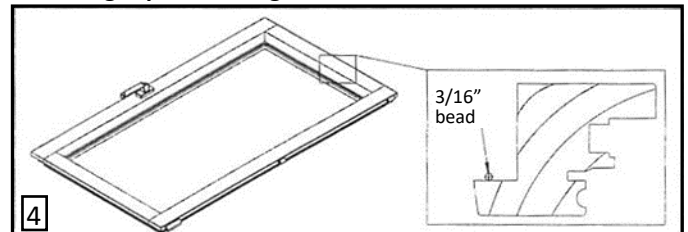


6. Clean all remaining glazing compound from glass rabbet and wood bead (if it is to be reused). It is very important that glazing surfaces are free from debris to ensure a proper seal.

INSTALLING NEW GLASS

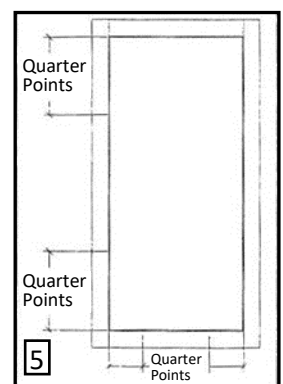
7. With a caulking gun run a 3/16" (5mm) bead of silicone centered on the glass rabbet as shown in illustration 4.

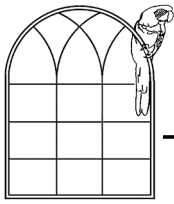
CAUTION: Always wear proper hand protection when handling replacement glass



NOTE: If reglazing with sash installed in frame be sure to replace setting blocks on bottom rail prior to installing glass. See illustration below for correct placement of setting blocks.

8. Carefully set replacement glass into sash frame. If reglazing with sash installed set bottom of glass on bottom rail then tip into place.
9. Glass must be blocked on the bottom rail and at least one side at quarter points before the glazing compound sets. If possible reuse the glass setting blocks removed previously. See illustration 5 for correct location of setting blocks. Press glass into silicone at edges to ensure a proper seal.



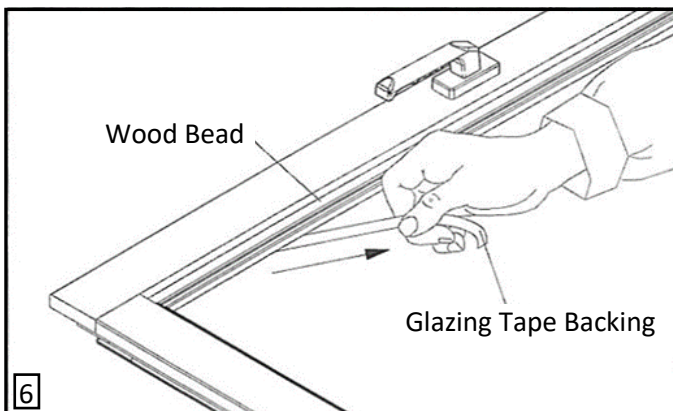


REGLAZING INTERIOR GLAZED SASH OR DIRECT SET GLASS

10. Dry fit replacement interior wood bead to ensure a proper fit. Some trimming may be necessary. **DO NOT** remove backing from glazing tape. Begin with the shortest pieces first then install the longer pieces. On Round Top units install the radius wood bead first then the bottom rail bead. When all wood bead components fit correctly remove and proceed to next step.

