



www.awwd.ca



Worry-free
Warranty

Effective May 2017

As Atlantic Canada's leading vinyl building products company, ALWEATHER is very proud of over 40 years of history for industry leading windows, doors and siding. Our extensive line of quality products are engineered to stand-up against the harshness of the Atlantic Canada coastal setting, ensuring long-term performance and satisfaction. With a *Worry-free Warranty* on all our windows, you can feel confident in your purchase.

Our lifetime warranty offers the following coverage to the original purchaser:

Worry-free Warranty.

| Windows | Vinyl | Hardware | Glass |
|--------------------------------|-----------------|-----------------|-----------------|
| <i>Vintage Collection</i> | LIFETIME | LIFETIME | LIFETIME |
| <i>Premium Collection</i> | LIFETIME | LIFETIME | LIFETIME |
| <i>Prestige Collection</i> | LIFETIME | LIFETIME | LIFETIME |
| <i>Silver Line/Northvision</i> | LIFETIME | 5 YEARS | 5 YEARS |
| Doors | Vinyl | Slab | Glass |
| <i>Dura-Plus Prestige</i> | LIFETIME | 5 YEARS | 5 YEARS |
| <i>Sliding Patio Doors</i> | LIFETIME | - | 5 YEARS |

In addition to our worry-free warranty, Alweather also offers you a full One-Year Factory Workmanship Warranty which covers general workmanship and any components not addressed by our worry-free warranty.

Vinyl. Warranted against blistering, peeling, pitting, flaking, or corroding of any vinyl components.

Hardware. Warranted to remain in operational condition.

Glass. Warranted against a visual obstruction due to a seal failure (moisture formation between the glass).

Our Worry-free Warranty is among the best in the industry, however there are certain limitations and conditions:

- If any component on our Alweather windows or entrance systems are found to be defective by Alweather during the warranty coverage period, we will repair or provide a suitable replacement. In the event of product replacement, under the terms of this warranty, the warranty of that product will remain in effect for the balance of the warranty period from the original purchase date.
- Alweather reserves the right to discontinue production of any model of window or door presently manufactured or to make changes to such models. Likewise, we reserve the right to replace defective products with similar or alike ones, and to change the specification or design. This is the only obligation assumed by Alweather under this warranty. The extent of this warranty is limited to the replacement of defective parts only and is limited to the original purchaser.
- This warranty applies only to homeowners who are the original purchaser of the products. This coverage is for personal, residential use only and does not apply to commercial properties or applications.
- Alweather will not be liable for instances such as misuse, neglect or improper handling or storage, and settlement of structural building defects that lead to product failure or damage.
- Warranty will also be null and void in the event of impact of foreign objects, fire, earthquake, flood, hurricanes or any other acts of God.
- Manufacturer's printed installation instructions must be adhered to as improper use, application or installation of product(s) will void this warranty.
- Alweather will not be held liable for any discoloration or other damage caused by exposure to harmful chemicals. Vinyl surface chalking or fading may result from sunlight or air pollutant exposure and is not covered under this warranty.
- This warranty does not cover condensation problems caused by high humidity factors in the house or improper ventilation.
- Any after market products (i.e. – window glass films, shutters, miniblinds) may void the warranty of the component.
- Any window or entrance system which has been modified, repaired or tampered with by any person other than an authorized Alweather representative will void warranty.
- In no event shall we be liable for consequential or incidental damages of any kind, including damage to persons, the building or its contents, resulting from Alweather product defects.
- The total liability of Alweather under any and all claims of any kind whatsoever arising out of or in connection with this warranty, or from the products to which this warranty applies, shall in no event exceed the purchase price of the product which gives rise to the claim.
- Glass breakage of any kind is not covered under this warranty.
- Screens, door sweeps, door thresholds and rusty screws are not covered under this warranty.

Warranty Claims

To better serve you with your Alweather warranty claim, we request that you complete our Warranty & Service Customer Service Request Form which is available online at the following link <https://awwd.ca/after-sale-service/>. Once complete, this form can be submitted online, by email, or by fax. A warranty co-ordinator will notify you upon confirmation of your claim.

When it comes to our warranty,
we don't think in years. **We think in lifetimes.**

Care and Maintenance Guide.

With proper care, your purchase can last a lifetime.

Vinyl. To clean the vinyl portion of your window or doors, use a mild non-abrasive detergent solution with a damp cloth. Occasionally, there will be a stubborn mark on the vinyl. In such cases, cleaners like VIM or Fantastic are recommended.

Glass. The glass can be cleaned with any commercial window cleaner, or vinegar and water or ammonia and water.

Hardware. To ensure smooth performance of your windows and doors, spray clear silicone lubricant to all operating hardware annually.

Glass Condensation.

If moisture appears on the inside glass of your new windows, do not be alarmed. This suggests that your windows are more energy efficient. Your old windows most likely leaked the moisture laden air and the warm air within your house.

Your new vinyl windows will make your home more energy efficient, thereby trapping the moisture and more importantly the heat that formerly was leaking to the outside. The humidity which formerly escaped along with expensive heated air will now be contained in your home.

To discuss the many options of controlling moisture levels in your home, contact your local ventilation specialist or visit www.Alweather.com for suggestions.



www.awwd.ca

WARNING: Insect screens are intended to provide reasonable insect control and are not intended to provide security or provide for the retention of objects or persons within the interior. Please keep children away from all open windows.

This warranty as issued exclusively by ATIS LP - Alweather, is solely offered to the benefit of the original product(s) purchaser. 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. Revised 03/2019.