

# User's Guide

for Eagle VeriLock™ Integrated Security Sensors



Limited Publication Release

**INSTALLER: Please leave this guide with the building owner to file for future reference.**

Eagle Window & Door is proud to introduce VeriLock™ integrated security sensors, an innovative security option that integrates wireless security sensors into Eagle® window and door products. The sensors, when ordered, are embedded within our windows and doors and can detect when the product is open or closed. The sensors also detect whether the product is locked or unlocked, something other security sensors are not able to do. This enables a simplified “check the windows and doors routine” at bedtime or departure. Additionally, all Eagle sensors, when used with a third party security and monitoring system, can be monitored and armed, even when you're not home.

With integrated sensors, the beauty of Eagle products is maintained without unsightly wires, sensors or holes. Plus, the product warranty is maintained. Generally, third party security systems can void the manufacturer's warranty with the installation of sensors and wires on windows and doors.

Eagle windows and doors with VeriLock integrated security sensors are designed to work in conjunction with a security system that is compatible with Honeywell® 5800 Series transmitters installed and monitored by a reputable security dealer.

## **When properly integrated into a third party security system, Eagle's VeriLock sensors are designed to:**

- Detect whether your Eagle window or door is open or closed
- Detect whether your Eagle window or door is locked or unlocked
- Communicate changes in open/close and lock/unlock wirelessly in a format compatible with Honeywell 5800 Series transmitters
- Monitor sensor battery level and communicate low battery state in a format compatible with Honeywell 5800 Series transmitters
- Deliver comparable range to other wireless sensors based on Federal Communications Commission (FCC) regulations that limit RF transmit power levels

## **To experience the full benefits of VeriLock sensors, an experienced security system dealer is required to:**

- Select and install a security system compatible with Honeywell 5800 Series transmitters
- Specify a system to accommodate the number of Eagle windows and doors in the dwelling
- Configure each VeriLock sensor into the specified security system, as each sensor has its own unique identification code permanently assigned
- Program the security system using Eagle's recommended zone descriptors
- Adjust the system for wireless range deficiencies due to size or layout of home through the use of wireless repeaters and/or additional wireless receivers

Eagle Window & Door is not affiliated with Honeywell. Eagle's VeriLock sensors are independent of the security system, yet communicate with it to provide added features and benefits for windows and doors that only Eagle can offer.

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**General Safety Warnings**

**⚠ WARNING**

Do not leave openings unattended when small children are present. Falling from an opening may result in serious injury or death.

**⚠ WARNING**

Follow manufacturer's instructions for hand or power tools. Always wear safety glasses. Failure to do so may result in injury and/or product damage.

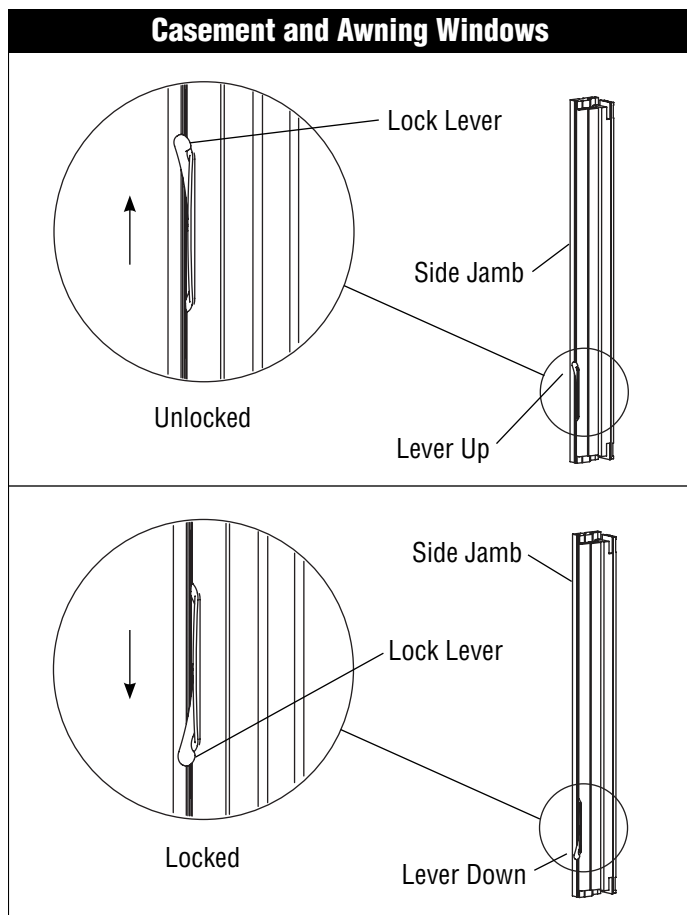
## Operating Instructions

### How Sensors Work

Sensors are integrated within the locking mechanisms. When properly configured into the security system, a sensor within the lock signals when the window is in the closed position. When the locking mechanism is engaged, a second signal is sent to the control panel indicating that the window or door is locked.

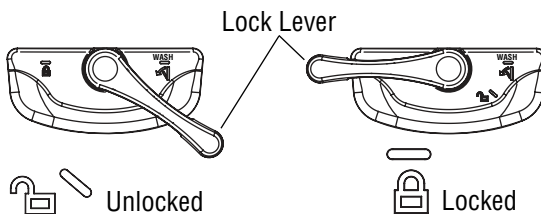
### Locking Windows and Doors

*Casement and Awning Windows* – To lock the window, first close the window sash. Then push the sash lock lever(s) on the side jamb(s) from the upper position to the lower position.



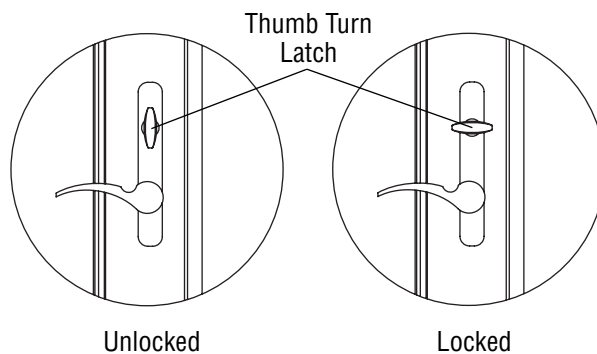
*Double-Hung, Single-Hung and Monumental Single-Hung Windows* – To lock the window, first make sure that both window sash are in the closed position. Then rotate each lock lever toward its respective side jamb (left sash lock illustrated above right).

### Double-Hung, Single-Hung and Monumental Single-Hung Windows



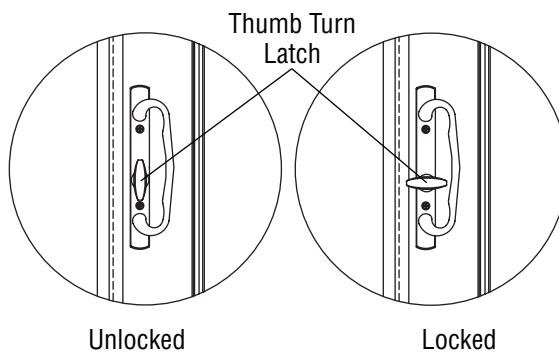
*Hinged French Doors* – To lock the door, first move the door panel to the closed position and allow the multi-point locking mechanism to engage at top, center and bottom. Then turn the thumb turn latch to the horizontal position.

