Timberline Collection Express Limited Warranty

ELEPHANT WINDOWS & DOORS

This Timberline Collection Express Limited Warranty applies to eligible products purchased through an authorized Elephant channel and installed within the United States.

R70 / R90 screen coverage is governed by the Fusion warranty.
See the controlling revision on the next page. Effective November 9, 2026.





Warranty Revision

EFFECTIVE DATE AND PRIORITY

This revision applies to orders accepted on or after November 9, 2026. Earlier orders retain the warranty commitments applicable when accepted. This revision does not retroactively reduce existing rights. The provisions on this page replace conflicting provisions in the following warranty. Other coverage periods and terms remain unchanged.

COVERAGE START DATE

All stated coverage periods begin when the product is first delivered to the original purchasing customer or that customer's authorized recipient at the agreed delivery location. For customer pickup, the pickup date applies. Delivery or pickup records establish the date. Deposits, factory shipment, and later installation do not determine or extend the start date. Proper storage and protection remain required. Replacement parts retain only the remaining original coverage period. Every reference in the following warranty to a period beginning at shipment, receipt in California, or another start date is replaced by this rule.

SCREENS AND SCREEN DOORS

Screens and screen doors do not receive this collection's general window or door coverage. R70 and R90 have a separate eighteen (18) month limited warranty under the Fusion Collection warranty, including for material or manufacturing defects in supplied mesh, frames and operating components. Other screen and screen-door models have no additional Elephant express limited warranty. Rights that cannot lawfully be excluded remain unaffected. Screen doors belong to the Fusion Collection. Any blanket exclusion of screens in the following text is subject to this R70/R90 exception. The collection-specific exclusions do not cancel that independent coverage.

PRESERVATION OF LEGAL RIGHTS

Nothing in this warranty excludes or limits rights or remedies that cannot lawfully be excluded, including applicable implied warranties. Any contrary disclaimer of implied warranties, blanket 'AS IS' exclusion for custom products, or statement purporting to negate legally binding express warranties does not apply. Customization alone does not eliminate the expressly stated coverage; any product-specific variation must be clearly disclosed and agreed in writing before purchase and remain subject to applicable law.

HOW TO READ THE WARRANTY

The following original-format pages retain their original page numbering. This revision is part of the same warranty and controls if the wording differs. Screen-model details are stated in the Fusion Collection warranty available at www.elephant-windows.com/warranties/.

Elephant Windows & Doors Inc. Timberline Collection Express Limited Warranty

Elephant Windows & Doors Inc. ("Elephant") thanks you for purchasing our products. This Limited Warranty applies to Timberline Collection aluminum-clad wood windows and doors purchased through an authorized Elephant distributor or dealer and installed in a structure in the United States.

Coverage extends to the first end user and transfers to subsequent end users for the remaining applicable period, provided the products remain in the original structure. Products must be installed, finished, maintained, and operated in accordance with Elephant's instructions.

The coverage periods below begin on the date of shipment from Elephant. For California residents, coverage begins when the original products are received by the first end user. Builders of speculation homes are considered end users. A replacement does not restart a warranty period.

For covered defects, Elephant will repair, replace, or refund as described under Remedy. Screens and screen doors are excluded from this Limited Warranty. Screen doors are part of the Fusion Collection.

GENERAL PRODUCT

Except where a different period is expressly stated below, Timberline windows and doors, including their wood structural components, are warranted for ten (10) years against defects in materials or workmanship that render the product unserviceable or unfit for its ordinary intended use. Natural wood characteristics and damage caused by moisture, inadequate sealing, installation, or maintenance are subject to the exclusions below.

INSULATED GLASS

Standard insulated glass units smaller than sixty (60) square feet are warranted for twenty (20) years against seal failure that creates a permanent visual obstruction between the panes. Standard units measuring sixty (60) square feet or more are covered for ten (10) years for the same seal failure. Covered seal-failure remedies apply to the glass unit; removal and installation labor are excluded.

Non-tempered glass is warranted for ten (10) years against stress cracks caused by a manufacturing defect in materials or workmanship. Impact damage, edge damage after delivery, and spontaneous breakage of tempered glass are excluded.

Specialty glass, including laminated, colored, bent, art, electrochromic, and Polymer Dispersed Liquid Crystal (PDLC) glass, is covered only to the extent of the applicable supplier's written warranty identified with the quote. The standard seal and stress-crack periods above do not override those specialty terms.

This Limited Warranty does not cover changes in thermal efficiency or the amount of argon or other inert gas present in insulating glass. Inert gas dissipates over time and may be ineffective in products with capillary tubes.

