



## **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 accordance with recommended installation procedures, and good trade practices.
- Products which have been damaged by other trades or vandals
- 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 transported to another site other than the original received destination whether a dealer or any other intended location.
- Any damages caused by 3rd Party Freight carriers contracted by the Consignee are the sole responsibility between the consignee and the carrier
- 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., barbeques 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 supplied by Starline Windows Ltd is warranted for a period of Ten (10) years from the date of delivery (labour for sealed unit install is 2 years). Starline will deliver a sealed unit to our nearest branch, or dealer 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) Three (3) year Warranty on Vinyl Frame Windows and Doors. (Labour: 2 year)**

This warranty is valid for a period of three (3) years starting from date of delivery and includes the following:

- (Frames, sashes, and glazing beads) against shrinking beyond industry standard.
- Water ingress from failure of the frame, cracking and warping or distortion of the vinyl extrusion.
- Resistance to cracking, weather stripping and gaskets.
- Paint adhesion

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.
- Interior paint.
- Custom colors.
- Frame distortion due to lack of clearance between the frame and rough opening.
- 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).
- Exposure to ambient temperatures exceeding 36 degrees Celsius may adversely affect the performance and condition of the window. Any resulting issues, including but not limited to material distortion, reduced functionality, or water ingress, will not be covered under warranty.

#### **E) Section D, Disclaimer**

This warranty will not apply to windows that are subject to extreme weather conditions or are exposed to a high rate of UV reflection from other products (i.e roofs, decks, trims, water) and or windows that are installed without proper allowance for expansion/contraction. As outlined in Starline's installation instructions, any issues arising from the above conditions, including frame distortion, paint fading, operational difficulties, or water ingress, will not be covered under warranty.

As exterior access to building elevations will change over time (parking lots, landscaping, out buildings, etc.), any additional equipment required to fulfill Starline's warranty obligations will fall under the labour portion of our policy and covered as such. Starline reserves the right at any time to exclude responsibility for any unreasonable access required to fulfill our warranty obligations.

For those products delivered to remote areas within the warranty coverage term, Starline Windows reserves the right to limit travel time coverage to 1 hour.



## **F) 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 five (5) 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, water ingress, and or many other install related issues). This warranty is subject to be changed or modified at the sole discretion of Starline Windows.

## **G) 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](mailto: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.

***Quality, Comfort & Peace of Mind***



**PROUDLY CANADIAN!**

The effective date of this warranty applies to products manufactured by Starline Windows from and including April.1<sup>st</sup>, 2026.

### **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.