### Hinged French Doors



*Sliding Doors* – To lock the door, first slide the door panel to the closed position. Then turn the thumb turn latch to the horizontal position.

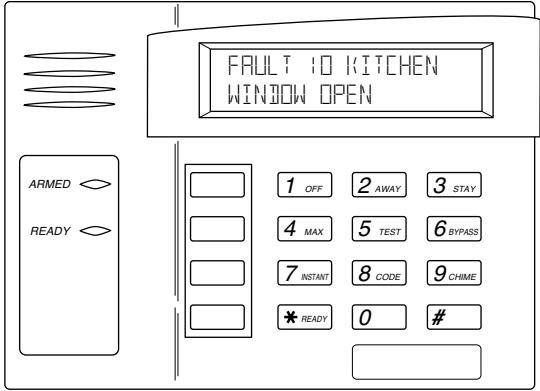
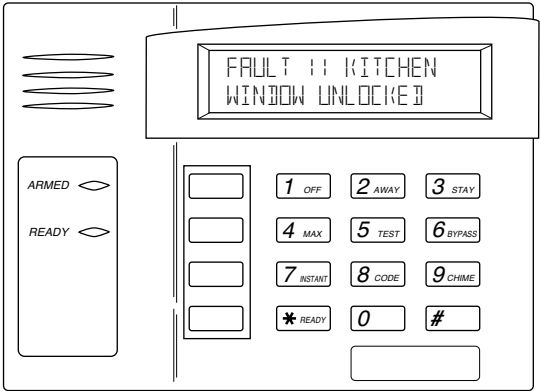
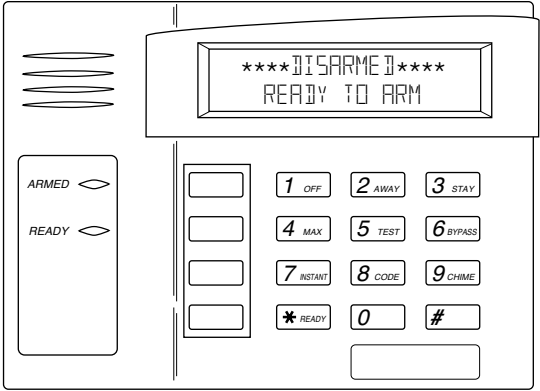
### Sliding Doors



### Keypad and Control Panel

For limited warranty information and details regarding operation and limitations of your third party security system, please refer to the User's Guide included with your compatible security system. Contact your security system dealer for troubleshooting and concerns regarding the keypad and control panel.

## Verification Instructions

<p>1. Open window/door and look for a “FAULT” message associated with window/door open on keypad.</p>	 <p>Example of Keypad Monitoring Device</p>
<p>2. Close window/door and look for a “FAULT” message associated with window/door unlocked on keypad.</p>	 <p>Example of Keypad Monitoring Device</p>
<p>3. Lock window/door and verify that no message associated with window/door appears on keypad.</p> <p>If all other window/doors are closed and locked the message should read:</p> <p style="text-align: center;">****DISARMED**** READY TO ARM</p>	 <p>Example of Keypad Monitoring Device</p>

Note 1: “FAULT” messages associated with other windows/doors may be present on keypad during verification process. It may be helpful to close and lock all other windows that are part of the security system to avoid confusion.

Note 2: Example messages provided above are accurate only if security system dealer follows Eagle's recommended zone descriptors during system configuration.

## Battery Information

### Battery Type:

Lithium Coin Cell Battery

### Battery Size and Quantity:

For Casement Window: CR-1632 (2 per window)

For Double-Hung Window: CR-2032 (1 per window)

For Single-Hung Window: CR-2032 (1 per window)

For Monumental Single-Hung Window: CR-2032  
(1 per window)

For Hinged French Door: CR-1632 (2 per door)

For Sliding Door: CR-1632 (2 per door)

### Battery Specifications:

Size: CR1632

Classification: Lithium Coin Cell

Chemical System: Lithium/Manganese Dioxide  
(Li/MnO<sub>2</sub>)

Nominal Voltage: 3.0 Volts

Typical Capacity: 130 mAh (to 2.0 volts)

Size: CR2032

Classification: Lithium Coin Cell

Chemical System: Lithium/Manganese Dioxide  
(Li/MnO<sub>2</sub>)

Nominal Voltage: 3.0 Volts

Typical Capacity: 240 mAh (to 2.0 volts)

### Battery Availability:

3.0 Volt lithium batteries are readily available at most department, hardware or drug stores in a variety of brands.

### Battery Life:

Most 3.0 Volt lithium batteries will provide years of operation. Actual battery life is dependent upon the environment in which the sensor is used and the number of signals the sensor has had to send. Other factors such as humidity, temperature extremes or large fluctuations, may all lead to reduction of battery life. Batteries are not included in the coverage

provided by the Eagle limited warranty for VeriLock™ integrated security sensors.

## ⚠ WARNING

Batteries carry the risk of fire, explosion and burns. Do not recharge, disassemble, heat above 212 degrees F (100 degrees C) or incinerate. Dispose of used batteries promptly and properly. Keep away from children.

Lithium Coin Cell Batteries



### Battery Disposal:

Lithium/Manganese Dioxide batteries are United States Resource Conservation and Recovery Act (RCRA) non-hazardous waste. However, it's always a best practice to dispose of your batteries at your local Home Chemical Collection Center.

California Only: Perchlorate Material – special handling may apply. See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

## Battery Replacement Instructions

### ⚠ WARNING

Batteries are small parts and, if swallowed, could pose a choking hazard to young children.

### CAUTION

When replacing the battery, do not touch any of the circuitry on the sensor. Static from your body could damage the sensor.

When a low battery is detected in a wireless sensor, a low battery message will display on your keypad when properly configured with your security system.

### Tools Needed for Battery Replacement:

The tools needed are dependent upon the product in which the batteries are being replaced.

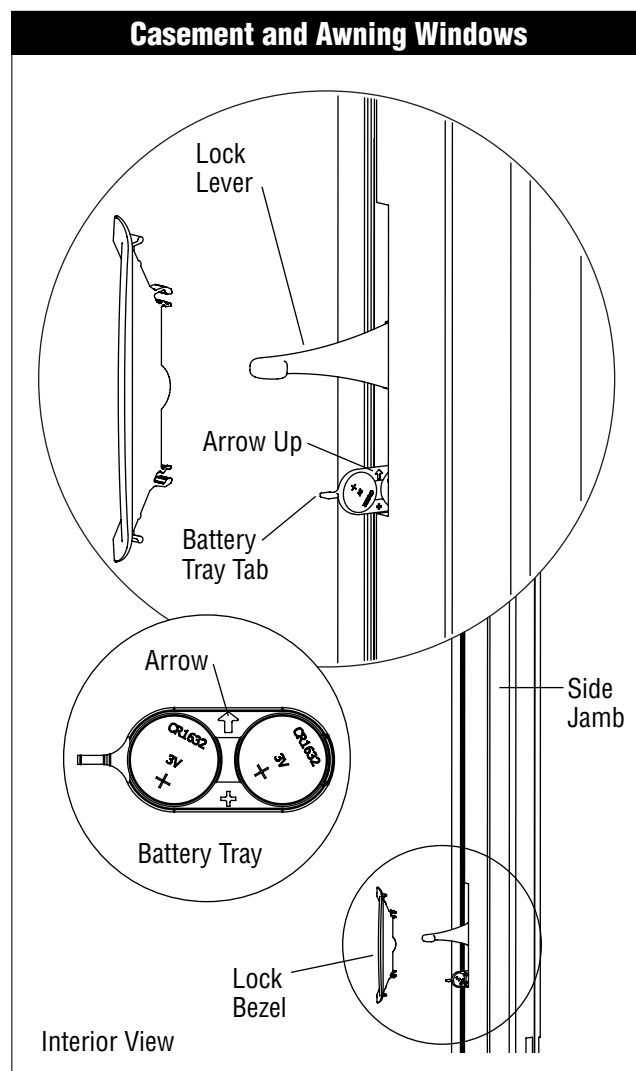
- Safety glasses
- Flashlight
- Small needle nose pliers
- Phillips screwdriver
- Small flat head screwdriver

