

Willmar Windows Warranty Policy

Effective prior to 1/1/1987

INSULATING GLASS WARRANTY MANUFACTURER'S WARRANTY

INSULATING GLASS

Willmar Windows, as manufacturer warrants all insulating glass supplied to the original customer by it, or its authorized dealers, from failure to the air seal due to defects in material or workmanship for a period of five years from the date of purchase. This warranty does not include cracked or broken glass or damage to the product resulting from accident, abusive handling or misuse or shattering due to heat build up. Should there be such failure of the air seal within the warranty period, the manufacturer shall provide a replacement unit of insulating glass, delivered to the original point of purchase. The customer will be responsible for installing, repainting, refinishing or similar activities involved in the replacement of glass.

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

WILLMAR WARRANTY & SERVICE POLICY

All merchandise manufactured is guaranteed to be of quality workmanship and material. Any defects in manufacture will be replaced in the natural state within a period of one year from the date of shipment. If defects are not noticed until after installation and painting we will not be held responsible for re-installation or refinishing.

Problems arising in the field due to improper installation of any Willmar product will not be our responsibility.

Complaints involving workmanship or material should be reported promptly by completing a service form.

STEEL DOOR WARRANTY

Willmar Windows, as manufacturer, will provide a limited warranty to the purchaser against defect, warpage, or error in workmanship for a one (1) year period from the date of manufacture. Within that time period we will replace defective material at no charge. The company will not however, be responsible for installation or any refinishing-work associated with replacement of these materials. It shall be the purchaser's responsibility to complete the replacement of the items deemed defective. Door warpage is considered a defect when the deflection exceeds 8 mm or 5/16" providing the door is manufactured with standard lock and hinge preparation. This warranty will cover doors with glazing units 23 x 37 or less. Door warpage is not covered by warranty when glazing units are greater than 23 x 37.

THIS WARRANTY IS LIMITED TO DEFECTS IN WORKMANSHIP AND MATERIALS AND DOES NOT COVER DAMAGE OR DEFECTS CAUSED BY OR ARISING FROM:

1. Damage occurring in transit after the unit leaves the Willmar. Windows plant, or on-site damage occurring during construction, through vandalism or from any other cause beyond Willmar-Windows' control;
2. Improper handling or installation by the builder or customer or the failure of the builder or the customer to follow our instructions;
3. Installation of the door or sidelite in its opening in a manner that is not exactly plumb, square and true and adequately shimmed on-all sides so that both the door and/or sidelite will operate properly;
4. The unit being subjected to stresses resulting from localized application of heat which caused excessive temperature differential over the glass surface or edges, or if the strain is applied to the unit by movement of the building, or if provisions have not been made in accordance with sound practice for adequate expansion or contraction of framing members;
5. Claims involving the installation and/or finishing or any work not originally preformed by Willmar Windows or its authorized representative;
6. Exposure to weather in an unfinished state