

Global Care Limited

LIFETIME WARRANTY

Window Products - Effective January 2016

Vinyl

The vinyl is guaranteed for LIFETIME against defects in the material and workmanship that may result in flaking, blistering, peeling, rotting or corrosion.

Insulating Glass

The insulating glass will be free from material obstruction of vision as the result of condensation or film formation on the interior of the glass surface caused by the failure of the hermetic seal due to faulty manufacture for LIFETIME (30 Years for Energy Plus series). Global Windows and Doors will warrant against stress cracks in the insulating glass for 1 full year.

Hardware

Hardware shall remain in operational condition for LIFETIME (30 Years for Energy Plus series).

Other Components

Other components such as but not limited to screens are covered for 1 full year.

Factory Applied Paint

Factory applied paint is warranted for 10 YEARS against blistering, peeling and flaking.

Labour

The labour of factory authorized representatives to perform service under this warranty is covered for LIFETIME (5 Years for Energy Plus series). Travel and initial inspection visits are not covered under the Labour warranty.

Transferability

In the event that you sell your home or it becomes occupied by someone other than the original owner, the warranty is transferable. The warranty will be 10 years for all parts and 1 year labour from the original manufactured date. (Excludes "Other Components" with 1 year warranty)

General Restrictions and Exclusions

- Global Windows and Doors liability shall in no case exceed the original value of the product that is considered defective by a representative of Global Windows and Doors. In the event that product must be replaced entirely under this warranty, Global Windows and Door will be responsible for the replacement product only. This warranty does not cover the removal or installation of product.
- Under no circumstances shall Global Windows and Doors be held responsible or liable for any direct or indirect damages, including, but not limited to, loss of profit or income due to any defects in products covered by this warranty, the use of such product by the owner or any other party, or to delay in warranty fulfillment due to circumstances beyond the control of Global Windows and Doors.
- Global Windows and Doors reserves the right to discontinue or change any of its products currently being manufactured and, where applicable, to substitute a part or parts of equal quality as its sole option.
- In the event of product replacement within the terms of this warranty, the warranty of that product will remain in effect for the balance of the warranty period from the original date of purchase.
- No representative of Global Windows and Doors is authorized to make changes or modifications to this warranty.
 - **Items or issues NOT covered under this warranty:**
- Glass breakage of any kind.
- Failure due to misuse, abuse, failure to perform regular maintenance, altering and modifying the window by installing alarms, applying tints or paint finishes.
- Any damage caused by 'acts of God' such as storms, fire, wind, lightning, earthquake or flood.
- Failure to perform regular window maintenance and cleaning as outlined herein will void warranty.
- Improper installation not in conformance with the Global Windows and Doors installation instructions. This includes being installed plumb, square, properly sealed, properly shimmed and flashed, drainage clear of debris and rough openings properly insulated.
- Product installed where there is damage to the wall caused by movement, distortion, cracking or settling of such wall or foundation.

- Air and water leakage due to improper building design.
- Chaulking of coloured extruded vinyl is not covered under this warranty.
- Condensation problems caused by excessive humidity in the home or improper ventilation.
- Corroded or rusty hardware due to salt or salty air is not covered under this warranty except where stainless hardware option is selected *and* window maintenance and cleaning is performed regularly.
- Paint or coatings applied by customer or third party.
- Normal fading due to aging or exposure that will occur with non-painted or painted PVC.
- Product identified as "Surplus" or "Seconds" at the time of sale are not covered under this warranty.

Remedies Under this Warranty

Global Windows and Doors reserves the right to remedy any issue by repairing the defective product or component, replacing the defective product or component or refunding the original purchase price of the defective product or component.

Condensation

Condensation, mould, or mildew may occur on windows as the natural result of excess humidity within the house or building Area, and changes in the inside/outside temperature, and does not indicate manufacturing defects and would not be included in this warranty. Exterior condensation on a window is a common occurrence when high performance glass is used. It is the result of a natural phenomenon and not a result of a manufacturing defect.

Contractor Purchased

For product purchased by a contractor for use in a home intended for sale after construction, the Warranty will be honoured provided that the home is sold within two years of the purchase date of the windows and the original home owner has registered the warranty.

COMMERCIAL LIMITED WARRANTY

The Commercial Warranty applies to the product installed other than an owner-occupied single family residence (For example, multiple unit residence, commercial or light commercial), Global Windows and Doors warrants that window products will be free from defects in materials and workmanship for a period of 10 years from the date on initial installation including 1 year labour.



Global Care Window Warranty

*You must REGISTER your
product for Warranty Coverage*



We're Committed to You!

2016

Registering Your Product

In order for your product warranty to be valid you must register your product within 90 days of the purchase date. All product which has not been registered will be treated and covered under the "Transferred" warranty- . The warranty will be 10 years for all parts and 1 year labour from the original manufactured date. (Excludes "Other Components" with 1 year warranty). Proof of purchase is required.

Register online by visiting our website to complete and submit the form electronically.
www.globalwindows.ca/warranty

Incomplete forms submitted to Global will not be considered for product registration. Please ensure all required information is submitted. Global is not required to notify you of invalid product registration forms. See your retailer for assistance when missing required information. Your retailer may submit the form on your behalf.



Requesting Warranty Service

All service requests should be made to the Global Windows and Door retailer where the product was purchased. In most cases a representative from the retailer will visit your home to confirm the warranty issue and submit the service request to our service department. Upon receipt of the service request Global will assess the request to determine it to be a valid request, whether or not it is covered by warranty and whether the product has been registered under the warranty program. When appropriate, labour cost estimates will be calculated and communicated prior to the service call being scheduled. The work order is then assigned to a technician to perform the work required.

Product Maintenance

Global windows are built with advanced and durable components that will provide homeowners with years of carefree operation. However, windows must be maintained properly to ensure trouble free use. All moving components must be lubricated with a silicone based lubricant at least once per year, and dirt and dust should be removed with a clean cloth. Screens should be washed with a mild detergent and rinsed with a garden hose. Corrosion of hardware when located near coast is not covered under this warranty.

All warranties are subject to the conditions, exclusions, disclaimers and limitations that are set out in this document. This warranty was valid at time of printing but is subject to change without notice.

Questions?

Visit our website www.globalwindows.ca