### Casement and Awning Windows

1. Move the window lock lever(s) from the lower locked position to the center position. The sash can be opened or closed.
2. Remove the lock bezel using a small flat head screwdriver, taking care not to scratch the wood or lock bezel (right-hand lock for awning windows). Removal of the lock lever is not necessary.
3. Below the lock lever in the lock bezel opening, locate the battery tray tab. Due to the recessed location of this tab, the use of a flashlight may be necessary to illuminate the work area.
4. Using a small needle nose pliers, carefully pull on the tab to remove the battery tray.
5. Remove the discharged batteries (see battery disposal information on page 5).
6. Replace the batteries with two fresh CR-1632 lithium coin cell batteries. Take care to properly position the "+" terminals of both batteries to correspond with the "+" marking on the battery tray for proper battery polarity.
7. Again using a small needle nose pliers, insert the battery tray making sure the arrow on the face of

the battery tray is facing upward. Continue to fully push the battery tray in. The battery tray will encounter several points of light resistance as the batteries contact the sensor.

8. Verify the proper battery polarity by observing the L.E.D. light illumination during the battery insertion. If the L.E.D. does not illuminate, check to make sure Steps 6 and 7 were followed correctly and insert the battery tray in sensor.
9. Replace the lock bezel.
10. Close and lock the window unit.
11. Verify that the sensor is communicating with the security control panel by unlocking the window and checking the keypad for the window unlock message and then opening the window and checking the keypad for the window open message. See page 4 for verification instructions.

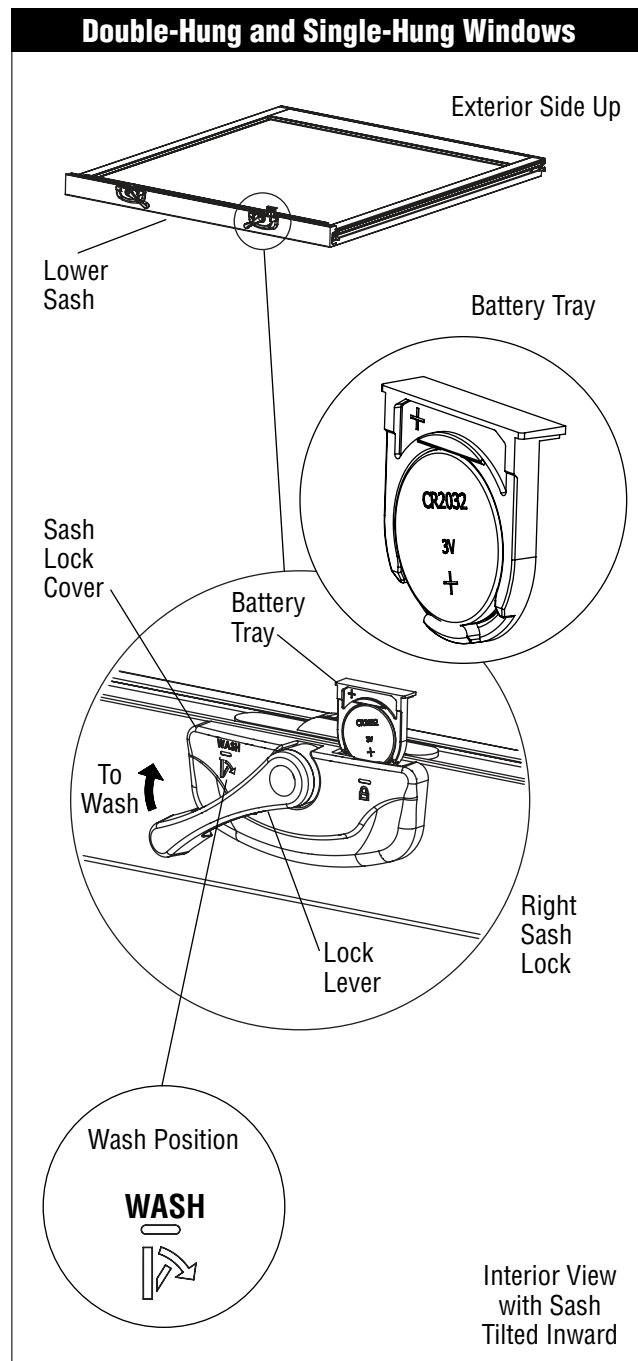


## Battery Replacement Instructions - continued

### Double-Hung and Single-Hung Windows

Before you begin battery replacement, place a freestanding object, such as a chair, under the window to support the lower sash while tilted.

1. Unlock the lower sash by rotating the lock levers partially toward the center (to the "unlock" position on each sash lock cover).
2. Lift the sash about 3 inches.
3. Push both lock levers fully toward the center (to the "wash" position marked on each sash lock cover).
4. Once the sash is released, tilt it 90 degrees toward you. Rest the sash on a chair or other object.
5. Locate the battery compartment on the exterior of the right sash lock.
6. Using a small flat head screwdriver, carefully pry the battery tray from the sensor.
7. Remove the discharged battery (see battery disposal information on page 5).
8. Replace the battery with a fresh CR-2032 lithium coin cell battery into the tray, with the positive (+) terminal on top, as indicated by the "+" marking on the battery tray for proper battery polarity.
9. Insert the battery tray into sensor with the "+" marking toward the top of the sash lock. Push in the battery tray so that it is flush with the sash lock cover.
10. Return the sash to the opening. Tilt the lower sash upward into the window frame until it engages with the jamb liner.
11. Lower the sash to the closed position and lock the unit.
12. Verify that the sensor is communicating with the security control panel by unlocking the window and checking the keypad for the window unlock message and then opening the window and checking the keypad for the open message. See page 4 for verification instructions.





