



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. (Labour: 2 years)

This guarantee is valid for a period of two (2) years starting from date of delivery and includes the following properties: material and hardware defects that occur from normal use, increased operational difficulties from normal use per ASTM E2068 standard and includes all parts of the assembled window only.

This warranty will not apply to

- Products which have not been installed in accordance with recommended procedure and good trade practices.
- Products which have been damaged by other tradesmen or workers.
- Products which have been damaged as a result of structural movement or structural settling.
- Products which have been damaged as a result of cleaning by methods not recommended in the maintenance instruction accompanying this warranty.
- Products which have been removed from the original installation location.
- Products used outside of Canada or USA.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Damage caused by chemicals (e.g., brick wash) or harsh environment (e.g., salt spray or airborne pollutants).
- Damage caused by extreme temperature exposure (e.g., barbecues or reflective materials and/or surfaces).
- 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. (Labour: 2 years)

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

- Units used outside of Canada or USA.
- Glass breakage.
- Units used in ships, vehicle, commercial refrigeration, or in close proximity to swimming pools.
- Units which have not been handled and installed in accordance with recommended procedures and good trade practices.
- Units which have been subjected to stresses caused by unnatural heat (i.e fireplaces, baseboard heaters etc)
- Units which have been subjected to stresses caused by structural movement or structural settling.
- This warranty applies only to sealed units with four 90 degree corners.
- 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.
- Units to which a liquid set film or plastic film had been applied.
- Replacement units beyond the original ten (10) year period applying to the original unit.
- 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).
- 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).

C) 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.

D) Two (2) years on the Frame. (Labour: 2 years)

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.



E1) Three (3) year Warranty on White Exterior and Interior Windows. (Labour: 1 year)

This guarantee is valid for a period of three (3) years starting from date of delivery and includes the following properties: weathering resistance and resistance to cracking, weather stripping and gaskets.

This warranty will not apply to:

- Fading.
- Damage or scratches from homeowners, trades and or vandalism.
- Damage caused by chemicals (e.g., brick wash) or harsh environment (e.g., salt spray or airborne pollutants).
- Damage caused by pressure washing.

E2) Three (3) year Warranty on Exterior Painted Products. (Labour: 1 year)

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 and resistance to cracking.

This warranty will not apply to

- Interior paint.
- Fading.
- Custom colors.
- Damage or scratches from homeowner, trades and or vandalism.
- Damage caused by chemicals (e.g., brick wash) or harsh environment (e.g., salt spray or airborne pollutants).
- Allowable shrinkage as per industry standard.
- Frame distortion due to lack of clearance between the frame and rough opening.
- Damage caused by pressure washing.
- Application of sealant or paint by others will void this warranty.
- Extreme heat sources that cause the frame to distort or melt (i.e severe sun exposure).

F) Section D, E1, and E2 Disclaimer

This warranty will not apply to windows that are subject to extreme weather conditions, are exposed to a high rate of UV reflection from other products (i.e roofs, decks, trim, water) and or windows that are installed with not the proper allowance for expansion/contraction. Any issues that arise from the above conditions such as frame distortion, paint fading, operation problems and water ingress will not be warranted.



G) 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.

Disclaimer: This warranty will not apply to any installs that aren't performed by Starline. All issues that arise from improper installation will not be covered under warranty. (i.e frame distortion, reduced performance of operation, and water ingress)

H) Warranty Claims

This warranty is only valid when a complete annual maintenance schedule has been adhered to and recorded. Should you have a warranty claim with your windows and doors please contact your dealer, builder, Starline representative or contact us at sales@starlinewindows.com within 21 days of product failure. In order to submit a service request please have the following available: Photographs, Description of product failure and if known, the name of the dealer, builder or contractor from whom the product or products were purchased from. Starline Windows reserves the right to have any claim inspected by a Starline representative. Starline Windows also reserves the right to deny a warranty claim and apply a charge to cover expenses incurred if an onsite visit is required.

I) Transferability of Remaining Warranty

This warranty is applicable to the original homeowner starting on the delivery date of the Starline Windows product. In the instance of the original homeowner selling the property, Starline will transfer the remainder of the warranty to the subsequent owners. (i.e If five (5) years has elapsed from the original delivery date, the remaining five (5) years will be transferred to the new owner.)

**This is transferable only from the contractor to the 1st occupant*

Quality, Comfort & Peace of Mind



PROUDLY CANADIAN!

The effective date of this warranty applies to products manufactured by Starline Windows from and including August.14th, 2019.

Disclaimer

Starline Windows reserves the right to change, modify or discontinue any colors or products. Products that have been discontinued will no longer be available, therefore the warranty in part or whole may not apply.

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Starline Windows Ltd.