SURFACE FINISH – ALUMINUM

Standard factory-applied painted exterior aluminum finishes are warranted for twenty (20) years against manufacturing defects causing cracking, checking, peeling, or loss of adhesion under normal atmospheric conditions. This coverage does not warrant an unchanged appearance or exclude the need for routine cleaning and maintenance.

Factory-applied anodized and specialty exterior finishes are warranted for five (5) years against manufacturing defects causing loss of adhesion or finish failure. Natural variation, normal weathering, and color differences between production lots or replacement parts are not defects.

The finish supplied for the order and any product-specific finish designation must be identified in

the written order documents. The separate terms below apply in high-salt or corrosive environments.

FACTORY-APPLIED INTERIOR WOOD FINISH

Factory-applied interior wood finishes are warranted for five (5) years against manufacturing defects causing peeling, cracking, or loss of adhesion under normal interior conditions. Primer-only products and finishes applied at the job site are not covered by this finish warranty.

Natural variations in grain, texture, color, and absorption, and normal changes caused by light exposure or aging, are not defects. Unfinished, cut, or exposed wood surfaces must be properly sealed and maintained in accordance with the supplied finishing instructions. Damage caused by excessive moisture, condensation, standing water, or neglected finish maintenance is excluded.

AREAS OF HIGH SALT CONCENTRATION

For standard factory-painted exterior aluminum finishes in areas within 5,000 feet of a saltwater shoreline at mean high tide, or other saltwater or corrosive environments, coverage is ten (10) years against manufacturing defects causing abnormal corrosion or loss of adhesion. This period replaces the standard twenty-year exterior finish period for such exposure.

Abnormal corrosion means peeling, flaking, or blistering beyond the deterioration normally expected in these environments. Regular cleaning and Elephant's prescribed maintenance are required. Anodized and specialty finishes are not covered for salt-related corrosion or deterioration unless specifically covered in the written terms supplied for the order.

REMEDY

This Limited Warranty is not a warranty of future performance, but only a warranty to repair, replace, or refund. Upon receipt of a claim that is covered and not excluded pursuant to the terms herein, Elephant will, at its option: (1) repair or replace the product or component, or (2) refund the price received by Elephant for the product or component. Product removal, installation, finishing, refinishing, and disposal costs and services are not included in this Limited Warranty. Labor and travel expenses are not covered under this Limited Warranty. The remedies provided by this Limited Warranty apply only when the Elephant products have been paid for in full, installed, finished, maintained, and operated in accordance with Elephant’s instructions and pursuant to all other terms, conditions, and exclusions provided herein. Elephant will make all attempts to supply original replacement parts; however, replacement parts may differ from the original parts. The warranty period for replacement products, including any upgrades thereto, furnished pursuant to this Limited Warranty, will be limited to the remainder of the warranty period provided for the original product. Thus, receipt of replacement products does not re-start the warranty coverage period.

HARDWARE AND OTHER PRODUCT PARTS AND COMPONENTS

Elephant warrants that the mechanical operation of the hardware in the window and door products will be free from defects rendering the operation unfit for ordinary use for a period of ten (10) years from the date of shipment. Likewise, stainless steel hardware, or hardware specially coated to be protected in or installed in areas of high salt concentration, will be free from defects that result in abnormal finish deterioration for ten (10) years from the date of shipment. Elephant warrants that the electronic hardware operation, sensors and integration componentry and other motorized accessories, window opening control devices and weatherstripping in its window and door products will be free from defects in workmanship and materials which would render them unserviceable or unfit for ordinary use for a period of two (2) years from date of shipment.

WARRANTY EXCLUSIONS AND LIMITATIONS

Elephant offers NO WARRANTY for any of the following:

• Screens and screen doors, including their mesh, frames, operating mechanisms, and related screen components. Screen doors are part of the Fusion Collection.

• Wood grain, color, texture, natural aging, or ordinary seasonal movement that does not render the product unserviceable.

• Wood deterioration, rot, swelling, splitting, or distortion caused by water exposure, improper humidity control, inadequate sealing or finishing, or failure to follow maintenance instructions. Permanent distortion caused by a manufacturing defect remains subject to General Product coverage; no numerical warp tolerance is created by this document.

• Defects and/or damage caused by improper or inadequate: handling, non-Elephant shipping delivery, installation, field glazing, storage, job site finishing, and/or failure to follow Elephant maintenance requirements.

• Improper use or application of the product, negligence, abuse, normal wear and tear, or damage due to environmental or natural elements.

• Claims relating to or resulting from the product's installation or use in applications which exceed the product's performance design standard.

• Products manufactured using specifications and/or designs specified by or on behalf of the end user which are inconsistent with Elephant's standard specifications.

• Products which have been modified by others.

• Field mulls and field finishes.

• Dual pane insulated glass without capillary tubes installed more than 5,000 feet above sea level, or triple pane insulated glass without capillary tubes installed more than 3,500 feet above sea level.

