SourcePoint Doors and Windows LLC
4363 Northeast Expressway, Atlanta, GA 30340
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LIMITED WARRANTY

SourcePoint Lucera uPVC Windows — Limited Warranty

PRODUCT LINE	SourcePoint Lucera uPVC Windows — casement, awning, fixed, tilt & turn, horizontal sliding, single-hung, and double-hung configurations
VERSION	1.0
EFFECTIVE	Products invoiced by SourcePoint on or after January 1, 2026

Read together with the SourcePoint Master Warranty Terms and the SourcePoint Lucera uPVC Windows Care & Maintenance Guide, both provided with this document. All three together form your warranty.

⚠ THREE THINGS DECIDE WHETHER YOUR COVERAGE HOLDS

The window must be **installed correctly** — plumb, square, shimmed, and flashed with a sill pan or sill flashing. It must **not be installed in a barrier wall system** such as EIFS (synthetic stucco). And the **weep holes must be kept clear** so the frame drains. Read the Care & Maintenance Guide before the window goes in.

THE MATERIAL

What a Lucera Window Is

Lucera windows are built from **unplasticized polyvinyl chloride (uPVC)** — a rigid vinyl profile, not the flexible plasticized vinyl used in lower-cost windows. The frame and sash profiles are multi-chambered and reinforced with **galvanized steel**, and the corners are fusion-welded rather than mechanically fastened, so the frame is one continuous piece with no joint to open.

uPVC does not rot, rust, corrode, peel, or need painting. It does not absorb water and it does not conduct heat the way aluminum does. That is what makes the frame term in this document possible: **the frame and sash are warranted for as long as you own and occupy the home.**

What wears is not the uPVC. The insulated glass unit is a sealed assembly with a finite service life; the hardware moves every time you open the window; gaskets compress and screens take sun and weather. Those components are warranted for the periods below.

What We Claim, and What We Don't

Lucera windows offer **the best weather resistance and the lowest maintenance of any SourcePoint product.** They are not maintenance-free, and SourcePoint does not describe them that way. The hardware still needs to be kept clean and lubricated, and the frame still needs to drain.

No statement by a dealer, installer, employee, or salesperson — and no statement in advertising, sales literature, or on a website — adds to, changes, or overrides the terms of this warranty.

SUMMARY

Coverage at a Glance

All coverage periods below run from the coverage start date — see the SourcePoint Master Warranty Terms, Section 1a.

WHAT	HOW LONG
uPVC frame and sash — cracking, splitting, warping beyond tolerance, weld separation, blistering, peeling, flaking, or rot	**Limited Lifetime**
Extruded-color profiles — color integral to the uPVC	**Limited Lifetime** (fade tolerance applies — see Finishes)
Laminate foil exterior color — peeling, cracking, checking, delamination	**10 years**
Insulated glass — hermetic seal failure causing material obstruction of vision	**20 years**
Laminated and decorative glass — seal failure, delamination, caming separation	**10 years**
Operating hardware — tilt & turn gearing, casement and awning operators, locks, keepers, hinges, rollers, balances	**5 years**
Weatherstripping and gaskets	**5 years**
Screens — frame and hardware (mesh excluded)	**5 years**

"Limited Lifetime" means for as long as the original End User owns **and occupies** the home in which the window was originally installed. It is not transferable. See Ownership and Eligibility below.

Eligibility. Original purchaser, single-family residence. Multi-resident residential buildings carry a **2-year** term on every component — see the SourcePoint Master Warranty Terms, Section 7. Commercial, hospitality, and other non-residential installations carry a **1-year** term.

WHAT IS COVERED

What Is Covered

The frame and sash (Limited Lifetime). For as long as you own and occupy the home, SourcePoint warrants that the uPVC frame and sash of your Lucera window will be free from defects in material and workmanship that significantly impair their operation and function — including cracking, splitting, weld separation, and warping beyond the tolerance stated below — provided the conditions of coverage in this document have been met.

Insulated glass (20 years). See Insulated, Laminated, and Decorative Glass below.

