



PANOLOCK+
MULTI-POINT LOCK



PanoLock®+ Limited Lifetime Warranty

This PanoLock+ Limited Lifetime Warranty (“Warranty”), extended by Endura Products, Inc. (“Endura”), provides that, subject to the limitations and exclusions below, and for the duration of the applicable Warranty Period the PanoLock+ brand products (“Product”) contained therein (and as detailed in Section 1 below) will be free from non-conformities in materials and workmanship.

1. **PanoLock+ Warranty Period:** Lifetime non-transferable Warranty, applicable to the original homeowner, from the date the Product was purchased from an authorized dealer
2. **Warranty:** Except as otherwise provided below, Endura warrants to the original homeowner, based on provided proof of purchase, that each Product shall be free of mechanical defects for as long as the Purchaser occupies the residential premises upon which the product was originally installed. If any Product is found to be defective Endura in its reasonable judgment, Endura will, at its option, either repair or replace the defective hardware. This Limited Warranty does not cover any labor charges to remove and/or reinstall a Product, or any other incidental, consequential, indirect, special and/or punitive damages.
3. **Warranty Exclusions:** The PanoLock+ Warranty does not cover the following:
 - (I) FAILURE OF THE PANOLOCK+ PRODUCTS DUE TO IMPROPER ASSEMBLY BY THIRD PARTIES, inconsistent with recommendations and written instructions provided by Endura or generally available in Endura’s Product Manuals as amended time to time by bulletins or other written communications on Endura’s website www.enduraproducts.com
 - (II) FAILURE OF THE PANOLOCK+ PRODUCTS DUE TO IMPROPER INSTALLATION BY A BUILDER, REMODELER OR OTHER PERSON OR ENTITY THAT INSTALLS, OR HANDLES THE PRODUCT OTHER THAN ENDURA PRODUCTS, INC., inconsistent with recommendations and written instructions provided by Endura or generally available in Endura’s Product Manuals as amended time to time by bulletins or other written communications on Endura’s website www.enduraproducts.com;
 - (III) Product that has discoloration or other defects on the finishes from normal wear and tear, scratches or abrasions
 - (IV) Defects caused by neglect, misuse, abuse or unreasonable or extraordinary use or maintenance, including use in a commercial application
 - (V) Defects caused by use of paints, solvents, other chemicals, or harsh environments or foreign substances including any airborne foreign substances
 - (VI) Product which has been subjected to improper temperature, salt, humidity or other environmental conditions
 - (VII) Natural changes to finishes that occur due to natural oxidation and “finish aging” related to frequency of use
 - (VIII) Product that has been damaged by acts of nature or by fire
 - (IX) Failure of the Warranty Holder to provide timely normal maintenance of Product;
4. **Claims:** Claims under this Warranty must be initiated within 30 days following Warranty Holder’s earliest awareness of a potential issue for which recovery arises under this Warranty. Any claims must follow specified procedures for any Claims arising from Product failures upon and subsequent to installation. Failure to follow PanoLock+ Warranty claim procedures (either timing or procedures) may void the PanoLock+ Warranty on the individual Product. To obtain help under this Warranty, or to initiate a claim, Warranty Holder should contact Endura Products, Inc. by using our online submission form at <https://www.enduraproducts.com/warranty-claims/>.



While all methods are acceptable, we recommend the use of the online submission form for faster service and convenience. The PanoLock+ Warranty Claim Procedure will not be initiated until all of the following information is received:

- (I) Homeowner/Warranty Holder Name, Complete Street Address, Email Address, Daytime Telephone Number
- (II) Proof of purchase of the Product
- (III) Date of Home Purchase or date of installation of the product
- (IV) Name of Original Home Builder (if known), or name of the installing contractor
- (V) Description of Warranty-Related Complaint and Associated Damage
- (VI) Attached Photos of Warranty-Related Complaint and Associated Damage

Following receipt of this information, Endura Products will initiate and facilitate the PanoLock+ Warranty Claim Procedure.

The PanoLock+ Claim Procedure is as follows:

- (I) Homeowner contacts Endura Products to initiate the PanoLock+ Warranty Claim Procedure.
- (II) If the issue cannot be resolved by the Warranty Holder and Endura Customer Service, Endura will evaluate the provided claim information to determine if further field inspection is required. If a detailed lock inspection is necessary to properly diagnose the problem at hand, using the Proof of purchase of the PanoLock+ Product, Endura Products will contact the appropriate Endura representative organization (“Endura Rep”) to notify them that a PanoLock+ Warranty complaint has been received, and that inspection claim procedure needs to be initiated. Endura Rep may contact the appropriate Distributor and (a) request that the Distributor contacts the Warranty Holder to arrange an on-site PanoLock+ product Inspection and (b) provide the Distributor with an electronic copy of the PanoLock+ Warranty Inspection Guide that will be used by the Distributor/Dealer/ Builder to assess the condition of the Product.
- (III) If justified by the initial warranty claim, Endura will provide the homeowners with suitable replacement hardware.
- (IV) If the Distributor/Dealer/Builder is unable to fix the product, but the root cause of the issue has been determined based on the on-site inspection and the Product failure is covered by the Warranty, the inspecting representative will arrange for proper repairs/replacements. All required replacement components will be then either (a) sent directly to the warranty holder along with replacement instructions, or (b) provided and replaced by Endura Rep or the distributor’s service representative. If the root cause of the problem cannot be identified during the field inspection, the smallest required components sub-assembly will be replaced under this Warranty. All assemblies replaced under this condition have to be returned to Endura for further diagnosis and Warranty coverage validation.
- (V) If the root cause of the complaint is found to be due to improper/out-of-specification Assembly or Installation, then the costs to fix the Product are to be borne by the responsible party. Specifically, issues resulting from the improper assembly shall be the responsibility of the Pre-Hanger or Distributor; issues resulting from improper installation shall be the responsibility of the builder or installer; issues resulting from improper maintenance and care of the door unit shall be the responsibility of the Warranty Holder. And, in the event that satisfactory repairs cannot be made to the unit, the cost of replacement of the entire unit shall also be covered by the responsible party.
- (VI) If it is determined that the complaint is due to a faulty Product, meaning that ALL PanoLock+ Assembly and Installation instructions were followed, Endura will then revert to the conditions stated in the written PanoLock+ Warranty to mitigate the problem and/or existing conditions.

5. General Conditions and Exclusions: The Warranty set forth in this document is the only express warranty (whether written or oral) applicable to PanoLock+ Products and no one is authorized to modify or expand this Warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the Warranty Holder. This limited Warranty provides specific legal rights, but Warranty Holder may have other rights that apply from state to state. If this limited Warranty is deemed to have failed its essential purpose, in no event will Seller’s entire liability exceed the lesser of the