• Allowable glass imperfections as outlined in ASTM or other industry standards which do not affect structural integrity including, but not limited to, glass color and tempered glass distortions.

• Stepped edge insulated glass units.

• Spontaneous breakage of tempered glass.

• Rattling or movement of grilles/bars in the airspace, glass having field-applied films or coatings, or incorporating night insulation.

• Claims relating from condensation, frost, mold, mildew, or fungus on product surfaces.

• Unapproved products, finishes, or glass installed/used near swimming pools, whirlpool tubs, spas, or other high humidity, aggressive atmosphere areas, or sources of chlorine, unless expressly approved and covered in the written terms for the order.

• Variations in the color of anodized finishes. Anodized portions of the product will vary due to aluminum alloy and factors in the anodization process.

• Normal wear of the product or normal discoloration of finishes including, but not limited to, anodized finishes and the tarnishing of brass and/or oil-rubbed finishes.

• Hardware not specifically designated for use in saltwater or aggressive atmospheric conditions.

• Any product installed into a system or structure which does not allow for proper moisture management or proper drainage of moisture, such as Exterior insulation and Finish Systems (EIFS), also known as synthetic stucco or other like barrier types of construction.

• Corrosion (except for abnormal corrosion discussed above), wear, or failure of components due to environmental conditions such as air pollutants, acid rain, chemicals, accumulation of concentrated salt deposits, or exposure to other highly corrosive or abusive substances when incorrect finish is specified.

• Products which have been cleaned with razor blades, brick wash, or other inappropriate cleaners or chemicals.

• Temporary thermal expansion, bowing, or twisting resulting from direct sunlight and/or significant differential between indoor and outdoor temperatures of units in high heat conditions.

• Units that are not properly weeped to avoid accumulation of moisture or water.

• Damage due to contact with certain metals, woods or other materials which can cause a galvanic or corrosive reaction.

• Products installed without sill pans when industry standards and building codes require the use of sill pans.

• Products that have been stressed and strained from job site handling building movement or settlement.

• Products with improperly installed security systems.

• Claims relating to personal or other injury resulting from falls from windows whether or not the windows encompassed screens and/or window opening control devices (WOCD). Screens are NOT designed to prevent falls. WODCs must be tested monthly, and children must be supervised near open windows.

DISCLAIMERS, LIMITATIONS, AND ADDITIONAL TERMS AND CONDITIONS

This express limited warranty is the only warranty offered by elephant windows & doors inc. (“elephant”) for the products and effective date referenced herein and is exclusive and in lieu of any other warranties, whether express or implied. Elephant disclaims and excludes all other express warranties, and, to the extent permitted by law, disclaims and excludes all warranties implied by law, including, without limitation, any implied warranties of merchantability, noninfringement, and fitness for a particular purpose. To the extent that applicable law prohibits the exclusion of implied warranties, the duration of any implied warranties (including, but not limited to, implied warranties of merchantability, noninfringement, and fitness for a particular purpose) relating to the products shall be limited to the applicable warranty period for that product.

Any oral or written description of the products or performance standards shall not be construed as an express warranty. Elephant shall not be liable to the end user of the product, or to anyone claiming under such user, or any other party, for any other remedies, obligations, or liabilities arising out of breach of contract or warranty, negligence, or other tort, or any theory of strict liability, with respect to the product or elephant’s acts or omissions or otherwise. Elephant’s aggregate liability with respect to any product and this limited warranty shall be limited to the amount actually paid to elephant for such product. Any custom product manufactured according to customer specifications and outside of elephant’s standard specifications is provided “as is” and without any warranty.

Under no circumstances shall elephant be liable for any costs of shipping, taxes, or labor associated with disassembly, removal, reinstallation, on-site testing, painting, staining, or any other activity necessary in connection with the reinstallation or use of the product, unless expressly provided otherwise in this warranty.

CERTIFICATIONS AND PRODUCT RATINGS

Products manufactured by Elephant Windows & Doors Inc. (“Elephant”) may be tested and certified by independent, third-party organizations. Such certifications are based on the performance of a representative sample of the product at the time of manufacture and may include ratings issued by the National Fenestration Rating Council (NFRC). NFRC ratings are derived from a combination of computer simulations and physical testing of product samples. Certifications and ratings typically apply to individual products only; however, certain factory- assembled or combined product configurations may also be certified. The actual performance of installed products may vary from the certified sample and may change over time due to environmental conditions, installation variables, and normal wear and use. Certifications and nfrc ratings are provided for informational purposes only and do not constitute warranties of performance or any other kind.