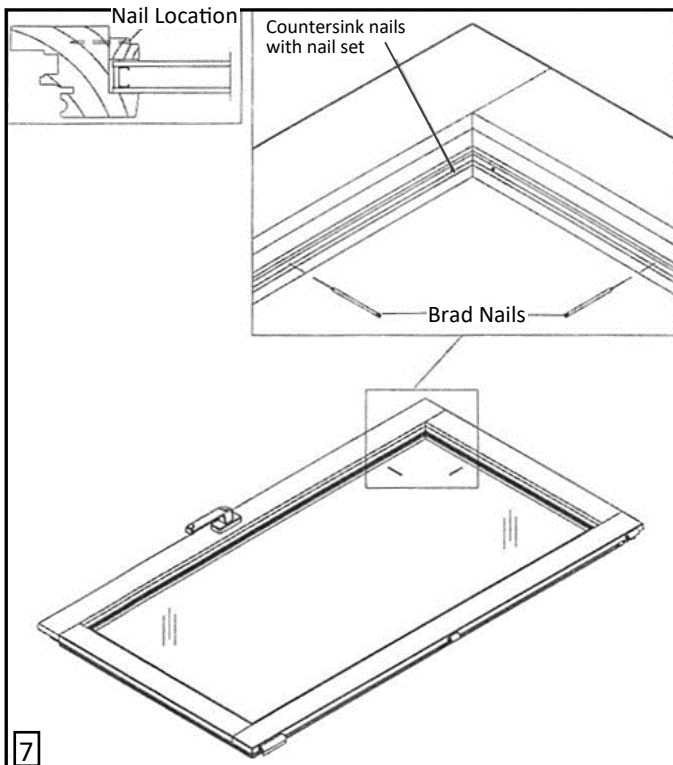
NOTE: If reusing old wood bead make sure the bottom side of bead is free from debris or adhesive residue. Apply new glazing tape to the bottom of the wood bead flush with the interior edge.

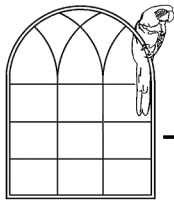
11. Fold ends of the protective backing on the glazing tape back slightly, leaving 1"-2" (25-52mm) of the glazing tape visible when removed. Beginning with the shortest pieces (or radius on a round top) install the wood bead. When properly positioned remove backing and press into place. See illustration 6
12. Press down on bead firmly and nail to sash 1" from each corner and every 4"-6" with 1-1/2" 16 gauge brad nails. Be careful not to angle nail toward glass. See illustration 7. If using a hammer to fasten wood bead, it may be necessary to place a piece of cardboard over glass to avoid damage to glass surface.



13. When wood bead is completely fastened, countersink nails with a nail set. Fill nail holes with wood filler and finish as desired following manufacturer's instructions.

NOTE: Clean excess silicone sealant from the exterior of the glass using a plastic putty knife within minutes of applying the interior bead while silicone is still wet to touch. If the silicone has set up wait 24 hours until silicone has hardened. Once cured, cut away excess silicone with a utility knife being extra careful not to score or scratch the glass.





CARE AND MAINTENANCE — QUESTIONS & ANSWERS

Questions and Answers — Regarding Care and Maintenance

1) *Is it necessary to reseal the edges of the window or door if it has been planed, sanded or trimmed to fit the unit jamb rough opening?*

Your window or door will require additional sealing to the top and bottom of the unit. This is always the case regardless of the unit being finished or prefinished from the factory. On a finished unit, when you trim the edges in the hanging process, you break the seal and must reseal the edges. Resealing is vital to prevent moisture from entering the open pores of the wood fiber in your unit. It is recommended that the top and bottom of the unit be inspected to assure the wood pores are sealed and closed. If not sealed immediately, contact your builder to complete the work.

2) *How do we touch-up nicks, scratches, or blemishes?*

Stain: We recommend you keep a small quantity of stain and sealer on hand to repair any nicks, scratches, or blemishes. After application of stain, allow two (2) to four (4) hours to dry (or longer if required due to specific product used). Then apply two (2) coats of sealer with a light sanding between the first and second coats. If large scratches exist it is recommended that a top coat of polyurethane (or other compatible top coat) be applied in addition to the stain and sealer. Application should be with a fine artist brush.

Paint: Parrett's approved paint specification for field application (touch-ups) over Parrett's factory applied paint surface is SHERWIN WILLIAMS EMERALD URETHANE paint.

3) *How should the wood window or door be cleaned?*

As with furniture, cleaning should be done with a dust cloth to maintain the beautiful finish. Dust absorbs and holds moisture on humid days and damp evenings. Dust can also hold impurities that can act like an acid thereby breaking down the finish. Do not use abrasive cleaners, solvents, soaps, or detergents as they may soften or discolor the finish. Do not wash with water. Heavy waxes are not recommended as they leave a residue. See **finishing guidelines** beginning on pg 27T for information regarding applied waxes.

