



3415 Bellington Rd.  
N. Las Vegas, NV 89030  
P. (702) 643 5700  
F. (702) 643 5715

## STANDARD 10 YEAR WARRANTY

All Panda Window & Door ALL-ALUMINUM and ALUMINUM/WOOD CLAD products have a 10-year limited warranty on all material components and a 2-year limited service warranty. See second and third page of this warranty statement for ALL WOOD products.

Panda will replace or repair any defective parts or components of a Panda product within the first 10 years for ALL-ALUMINUM and ALUMINUM/WOOD CLAD products. Panda provides service within the first 2 years of purchase date at no charge if:

The defect is determined to be part of product manufacturing and not due to improper installation, improper use or operation, improper handling or cleaning, after market modification, or an "Act of God".

All products should have regular upkeep and proper cleaning to ensure to best operation and longevity of the product. The tracks, hardware and gaskets should be cleaned at least twice a year with silicone and all finished surfaces should only be cleaned with warm water and a mild detergent. The use of other substances will void all warranties.

All protective film or plastic wrap **MUST** be removed within 48 hours of installation; failure to do so may damage the finish and void the warranty. All of our wood products are delivered unfinished, wood surfaces must be finished and sealed within 48 hours of installation to avoid cracking or warping.

Panda products are engineered to precise tolerances so it is critical that there is no "forced" operation of the units. Most doors and windows will need to be adjusted after the final construction of the building is complete. Proper installation of Panda products by a skilled professional installer is vital. Incorrect installation will void all warranties.

If you have any questions or concerns regarding your Panda products, please contact your authorized Panda Dealer, or the Corporate Office phone: (702) 643-5700 email: [panda@pandawindows.com](mailto:panda@pandawindows.com).



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[www.panda-windows.com](http://www.panda-windows.com)



## STANDARD ALL WOOD PRODUCT WARRANTY

Panda warrants for one year from date of shipment this(these) door(s) to be of top grade materials and workmanship and to be free of defects at time of shipment that would render them non useful and unfit for the intended purpose of same.

Should a defective door slip from our quality control inspection, Panda Windows and Doors will replace this door under the following provisions:

1. Any defect must be brought to our attention before installation is attempted or done, and a written notice should follow after a defect is detected.
2. Panda Windows and Doors will be liable for the replacement or repair only of the defective door under its original condition. Under no circumstances, we as manufacturers will be responsible for costs inherent to installation and finishing of the product. Our only liability will be limited to the replacement or repair of defective products.
3. Warping (bow-cup-twist) will not be considered a defect if it does not exceed  $\frac{1}{4}$ " from the plane of the door. If a door is suspected of warping after being hung, check the suspected "concave" face of the door horizontally or vertically with a straight edge to check for excessive warping. Door must be left hung for a reasonable period of time to permit conditioning to humidity and ambient conditions.

### HANDLING INSTRUCTIONS:

All doors must be stored in a controlled environment. Unsealed doors must not be subject to abnormal heat, dryness or humidity, or sudden atmospheric changes. If doors are to be stored at job site for several days, the entire door including all edges and cutouts for hardware must be sealed. Handle with care and do not drag across.

Finishing must proceed immediately after fitting and preparing for hardware. Before finishing, door must be clean. Remove handling marks, loose wood fibers and raised grain by sanding lightly with fine sand paper.

The structural integrity of the door must not be impaired when fitting the door.





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## EXCLUSIONS:

1. Natural variations in color, texture small surface checking and pinhead knots are not considered defects.
2. Warranty against warping does not apply to improperly hung doors.
3. Any deterioration resulting from improper sealing to exposed surfaces and edges prior to or immediately after door is hung will void warranty.
4. This warranty does not cover poor handling, installation and finishing.

If you have any questions about any of our policies, please call our office. Any additional questions not covered above we will try to answer for you as soon as possible.

Sincerely,

Avi Shoshan,  
President  
Panda Windows and Doors



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