

UNITED WINDOW STANDARD PRODUCT WARRANTY

United Window Mfrs. Warrants that its products are guaranteed to be of quality material and workmanship. Any defect which may arise in workmanship or quality of material will be rectified or replaced by the manufacturer within two years of the date of delivery.

Any defects not discovered prior to installation, we will not be held responsible for re-installation or refinishing of the product. Any deficiencies in the product should be reported immediately upon receipt.

Note: In order for this warranty to remain valid, all installation requirements as set out by United Window must be followed. We will not be held responsible for any deficiencies caused by improper installation.

INSULATED GLASS GUARANTEE

United Window insulated units are guaranteed for five (5) years from date of installation. The warranty covers any unit failure which result in obstruction of vision, due to formation of film, dust, or water vapour on the inner glass surfaces of the unit. The warranty is not valid where there is glass breakage or improper installation.

Condensation of the interior glass surface is not considered a unit failure and therefore will not be covered under this warranty.

Where a unit is deemed to have failed, United Window will supply a new unit; however, United Window will not be held responsible for any cost of re-installation and refinishing after two years from date of delivery.

To ensure proper operation and performance the following installation instructions must be adhered to:

1. Unit must be LEVEL, SQUARE, and PLUMB.
2. A solid shim on sill and jamb must be used.
3. All exterior wood surfaces must be primed within 1 week after delivery.
4. DO NOT paint weather-strip, track, or hardware.
5. Prior to installation unit must be kept dry and handled with care.
6. Fill all gaps between frame and studs with insulation.
7. Carefully caulk all exterior joints between frame and building.
8. Unit is not designed to carry additional load such as air conditioners, exhaust fans, etc.
9. Allow one-half inch (1/2") spacing between the window sill and masonry sill (brick or stone) to compensate for frame shrinkage settlement.

After installation the following steps will result in effective maintenance of the product:

1. Windows should be inspected annually specifically for assessing the condition of the paint, glazing seals, and caulking. Any necessary maintenance should be completed immediately.
2. Sill tracks, roto gear operators and other operating hardware should be lubricated annually.

INSULATING GLASS PERFORMAMCE RECOMMENDATION

Any of the following should be avoided to stop excessive heat build-up and non-warrantable, premature failures:

1. Solid objects placed immediately adjacent to glass.
2. Modify glass surface with paint, signs, etc.
3. Drape or blind placement/arrangement which does not allow sufficient air movement.
4. Heating ducts or other forms of heating in very close proximity to the insulating glass.
5. Note: Excessive levels of relative humidity and/or closed drapes/blinds may result in excessive formation of condensation/frost.

NOTE: THE CUSTOMER SHOULD HAVE INSURANCE TO COVER GLASS BREAKAGE.