4) *In dry or hot weather, an unstained line may appear around the edges of a panel. How is this corrected? (Doors Only)*

Parrett doors are constructed to provide for the panels to float freely to minimize the splitting or cracking of the work. If the panel were nailed into place, the panel would crack when atmospheric conditions caused the wood to expand and contract. The line that reveals itself during dry and hot weather is caused by normal contraction of the wood due to the expansion and contraction occurring with varying climate conditions. To eliminate this line, you can use stain and sealer for touch-up.

5) *Is decorative glass any different than regular glass?*

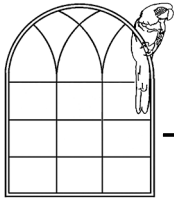
It is important to recognize that art glass is unique with every piece made. It is said that no two pieces are the same. What may appear to be an imperfection may be a natural texture commonly inherent in the type of glass. This "one of a kind" feature is what makes decorative glass uniquely beautiful.

6) *What is the warranty on Parrett's window or door?*

Parrett warrants that all products purchased (unless no warranty is noted on a specific sales acknowledgment) have a limited warranty from the date of shipment to be free from defects causing the product to be unfit for the intended use.

7) *What are the specific maintenance requirements for putty glazed glass?*

It is recognized that putty is an imperfect finished product in the sense that putty will reveal inconsistencies and imperfections in its appearance to the naked eye. The surface will vary in its level, width and height. The putty can have a degree of shrinking and slight cracking. Putty will provide an airtight and watertight seal and also allow for maintenance. It is essential that the putty be painted to protect and extend the useful life of the putty. Continued maintenance is essential for the longevity of the putty seal. It is recommended to check the putty integrity shortly after installation to ensure the putty has not been damaged in handling or transport. Once sealed with paint it is recommended to check the putty integrity annually **(at a minimum)** to ensure a tight bond to the glass and to fill any cracks or voids that might have developed. See **pg 31T for generalized finishing guidelines.**



CARE AND MAINTENANCE – QUESTIONS & ANSWERS

Questions and Answers — Regarding Care and Maintenance

8) *Is it normal for a weight & chain hung window to operate LOUDLY?*

The 45C Stainless Steel Chain will result in slightly louder operation than our standard 45 Brass Chain. Stainless steel chains are necessary to use when weight limits of the brass/bronze chain are exceeded by sash weight. Additional, this 45C Stainless Steel Chain will require periodic applications of Moly Chain Lubricant for optimal operation.

9) *Why is there a “logo” in the corner of the glass in my window/door?*

Typically a small “logo” or “bug” is visible on applicable glass makeups relevant to SGCC standards. Upon request, Parrett can accommodate customer specifications that require a less visible glass identification. Depending on the glass manufacture specified, Parrett can utilize glass either omitting the logo, or have it placed at the extreme edge of the glass where it may be full covered by the wood interior glass glazing stop, and therefore not be visible.

10) *What are the unique maintenance requirements for piston awning windows?*

Pistons are utilized for lifting the sash on Parrett piston awning windows. Pistons are designed to provide lift and closing support to the sash of the window and will perform for many cycles. It is vital to know that the piston hardware will eventually lose power and will eventually need to be replaced. Parrett will not assume any responsibility for the lack of maintenance to the piston hardware and its eventual failure. This is to include damage caused to the window unit, to parts and items not related to the window and any human physical harm that may come about.

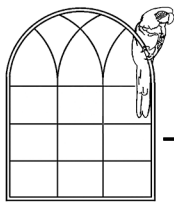
The awning window should not be left in an open position for an extended period of time due to the excessive weight and strain placed upon the pistons.

11) *For units with electrified/motorized operation, will units be operable in the event of a power outage?*

Standard Parrett electrified/motorized windows and doors rely on electrical power from the building that they are installed into. If the building loses power, the units may not be able to be opened/closed (a motorized piston awning CANNOT be opened/closed manually). It is NOT recommended to operate and then leave an electrified/motorized unit in the OPEN position if harsh weather conditions are forecasted.

