



vinylwindowdesigns.com

Warranty Certificate Validation

Lifetime Warranty (Limited)

All vinyl windows and patio doors manufactured by Vinyl Window Designs Ltd. ("VWD") are warranted against defects in materials and workmanship, occurring as a result of the manufacturing process. The following window and patio door parts and components are covered during the stated period, under normal use and service, subject to the terms and conditions contained in this limited warranty.

LIFETIME ON INSULATING GLASS

Vinyl Window Designs warrants that your Stainless and TempSmart insulating glass units contained in the windows and patio doors will conform to the Federal specification for insulating glass units fabricated from select 'A' quality glass and that under normal conditions there will not be an obvious obstruction of vision which is the result of film formation or dust collection between the interior glass surfaces for as long as you own your home in accordance with all terms specified in this warranty. Warranty on any other spacer systems is limited to five (5) years. Warranty on any glass with internal blinds is limited to ten (10) years.

GENERAL CONDITIONS

The Limited Lifetime Warranty stipulated in this document is the only warranty applicable to the vinyl windows and patio doors manufactured by VWD. This Limited Warranty is in lieu of all other warranties, liabilities, and obligations of VWD, oral or written, expressed, or statutory. Implied warranties of merchantability and fitness for a particular purpose are limited to the duration of this Limited Warranty, except as may be otherwise accorded by law. To the extent permitted by law, VWD shall not be liable for consequential damages of any kind, including, but not limited to, any damage to the building, its contents, or any person therein, inconvenience, or any other cost except as specifically set forth herein. No representative of VWD or its distributors or contractors is authorized to make any change in, or modification to, this warranty.

Revision Date: June 2020

LIFETIME ON VINYL

VWD vinyl window and patio door frames and sash shall be free from defects in material and workmanship, incl. blistering, peeling, flaking, and corroding.

NOTE: Painted and/or wood grain products are limited to a ten (10) year warranty. (See VWD Exterior Colour Warranty for details)

LIFETIME ON HARDWARE

VWD warrants that Truth Operators and Multipoint Locks shall properly perform their functions for the life of the window and patio door. Ultra Screen hardware and other hardware are warranted for ten (10) years from the date of purchase. Screen mesh is not warranted against normal wear and tear.

PRODUCT USE

This Limited Warranty applies only in respect of VWD vinyl window and patio door products used in normal residential applications in Canada or the United States and strictly for the purposes for which they are intended and in respect of the building in which they were originally installed. This warranty is extended to the original owner for his residential, single dwelling only. Warranty on condominiums, rental, commercial or institutional properties is limited to five (5) years or less as specified herein.

LIMITED WARRANTY LIMITATIONS

VWD's liability hereunder is limited solely and exclusively to repair or replacement, at the option of VWD, of the defective VWD vinyl window and patio door product, and VWD will not be liable for any labour or installation costs. All parts are FOB Toronto, ON, or the closest authorized VWD Dealer/Distributor. This warranty is to the original owner and is in effect as long as you own your home. A portion of this warranty can be transferred to a new owner provided that VWD receives written notification of the change in ownership and \$150.00 transfer fee within thirty (30) days of the property changing ownership, else the warranty ceases to be in effect. A transferred warranty is limited to a period of ten (10) years from the date of the original purchase of the windows and patio doors.

REPLACEMENT PARTS OR REPAIRS

VWD reserves the right to discontinue or change any design or method of manufacture. If VWD agrees to make a replacement under the terms of this Limited Warranty and an exact replacement part is not available, VWD reserves the right to substitute a part or parts of equal or superior quality at its sole discretion.

The warranty period in respect of any VWD vinyl window and patio door product installed pursuant to this Limited Warranty shall be equal to the remainder of the warranty period applicable to the VWD vinyl window and patio door product originally installed.

EXCLUSIONS FROM LIMITED WARRANTY COVERAGE

This Limited Warranty does not apply to and VWD shall not be liable for any failure, defect or damage resulting from or in connection with any of the following:

A. Normal weathering and exposure to harmful chemicals, air pollutants and atmospheric conditions may cause all vinyl to gradually fade, chalk or suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under this Limited Warranty.

