

# Oasis™ 4-Track Porch Enclosure System

## 10-Year Limited Warranty

Issued by Turnkey Porch Enclosures, LLC

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**Purchaser Name:** \_\_\_\_\_  
**Installation Address:** \_\_\_\_\_  
**Installation Date:** \_\_\_\_\_  
**Salesperson:** \_\_\_\_\_

### 1. Coverage Overview

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Turnkey Porch Enclosures, LLC (“Turnkey”) warrants to the original residential purchaser (“Purchaser”) that the assembled Oasis™ 4-Track Porch Enclosure System, fabricated and installed by Turnkey or its authorized installers, will be free from defects in workmanship under normal residential use for a period of

**ten (10) years from the installation date.**

This warranty covers fabrication only. Warranty for installation-related issues must be submitted to your contractor of record. Turnkey does not manufacture individual system components; therefore, defects arising from materials supplied by third parties are the responsibility of the original part manufacturer.

### 2. Components Covered (Supplier-Backed)

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Turnkey assembles the Oasis system using the following premium third-party components, each subject to its respective manufacturer warranty:

- Memory-Flex Vinyl Glazing (10 mil)
- BetterVue® Invisible Screens
- 6005-T4 Aluminum Framing with Duracron Finish
- Metal springs, clips, and brackets
- Self-drilling stainless steel screws and support brackets
- Composite and polymer components including splines, fasteners, and corner brackets

Claims for material defects must be made directly to the respective supplier. Turnkey will initiate component-related warranty claims upon receipt of a valid service request from the Purchaser.

### 3. Turnkey Warranty Scope

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This limited warranty applies specifically to:

- Precision fabrication and unit assembly
- Professional installation performed by Turnkey teams and/or authorized dealers
- Proper operation of the system at the time of installation

It excludes damages due to third-party materials, misuse, or improper maintenance.

### 4. Exclusions

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This warranty does not cover:

- Failures of third-party components (supplier warranties apply independently)
- Improper handling, vandalism, or natural disasters
- Wind damage when panels are not removed or opened prior to wind events exceeding 75 mph
- Fading, yellowing, or weather-related discoloration
- Unauthorized modifications or alterations to the system
- Damage resulting from improper cleaning methods or products

#### **Normal Product Behavior — Not a Defect**

Flexible vinyl glazing and insect screening will exhibit the following behaviors under normal conditions. These are inherent to the product design and are not warranty defects:

- Vinyl softening or stiffening with temperature changes
- Minor vertical drift of panels requiring seasonal adjustment
- Screen relaxation or loosening over time

*These conditions are addressed through customer education, not warranty repair.*

## 5. Required Cleaning Protocol

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To maintain warranty coverage, the Purchaser must follow the manufacturer's recommended cleaning procedure. Failure to do so may void warranty coverage for damage attributable to improper maintenance.

- 1 Mix **1 tablespoon Murphy® Oil Soap** with **1 gallon of water**.
- 2 Wipe vinyl panels and frames with a **soft cloth**.
- 3 Buff dry with a clean cloth to prevent water spots.
- 4 Clean jamb liners using a **warm, damp cloth**.

### Do Not Use the Following — Warranty May Be Voided

- Ammonia, bleach, or solvent-based cleaners
- Abrasive tools, scrub pads, or paper towels
- Pressure washers or high-temperature steam cleaning
- Lubricants (For example: WD-40)

## 6. Wind Load Behavior & Panel Protocol

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The Oasis™ vinyl panels are non-structural infill and are engineered to be removed under wind pressures approaching 75 mph. This pressure-relief mechanism prevents structural damage to the porch during severe weather events. It is a designed safety feature, not a product defect.

### ⚠ Wind Event Requirement

Panels must be removed or opened before any wind event forecast to exceed **75 mph**. Failure to do so will void warranty coverage for any resulting wind-related damage.

## 7. How Submit a Warranty Claim

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To initiate oea warranty service request, follow these steps:

1. Visit [turnkeyporch.com/service-warranty](https://turnkeyporch.com/service-warranty) or call (804) 567-6543
2. Complete the Service Request Form with your installation details
3. Submit photo documentation clearly showing the issue

Turnkey will determine whether the reported issue is fabrication-related or a third-party component failure. Component-related claims will be initiated with the respective supplier by Turnkey upon receipt.

All service requests must be formally logged. Informal or verbal requests do not trigger service action. Service scheduling is based on safety considerations, warranty obligation, and operational efficiency.

## 8. Limitation of Liability

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This warranty is the sole and exclusive remedy available to the Purchaser. Turnkey Porch Enclosures, LLC disclaims all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

Turnkey is not liable for:

- Incidental or consequential damages of any kind
- Costs related to removal, reinstallation, or displacement
- Third-party repair costs not pre-authorized by Turnkey

Maximum liability under this warranty is limited to the original purchase price of the system.

## 9. Non-Transferability

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This warranty is non-transferable and applies only to the original Purchaser as identified at the time of installation. It does not transfer with the property upon sale or change of ownership.

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### Turnkey Porch Enclosures, LLC

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[turnkeyporch.com](http://turnkeyporch.com)

### Purchaser Acknowledgment

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*I have received, read, and understand the terms of this limited warranty.*

***Keep Your Porch. Lose the Elements.***