## Battery Replacement Instructions - continued

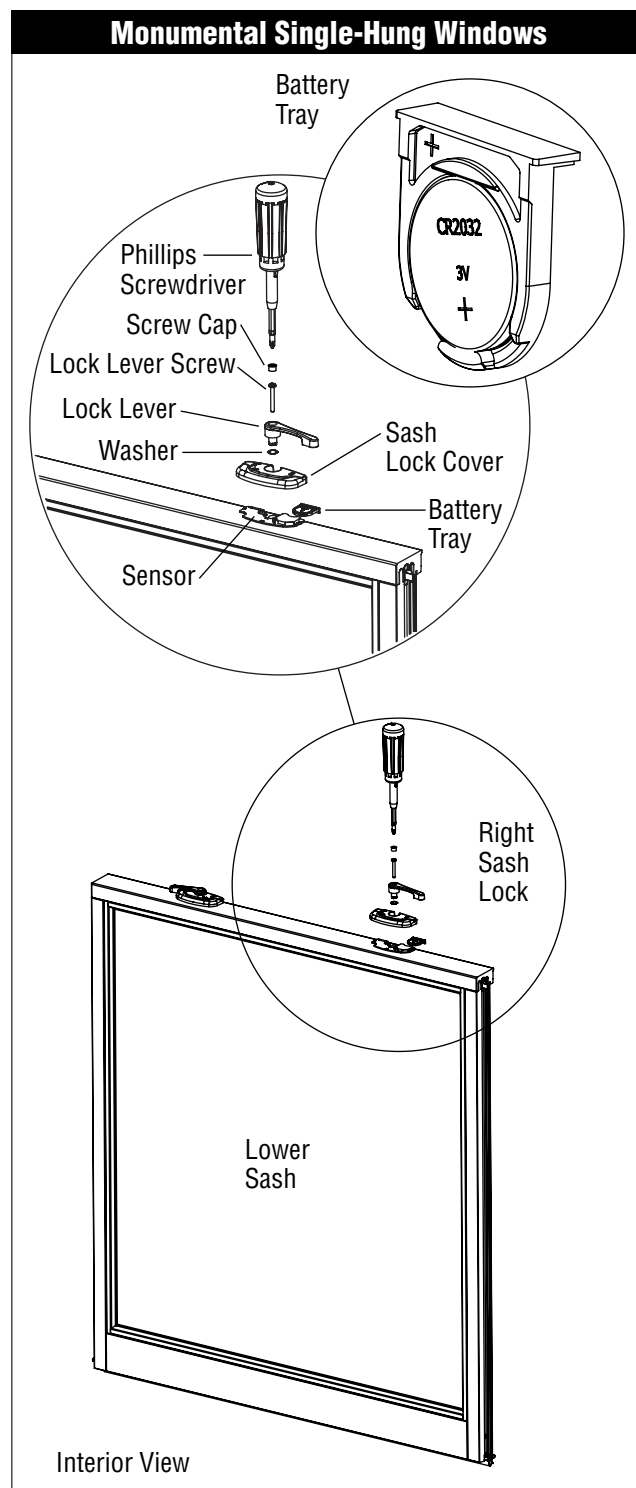
### Monumental Single-Hung Windows

1. Close the unit (upper and lower sash) and lock the left sash lock.
2. Remove the plastic/metal screw cap on the right lock lever using a small flat head screwdriver. Take care not to scratch the finish of the plastic/metal screw cap.
3. Using a Phillips screwdriver, loosen and remove the right lock lever screw.
4. Remove the right lock lever and washer and keep with the lock lever screw for reassembly later.
5. Remove the right sash lock cover to expose the sensor.
6. Carefully remove the battery tray from the sensor. The sensor is tethered to the sash by an antenna wire.

### CAUTION

Significant movement of the sensor could cause damage to the antenna solder joint, resulting in poor sensor operation.

7. Remove the discharged battery (see battery disposal information on page 5).
8. Replace the battery with a fresh CR-2032 lithium coin cell battery. Take care to properly position the "+" terminal of the battery to correspond with the "+" marking on the battery tray for proper polarity.
9. Insert the battery tray half way back into the sensor. Look for the L.E.D. light adjacent to the battery opening to illuminate to verify proper battery polarity.
10. If the L.E.D. light does not illuminate, remove the battery tray and verify for proper battery polarity.
11. Upon successful illumination of the L.E.D. light, carefully seat the battery tray fully into the sensor.
12. Place the right lock lever and sash lock cover over the sensor and fasten using the lock lever screw. Note: To help protect the lock mechanism, hand tightening is recommended.
13. Prior to replacing the plastic/metal screw cap, verify the sash lock is functioning properly by unlocking both sash locks, opening the window, closing the window and locking both the sash locks.
14. Replace the plastic/metal screw cap.



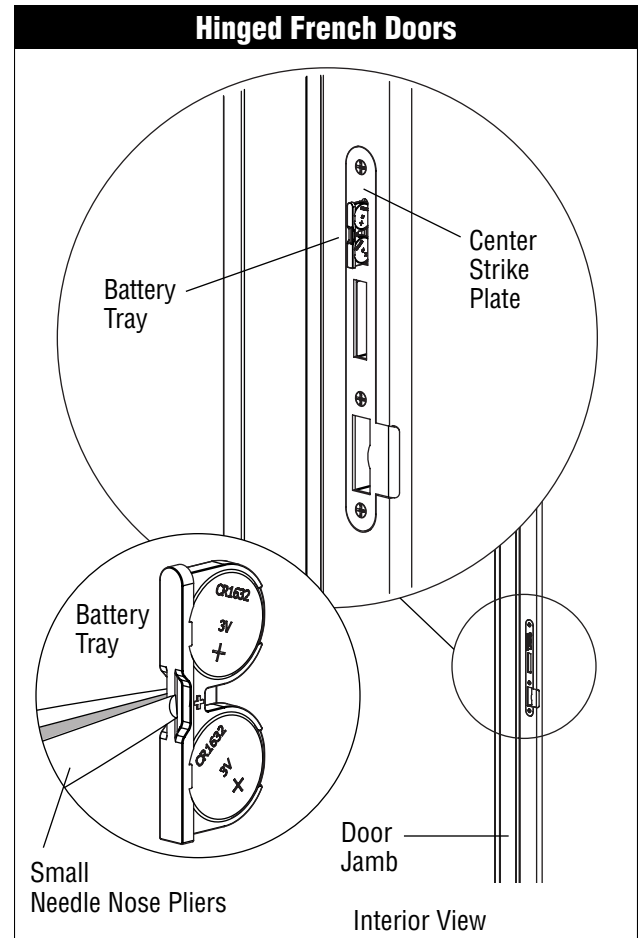
15. Verify that the sensor is communicating with the security control panel by unlocking the window and checking the keypad for the window unlock message and then opening the window and checking the keypad for the window open message. See page 4 for verification instructions.



