

Willmar Windows Warranty Policy

Effective 6/1/1993 – 8/31/1999

CANADIAN ORIGINAL CONSUMER WARRANTY

1. General Warranty

All Willmar Windows and Doors are guaranteed, to the original 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. We will not be held responsible for re-installation or re-finishing.

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.

2. Insulating Glass

2.1 Insulating Glass Warranty

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 FULL TEN (10) years from the later date of manufacture or June 1st, 1993. 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. Willmar Windows (or its' designated representative) shall replace defective insulating glass at no charge within a period of one (1) year from date of purchase, but the customer shall be responsible for any installing, re-painting, re-finishing or similar activities involved in the replacement glass. 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. Willmar reserves the right to limit warranty labour costs in outlying areas.

2.2 Insulating Glass Performance Recommendations

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

- Solid objects placed immediately adjacent to glass;
- Modifying glass surface with paint, signs, etc.;
- Drape or blind placement/arrangement which does not allow sufficient air movement;
- Heating ducts or other forms of heating in very close proximity to the insulating glass;

- 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

3. Window and Patio Door Frame and Sash

3.1 Clad and Wood

All Willmar clad and wood window components include a one year warranty of quality workmanship and material from date of purchase to the original consumer. Any defects in manufacture will, upon request be inspected to determine the nature of the problem. Willmar Windows (or its' designated representative) will, without charge, repair or replace the defective component(s) to its' original serviceable condition during the warranty period. Willmar Windows will not be responsible for re-painting or refinishing. This warranty will only be honored if all non-clad surfaces, including all sides of operating sash, are finished to accepted standards within prescribed time periods on-site and all components are properly cared for.

3.2 Willguard with Flexacron

Willmar Windows will provide a limited twelve (12) year warranty to the original consumer against chipping, blistering, flaking, cracking or loss of adhesion on its' Willguard with Flexacron products. 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, Willmar will provide any replacement component(s) and deliver it to the original point of purchase at no charge. After one year, labour costs to replace the component(s) shall be the responsibility of the final customer.

This limited warranty excludes the following:

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

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3.3 PVC

Willmar Windows will provide a limited twenty (20) year warranty on all PVC products against defects in material and workmanship. Willmar Windows will, upon request, inspect installed product on location to determine the nature and extent of the problem to determine an appropriate course of action. Willmar Windows will generally service or repair any defective PVC components at the factory providing the components are returned, pre-paid (minor repairs and adjustments will be made on site). The final consumer shall be responsible for all installation costs after one (1) year. Note: This warranty will not be honored when damage is caused by faulty installation (refer to factory installation recommendations).

4. Hardware

Willmar Windows offers a limited warranty to the original consumer against defect or error in workmanship. Replacement of defective hardware will be supplied free of charge for one year after date of purchase. Willmar, however, will not under any conditions be responsible for re-finishing or other activities necessary to complete replacement

Truth Inc. provides a limited lifetime warranty against defects in materials and workmanship for the life of Truth window hardware (retro gear and leverlock operators and sash hinges). This limited lifetime warranty does not cover installation (beyond Willmar limited warranty) nor does it cover products which have in any way been misused, worn out or used in a manner for which it was not originally intended. Note: This warranty does not cover zinc dichromate coatings against corrosion within 2 kilometers or 1 1/2 miles of the sea coast (special corrosion retardant finish should be ordered for sea coast application).

5. Insulated Entrance Doors

5.1 Steel Insulated Doors

Willmar Windows will provide a limited warranty on steel insulated doors 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 period of time, the manufacturer will replace defective material at no charge. No labour or installation is included after one (1) year from the date of purchase. Willmar 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

5/16" or 8 mm providing the door is manufactured with standard lock and hinge preparation. This warranty will cover doors with glazing unite 23" x 65" or less. Door warpage is not covered when glazing units are greater than 23" x 65"

5.2 Fiberglass Insulated Doors

The Fiber Elegance fiberglass insulated door slab is backed by Stanley's lifetime limited warranty to the original registered homeowner against defects in material and workmanship for as long as the registered homeowner owns the door, providing recommended installation and maintenance procedures are followed and the enclosed registration card is returned to Stanley. IF THE REGISTRATION CARD IS NOT RETURNED, THE ABOVE WARRANTY WILL EXPIRE FIVE (5) YEARS FROM THE DATE OF THE ORIGINAL PURCHASE.

6. General

THE WARRANTY AS OUTLINED IN POINTS 1 THROUGH 5 IS LIMITED TO DEFECTS IN WORKMANSHIP AND MATERIALS AND DOES NOT COVER DAMAGE OR DEFECTS CAUSED BY OR ARISING FROM:

6.1 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;

6.2 Improper handling or installation by the builder or customer or the failure of the builder or the customer to follow our instructions;

6.3 Installation of the door or sidelites 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;

6.4 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 at framing members;

6.5 Claims involving the installation and/or finishing or any work not originally performed by Willmar Windows or its authorized representative;

6.6 Exposure to weather in an unfinished state.