Additional solutions such as a backup power supply may also be considered and installed by others to allow operation of a unit during a power outage.

Please see our complete written warranty for details. Or visit www.parrettwindows.com.



FORMS

RETURN AUTHORIZATION

The Return Authorization Form needs to be completed by Parrett prior to returning the product to the company.

Parrett will not accept any returned product without an approved Return Authorization Form.

SERVICE REQUEST

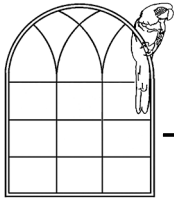
For any products supplied by Parrett that may require service or repair as specified by the Parrett warranty, please complete the Service Request Form.

Upon inspection by a representative of Parrett, any approved service or repair work, at the discretion of Parrett, will be completed by a Parrett service technician, by its dealer, or an independent repair service company approved in written form by Parrett.

Parrett will NOT be responsible for any costs associated with any service, repair, or warranty work that is performed by its dealers or an independent repair or service company without prior written authorization and written approval by Parrett.

PARRETT REVIEWS & TESTIMONIALS

Parrett appreciates & encourages customer feedback in order to facilitate our goal of continuous improvement. Please feel free to complete the attached feedback form and return to us by email to info@parrettwindows.com, or fax to us at 715-654-6555. Please note that by returning the form, or leaving reviews on 3rd party websites that in order to receive entry into any Parrett promotion, contest or giveaway that you agree to grant permission to Parrett to post any/all feedback information on Parrett's website, social media accounts, and/or print publications.



Parrett
Windows & Doors

Warranty / Technical

RETURN AUTHORIZATION FORM

Date _____

RA# _____

Parrett Inside Salesperson _____

Account # _____

Account Name _____

City _____ State _____

Attention _____

Invoice # _____

Invoice Date _____

PO# _____

Drawing # _____

ITEM(S) BEING RETURNED

Quantity _____

Description _____

Reason for Return _____

Action to be taken by Parrett Upon Return _____

Received By _____ Date _____

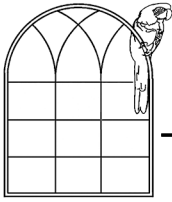
Freight Company _____ PO# _____

Please attach a copy of this form to each item being returned

Plant Completion Date of Return _____

Authorized By _____

Send to: Parrett Manufacturing, Inc.
690 E. Second Avenue
P.O. Box 440
ParreDorchester, WI 54425



Parrett
Windows & Doors

Warranty / Technical

SERVICE REQUEST FORM

Date _____

Customer Name _____

Account # _____

Customer Address _____

Ship To: _____

Original Order # _____

New Order # _____

Original Invoice # _____

New Invoice # _____

Customer PO# _____

Customer PO # _____

Original Order Date _____

Drawing # _____

Service Request _____

Total Invoice Credit \$ _____

Applied to: ☐ Original Invoice

☐ New Invoice

Replacement Glass - Homeowner's Name _____

Address _____

City _____ State, Zip _____

Phone # _____

All requests for replacement items will require verification that the item is defective.
The return of the item may be requested.

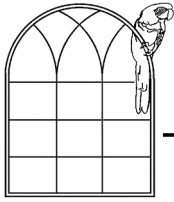
Authorization Return # for Return Items

Prepared By _____ Approved By _____

PURCHASING USE ONLY:

Vendor Name _____ Original PO# _____ New PO# _____

Send to: Parrett Manufacturing, Inc.
690 E. Second Avenue
P.O. Box 440
Dorchester, WI 54425



Parrett
Windows & Doors

Warranty / Technical

FEEDBACK FORM

At Parrett, we strive to exceed our customers' expectations, and your feedback is the most important tool for us to achieve this. We'd love to hear about your experiences with our windows & doors. We encourage truthful feedback whether it is positive or negative. All feedback received is reviewed by ownership and the production supervisors to make any possible improvements if necessary. As stated on Pg 46T, Parrett may use your information provided for marketing purposes unless specifically instructed otherwise.

