



*Windows Defining Vision*



# Manufacturer Warranty

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PLEASE ENCLOSE IN AN ENVELOPE AND MAIL TO:

185 Carling View Drive, Unit 5, 6 Toronto, Ontario M9W 5E8

# Manufacturer Warranty

To: \_\_\_\_\_  
Name of Present Property Owners

From: \_\_\_\_\_  
Date of Installation

Installed at: \_\_\_\_\_  
Address

Through: \_\_\_\_\_  
Name of Dealer / Seller

Against defects in material and workmanship, as specified under this Warranty, occurring as a direct result of the manufacturing process, for the following product parts and components during the stated time period, under normal use and service, subject to the terms and conditions contained in this Warranty.

Warranty	Factory	Customer
Up to 30 years	100%	0%
30 to 35 years	80%	20%
Over 35 years	25%	75%

**20 YEARS NON-PRORATED LIMITED GLASS WARRANTY**  
Window Pro warranties under normal conditions, material obstruction of vision from film formation or dust collection between the interior glass surfaces will not occur within 20 years from the date of installation.

**CONDITION NOT COVERED BY THE WARRANTY**

- A) If the material is damaged during handling or installation
- B) Any liabilities of any nature for unsatisfactory performance caused by faulty workmanship in installation.
- C) Any damage caused by settlement of building, failure of structure (including foundation or walls), fire, wind, lightning and other acts of God, intentional acts, or unreasonable use, accidental damage and negligence, improper care, normal weathering or exposure to harmful chemicals or vapors, may overtime, result in minor discolouration.
- D) If the sealed unit is cracked or broken or the original 20 years limited warranty has expired.
- E) If the sealed unit is subject to stress resulting from localized heat causing excessive temperature differential over the glass surface or from excessive vibration or moving of the building or it's foundations.
- F) If the unit is installed without proper provision for adequate expansion or contraction of the framing members.

**LIMITATIONS OF MATERIAL, INSULATED GLASS, AND HARDWARE WARRANTIES**  
Window Pro's liability is limited solely and exclusively to repair or replacement of any components that are

deemed to be defective. Replacement or repair of the defective parts is carried out at the sole option of Window Pro. Under no circumstances will Window Pro be liable for incidental or consequential charges such as, but not limited to, labour costs for any purpose, inconvenience, damage or injury to persons or to property or any other expense.

**REPLACEMENT PARTS OR REPAIR**  
Window Pro reserves the right to discontinue or change any window as currently manufactured. If Window Pro determines to make a replacement under the terms of this limited warranty and an exact replacement part is unavailable, Window Pro reserves the right to substitute a part or parts of equal quality at it's sole discretion.

**OBTAINING PERFORMANCE OF THIS WARRANTY**  
Window Pro requires the certificate of installation to be mailed during a period of no longer than 30 days from the date of installation. Window Pro reserves the right to field inspect a defective part or unit. Upon discovery by the purchaser of any suspected defective component, the purchaser shall contact Window Pro by registered mail at the address listed at the top of the warranty. Please tag the letter attention: Warranty Claims. All claims must have the original Window Pro invoice number along with the size and style of the problematic window. Defective units or parts must be returned to Window Pro at the expense of the purchaser. Replacement parts or units are F.O.B. Window Pro's Factory.

**MAINTENANCE & CLEANING**  
The surfaces of the Window Pro window will over time collect a layer of surface dust. Normal dusting with a damp cloth will remove this accumulation of surface dust. If you do a more thorough cleaning of the windows, the following procedure should be followed:

Vinyl - A mild solution of household liquid cleaner, such as dishwashing detergent may be used. For stubborn stains, cleaner such as Fantastic or VIM may be used.  
Caution: Do not use harsh abrasives on vinyl.

All vinyl replacement windows are warranted by Window-Pro the manufacturer, to:

Name of Present Property Owners: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

From: \_\_\_\_\_  
Installed by

Steet Address: \_\_\_\_\_

City: \_\_\_\_\_

Province / State: \_\_\_\_\_

Postal Code / Zip: \_\_\_\_\_

Against defects in material and workmanship, as specified under this Warranty, occurring as a direct result of the manufacturing process, for the following product parts and components during the stated time period, under normal use and service, subject to the terms and conditions contained in this Warranty.