SUITABILITY

In addition to complying with all terms and conditions of this Limited Warranty, the end user must satisfy the following obligations in order to be eligible for coverage under this Limited Warranty. Prior to using or permitting use of the Product, the end user shall determine the suitability of the Product for its intended use, and the end user assumes all risks and liabilities whatsoever in connection therewith. It is the responsibility of the customer to assess all applicable site and environmental conditions, including but not limited to weather conditions, water drainage requirements, and the structural integrity of the building or structure into which the Products are installed.

Elephant Windows & Doors Inc. (“Elephant”) is not responsible for determining product suitability, compliance with local, state, or other applicable building codes, regulations, or standards, nor for the design or installation of any flashing, waterproofing, or sealing systems. Elephant shall not be liable for any defects, damages, or issues arising from or related to improper or inadequate building design, construction, installation, maintenance, or product selection. The end user agrees to inspect and evaluate the Product promptly upon delivery to ensure compliance with all specifications, quality standards, and requirements applicable to the intended use.

Any nonconformity or defect that is reasonably discoverable upon inspection must be reported in accordance with the terms of this Limited Warranty. Elephant shall have no post-sale duty to warn the end user or any third party regarding any aspect of the Product or its use.

PRODUCT IMPROVEMENTS

Elephant Windows & Doors Inc. (“Elephant”) reserves the right to modify, discontinue, or make changes to its Products or any components thereof at any time, without obligation to incorporate such changes, modifications, or improvements into Products manufactured or sold prior to the implementation of such changes.

NO WAIVER; SEVERABILITY

Elephant Windows & Doors Inc. (“Elephant”) may, in its sole discretion, extend benefits or remedies beyond those expressly provided under this Limited Warranty as a courtesy or goodwill gesture. Any such extension shall apply only to the specific instance for which it is granted and shall not constitute a waiver of Elephant’s right to strictly enforce any exclusions, disclaimers, or limitations set forth in this Limited Warranty in any other instance or circumstance. The provisions of this Limited Warranty are severable and shall be independently enforceable. If any provision of this Limited Warranty is determined to be invalid, illegal, or unenforceable by a court of competent jurisdiction, such determination shall not affect the validity or enforceability of the remaining provisions, which shall remain in full force and effect.

PROCEDURE FOR CLAIMS

Written notice of any claim under this Limited Warranty must be provided by the end user to Elephant Windows & Doors Inc. (“Elephant”) within thirty (30) days of discovery of the claimed condition, and in any event, within the applicable warranty period. Such notice shall be submitted to Elephant at: Elephant Windows & Doors Inc. 3233-B De La Cruz Blvd Santa Clara, CA 95054 Phone: +1 (408) 656-7976 Website: www.elephant-windows.com No warranty coverage shall apply in the absence of such timely written notice. Upon receipt of such notice, Elephant, or its authorized distributor or dealer, may inspect and evaluate the claimed condition and shall advise the customer regarding the disposition of the claim. Elephant shall not be liable for any Product that has been repaired, altered, or replaced without Elephant’s prior written authorization.

NOTICE OF RIGHTS

Some states do not allow limitations on the duration of an implied warranty, and some states do not allow the exclusion or limitation of incidental or consequential damages. Accordingly, the above limitations or exclusions may not apply in whole or in part in certain jurisdictions. This Limited Warranty provides the end user with specific legal rights. The end user may also have other rights which vary from state to state. No distributor, dealer, agent, or representative of Elephant Windows & Doors Inc. (“Elephant”) has the authority to modify, expand, or alter the terms of this Limited Warranty in any manner, whether orally or in writing, except through a written agreement signed by an authorized officer of Elephant.

CLASS ACTION WAIVER

Any dispute resolution proceeding arising out of or relating to this Limited Warranty or the Products shall be conducted solely on an individual basis and not on a class, collective, or representative basis. The end user expressly waives any right to participate as a plaintiff or class member in any purported class action, collective action, or representative proceeding. Any such proceeding shall not be consolidated with any other action or proceeding involving Elephant Windows & Doors Inc. (“Elephant”) or any other entity or person.

GOVERNING LAW

This Limited Warranty and all claims brought hereunder shall be governed by and construed in accordance with the internal laws of the State of California, without regard to its conflict of laws principles. Any action, claim, suit, or proceeding arising from or relating to this Limited Warranty shall be litigated solely and exclusively before the United States District Court for the Northern District of California. The parties consent to the personal jurisdiction of such court for the purposes of any such litigation and waive, fully and completely, any right to dismiss and/or transfer any action pursuant to 28 U.S.C. § 1404 or 1406 (or any successor statutes thereto) or the doctrine of forum non conveniens. In the event that the United States District Court does not have subject matter jurisdiction over such matter, then such matter shall be litigated solely and exclusively before the appropriate state court of competent jurisdiction located in Santa Clara County, California, and the parties consent to the personal jurisdiction of such courts for the purpose of such litigation.