

Willmar Windows Warranty Policy

Effective 1/1/1987 – 5/31/1993

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 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 AND SERVICE POLICY

All Willmar Window products are guaranteed, to the origins consumer, 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 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.

WILLGUARD WARRANTY

Willmar Windows will provide a limited twelve (12) year warranty against chipping, blistering, flaking, cracking or loss of adhesion on its Willguard product. Should such failure occur within the first year from date of purchase, the manufacturer shall repair or replace the defective component at no charge whatsoever. Willmar Windows reserves the right to determine the most appropriate method for correction of the problem. After one (1) year from the date of purchase, labour costs are the responsibility of the final customer. Willmar Windows will, however, provide any replacement component and deliver it to the original point of purchase at no charge.

This warranty is limited to defects in assembly and materials and excludes the following:

1. Normal fading due to exposure to weather and minor color variation in the coating finish;
2. Damage arising from any event(s) beyond the control of Willmar Windows such as: on-site damage occurring during construction, improper handling and/or installation, vandalism, or acts of nature.

PVC WARRANTY

Willmar Windows will provide a limited twenty (20) year warranty on all PVC windows against defects in material and workmanship. Willmar Windows will service or repair any

defective PVC components at the factory providing the components are returned, prepaid. This warranty will not be honored when damage is caused by faulty installation.

STEEL INSULATED DOORS

Willmar Windows will provide a limited warranty on the steel door only to the original consumer against warpage or delamination for a twenty-five (25) year period from the date of manufacture provided the door slab is sealed on all surfaces. Within that time period the manufacturer will replace defective material at no charge. No labour or installation is included after 1 year from date of manufacture. Willmar Windows will not however, be responsible for installation or any refinishing work associated with replacement of these materials and reserves the right to limit costs in outlying areas. 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".

FIBRE ELEGANCE (FIBERGLASS) WARRANTY

The Fibre Elegance door slab is backed by a Lifetime Limited Warranty to the original registered homeowner against defects in material and workmanship for as long as the original registered homeowner owns the product, providing recommended installation and maintenance procedures are followed and the enclosed registration card is returned. IF THE REGISTRATION CARD IS NOT RETURNED THE ABOVE WARRANTY WILL EXPIRE FIVE (5) YEARS FROM THE DATE OF ORIGINAL PURCHASE.

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 performed by Willmar Windows or its authorized representative;
6. Exposure to weather in an unfinished state.