



WARRANTY POLICY

All products manufactured and distributed by Starline Windows (2001) Ltd., are warranted and represent and warrant the work in a scope and for a duration equivalent to the home warranty insurance required by the Homeowner Protection Act and the regulations thereto irrespective of whether such legislation is applicable to the work. The following standards of warranty coverage apply under the Homeowners Protection Act.

A) Two (2) years for Labour and Materials:

Warranty includes:

- Material and labour defects that occur from normal use.
- Includes all parts of the assembled and window only.

This warranty will not apply to:

- 1) Products which not have been installed in accordance with recommended procedure and good trade practices.
- 2) Products which have been damaged by other tradesmen or workers.
- 3) Products which have been damaged as a result of structural movement or structural settling.
- 4) Products which have been damaged as a result of cleaning by methods not recommended in the maintenance instruction accompanying this warranty.
- 5) Products which have been removed from the original installation location.
- 6) Products used outside of Canada or USA.
- 7) Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- 8) Damage caused by chemicals (e.g., brick wash) or harsh environment (e.g., salt spray or airborne pollutants).
- 9) Damage caused by extreme temperature exposure (e.g., barbeques or reflective materials and/or surfaces).
- 10) Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.

B) Five (5) years Basic Warranty on Sealed Insulating Glass:

Insulating glass manufactured by Starline Windows (2001) Ltd., is warranted for a period of Five (5) years from the date of substantial completion. Starline will deliver, without charge, to the Starline warehouse nearest the installation, a comparable replacement for an insulating glass unit which develops, during the warranty period, any material visual obstruction between the interior glass surfaces. However, this warranty does not apply to these products under the following conditions:

- 1) Units used outside of Canada or USA.
- 2) Glass breakage.
- 3) Units used in ships, vehicle, commercial refrigeration, or in close proximity to swimming pools.
- 4) Units which have not been handled and installed in accordance with recommended procedures and good trade practices.
- 5) Units which have been subjected to stresses caused by local application of heat.
- 6) Units which have been subjected to stresses caused by structural movement or structural settling.
- 7) Units which have been installed in such a manner that adequate allowance has not been made for the expansion and contraction of the unit and its supporting structure.
- 8) Units to which a liquid set film or plastic film had been applied.
- 9) Units which have been removed from the original five (5) year period applying to the original unit.
- 10) Replacement units beyond the original five (5) year period applying to the original unit.
- 11) Slight imperfections or distortions in the glass that don't impair structural integrity based on glass Industry standards.
Note: distortions in the glass (e.g., related to laminate or tempered glass) are not considered a defect. Slight color variations in the glass are not considered a defect.
- 12) Damage caused by extreme temperature exposure (e.g., barbeques or reflective materials and/or surfaces).
- 13) Condensation or damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to humidity levels in a home).

- * **Extended Ten (10) Years Warranty available upon request at time of original window purchase. Proof of purchase required.**

Argon Gas:

- No warranty or guarantee is implied or suggested on the argon gas itself. The only claim or assurance regarding argon filled I.G. Units is that the application during manufacture will meet standards outline in B5-EN 1270-6:2002 and B5-EN 1270-3:2002.

C) Five (5) years Warranty on Envelope

Windows are warranted against any defect which could permit unintended water penetration such that it causes, or is likely to cause, material damage to the home. Starline Windows (2001) Ltd., will be responsible for the repair or replacement of that portion of the window which is determined to be defective and does not include any responsibility for replacement of other materials.

This warranty is only valid when a complete maintenance schedule has been adhered to.

Quality, Comfort & Peace of Mind