## Battery Replacement Instructions - continued

### Hinged French Doors

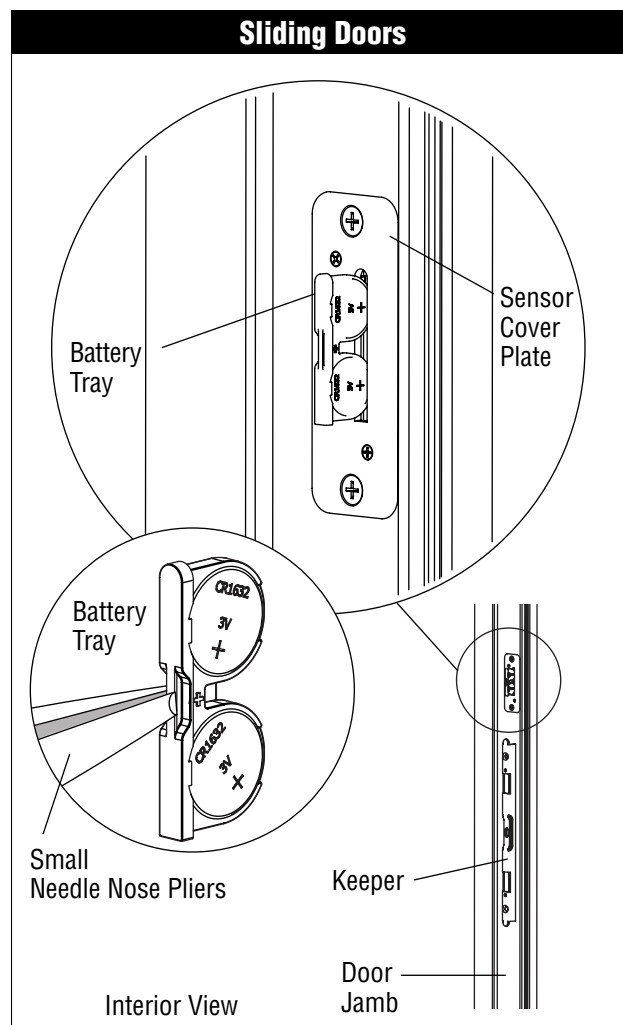
1. Unlock and open the door panel. Secure the door panel in the open position (e.g. chair).
2. Locate the battery tray at the top of the center strike plate in the door jamb.
3. Using a small needle nose pliers, grip the center of the battery tray to remove. Take care to avoid scratching the center strike plate finish.
4. Remove the discharged batteries (see battery disposal information on page 5).
5. Replace the batteries with two fresh CR-1632 lithium coin cell batteries. Take care to properly position the "+" terminals of both batteries to correspond with the "+" marking on the battery tray for proper battery polarity.
6. Insert the battery tray back into the sensor through the opening in the center strike plate. The tray may encounter light resistance during insertion. Continue until the outside edge of the battery tray is flush with center strike plate.
7. Close and lock the door unit.
8. Verify that the sensor is communicating with the security control panel by unlocking the door and checking the keypad for the door unlock message and then opening the door and checking the keypad for the door open message. See page 4 for verification instructions.



## Battery Replacement Instructions - continued

### Sliding Doors

1. Unlock and open the door panel.
2. Locate the battery tray above the keeper on the door jamb.
3. Using a small needle nose pliers, grip the center of the battery tray to remove from the sensor cover plate.
4. Remove the discharged batteries (see battery disposal information on page 5).
5. Replace the batteries with two fresh CR-1632 lithium coin cell batteries. Take care to properly position the "+" terminals of both batteries to correspond with the "+" marking on the battery tray for proper battery polarity.
6. Insert the battery tray back into the sensor cover plate. The tray may encounter light resistance during insertion. Continue until the outside edge of the battery tray is flush with the plate.
7. Close and lock the door unit.
8. Verify that the sensor is communicating with the security control panel by unlocking the door and checking the keypad for the door unlock message and then opening the door and checking the keypad for the door open message. See page 4 for verification instructions.



## Finishing and General Care

### Finishing

- Read and follow the care and maintenance instructions for you Eagle® windows and doors available online at EagleWindow.com.
- Mask the hardware to make sure that no paint and finishing products are allowed to come in contact with the hardware during the finishing processes. If you need to remove the lock bezel and lock lever from casement or awning windows, insert a protective mask over the bezel opening to protect the sensor.

In lieu of removing double-hung hardware during the finishing process, simply mask the sash lock assemblies with painter's tape to protect them and the sensor. Also mask off the locking mechanisms on the outside edge of the sash.

Hinged door center strike plates can be easily masked with painter's tape to protect the center strike plate and sensor. Carefully set any removed hardware aside.

The sliding door keeper and sensor cover plate is easily masked with painter's tape to protect all components.

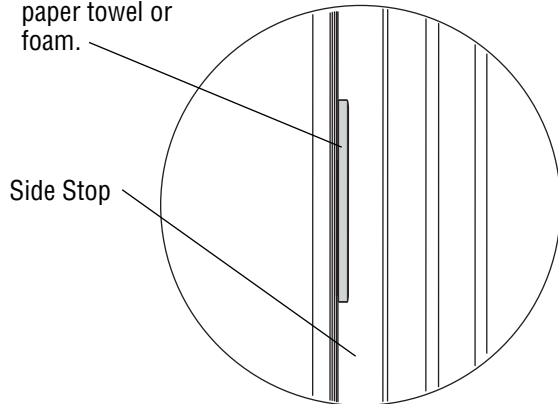
### CAUTION

When applying casing on the strike jamb side of doors, make sure fasteners are located above and below the strike or keeper, so as not to damage the security components.

## Finishing and General Care - continued

### Masking Casement and Awning Window Sensors

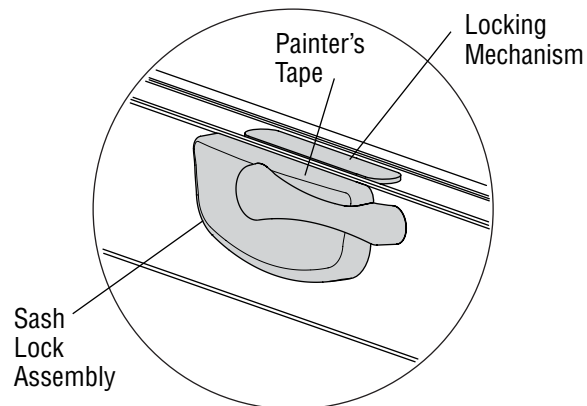
If the lock bezel and lock lever are removed prior to finishing, fill the bezel opening with a protective mask such as painter's tape, paper towel or foam.



Interior View

### Masking Double-Hung and Single-Hung Window Locks and Sensors

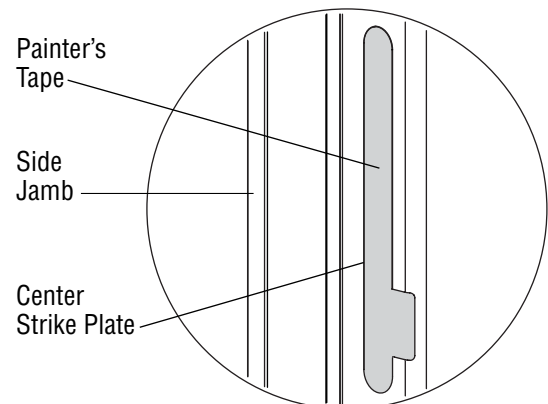
Mask the entire sash lock assembly including the locking mechanism on the outside edge with painter's tape prior to finishing.



Interior View

### Masking Hinged French Door Strike and Sensor

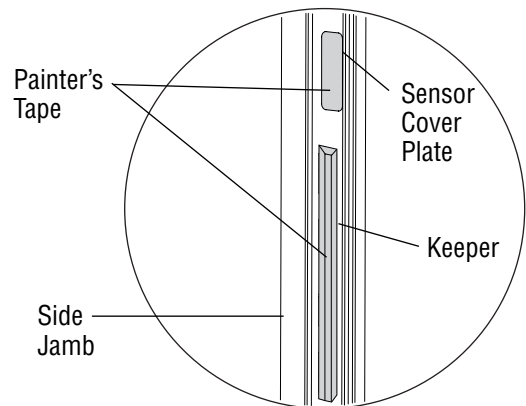
Mask the hinged door center strike plate and sensor on the side jamb with painter's tape prior to finishing.



