

General Terms and Conditions

This warranty is fully transferable between owners of the building in which Canada Windows and Doors products were originally installed. Warranty registration is not necessary. However, if service is required, a proof of purchase (invoice #) will be necessary. Make sure the contractor supplies you with this information.

Windows/Doors must be installed in residential (not commercial) buildings.

They must be installed according to design, square and plumb in compliance with industry standards.

Windows/Doors must be installed in a location that is easily accessible. If special equipment is needed to complete repairs (ex. ladder, scaffolding) the customer must erect it and take it down at his own expense.

Canada Windows and Doors Customer Service department is open Monday to Friday 8:30am to 5:00pm.

On occasion Canada Windows and Doors Mfg. will authorize a labor allowance in consideration for the time usually designated for repairs on its products.

The customer is accountable for any finishing work needed and after the repair on our product is completed.

The warranty will be deemed void if modifications are made to our product or repairs are performed by individuals other than a Canada Windows and Doors representative. Canada Windows and Doors will bill service charges if the service is deemed unnecessary or the problem is not due to defective material or manufactured workmanship.

Any part repaired or replaced will be covered for the unexposed period of the original warranty.

Our warranties Do NOT cover:

- a) Water filtration not caused by product defect.
- b) Defects or damage resulting from incorrect heat and ventilation control.
- c) Colour alterations.
- d) Windows where measurements exceed minimum or maximum dimensions appearing in the current price list at time of purchase.
- e) Removal screens.
- f) All invoices must be paid in full, otherwise warranty becomes null and void.
- g) Warranty card must include invoice number otherwise warranty becomes null and void.

Conditions:

- * This warranty applies to windows and doors that have been properly installed. We take no responsibility for problems arising due to faulty installation in which case the warranty becomes null and void.
- ** The Fifteen (15) year warranty on steel insulated doors is limited to doors that have been painted six (6) months after installation, otherwise the warranty becomes null and void.

Note: Copy of invoice should be given to customer from contractor.

This warranty is made in lieu of all other warranties, expressed or implied, including merchantability or fitness after purchase.



Canada Windows & Doors

Where Style and Efficiency Come Together

Over
25 Years
of
Quality

50 Year Fully Transferable Warranty

None Pro-Rated

50 Year Fully Transferable Warranty

None Pro-Rated

Purchaser

Date of Installation

Invoice #

Canada Windows and Doors hereby warrants to the above name Purchaser of its products.

WINDOWS

- A) The vinyl extrusions are warranted against chipping, flaking, peeling and blistering for a period of fifty (50)* years. The warranty is effective as long as the extruded vinyl has not been abused, altered and has received reasonable maintenance. This warranty is limited to the company, and its options to repair or replace, free of charge, the parts to be defective.
- B) The thermally sealed units are warranted against defects resulting in obstruction of vision from film formation caused by dust or moisture condensation between the interior glass surfaces for a period of Twenty-five (25)* years from the date of installation.
- C) All moving parts are warranted against defects in material and workmanship for a period of Fifty (50)* years from the date of installation.

Item B will be honored provided that:

- 1) The insulated unit has not been abused or tampered with.
- 2) The glass has not been cracked or broken.
- 3) The window has been installed properly, according to the industry standards.

Note: Condensation on the windows which may occur as a natural result of moisture within the house and changes in outside or inside temperature does not indicate a defect and is not covered by this warranty.

DOORS

All insulated steel doors sold by Canada Windows and Doors are warranted against rusting and warping for a period of Fifteen (15)* years from the date of installation. The insulated glass in the doors are warranted against all defects resulting in an obstructed view due to dirt or moisture between the panes for a period of Ten (10) years from the date of installation.

REPORTING A CLAIM

The procedure for reporting a claim for warranty is as follows:

- 1) Contact the contractor who installed the window/door to inspect it.
- 2) If the contractor performing the inspection believes a part is defective, then he should get in touch with Canada Windows and Doors.
- 3) Our factory inspector will determine if the part complies with this warranty. If we determine that any part or parts of the window/door are defective, then we will replace this part with a new part. (F.O.B. our warehouse)

If the contractor in question is unavailable for unknown reason to inspect and report to Canada Windows and Doors, then we will send our serviceman over to inspect the window/door at your expense if service is deemed to be of faulty installation.