Operating hardware (5 years). HOPPE tilt & turn gearing and handles, casement and awning operators and hinges, sliding rollers and tracks, hung-window balances, locks, keepers, and tilt latches are warranted against defects in material and workmanship that substantially impair their operation, subject to the maintenance conditions in this document. **Hardware finish is not covered** — see Hardware below.

Weatherstripping and gaskets (5 years). Warranted against cracking, shrinking, or loss of seal caused by a defect in the material. Compression set and wear from use are not defects.

Screens (5 years). Screen frame and hardware are warranted against defects in material and workmanship that substantially impair the function of the screen. **Screen mesh is not covered.**

> ⚠ **SCREENS ARE NOT A SAFETY BARRIER**
>
> Screens are not designed or intended to keep children or pets safely contained, and must never be used or relied upon for that purpose.

Insulated, Laminated, and Decorative Glass

SourcePoint warrants that the insulated glass unit supplied with a Lucera window will not, for **twenty (20) years** from the coverage start date, develop material obstruction of vision between the interior glass surfaces caused by failure of the hermetic seal.

Laminated glass, and insulated units with decorative or leaded glass, are warranted for **ten (10) years** against seal failure, delamination of the laminate, and separation of caming from the glass.

SourcePoint's liability under this provision is limited to shipping a replacement glass unit or sash. This provision does not apply to broken glass, to glass units installed or reglazed by others, or to units to which a retrofit film, tint, or coating has been applied.

Argon. Where a Lucera unit is supplied with argon-filled insulated glass, argon is injected at the time of manufacture. Argon dissipates over time at a rate that depends on installation and conditions of use. SourcePoint makes no warranty as to the amount of argon present at any time after manufacture.

Bubbles, seeds, streaks, and swirls in decorative glass are characteristics of how that glass is made and are not defects. An irregularity in any glass that is not visible from **six (6) feet** in normal daylight is not a defect. Minor variation in glass color and in the appearance of Low-E coatings between units is not a defect.

HARDWARE

Hardware

Operating hardware is covered for mechanical defects as stated above.

The finish on hardware is not covered and is supplied as-is. Salt air, acid rain, and harsh cleaners will tarnish, pit, or discolor any plated or painted hardware finish; that is exposure, not a defect.

Hardware coverage is conditional on the hardware being kept clean and lubricated per the Care & Maintenance Guide, and on the window being operated correctly. **On tilt & turn units, damage caused by moving the handle while the sash is partly open, or by forcing the handle between positions, is misuse and is not covered.**

FINISHES

Finishes

Lucera windows are supplied in one of two ways, and the coverage differs.

Extruded-color profiles. Where the color is part of the uPVC itself — white and the other through-color profiles — there is no finish to fail. The color is covered under the Limited Lifetime frame term against chalking, blistering, and peeling. **Fading is not a defect** unless it exceeds **5 units as measured per ASTM D 2244** on a properly maintained and cleaned surface, measured against a protected reference area of the same unit.

Laminate foil exterior color (10 years). Where a color or woodgrain is a laminate foil bonded to the profile at the factory, SourcePoint warrants that the foil will not peel, crack, check, blister, or delaminate from the profile for **ten (10) years** from the coverage start date. Fading is not a defect unless it exceeds **5 units per ASTM D 2244**.

Uneven fading is not a covered condition. Elevations receive unequal sun and weather, and the resulting variation is environmental.

Field-applied finishes. uPVC is not designed to be painted. The performance and appearance of any paint or coating applied by anyone other than SourcePoint is not covered, and **painting a Lucera window ends the frame, sash, and finish coverage on the painted unit.**

Dark Colors

A dark exterior color absorbs significantly more heat than a light one. Surface temperatures on a dark, sun-exposed uPVC profile can approach the softening point of the material, and a dark foil can be lifted by the heat trapped beneath it.

Damage caused by heat build-up on a dark exterior color is not covered. For this purpose, a dark color is any color with a **Light Reflectance Value (LRV) below 40**. Where SourcePoint supplies a dark extruded or foil color, SourcePoint has selected a profile and foil system rated for it, and the frame and foil terms apply — **but bowing, distortion, or foil release on a dark, sun-facing elevation that is caused by heat rather than by a defect in the profile or foil is excluded.**

> **A dark color does not void this warranty.** The rest of your coverage stands. What is excluded is damage caused by the heat the dark color creates.

