

# Oasis™ 4-Track Porch Enclosure System

## 10-Year Limited Warranty

Issued by Turnkey Porch Enclosures, LLC

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Purchaser Name:

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Installation Address:

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Installation Date:

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Salesperson:

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### 1. Coverage Overview

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; coverage of third-party components is addressed in Section 2 below.

### 2. Components Covered

Turnkey assembles the Oasis™ 4-Track Porch Enclosure System using the following premium third-party components:

- 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

Each component is additionally covered under its respective manufacturer’s warranty. **Turnkey serves as the single point of contact for all warranty matters and will coordinate component-related claims with the original supplier on the Purchaser’s behalf.** The Purchaser is not required to contact component manufacturers directly. Turnkey’s obligations under this limited warranty are governed by Sections 3, 4, and 8.

#### 2a. Lifetime Vinyl Re-Glaze Program

### Lifetime Coverage on Memory-Flex Vinyl Glazing

In addition to the 10-year limited warranty on fabrication, Turnkey offers a **Lifetime Vinyl Re-Glaze Program** covering the Memory-Flex vinyl glazing component of the Oasis™ system for the **lifetime of the original Purchaser**. Under this program, Turnkey will re-vinyl the Purchaser's original sashes on the terms described below.

#### First 8 Sashes — No Questions Asked

Turnkey will re-vinyl the first **eight (8) sashes** the Purchaser submits over the lifetime of their ownership at **no charge for vinyl material or re-glazing labor**, with no questions asked regarding the cause of the vinyl damage. The Purchaser is not required to document how the damage occurred, and the exclusions described in Section 4 of this warranty do not apply to sashes submitted under this initial allowance.

The eight-sash count is cumulative over the lifetime of the original Purchaser. It does not reset annually and is not transferable.

#### Beyond 8 Sashes — Case-by-Case Review

After the initial eight (8) sashes have been re-glazed under this program, all subsequent re-glaze requests are reviewed by Turnkey on a **case-by-case basis**. Turnkey will inspect each delivered sash and determine whether the requested service will be performed at no charge, at a partial charge, or as paid service. **Costs may be incurred by the Purchaser** for re-glaze service performed beyond the initial eight-sash allowance. Any applicable charges will be quoted to the Purchaser prior to work being performed.

#### Program Terms (All Re-Glaze Requests)

- The Purchaser delivers the affected sashes to Turnkey's Richmond, VA facility. Pickup, transport, and reinstallation are not included and remain the responsibility of the Purchaser or the contractor of record.
- The program covers vinyl re-glazing only. It does not cover repair or replacement of frames, tracks, hardware, or screens, which remain governed by the standard warranty terms.
- The program 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.
- Turnkey will track the cumulative sash count for each Purchaser. Sashes previously re-glazed under this program count toward the eight-sash allowance regardless of the date of service.

*To initiate a Re-Glaze service request, follow the procedure described in Section 7.*

### 3. Turnkey Warranty Scope

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

This warranty does not cover:

- Failures of third-party components (supplier warranties apply and are coordinated by Turnkey per Section 2)
- 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**

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**

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.

### **CAUTION — 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 to Submit a Warranty Claim

To initiate a 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, consistent with Section 2.

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

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

This warranty and the Lifetime Vinyl Re-Glaze Program described in Section 2a are non-transferable and apply only to the original Purchaser as identified at the time of installation. Neither transfers with the property upon sale or change of ownership.

### Purchaser Acknowledgment

I have received, read, and understand the terms of this limited warranty, including the Lifetime Vinyl Re-Glaze Program described in Section 2a.

Signature \_\_\_\_\_

Date \_\_\_\_\_

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