Parrett Sales Engineer, Technical Staff Review, and Management *Employees*

Customer Service Level Provided

- ☐ Outstanding
- ☐ Very Satisfactory
- ☐ Satisfactory
- ☐ Unsatisfactory
- ☐ Poor

Product Knowledge Displayed

- ☐ Expert
- ☐ Highly Knowledgeable
- ☐ Knowledgeable
- ☐ No Knowledge

Understanding of Customer Needs

- ☐ Outstanding
- ☐ Very Satisfactory
- ☐ Satisfactory
- ☐ Unsatisfactory
- ☐ Poor

PROVIDE ADDITIONAL COMMENTS TO
HELP US UNDERSTAND YOUR CHOICES: _____

Parrett Window & Door *Products*

Quality & Durability of Units

- ☐ Outstanding
- ☐ Very Satisfactory
- ☐ Satisfactory
- ☐ Unsatisfactory
- ☐ Poor

Lead Time & Ordering Process

- ☐ Outstanding
- ☐ Very Satisfactory
- ☐ Satisfactory
- ☐ Unsatisfactory
- ☐ Poor

Value Compared to Competitors

- ☐ Outstanding
- ☐ Very Satisfactory
- ☐ Satisfactory
- ☐ Unsatisfactory
- ☐ Poor

PROVIDE ADDITIONAL COMMENTS TO
HELP US UNDERSTAND YOUR CHOICES: _____

***Overall Experience* with Parrett Windows & Doors**

Would You Order from Us Again?

- ☐ Outstanding
- ☐ Very Satisfactory
- ☐ Satisfactory
- ☐ Unsatisfactory
- ☐ Poor

Would you Recommend Parrett?

- ☐ Outstanding
- ☐ Very Satisfactory
- ☐ Satisfactory
- ☐ Unsatisfactory
- ☐ Poor

Overall Experience with Parrett

- ☐ Outstanding
- ☐ Very Satisfactory
- ☐ Satisfactory
- ☐ Unsatisfactory
- ☐ Poor

PROVIDE ADDITIONAL COMMENTS TO
HELP US UNDERSTAND YOUR CHOICES: _____

Contact Information

Your Name: _____

Company: _____

Project Name: _____

Phone #: _____

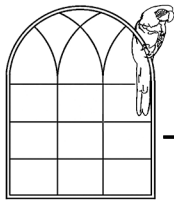
Email: _____

Your Position: _____

Additional Comments: _____

Send to:

Parrett Manufacturing, Inc.
690 E. Second Avenue
P.O. Box 440
Dorchester, WI 54425



GREEN INITIATIVES

Choosing products that are the most durable and energy-efficient for your project is one of the most important aspects. That's why at Parrett, we make every effort to provide the highest quality specialty windows, doors, grilles, and mouldings in an environmentally conscientious manner.

Innovation and Design

Our products are designed to achieve the best possible energy performance while being exceptionally durable and requiring little maintenance. Not only does Parrett work hard to provide optimal energy performance, but we also pay close attention to the recycling and environmental issues that occur in the manufacturing process.

Materials and Resources

Recycling is a very important part of our society and Parrett has taken responsible measures to make sure we are doing our part. Many of the materials that we use are recycled or reused. Not only do we recycle materials, but many scrap parts are used as raw materials by others, including our glass, wood, aluminum, and vinyl. *Included but not limited to are items that we recycle or reuse:*

- | | | | |
|---------------------------|--------------------------|--------------------------|-------------------|
| • Aluminum | • Antifreeze | • Batteries | • Cardboard |
| • Cardboard Barrels | • Computers & Components | • Copper | • Electric Waste |
| • Fluorescent Light Bulbs | • Freon | • Glass from Windows | • Glass Bottles |
| • Hazardous Waste | • Heavy Cardboard Strips | • Metal | • Metal Drums |
| • Oil and Oil Filters | • Paper | • Plastic | • Plastic Bottles |
| • Pop Cans | • Sawdust and Wood Chips | • Scrap Metal | • Shrink Wrap |
| • Steel Banding | • Tires | • Vinyl Extrusion Scraps | • Wood Pallets |
| • Wood Scraps | | | |

Parrett has taken many steps to associate ourselves with suppliers who are environmentally conscious as well. Most of our components are sourced within 500 miles of our manufacturing facilities in Dorchester, WI and Stetsonville, WI. The bulk of the lumber used in our wood products comes from managed forests, and some of the mills that provide for us are certified by the Sustainable Forest Initiative (SFI) or the Forest Stewardship Council (FSC).

