

## Calgary Sash & Door Limited

### COMPANY WARRANTY AND SERVICE POLICY

Calgary Sash & Door Limited manufactures and distributes windows, entrance doors, patio doors and related products of highly selected quality materials under exacting standards of workmanship.

For this reason, the Company has issued this Warranty and Service Policy which covers all products, including insulating glass, and is a reflection of its confidence in the quality of all products manufactured in its plant in Calgary.

### MANUFACTURER'S WARRANTY

All products manufactured by Calgary Sash & Door Limited are guaranteed to be of high quality workmanship and material. Any defects in manufacturing will be rectified by repair or replacement in the natural state or, at our option, to refund the purchase price within a period of two years from the date of delivery. If any imperfections are not discovered until after installation and/or painting, we will not be held responsible for reinstalling and/or refinishing. Therefore, any complaints involving materials or workmanship must be reported promptly.

### THE FOLLOWING SHALL NOT BE CONSIDERED DEFECTS IN MATERIAL OR WORKMANSHIP AND ARE NOT COVERED BY THIS WARRANTY:

- Problems arising in the field due to improper installation, structural settling of the building, misuse or damage caused by others. "Misuse" includes, but is not limited to, using a door or window on an elevation of a building without providing adequate overhang or an appropriate finish colour. Adequate overhang ensures that no more than one third of the vertical surface of the product is subjected to typical climatic conditions for the area. In order to reduce the chance of warping or checking, dark coloured finishes should be avoided on all surfaces if the product is exposed to direct sunlight.
- Warp for any door wider than 42" or taller than 96".
- Warp for any nominal 2-1/4" thick by 42" wide by 96" high or smaller door, not exceeding \_" in the plane of the door itself.
- Natural variations in the colour or texture of the wood.
- Failure to perform normal homeowner's maintenance.
- Surface checks that are less than 1/32" in width and/or 2" in length.
- Panel movement (shrinkage) of 1/8" or less. Temperature and humidity may cause wood or composite panels to shrink, leaving an unfinished line along the edge of the panel.
- Damage caused by temperature buildup where a storm door is utilized.  
If the claimed deficiency is a warped door, Calgary Sash & Door Limited may defer remedies for a period of up to (12) months from the claim date or the date when the door was installed, as it is not uncommon for a temporary warp to occur as the door adjusts to humidity and temperature conditions.

### OPERATING HARDWARE WARRANTY

All operating hardware, with the exception of electrical components, are warranted against defects in materials and workmanship for 10 years. This warranty does not cover normal wear or discoloration on finishes, or any product which has been improperly installed, abused, misused, worn out, altered, used for a purpose other than for which it was intended, or in a manner inconsistent with any instructions regarding its use, nor does it cover corrosion related damage. For further details, contact Calgary Sash & Door Limited.

### IMPORTANT CARE RECOMMENDATIONS

- All wood doors must be sealed on all six sides (top, bottom, left, right front and back) within 48 hours of delivery to jobsite.
- Windows must be primed and sealed within 72 hours of delivery to jobsite. Water damage and water stains on unfinished products are not covered by this warranty.
- Store unfinished windows and doors in an area that is clean, dry and away from direct heat.
- All products must be installed by an experienced installer according to the instructions provided on our shipping a local codes.

### INSULATING GLASS WARRANTY

During a period of five (5) years after the date of manufacture, we warrant that our insulating glass units will not develop, under normal conditions, material obstruction of vision as a result of dust or film formation on the internal surfaces caused by failure of the Hermetic seal. Glass breakage from any cause or scratching of the exposed surfaces is not covered by this warranty. This warranty shall apply only to insulating glass units used in the exterior shell or interior walls of buildings, and shall not apply to units on any surface slopes more than fifteen (15) degrees off vertical or those surrounding an indoor pool or hot tub rooms. Our liability under this warranty shall be limited to providing a replacement sealed unit, labour and material to remove the defective unit and install new in its original condition, free of charge, within the first two (2) years; or, at our option, we may choose to refund the purchase price. For the remaining three (3) years our liability under this warranty shall be limited to providing a replacement sealed unit free of charge. This warranty does not apply to replacement units beyond the original five (5) year period applying to the original unit.

THESE WARRANTIES EXTEND ONLY TO THE ORIGINAL PURCHASER OF PRODUCTS OR TO THE PURCHASER OF THE STRUCTURE INTO WHICH SUCH PRODUCTS ARE INSTALLED. WE MAKE NO OTHER GUARANTEE OR WARRANTY EXPRESSED OR IMPLIED.



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