Interior View

### Masking Sliding Door Keeper and Sensor Cover Plate

Mask the sliding door keeper and sensor plate on the side jamb with painter's tape prior to finishing.



Interior View

## ⚠ WARNING

Sanding, staining, painting, varnishing and other finishing procedures should always be done in well-ventilated areas. Follow all manufacturer's instructions. Failure to do so may result in injury or illness.

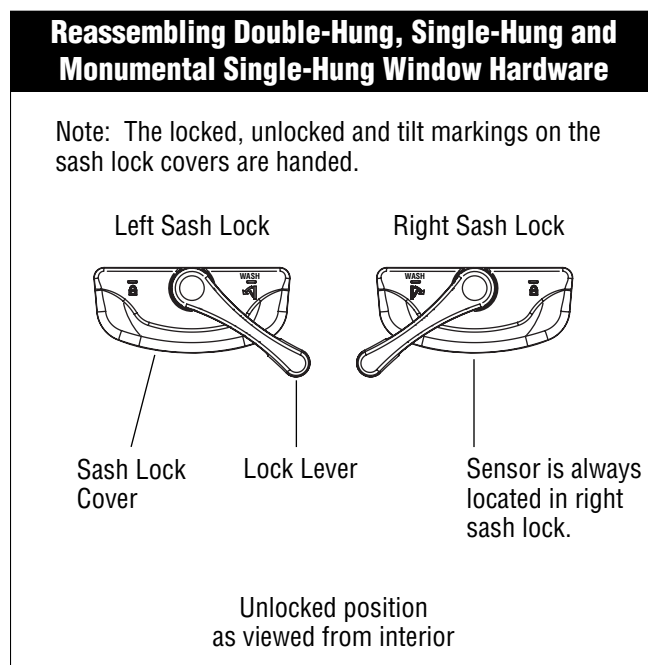
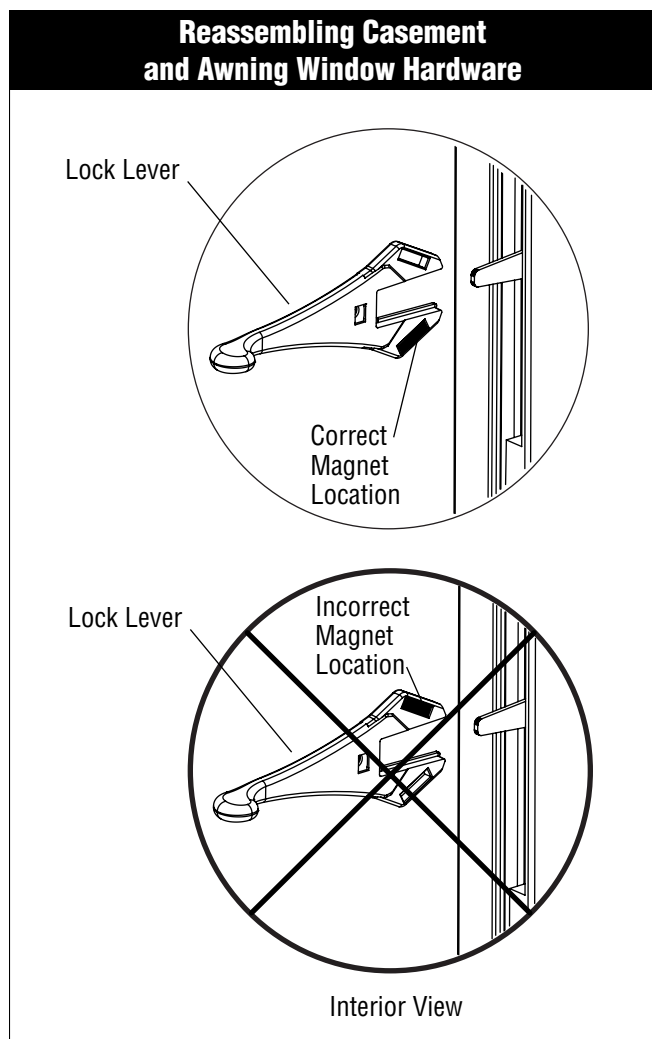
## CAUTION

Finish wood surfaces immediately after installation. Unfinished wood will deteriorate, discolor, and/or may bow and split. Do not stain or paint hardware or its components. Product damage may occur.

## Finishing and General Care - continued

- When reassembling the hardware, note that casement and awning lock levers are handed and the magnets should always be located to the bottom of the lock lever (see illustration below).

In the instance the sash locks were removed on double-hung or single-hung windows, make sure they get installed back to the correct location. The double-hung and single-hung sash lock covers are handed (see illustration below). The sensor is always located in the right sash lock.



### Cleaning Hardware and Sensors

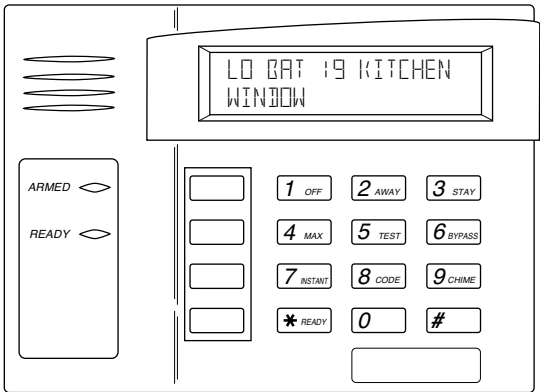
#### CAUTION

Do not spray water or any other cleaning fluids on the sensors or batteries. Product damage may occur.

- Treat the components of your system as you would any other electrical equipment. Do not slam sensor-protected doors or windows.
- Maintain the operating hardware on windows and doors. Keep operating devices, locks, keepers, sensors and other parts free of dirt and debris. Use a small, soft bristled brush or soft, clean, dry cloth for cleaning.
- After cleaning, lubrication of moving hardware parts can be done with a dry silicone spray. Do not use heavy oil lubricants that may collect corrosive particles.