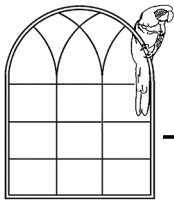
We also have strict programs in place for air quality issues, hazardous waste, storm and waste water, and pollution prevention.

At Parrett, we believe it is important that we are always environmentally conscientious not only for the sake of our customers, but for our employees, family members and our planet. We want to make sure the people around us have the opportunity to enjoy our beautiful natural resources for many generations to come.

Energy Performance

Parrett energy-efficient windows and doors meet and exceed the requirements set forth by several different energy saving organizations. Meeting energy requirements is an important part of achieving LEED-H certification and for other green building rating systems as well. Energy efficient products reduce the amount of solar heat, your project will be able to reduce the size of air conditioning units to maintain cooler temperatures. For our windows and doors to provide the best energy efficiency, they must be flashed, caulked, and sealed at the time of installation. Please see window or door installation instructions. All of our products are shipped with detailed installation instructions as well.

For specific U-Value and SHGC information on a particular unit type, please contact Parrett for test report information.



CERTIFICATIONS

Parrett is proud to be affiliated with several prestigious organizations within the window and door industry. Through extensive third-party testing of our fixed and operating units, custom shapes and numerous glazing options, we have successfully tested several unit types to within industry leading standards. Parrett sources high performance glass from several glass vendors to provide our customers with the optimal performance based on their specific requirements. The glass performance also is affected by the geographic region that the windows will be installed.

If you are interested in learning more about Parrett's window performance testing, ask your Parrett representative today. We'll be glad to assist you in choosing the most efficient products for your geographic region.

Professional Affiliations



**AMERICAN INSTITUTE
OF ARCHITECTS**
Continuing Education Program



**NATIONAL
PARK SERVICE**



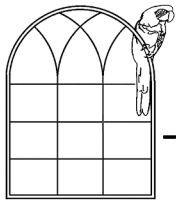
The mark of
responsible forestry

**FOREST STEWARDSHIP
COUNCIL**



STATE OF FLORIDA
Impact Certified





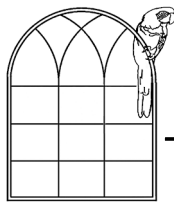
TEST REPORTS BY PRODUCT TYPE

Multiple standard products of Parrett are labeled with the Window & Door Manufacturers Association (WDMA) Hallmark Certification. WDMA Certification is based on the performance of a single window/door sample of the product type at the time of manufacture.

Multiple standard Parrett products are labeled with National Fenestration Rating Council (NFRC) ratings. NFRC ratings are based on a combination of computer simulations and physical testing of product samples. Certifications and ratings typically apply to single products only; and NOT factory/jobsite mulled combined window/door configurations

Performance of individual window/door products may vary and will change over time, depending upon the specific conditions of use. WDMA certifications, 3rd party independent testing agency test results, and NFRC ratings are not performance warranties.

Visit www.wdma.com for details on Hallmark Certification. Visit www.nfrc.org for details on NFRC Energy Performance ratings.