Reflected heat. Damage to the profile, foil, or glass caused by sunlight concentrated or reflected from an adjacent surface — Low-E glass on a neighboring building, a metal roof, a light-colored wall, a pool, or a vehicle — is not covered.

Warp and Bow Tolerance

Warp, bow, or twist of a frame or sash member is not a defect unless it exceeds **1/8" (3 mm) per linear foot** measured with a straightedge across the member with the window at moderate temperature and out of direct sun.

Temporary bowing from heat is not warp. A dark uPVC sash in direct sun can bow slightly during the day and return overnight. Warp is measured with the window cool.

COASTAL

Coastal and Saltwater Installations

uPVC and glass are unaffected by salt air. **Frame, sash, glass, and finish coverage are unchanged within two (2) miles of salt or brackish water.**

Plated and painted metal components are affected. Within that two-mile line, coverage on **operating hardware, balances, and screens is reduced to 1 year**, and corrosion, pitting, or tarnish of any metal component is not covered. Monthly rinsing with fresh water is required — see the Care & Maintenance Guide.

INSTALLATION

No Overhang Requirement

Lucera windows are designed for direct weather exposure. **Unlike SourcePoint exterior door warranties, this warranty does not require an overhang,** and the Overhang Requirement referenced in the SourcePoint Master Warranty Terms, Sections 6 and 12, does not apply to Lucera windows.

Water management at the opening — flashing, sill pan, sealant, and the wall's drainage plane — remains the installer's responsibility. See Water Management and Barrier Walls below.

Water Management and Barrier Walls

All construction must anticipate some water infiltration, and the wall system must be designed and built to manage it. **SourcePoint is not responsible for water infiltration around the window,** for deficiencies in building design, construction, or maintenance, or for installation that departs from industry-standard practice and applicable building codes.

> ⚠ **Lucera windows must not be installed in barrier wall systems** — Exterior Insulation and Finish Systems (EIFS, "synthetic stucco") or any similar system that does not provide a drainage plane and a path for water to exit the wall. **A Lucera window installed in a barrier wall system is not covered by this warranty.**

Field Testing

This warranty does not cover field testing of the product, or performance of the product in conformance with published SourcePoint or NFRC test results — including air infiltration, water infiltration, structural loading, thermal, and acoustic performance.

Published ratings reflect laboratory performance of a single sample of a specific size and configuration at the time of manufacture, and will change over time with the conditions of use. Where field testing is performed, it must comply with **AAMA 502**, including water penetration testing at two-thirds of the pressure of the applicable published test result. Ratings apply to individual units; SourcePoint makes no performance claim for mulled or combined units not assembled by SourcePoint.

CONDITIONS

Conditions of Coverage

1. **Installed correctly** — plumb, square, and level; shimmed at the hardware and lock points; fastened without bowing the frame; with a sill pan or sill flashing, head flashing, and sealant integrated with the wall's water-resistive barrier.
2. **Not installed in a barrier wall system** — see above.
3. **Vertical glazing only.** Windows installed out of plumb, sloped, or in any non-vertical application are not covered.
4. **Weep holes kept clear** — inspected and cleared at least every **12 months** and after any storm that deposits debris on the sill.
5. **Hardware cleaned and lubricated** at least every **12 months** per the Care & Maintenance Guide, and operated correctly. Keep a dated record; SourcePoint may ask for it to support a hardware claim.
6. **Unaltered** — no cutting, drilling, or notching of the profile; no field mulling or combining except as SourcePoint permits in writing; no paint, film, or coating.
7. **Stored and handled correctly before installation** — upright, supported, dry, out of direct sun, and never with the sash used as a lifting point.

