



OUR WARRANTY TO YOU - Vinyl Windows, Entry Doors, Patio Doors

This warranty is effective for vinyl windows, entry doors and patio doors ("Product") sold by AluminArt on or after June 15, 2016.

OUR WARRANTY COVERS

We warrant that if your AluminArt product exhibits a defect in material or workmanship from the initial date of delivery of the product as specified herein, we will, at our sole option, repair, replace or refund the purchase price of the product or component part.

The warranties are transferable as follows: In the event you sell your residence or it becomes occupied by someone other than the original Customer, the warranty is ten (10) years from the initial date of sale of the products to the original Customer.

VINYL WINDOWS

Item	Coverage	Product	Labour
Clear/LowE Glass Units	Hermetic Seal Failure	Limited Lifetime	2 Years
	Spontaneous Glass Breakage	1 Year	1 Year
	Accidental Glass Breakage	Limited Lifetime	None
Tempered/Special Glass Units	Hermetic Seal Failure	5 Years	2 Years
	Spontaneous Glass Breakage	None	None
	Accidental Glass Breakage	None	None
Any Glass Units with Grids	Hermetic Seal Failure	5 Years	2 Years
	Spontaneous Glass Breakage	5 Years	2 Years
	Accidental Glass Breakage	5 Years	None
Extruded Vinyl	Holes, Peeling, Blistering, Flaking, Splitting, Corroding	Limited Lifetime	2 Years
Painted Vinyl	Peeling, Blistering, Flaking, Splitting, Corroding, Uneven Discolouration	10 Years	2 Years
Hardware/Accessories	Free From Manufacturing Defects	Limited Lifetime	2 Years
Screen Frame	Peeling, Blistering, Flaking, Corroding	Limited Lifetime	None

ENTRY DOORS

Item	Coverage	Product	Labour
Steel Panels	Warping, Rusting, Cracking, Buckling	10 Years	2 Years
Fibreglass Panels	Warping, Rusting, Cracking, Buckling	25 Years	2 Years
Door Frame	Warping, Bowing, Rusting, Buckling	10 Years	2 Years
Painted Entry Door Systems	Peeling, Blistering, Flaking, Splitting, Corroding, Uneven Discolouration	10 Years	2 Years
Door Lites	Hermetic Seal Failure	10 Years	2 Years
Hardware/Accessories	Free From Manufacturing Defects	Limited Lifetime	2 Years

PATIO DOORS

Item	Coverage	Product	Labour
Insulated Glass Units	Hermetic Seal Failure	Limited Lifetime	2 Years
Door Frame and Sash	Splitting, Peeling, Blistering, Flaking, Excessive Fading	25 Years	2 Years
Painted Patio Doors	Peeling, Blistering, Flaking, Splitting, Corroding, Uneven Discolouration	10 Years	2 Years
Screen Frame	Peeling, Blistering, Flaking, Corroding	Limited Lifetime	None
Hardware/Accessories	Free From Manufacturing Defects	Limited Lifetime	2 Years

WARRANTY CONDITIONS

OUR WARRANTY DOES NOT COVER

- Any normal wear and tear. Any exposure to sunlight, air pollutants, salt spray and other atmosphere conditions which may cause all vinyl and hardware surfaces of the Product to gradually fade, chalk, suffer an accumulation of surface dirt or stains, corrode or tarnish, respectively. In addition, our Warranty does not cover non-uniform vinyl discolouration from unequal exposure to the sunlight and the elements. These are normal occurrences and are not covered under these warranties.
- Any damage to the Product caused by wind, hail, fire, flood, earthquake, lightning, other acts of God, war, intentional acts, accidents, negligence, exposure to harmful chemicals or acts of third parties beyond the control of AluminArt.
- Any defect, malfunction or failure to perform which has occurred to the Product because of unreasonable use, improper application, failure to perform reasonable or necessary maintenance or alteration and/or modification to the window (i.e., customer applied tints or films, paint finishes, security systems).
- Any discolouration, polish, warping, surface damage or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.
- Paint applied by anyone other than AluminArt or its authorized agents.
- Any screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- Any condensation or damage as a result of condensation. Condensation occurs as the natural result of humidity within the house or building area and changes in the outside/inside temperature.
- Any slight imperfections or colour variations or wavy distortions in the glass or glass unit that don't impair structural integrity and are not visible standing 5 feet away from the glass unit.
- Any damage to a Product caused by extreme artificial temperature buildup or exposure.
- Any warping not exceeding ¼" in the plane of the door slab, bow or misalignment in the door frame in which the door panel slab is hung.
- Any Product which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of AluminArt.
- Any damage to a Product caused by settlement or structural defects of the building in which the products are installed.
- Any failure of a Product or its performance characteristics caused by improper installation of the Product.
- Any failure of a Product or its performance characteristics where a Product has been installed in a structure, removed from the original structure and reinstalled in the same or different structure.
- Any decline in a Product's performance due to aging or inert gas dissipations. The migration of an inert gas, such as argon, is a natural process that occurs over time.
- Labour and materials for refinishing activities or the removal and disposal of defective product(s).
- Any labour costs relating to the investigation of an improper claim.
- Any repairs on Products located more than 40 kilometers from an authorized retailer without the prior agreement on travel costs and accessibility by paved road. We will not be responsible for acquiring, erecting, or dismantling scaffolding or providing special tools and machinery.
- Incidental or consequential damage. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

PROCEDURES AND CONDITIONS OF WARRANTY REMEDY

If you have a problem with your AluminArt Product, please contact AluminArt Warranty at **1-800-427-6514**. We can respond quickly and efficiently if you provide the following a) Proof of Purchase, b) Product identification (from the original order/invoice) and c) service request form completed with photographs of the apparent problem. Warranty request form, detailing the above information, can be obtained from our website www.aluminart.com.

WHAT WE WILL DO

Upon receiving your service request form, we will call you to acknowledge receipt of your form, usually within three business days. We will investigate your claim and will begin to take appropriate action within 30 days after notification. If we determine the claim qualifies for the warranty, AluminArt will complete the service within 90 days from the date the determination is completed. If it is determined that the Product does not have a defect covered by the labour warranty, we may charge an inspection fee for any onsite inspection that is required or requested by you.

LIMITATIONS

Because manufacturing materials and techniques can change, replacement components may not be an aesthetic match to the original. We reserve the right to substitute the original components with replacement components of equal or better quality, at its sole discretion. Failure to properly care and maintain the Products may void this Limited Warranty. No representative of AluminArt Products Limited has the authority to change, modify or expand this Limited Warranty. The original purchaser of this Product acknowledges that they have read this Limited Warranty, understand it and are bound by its terms. This Limited Warranty document sets forth our maximum liability for our Products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the Product, except as expressly contained herein. In the event provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from province to province.