TEST REPORTS BY PRODUCT TYPE

| FIXED WINDOWS (NO SASH) | Rating | Glass Thickness | Standard |
|------------------------------------------------|---------------|------------------------|------------------------------|
| Alum. Clad 60 x 120 Direct Set | F-C55 | 1" | AAMA/WDMA/CSA |
| Primed All Wood 60 x 120 Direct Set | F-C55 | 1" | AAMA/WDMA/CSA |
| Alum. Clad 60 x 120 Direct Set Exterior Glazed | F-C55 | 1" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| PVC 60 x 120 Direct Set | F-C55 | 1" | AAMA/WDMA/CSA |

| FIXED WINDOWS (WITH SASH) | Rating | Glass Thickness | Standard |
|-----------------------------------------------------|---------------|------------------------|------------------------------|
| Primed All Wood 86 x 86 Direct Set with Sash | F-HC50 | 1" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Alum. Clad 86 x 86 Direct Set with Wood Sash | F-C50 | 1" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Alum. Clad 60 x 120 Direct Set with Alum. Clad Sash | F-C60 | 1" | ANSI/AAMA/NWWDA/101/I.S.2-97 |

| OUTSWING CASEMENTS (CRANKOUT) | Rating | Glass Thickness | Standard |
|--------------------------------------------------|---------------|------------------------|------------------------------|
| Alum. Clad 30 x 60 Outswing Casement | C-C40 | 3/4" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Primed All Wood 48 x 48 Outswing French Casement | C-C50 | 1/2" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Primed All Wood 36 x 72 Outswing Casement | C-C55 | 3/4" | AAMA/WDMA/CSA |
| Primed All Wood 32 x 60 Outswing Casement | C-C85 | 3/4" | AAMA/WDMA/CSA |
| Alum. Clad 48 x 60 Outswing French Casement | C-C40 | 3/4" | AAMA/WDMA/CSA |

| INSWING CASEMENTS & TILT-TURNS | Rating | Glass Thickness | Standard |
|-------------------------------------------------|---------------|------------------------|------------------------------|
| Primed All Wood 24 x 48 Inswing Casement | C-C80 | 1" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Primed All Wood 40 x 72 Inswing Casement | C-C40 | 1" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Primed All Wood 48 x 48 Inswing French Casement | C-C60 | 1" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Primed All Wood 48 x 71 Inswing Tilt Turn | DAW-C55 | 1" | AAMA/WDMA/CSA |
| Alum. Clad 48 x 71 Inswing Tilt Turn | DAW-C60 | 1" | AAMA/WDMA/CSA |

| AWNINGS & HOPPERS | Rating | Glass Thickness | Standard |
|----------------------------------------|---------------|------------------------|------------------------------|
| Alum. Clad 60 x 32 Awning | AP-C40 | 3/4" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Primed All Wood 60 x 32 Inswing Hopper | AP-LC60 | 1" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Primed All Wood 60 x 36 Awning | AP-C55 | 3/4" | AAMA/WDMA/CSA |
| Primed All Wood 48 x 32 Awning | AP-C70 | 3/4" | AAMA/WDMA/CSA |

| HUNG WINDOWS (SINGLE OR DOUBLE) | Rating | Glass Thickness | Standard |
|-----------------------------------------------------------|---------------|------------------------|-------------------------------------------------------------------|
| Primed All Wood 44 x 75 Single Hung | H-LC50 | 3/4" | ANSI/AAMA/NWWDA/101/I.S.2-97 |
| Primed All Wood 56 x 91 Single Hung Spiral Balance | H-C55 | 1" | AAMA/WDMA/CSA |
| Primed All Wood 60 x 99 Single Hung Magnum Spiral Balance | H-C45 | 1" | AAMA/WDMA/CSA |
| Primed All Wood 62 x 91 Double Hung Weight and Chain | H-C70 | 3/4" | AAMA/WDMA/CSA |
| Primed All Wood 44 x 75 Double Hung Spiral Balance | H-LC75 | 3/4" | AAMA/WDMA/CSA 101/1.S.2/A440-05 & ANSI/AAMA/NWWDA 101/1.S.2-97 |
| Alum. Clad 56 x 91 Double Hung Spiral Balance | H-C55 | 1" | AAMA/WDMA/CSA 101/1.S.2/A440-05 & ANSI/AAMA/NWWDA 101/1.S.2-97 |

As a custom manufacturer, Parrett is always expanding our listing of unit testing, and offer the unique ability to design and manufacture a unit that will meet your exact testing requirement specifications. Reach out to your inside sales representative at Parrett for more information on design pressure, energy efficiency, impact certification, and/or STC/OITC performance.