

Loewen Inc.

20/10 U.S. LIMITED WARRANTY

20 YEAR LIMITED INSULATED GLASS WARRANTY

Loewen Inc. (Loewen) warrants qualifying insulating glass units manufactured by Loewen against defects in workmanship or materials for twenty (20) years. Any appearance of moisture or distortion on the glass inside the air space resulting from a failure of the hermetic seal will be replaced with a qualifying insulating glass unit.

Qualifying insulating glass units consist of HEAT-SMART®, Sun 140 (240), Sun 145, dual clear insulated units and units manufactured with capillary tubes. Qualifying insulated glass units with defective hermetic seals will be replaced with new product or components and installed by Loewen or approved technicians free of charge for the first two (2) years of the warranty. After this time, Loewen will deliver the replacement insulating glass unit to the retailer where the product was purchased and the customer will be responsible for the arrangement and cost of installation. The installation of the insulating glass unit must meet Loewen-approved specifications. At its option, Loewen may elect to refund the original customer's purchase price of the insulating glass unit if it is determined that replacement is not practicable.

10 YEAR COMPONENT LIMITED WARRANTY

Loewen warrants all non-glass components including locks, hardware, hinges, steel door panels and wood components against defects in materials or workmanship that affect product performance for a period of ten (10) years from the date of original purchase.

During the first two (2) years of the warranty period, Loewen, at its sole option, may repair the defective component at no cost, or provide and install replacement parts at no cost. Thereafter Loewen will replace defective parts with the same or equivalent product(s) or component(s) free of charge for the remaining warranty period by delivering the replacement components to the dealer where the product was purchased and holding the customer responsible for the arrangement and cost of installation. At its option, Loewen may elect to refund the original customer's purchase price of the product component(s) if it is determined that repair or replacement is not practicable.

METAL CLAD COATINGS

All metal cladding carries a limited warranty against cracking, checking or peeling (adhesion loss) of the coating on standard colors for ten (10) years from the date of original purchase.

Products in coastal locations should be cleaned with mild detergent soap and water. This should be done every three (3) months as a minimum, and more frequently if necessary to minimize the build-up of salt or corrosive residue. Any chips or scratches must be repaired immediately and not left exposed to the elements.

REPLACEMENT PARTS & LABOR

Replacement parts and labor by Loewen staff or agents are warranted for ninety (90) days or the balance of the existing warranty, whichever is greater.

WARRANTY CONDITIONS

THE LIMITED WARRANTY SET FORTH BY LOEWEN IN THIS DOCUMENT, EFFECTIVE JANUARY 31, 2006, IS THE ONLY EXPRESS WARRANTY APPLICABLE TO THESE PRODUCTS. NO ONE IS AUTHORIZED TO MODIFY OR EXPAND THIS LIMITED WARRANTY. THE ABSOLUTE LIMIT OF LOEWEN'S LIABILITY IS THE PURCHASE PRICE OF THE PRODUCT.

THERE IS NO OTHER EXPRESS WARRANTY. ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY PROVIDED HEREIN. THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY, AND LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER ANY AND ALL WARRANTIES IS EXCLUDED TO THE EXTENT PERMITTED BY LAW.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

This limited warranty applies to the original customer in an owner occupied residence on product purchased and installed in the United States. The warrantor is Loewen Inc., a Georgia corporation. See the reverse side for additional important conditions.



WARRANTY LIMITATIONS

Non-qualifying insulating glass units manufactured by Loewen, including Triple Clear, Tranquility® Glazing, StormForce™ IP, and Etched Glass, carry a non-prorated ten (10) year limited warranty against premature seal failure from the date of original purchase. The following limitations apply to all qualifying and non-qualifying units: Hermetic insulating glass units must be installed according to specifications approved by Loewen and the original customer must properly care for all wood items to protect against moisture and excessive dryness. Furthermore, the original customer must ensure that all surfaces, interior and exterior, top and bottom, are thoroughly painted, varnished or sealed by finishing standards acceptable to Loewen. Replaced insulating glass units carry the remainder of the original insulating glass unit warranty. All replacement insulating glass units that are not a warranty replacement are warranted against seal failure for ten (10) years. Decorative door lite units carry the manufacturer's warranty. Laminated glass is limited to a five (5) year warranty against obstruction of vision due to delaminating of the glass, including all products manufactured with laminating glazing for applications where impact resistant products are required or specified by local building codes. Electric window operators supplied with Loewen products are limited to a one (1) year warranty from date of original purchase.