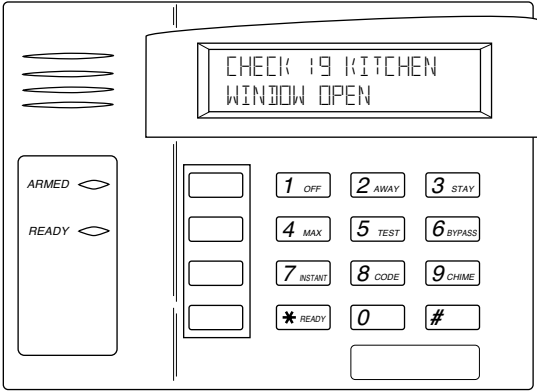
## Troubleshooting

### Frequently Asked Questions

Questions	Answers
<p>1. How long will the VeriLock™ sensor batteries last?</p>	<p>1. Most 3.0 Volt lithium batteries will provide years of operation. Actual battery life is dependent upon the environment in which the sensor is used and the number of signals the sensor has had to send. Other factors such as humidity, temperature extremes or large fluctuations, may all lead to reduction of battery life. Batteries are not covered under the limited warranty.</p>
<p>2. Who do I call for help?</p>	<p>2. For questions regarding your security system itself or monitoring services, contact your security system dealer.</p> <p>For questions regarding your Eagle® windows and doors with VeriLock integrated security, contact your Eagle window and door dealer. For the dealer nearest you, visit “Where to Buy” at EagleWindow.com.</p>
<p>3. What if the VeriLock™ sensors do not work?</p>	<p>3. Pull out the battery tray and make sure the battery is positioned correctly with the positive (+) terminal on top.</p> <p>See battery replacement instructions on pages 5 - 8. Then follow the verification steps noted on page 4. If the problem still exists, contact your Eagle® window and door dealer.</p>
<p>4. What does the message “LO BAT” mean?</p>  <p>The diagram shows a keypad monitoring device with a digital display. The display shows the message "LO BAT 19 KITCHEN WINDOW". To the left of the keypad are two indicator lights labeled "ARMED" and "READY". The keypad has buttons for "1 OFF", "2 AWAY", "3 STAY", "4 MAX", "5 TEST", "6 BYPASS", "7 INSTANT", "8 CODE", "9 CHIME", and a bottom row with "* READY", "0", and "#".</p> <p>Example of Keypad Monitoring Device</p>	<p>4. Indicates that there is a low battery condition detected in a sensor. This is followed by a numbered zone descriptor.</p> <p>Replace the battery following the battery replacement instructions on pages 5 - 8.</p>

## Troubleshooting - continued

### Frequently Asked Questions

Questions	Answers
<p>5. What does the message "CHECK" mean?</p>  <p>Example of Keypad Monitoring Device</p>	<p>5. A "CHECK" message will appear on the system keypad when a sensor is identified as inoperative.</p> <p>The "CHECK" message may also be caused by a change in the environment that prevents the wireless receiver from receiving messages from a particular sensor.</p> <p>Check to make sure the battery is good. See battery replacement instructions on pages 5 - 8. Then follow the verification steps noted on page 4. If the problem still exists, contact your Eagle window and door dealer.</p>

For all other keypad message questions, please review the user's guide for your security system or contact your security system dealer.

## Glossary

*Awning window:* Hinged at the top, this window has a single sash that opens outward from the bottom.

*Battery tray:* A small plastic enclosure that holds the battery for each sensor.

*Casement:* A window with side hinges that opens outward from either the right or left.

*Casement operator:* A hardware device used to operate a casement window to any open position.

*CHECK:* Message indicating an inoperative sensor.

*Check rail:* On a double-hung window, the bottom rail of the upper sash and the upper rail of the lower sash, where the lock is mounted.

*Control panel:* The central security system monitoring device in which the sensors communicate.

*Crank handle:* A handle that attaches to an awning or casement operator, used to open the venting window.

*DISARMED:* Message indicating that the security system has been deactivated.

*Double-hung window:* A window with two vertically moving sashes, each closing a different part of the window.

*FAULT:* Message indicating an event a sensor is monitoring is detected such as the opening or unlocking of a window.

*Frame:* An enclosure or combination of parts that surround a window sash or door panel.

*Head jamb (also head):* All of the horizontal members that make up the top of the window or door frame.

*Hinged French doors:* Hinged door(s) that have wider panel members around the glass.

*Integrated security:* Security sensor technology embedded in Eagle® windows and doors that communicates when the window or door is open/closed and locked/unlocked.

*Keypad:* A security system monitoring device which displays transmitted information and allows the user to control all system functions of the security system.

*Lithium coin cell battery:* A small low-voltage battery designed for use in watches, calculators and similar compact portable electronics products.

*L.E.D.:* Light-emitting diode - An electronic light source emitting low-intensity light.

*LO BAT:* Message referring to a low battery detected in a sensor.

*Lock bezel:* The trim component of casement sash lock hardware.

*Lock lever:* The operating lever component of casement and/or double-hung sash lock hardware.

*Meeting rail (also lock rail):* One of the two horizontal members of a double-hung sash that come together. A check rail.

*Panel:* Framework of stiles and rails in which the glass of a sliding or hinged door is set.

*READY TO ARM:* Message indicating that the security system is ready to be activated.

*RF transmit power levels:* The power levels in which radio frequencies are transmitted and regulated by the Federal Communications Commission (FCC).

*Sash:* Framework of stiles and rails in which the glass of a window is set.

*Sash lock:* A lock applied to the window to pull the sash tightly against the frame (casement) or to pull the check rails together (double-hung) in order to seal the sash from weather and for security.

*Sash lock cover:* The trim component of double-hung hardware that covers the sensor.

*Sensors:* A security device embedded within windows and doors to monitor events, and when detected, report the events back to the security system control panel.

*Side jamb (also jamb):* The vertical members at the side of the window or door frame.

*Side stop:* A wood side trim member attached to a window frame to hold, position or separate window parts.

*Single-hung window:* Window similar to double-hung window, except the top sash is stationary.

*Sliding doors:* Operating panel(s) slide, eliminating the need for the additional room space that a hinged door requires. Available with narrow or wide panel members.

*Strike plate:* The protective metal plate installed in the door jamb that receives the latch or dead bolt lock when the door is closed.

*Transmitter:* An electronic device, which usually with the aid of an antenna, propagates an electromagnetic signal.

*Zone descriptors:* The description programmed into the security system control panel that identifies (1) sensor location (e.g., kitchen), (2) sensor type (e.g., window) and (3) sensor status (e.g., open).



## **Regulatory Statements**

### **Federal Communications Commission (FCC) Part 15 Statement**

This device complies with FCC Rules Part 15. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference that may be received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Eagle Window & Door, an Andersen Company, may void the user's authority to operate the equipment.

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## **Limitations**

VeriLock™ sensors are designed to work with a third party security system. They do not offer guaranteed protection against burglary, fire or other emergencies. Any security system, whether commercial or residential, is subject to compromise or failure to warn for a variety of reasons. For example:

- Intruders may gain access through unprotected openings or have the technical sophistication to bypass a sensor or disconnect an alarm-warning device.
- Battery operated devices will not work without batteries, with dead batteries, or if the batteries are not put in properly.
- Signals sent by wireless transmitters may be blocked or reflected by metal before they reach the alarm receiver. Even if the signal path has been recently checked during a weekly test, blockage can occur if a metal object is moved into the path.

The most common cause of a security system failing to detect when an intrusion occurs is inadequate maintenance. Your alarm system should be tested weekly according to your security system instructions to make sure all sensors are transmitting properly.

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## Limited Warranty for Eagle® Windows and Doors with VeriLock™ Integrated Security Sensors

### Limited Warranty

Eagle warrants VeriLock™ integrated security sensors in its window and door products against defects in manufacturing, workmanship and materials for a period of two (2) years from the date of manufacture. In the event the VeriLock integrated security sensor or components of the integrated security sensor fail as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Eagle will, at its option, without charge, replace or repair the VeriLock integrated security sensor or component of the device that fails to conform to the foregoing warranties. Replacement product will be delivered to the original point of purchase. Labor for reprogramming or for the installation and any painting, finishing, or similar activities involved in the installation, removal or disposal of the integrated security technology device or its components is not included.

