



Windows & Doors for life!

Warranty Certificate Validation

Limited Warranty*

All Platinum Series™ vinyl windows manufactured by Alberta Vinyl Window and Doors Ltd. (AVWD) are warranted against defects in materials and workmanship occurring as a direct result of the manufacturing process. The following window parts and components are covered during the stated period, under normal use and service, subject to the terms and conditions contained in this limited warranty.

Lifetime on Insulated Glass Units

AVWD warrants that the INTERCEPT™ insulating glass units contained in your windows will conform to the Federal specifications for insulating glass units fabricated from select “A” quality glass and that, under normal conditions, there will not be an obvious obstruction to vision which is the result of film formation or dust collection between the interior glass surfaces for Lifetime in accordance with all terms specified in this warranty. One year on labour and Lifetime on Insulated Glass unit.

Lifetime on Vinyl Frames and Sash Members

AVWD warrants that AVWD windows shall be free from defects in normal material and workmanship that result in blistering, peeling, flaking or corroding of the vinyl window frame or vinyl window sash member, excluding painted windows which are limited to a ten (10) year warranty. One year on labour and Lifetime on frame and sash members.

Lifetime on Hardware

AVWD warrants that all AVWD vinyl window hardware shall remain in good operational condition. One year on labour, Lifetime on hardware.

General Conditions

The Limited Warranty stipulated in this document is the only warranty applicable to the vinyl windows manufactured by AVWD. This Limited Warranty is in lieu of all other warranties, liabilities and obligations of AVWD, oral or written, expressed to statutory. Implied warranties of merchantability and fitness for a particular purpose are limited to the duration of this Limited Warranty, except as may be otherwise accorded by law. To the extent permitted by law, AVWD shall not be liable for consequential damages of any kind including, but not limited to, any damage to the building, its contents or any person therein. No representative of AVWD or its distributors or contractors is authorized to make any change in or modification to this warranty.

Product Use

This Limited Warranty applies only in respect of AVWD vinyl window products used in normal residential applications in Canada or in the United States and is strictly for the purposes for which they are intended and in respect of the building in which they were originally installed. This warranty is extended to the original owner of his or her residential single dwelling only. Warranty on condominiums, rental, commercial or institutional properties will be determined by the nature of the individual project. In such circumstances, the glass is generally warranted for five (5) years, all other components are warranted up to a maximum of ten (10) years.

Replacement Parts or Repairs

AVWD RESERVES THE RIGHT TO DISCONTINUE OR CHANGE ANY DESIGN OR METHOD OF MANUFACTURE. If AVWD agrees to make a replacement under the terms of this Limited Warranty and an exact replacement is not available, AVWD reserves the right to substitute a part or parts of equal or superior quality at its sole discretion.

The warranty period in respect of any AVWD vinyl window product installed pursuant to this Limited Warranty shall be equal to the remainder of the warranty period applicable to the AVWD vinyl window product originally installed.

*Limited Warranty Parameters

AVWD's liability hereunder is limited solely and exclusively to repair or replace, at the option of AVWD, of the defective AVWD vinyl window product. AVWD will not be liable for any labour or installation costs upon expiry of the “supply and install” period specified above. All parts are F.O.B. Calgary, AB, or the closest authorized AVWD Dealer/Distributor. This warranty is issued to the original owner and is in effect for as long as that person owns the home. A portion of this warranty can be transferred to a new owner, provided that AVWD receives written notification of the change in ownership, along with a \$100 transfer fee within 30 days of the property changing ownership. Failure to forward notice and payment renders the warranty null and void. A transferred warranty is limited to the duration of the original warranty issued from the original date of purchase of the windows.

Exclusions From Limited Warranty Coverage

The Limited Warranty does not apply to, nor is AVWD liable for, any failure, defect or damage resulting from or in connection with any of the following:

- A. Normal weathering, exposure to harmful chemicals, air pollutants or atmospheric conditions that may cause vinyl to gradually fade, chalk or suffer an accumulation of surface dirt or stains.
- B. Any defect, malfunction or failure to perform that has occurred because of unreasonable use, improper installation or failure to perform reasonable or necessary cleaning and maintenance (see section titled, "Window Maintenance").
- C. Any damage to the window or components of the window caused by settlement or structural defects of the building in which they are installed.
- D. Any damage caused by wind, hail, lightning or other acts of God, intentional act, accident, negligence or exposure to harmful chemicals or pollutants, including the use of harmful cleaning solvents or abrasives. Any damage caused by painting or coating of vinyl components not approved by AVWD in writing as being approved.
- E. Defects or breakage of a product or product component resulting from excessive thermal or physical stress including but not limited to, broken glass or torn screens.
- F. Damage caused by improper handling or installation.
- G. Any window that has been repaired, modified or tampered with by any person other than a duly authorized representative of AVWD.

- H. Condensation on the windows that may occur as a result of excessive humidity within the house or building area and changes in the outside temperature, is not a manufacturing defect. Such occurrences could cause premature seal failure in which case, any warranty would become void.
- I. Window sizes that do not fall within the minimum and maximum dimensions of AVWD's published standard product.

In the event that AVWD's obligation under the Limited Warranty is sought, the Owner must notify the Dealer/Distributor in writing by registered mail and within thirty (30) days after the defect has first appeared. Such notification must contain the following:

- a) Name, address and telephone number(s) of the Owner;
- b) Date of installation and invoice number;
- c) Your AVWD warranty certificate showing the in service date.
- d) A detailed description of the defect for which the warranty is registered.

AVWD reserves the right to examine the window and installation with respect to a claim in order to determine the validity of any such claim prior to accepting liability under this warranty.

Once liability has been determined, AVWD will advise the Dealer/Distributor of the course of action. The Dealer/Distributor will then notify the Owner of their share of costs, if applicable. No repair or replacement part will be provided until AVWD is in receipt of the Owner's full payment in the amount of the Owner's share of the costs.

Window Maintenance

Exterior surfaces will be exposed to airborne dirt and pollution. Normal rainfall may be sufficient to remove surface accumulation. To remove more stubborn deposits, use a liquid solution of mild household soap applied with a sponge to wipe down sash and frame components.

CAUTION: Never use abrasive cleaning agents, paint removers or solvents to clean vinyl components. When using any cleaner other than water, be certain to follow the manufacturer's directions exactly. Use personal protection equipment and protect shrubs and adjacent siding from direct contact with cleaning agents.

For stubborn stains, use the following chart for cleaning procedures.

Staining Agent	Cleaning Agent	Preparation	Procedure
Light oils Heavy grease Caulking compound Wax crayon, asphalt, tars, etc.	Solvents: Mineral spirits V.M.P. Naphtha Auto tar remover	Remove excess dirt and debris with plastic or wooden scraper (non-metal).	Use soft cloth to apply. Avoid polishing stained area by using too much pressure. After removing stain, rinse well with water.
Inks (markings) Nail polish Paint, gum, lipstick	Cleaning fluid (Trichloroethylene)	Remove excess dirt and debris with plastic or wooden scraper (non-metal). Chill gum to remove excess.	Use soft cloth to apply. Avoid polishing stained area by using too much pressure. After removing stain, rinse well with water.
Rust stains	Oxalic Acid - Auto radiator cleaner	Make solution of 1 tablespoon of oxalic acid to 1 cup of warm water.	Use rubber gloves and protect eyes and face. Apply solution with soft bristle brush. Wipe with damp cloth and then flush with rust-free water.
Stubborn stains		Try the above procedures first. If none are successful, try this next procedure.	Dampen small area of a soft cloth with Xylene and rub vigorously. DO NOT remove any more material than necessary.

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