Product and components of current design may be substituted for the original product purchased. Replacement parts are covered for the duration of the original parts warranty only. Texture and color variation and nail holes are not considered defects. In instances where labor is covered by warranty, Loewen will cover all labor costs for replacing or repairing components in areas within sixty (60) miles of the original point of purchase. Otherwise, labor and/or mileage expenses may be charged.

EXCLUSIONS

This limited warranty excludes coverage for damage to window or non-window components or materials as a result of the failure of components covered by the warranty. Insulating glass units installed in windows not manufactured by Loewen are excluded from this warranty. This warranty does not cover: repainting or refinishing costs after replacement of defective components; normal wear or discoloration of finishes, including tarnishing; and condensation or frost on exposed surfaces of the insulating glass unit, either on the inside or on the outside of the house resulting from excessive humidity. In addition, this warranty does not cover: cracked, shattered or broken glass; damage due to application of films, fixtures or decorations; damage due to direct heat; damage or failure of hermetic seals from improper installation; damage from accident, improper handling, alteration or misuse; damage occurring in transit after leaving the Loewen plant or Loewen truck; and damage occurring in the original customer's storage facility, on site prior to or during construction, through vandalism, theft, or from any other cause beyond Loewen's control. Loewen is not responsible for: damage resulting from failure to follow the manufacturer's installation instructions; deficiencies in construction, building design and maintenance; and damage resulting from exposure to weather or excessive humidity while in an unfinished or unprotected state. Minor glass imperfections which do not impair structural integrity or obscure normal vision, including minor scratches and curvature of the glass, are not considered defects and are excluded from coverage. Defects shall be defined by the Loewen Quality Standard. Loewen will not be responsible for: damages as a result of nonstandard and/or improper installation including non-vertical, upside down, on the side, out of square and out of plumb; installation in structures lacking adequate moisture drainage or moisture management including units installed without flashing and units with Exterior Insulation and Finish Systems ("EIFS") without proper drainage systems; other manufacturer's insulating glass units unless installed by Loewen; insulating glass units manufactured with Georgian Polished Wire glass installed in doors; corrosion related damage from use in corrosive environments or proximity to corrosive materials; and for performance levels under extreme conditions which exceed specifications of performance test results.

Minimal flexing of door panels or door warpage is considered a defect when the deflection exceeds 8 mm (5/16"), providing the door is manufactured with standard lock and hinge preparation. Door warpage without a multi-point locking system, and minute fracturing of paint finishes are not considered defects and are excluded from coverage.

WARRANTY REGISTRATION

Registering your warranty allows Loewen to respond more quickly should a future claim issue arise.

TO REGISTER:

- Complete the warranty registration online at www.loewen.com; or
- Call 1-800-563-9367 or 204-326-6446; or
- Fax registration form to 1-800-563-9361 or 204-326-5227; or
- Mail to: Loewen Inc.
Attn: Warranty
77 Highway 52 West
Steinbach, MB Canada R5G 1B2

CLAIMS PROCEDURE

- Be sure to file claims within the warranty coverage period.
- To make a claim, contact the Loewen dealer where the original purchase was made.
- Provide information verifying date of purchase.

If the problem is not resolved within a reasonable period of time, please contact Loewen Customer Job Site Services at cjs@loewen.com, phone 1-800-563-9367 or fax 1-800-563-9361.

Loewen may have a representative inspect the product and remove samples for technical analysis.

The Loewen logo is a stylized, cursive script of the word "Loewen" in white, set against a red rectangular background. A small "TM" trademark symbol is located to the right of the logo.

TM