B. Any defect, malfunction or failure to perform that has occurred because of unreasonable use, improper installation or failure to perform reasonable or necessary cleaning and maintenance (see section entitled "Window Maintenance").

C. Any damage to the window/patio door or components of the window/patio door caused by settlement or structural defects of the building in which they are installed.

D. Any damage caused by wind, hail, lightning or other acts of God, intentional act, accident, negligence or exposure to harmful chemicals or pollutants, including the use of harmful cleaning solvents or abrasives. Any damage caused by painting or coating or vinyl components not approved by VWD in writing as being approved.

E. Defects or breakage of a product or product component resulting from excessive thermal or physical stress including, but not limited to, broken glass or torn screens.

F. Damage caused by improper handling or installation.

G. All third party special order components are limited to that supplier's warranty.

H. Any window/patio door that has been repaired, modified or tampered with by any person other than a duly authorized representative of VWD.

I. Condensation on the windows and patio door, that may occur as the natural result of humidity within the house or building area and changes in the outside temperature, does not indicate a manufacturing defect and it is not covered under the Limited Warranty. This could result in premature seal failure that voids the warranty.

J. Window and Patio Door sizes that do not fall within the minimum and maximum dimensions of VWD's standard product offering, as published.

In the event that VWD's obligation under this Limited Warranty is sought, the owner must notify the Dealer/Distributor in writing by registered mail and within thirty (30) days after the defect has first appeared. Such notification must contain the following:

- a) Name, address and telephone number(s) of the owner
- b) Date of installation and invoice number
- c) Your VWD warranty card including your registration number
- d) A detailed description of the defect for which the warranty is requested

VWD reserves the right to examine the window/patio door and installation in respect of which a claim is being made in order to determine the validity of any such claim prior to being liable under this warranty.

Upon receipt of this information the Dealer/Distributor will notify the Owner of his share of costs (where such is applicable). No repair or replacement parts will be provided until Vinyl Window Designs Ltd. has received the Owner's payment of Owner's share of costs. The Dealer/Distributor will provide repair or replacement parts to the Owner upon receipt of the Owner's payment.

WINDOW & PATIO DOOR MAINTENANCE

Exterior surfaces will be exposed to airborne dirt and pollution. Normal rainfall may be sufficient to remove surface accumulations. To remove more stubborn deposits use a liquid solution of mild household soap applied with a sponge to wipe down sash and frame components.

Caution: Never use abrasive cleaning agents, paint removers or solvents to clean vinyl components. When using any cleaner other than water, be certain to follow the manufacturer's directions exactly. Use personal protection equipment and protect shrubs and adjacent siding from direct contact with cleaning agents.

If stubborn stains exist, use the following chart for cleaning procedures:

Staining Agent	Cleaning Agent	Preparation	Procedure
Light oils and greases Heavy grease Caulking compound Wax, crayon, asphalt tar, etc.	Solvents: Mineral spirits V.M.P Naptha Auto tar remover	Remove excess dirt and debris with plastic or wooden scraper (not metal).	Use soft cloth to apply. Avoid polishing stained area by using too much pressure. After removing stain, rinse well with water
Inks (marking) Nail polish Paint, gum, lipstick	Cleaning fluid (Trichloroethylene)	Remove excess dirt and debris with plastic or wooden scraper (not metal) Chill gum to remove excess.	Use soft cloth to apply. Avoid polishing stained area by using too much pressure. After removing stain, rinse well with water.
Rust Stains	Oxalic Acid - Auto radiator cleaner	Make a solution of 1 tablespoon of oxalic acid to 1 cup warm water	Apply solution with soft bristle brush. Wipe with damp cloth then flush with rust-free water. (Use rubber gloves and protect eyes and face).
Stubborn stains	Xylene	Try the above procedures (1-3) first. Try this procedure only if they fail.	Dampen small area of a soft cloth with Xylene and rub vigorously. Do not remove any more material than necessary. Rinse thoroughly with water.