8. **Paid for in full.**

EXCLUSIONS

Not Considered Defects

The following are characteristics of the material, or normal conditions of service, and are not defects:

- **Minor surface imperfections** in the profile — extrusion lines, slight texture variation, weld-seam clean-up marks at the corners — that are not visible from **six (6) feet** in normal light.
- **Color variation between components.** Extruded uPVC, foil, gaskets, hardware, and screen frame are different materials and will not be a perfect match, and replacement components may not match weathered originals.
- **Temporary heat bow** that recovers when the profile cools, and warp within tolerance.
- Fading within tolerance, and uneven fading between elevations.
- **Seasonal change in sash fit and gasket contact** as the house and the opening move.
- **Condensation, frost, or mold** on the interior glass or frame surface — see the SourcePoint Master Warranty Terms, Section 13. Condensation on the room-side surface is a humidity condition, not a seal failure.
- Slight operating effort variation with temperature on tilt & turn and casement units.
- Normal wear of gaskets, screen mesh, and hardware finishes.

Not Covered

- **Windows installed in a barrier wall system** (EIFS or similar), or in any non-vertical glazing application.
- Water entering **around** the window rather than through it. Flashing, sill pan, sealant, and installation defects are the responsibility of the installer.
- Damage caused by improper installation, including frames bowed by fasteners or by expanding foam, and units installed without shims at the lock points.
- Damage from heat build-up on a dark exterior color, and damage from reflected or concentrated sunlight, as described above.
- **Painted, filmed, tinted, or coated windows** — the paint or film itself, and any frame, sash, or glass damage arising from it.
- Screen mesh, and screen damage from wind, sun, abrasion, pets, or accumulated debris.
- The finish on any hardware.
- Corrosion, pitting, or tarnish of metal components within two miles of salt water.
- Hardware damage from misuse — including forcing a tilt & turn handle, moving the handle with the sash partly open, or operating a casement against an obstruction.
- Damage from impact, abrasion, chemicals, solvents, brick wash, masonry cleaners, paint strippers, pressure washing, or harsh cleaning agents.
- Glass breakage from any cause, glass scratches, and seal failure resulting from breakage.
- Damage from structural settlement, movement, or vibration of the opening, or from a rough opening that is out of square or out of plumb.
- Products exposed to excessive localized heat, or to high-moisture environments such as pools, spas, and greenhouses. **Pool proximity does not void coverage;** damage caused by pool or spa chemicals is excluded.
- Field mulling or combining of units not built or specified by SourcePoint.
- Labor for removal, reinstallation, or finishing, except as provided in the SourcePoint Master Warranty Terms, Section 4.
- Windows sold as “surplus” or “clearance.”
- Products not paid for in full.

TERMS

Ownership and Eligibility

Original purchaser only. Non-transferable, and does not pass to any subsequent owner of the property. U.S. residential installations only, during your ownership and occupancy.

INSTALLATION	FRAME AND SASH TERM
Single-family residence, owner-occupied	**Limited Lifetime**
Single-family residence, not owner-occupied (rental, second home)	**10 years**
Condominium, apartment, or other multi-resident residential building	**2 years** — see the SourcePoint Master Warranty Terms, Section 7
Commercial, hospitality, and other non-residential	**1 year**

Glass, finish, hardware, and component terms are as stated in Coverage at a Glance, or the term above if shorter.

This warranty is not a statement of the useful life of any component.

Clearance and Surplus

Lucera windows sold as "surplus" or "clearance" are sold **as-is with no warranty. All sales final.**

Special Order

Lucera windows made to your specifications are **not eligible for return or exchange under any circumstance** and are supplied on estimated lead times only.

Claims, Returns, and Remedy

Claims are made through the dealer or representative from whom you purchased. Your dealer holds the records SourcePoint needs and submits the claim on your behalf. Have the unit's serial or order label — on the frame or the insulated glass spacer — available; SourcePoint may need it to identify the glass and hardware in your unit.

Claims must be reported within one (1) year of the date the condition was discovered or should reasonably have been discovered, and in every case within the coverage period.

See the SourcePoint Master Warranty Terms — Sections 4 (Our Remedy), 5 (Inspection, Reporting, and Claims), and 9 (Returns).

A trip charge applies only after a site visit, and only where SourcePoint or an approved vendor attends and the condition is found not to be covered by this warranty. The amount is quoted to you and agreed before the visit is scheduled.

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