### Exclusions

This limited warranty is the only express warranty (either written or oral) provided by Eagle for VeriLock integrated security sensors in its window and door products. No dealer, employee, representative or agent of Eagle, nor any other person, has authority to assume or include on behalf of Eagle any liability, obligation or responsibility in place of or in addition to the terms of this limited warranty. Any product description (whether in writing or made orally by Eagle or a third party), specifications, samples, drawings, engineering sheets, user's manuals, or similar materials used in connection with the customer's order are for the sole purpose of identifying Eagle's product and shall not be construed as an express warranty or condition. Any suggestions by Eagle or a third party regarding use, applications or suitability of the product shall not be construed as an express warranty or condition unless confirmed to be such in writing by Eagle. Eagle does not represent that the integrated security sensors it sells in its windows and doors may not be circumvented or overcome; that the integrated security sensors will prevent any personal injury or property loss or damage by burglary, robbery or otherwise, or that the integrated security sensors will in all cases provide adequate warning or protection. Eagle® products with VeriLock integrated security sensors are designed to work in conjunction with Honeywell® 5800 Series transmitters installed and monitored by a reputable security dealer. A properly installed, maintained and configured VeriLock integrated security sensors used in conjunction with a reputable third party security and monitoring system may only reduce the risk of a burglary, robbery or similar event by giving warning, but is not insurance or a guarantee that such events will not occur or will not cause or lead to personal injury or property loss or damage. All warranty claims must be made during the applicable warranty period.

**EAGLE MAKES NO GUARANTEE OR WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, THAT THE VERILOCK INTEGRATED SECURITY SENSOR IN ITS WINDOW AND DOOR PRODUCTS WILL PREVENT A BURGLARY, ROBBERY OR OTHER SECURITY BREACH OR THE CONSEQUENCES OF A BURGLARY, ROBBERY OR OTHER SECURITY BREACH THAT THE INTEGRATED SECURITY DEVICE WAS DESIGNED TO DETECT AND/OR ALERT.**

**THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. EAGLE EXCLUDES AND SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY NATURE, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR PERSONAL INJURY OR DAMAGE OR LOSS TO PROPERTY, BASED ON ANY OCCURRENCE OR CLAIM, WHETHER ALLEGED AS RESULTING FROM BREACH OF WARRANTY, NEGLIGENCE OF EAGLE OR OTHERWISE. THE EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER, INCLUDING EAGLE'S NEGLIGENCE, SHALL BE REPAIR, REPLACEMENT OR REFUND OF THE PURCHASE PRICE OF THE VERILOCK INTEGRATED SECURITY SENSOR OR ITS COMPONENTS AS SPECIFIED ABOVE.**

## **Limited Warranty - continued**

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, so the above limitations or exclusions may not apply to you. If Eagle is held liable, whether directly or indirectly for any injury, loss or damage with respect to the VeriLock integrated security sensor in its window and door products, regardless of cause or origin, its maximum liability shall not in any case exceed the purchase price of the integrated security technology device, which shall be fixed as liquidated damages and not as a penalty and shall be the complete and exclusive remedy against Eagle.

This limited warranty is only applicable in the United States (i.e., the fifty states and the District of Columbia). This limited warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If any specific term of this limited warranty is prohibited by any such law, it shall be null and void, but the remainder of this limited warranty shall remain in full force and effect. Notwithstanding anything to the contrary, the terms of the limited warranty shall apply unless the parties have jointly executed a separate written agreement on this topic, in which case the terms of such agreement shall prevail in the event of any conflict with the terms of the limited warranty.

### **What is Not Covered by this Limited Warranty**

Eagle shall have no obligation under the limited warranty or otherwise for product failure or damage due to:

- Improper installation, maintenance or use
- Failure due to the application of non Eagle hardware (e.g. locksets, trim sets, etc.)
- Failure to properly install Eagle® hardware
- Installation outside the stated operating parameters
- Batteries; failures related to batteries of any type used in connection with devices
- Product alternation or modification, alteration of serial numbers
- Improper service
- Others (e.g. use of razor blades, use of sealants, painting, sanding or improper washing)
- Accidents
- Outside natural occurrences, such as lightning, power surges, fire, floods, wind, wind borne objects, Acts of God, or the like
- Normal wear and tear
- Corrosion
- Condensation
- Chemicals or air pollutants, such as salt or acid rain
- Delivery by others

Additional items excluded:

- Products not manufactured by Eagle Window & Door
- Labor to replace sensors or other components
- Labor for reprogramming
- Labor and costs related to the removal and disposal of defective product
- Service trips to provide instruction on product use
- Applicable taxes and freight

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## Limited Warranty - continued

- Eagle® windows and doors have their own limited warranties and are not covered by this limited warranty

### Returns/Repairs/Reimbursement

Subject to the terms and conditions listed above, during the applicable limited warranty period, Eagle will repair, replace or reimburse you, at its sole option, free of charge for any defect in VeriLock™ integrated security sensors or its components. In the event you have a problem with the integrated security sensors in your Eagle window or door product, please follow the claim procedure outlined below.

### Claim Procedure

Each window and door must be inspected upon receipt of delivery and before installation and finishing. To initiate a claim under this limited warranty, the customer must contact:

Warranty Service  
Eagle Window & Door, LLC  
2045 Kerper Blvd.  
Dubuque, Iowa 52001  
1-800-324-5354

Eagle must receive each claim within the applicable limited warranty period and also within thirty (30) days after the date the defect is first discovered or reasonably could have been discovered. The claim must contain the following information:

1. The customer's name, address and telephone number.
2. A description of the product.
3. Proof of the date of purchase (an invoice will suffice).
4. The name of the dealer from which the product was purchased (if known).
5. A description of the defect and any further pertinent information.

Eagle will reply within a reasonable period of time after receipt of the claim. For a claim to be honored, the customer must cooperate with Eagle by providing any other information and evidence reasonably required to resolve the claim, and if requested, the customer must permit Eagle to inspect the product within a reasonable period of time after the claim is made. This limited warranty will be void if the product is removed or modified without first providing Eagle with notice and the opportunity to inspect the product as installed. If, after investigation, Eagle determines that the claim is valid, the remedy will be in accordance with the terms and conditions of this limited warranty.

Eagle reserves the right to perform all limited warranty work or arrange for another party to perform the limited warranty work at the consumer's cost.

The applicable limited warranty period will be extended by the period of performance of any limited warranty work, but thereafter the remaining original limited warranty period will continue in effect and be applicable to the limited warranty work performed under the terms and conditions of this limited warranty. Eagle reserves the right, at its discretion, to discontinue or modify part or all of any of its products or components. If an identical Eagle® product

## **Limited Warranty - continued**

or component is not available for replacement purposes, Eagle reserves the right, at its discretion, to substitute a similar Eagle window or door product or component of equivalent value or to refund the original purchase price of the defective product or component.

## **Non-Warranty Repair/Replacement**

Customer will be charged for repairs or replacement of out of warranty product. For all non-warranty repairs or replacement product, customer will be billed for all parts, labor and shipping costs.

## **Transfer of Warranty**

This limited warranty and all claims and rights hereunder shall transfer to any new property owner upon sale or legal transfer of ownership of the property within which the warranty product has been installed.

Please carefully read the VeriLock™ Integrated Security Sensors User's Guide which contains important information about properly operating and maintaining integrated security sensors in your Eagle window and door products.