



VINYL WARRANTY POLICY

All products manufactured and distributed by Starline Windows Ltd., are warranted and represent the scope and duration equivalent to the home warranty insurance required by the Homeowner Protection Act, as well as the regulations there to 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 on Hardware and Materials

(Two (2) years for Labour)

Warranty includes:

- Material and hardware defects that occur from normal use.
- Increased operational difficulties from normal use per ASTM E2068 standard.
- Includes all parts of the assembled window only.

This warranty will not apply to:

- 1) Products which have not 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., barbecues or reflective materials and/or surfaces).
- 10) Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.



B) Ten (10) years Basic Warranty on Sealed Insulating Glass

(Two (2) years for Labour)

Insulating glass manufactured by Starline Windows Ltd., is warranted for a period of Ten (10) years from the date of delivery. Starline will deliver a sealed unit to our main branch, without charge, which is equal or better to the sealed unit you originally received. This warranty is applicable during the warranty period for any material visual obstruction between the interior glass surfaces as per industry standard.

This warranty will not apply to:

- 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 unnatural heat (i.e fireplaces, baseboard heaters etc)
- 6) Units which have been subjected to stresses caused by structural movement or structural settling.
- 7) This warranty applies only to sealed units with four 90 degree corners.
- 8) 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.
- 9) Units to which a liquid set film or plastic film had been applied.
- 10) Replacement units beyond the original ten (10) 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) 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).



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 manufacturing will meet standards outlined in B5-EN 1270-6:2002 and B5-EN 1270-3:2002.
- This warranty applies only to sealed units with four 90 degree corners.

C) Two (2) years on Frame

(Two (2) years for Labour)

This guarantee is valid for a period of two (2) years starting from date of delivery and warrants the following: (Frames, sashes, and glazing beads) against shrinking bead beyond industry standard, water ingress from failure of the frame, cracking and warping or distortion of the vinyl extrusion.

D1) Three (3) year Warranty on White Exterior and Interior Windows

(One (1) year for Labour)

This guarantee is valid for a period of three (3) years starting from date of delivery and includes the following properties: weathering resistance and non-uniform fading.

This warranty will not apply to:

- 1) Uniform fading.
- 2) Damage or scratches from homeowner and or trades.
- 3) Damage caused by chemicals (e.g., brick wash) or harsh environment (e.g., salt spray or airborne pollutants).

D2) Three (3) year Warranty on Painted Exterior and or Interior Windows

(One (1) year for Labour)

This guarantee is valid for a period of three (3) years starting from date of delivery and includes the following properties: weathering resistance, paint adhesion, resistance to cracking, and non-uniform fading.

This warranty will not apply to:

- 1) Uniform fading.
- 2) Custom colors.
- 3) Damage or scratches from homeowner and or trades.
- 4) Damage caused by chemicals (e.g., brick wash) or harsh environment (e.g., salt spray or airborne pollutants).
- 5) Allowable shrinkage as per industry standard.



Warranty Cont'd

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E) Warranty on Install

Installation that is performed by Starline is warranted against any defects such as trim deficiencies, adjustments, and parts for a period of one (1) year. Installation is warranted against any defects such as water ingress and building envelope for a period of two (2) years.

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

Quality, Comfort & Peace of Mind



PROUDLY CANADIAN!

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Starline Windows Ltd.

