

Atlantic Windows



Unparalleled Warranty - 2016

At Atlantic Windows we are proud to offer a window, patio sliding door and entrance system warranty that is unparalleled in the industry. You can expect the highest quality standards and beauty you deserve on any window, patio sliding door or entrance system.

WINDOW WARRANTY

COMPONENT	SUMMIT ELITE	SUMMIT	DESIGNER	VISION ELITE	VISION
VINYL (Frame/Sash) (warrants against defects in materials - peeling, blistering, flaking, corroding or rotting of any vinyl component)	LIFETIME	LIFETIME	LIFETIME	LIFETIME	LIFETIME
HARDWARE (warrants all hardware shall remain in operational condition)	LIFETIME	LIFETIME	LIFETIME	LIFETIME	30 YEARS
GLASS (warrants against visual obstruction due to seal failure)	LIFETIME	LIFETIME	LIFETIME	LIFETIME	30 YEARS
GLASS BREAKAGE	LIFETIME	LIFETIME	N/A	N/A	N/A
LABOUR	LIFETIME	LIFETIME	LIFETIME	LIFETIME	30 YEARS
STRESS CRACKS	LIFETIME	LIFETIME	1 YEAR	1 YEAR	1 YEAR
FACTORY APPLIED PAINT (warrants against blistering, peeling or flaking)	10 YEARS	10 YEARS	10 YEARS	10 YEARS	10 YEARS
FACTORY APPLIED Mullions / Simulated Divided Lites (warrants against blistering, peeling, flaking or adhesion)	10 YEARS	10 YEARS	10 YEARS	10 YEARS	10 YEARS

Warranties are valid on current year product only and the original homeowner. Please contact a dealer near you for full details and for previous product years

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PATIO DOOR WARRANTY

COMPONENT	DESIGNER COLLECTION	VISION COLLECTION
VINYL (Frame/Sash) (warrants against defects in materials - peeling, blistering, flaking, corroding or rotting of any vinyl component)	Lifetime	Lifetime
HARDWARE (warrants all hardware shall remain in operational condition)	Lifetime	30 Years
GLASS (warrants against visual obstruction due to seal failure)	Lifetime	30 Years
LABOUR	Lifetime	30 Years
FACTORY APPLIED PAINT (warrants against blistering, peeling or flaking)	10 Years	
SCREENS (warrants against manufacture defects)	1 Year	1 Year
Mini Blinds (warrants against manufacture defects)	10 Years	

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ENTRANCE DOOR WARRANTY

COMPONENT	PREFINISHED WHITE High Definition Polytex	FIBERGLASS	PREFINISHED WHITE N300
GLASS (warrants against visual obstruction due to seal failure)	10 Years	10 Years	10 Years
SLAB FINISH (warrants peeling, blistering, chalking or discoloring)	20 Years	Lifetime (must be factory applied painted or stained)	10 Years
WOOD/PRIMED FRAME	10 Years (must be painted within 45 days)	10 Years (must be painted within 45 days)	10 Years (must be painted within 45 days)
VINYL CLAD FRAME	10 Years	10 Years	10 Years
PVC FRAME Textured	Lifetime (must be factory applied painted or stained)	Lifetime (must be factory applied painted or stained)	Lifetime (must be factory applied painted or stained)
PVC FRAME Smooth	Lifetime	Lifetime	Lifetime
FACTORY APPLIED STAIN (warrants against blistering, peeling or flaking)	-	5 Years (Textured)	-
FACTORY APPLIED PAINT (warrants against blistering, peeling or flaking)	10 Years	10 Years (Smooth or Textured)	10 Years
LABOUR	1 Year	1 Year	1 Year

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2016-01-01

Entrance System DISCLAIMERS

- Atlantic Windows uses an industry specific heat reflective paint system; this reduces the amount of heat build up on the surface of windows and doors. When a standard paint is used it may increase the heat build up which could lead to an increased rate of warping of the slab and/or PVC components. Non Factory applied paint to slabs voids the warranty on the slab finish against peeling, blistering, chalking or discoloring. The remainder of the door remains under warranty.
- To maintain warranty, natural wood/primed frames (Interior & Exterior) must be painted within forty five days of installation.
- Entrance Doors with wheelchair sills or double inswing doors are not warranted against water and/or air leakage

ALL PVC SWING WARRANTY

ALL PVC SWING DOORS	
VINYL (Frame/Sash) (warrants against defects in materials - peeling, blistering, flaking, corroding or rotting of any vinyl component)	Lifetime
HARDWARE - Mechanical (warrants against defects in material/workmanship)	Lifetime
HARDWARE - Finish (warrants against rust)	Lifetime
GLASS (warrants against visual obstruction due to seal failure)	Lifetime
LABOUR	1 Year

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Atlantic Windows offers an unparalleled warranty on windows, patio sliding doors and entrance systems, however there are certain limitations and conditions. Atlantic Windows reserves the right to discontinue or make changes to any products, including colour changes. In the event products covered under these warranties are not available, Atlantic Windows reserves the right to substitute a product or component that, in Atlantic Windows sole discretion, is of substantially equal quality or price and shall not be liable as a result of any difference. In the event a product is substituted, Atlantic Windows is not liable for any installation or related replacement costs that may be incurred. Atlantic Windows reserves the right to change, without notice, the provisions of its warranties for any or all of its products. For warranty to be in effect original proof of purchase is required.

Important Information:

- ❖ All door units are required to be installed properly through the door frame and anchored to the studding. This will both ensure proper operation and validate your warranty.
- ❖ All doors must have RSO protected with an impermeable water barrier along the bottom and six inches up the sides or a sill pan. Please refer to CAN/CSA A440.4 – Window, Door and Skylight Installation.
- ❖ All Windows must have RSO protected with an impermeable water barrier along the bottom and six inches up the sides or a sill pan. Please refer to CAN/CSA A440.4 – Window, Door and Skylight Installation.
- ❖ During the winter months, door panels can bow due to extreme temperature variations between the interior and exterior of the door. This is known as “thermal bow” and is not a sign of a defective product.
- ❖ In some exposed applications – wind and/or driving rain conditions – a storm door may be required.
- ❖ Non-ventilated storm doors installed to a painted or stained door can create unwanted heat build up. The paint reflects the heat away from the door but heat may be trapped by the storm door. This can build up to the point that the paint could peel, the slab could warp, the kit surround could warp or the kit glass could have a seal failure which, in this application, may not be covered by your original warranty.

EXCLUSIONS

- If any components on our windows, patios or entrance systems are found to be defective during the warranty coverage period, Atlantic Windows 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.
- Atlantic Windows will not be liable for instances such as misuse, abuse, neglect or improper handling or storage that lead to product failure or damage. **** Do not store packaged windows or doors in direct sunlight (May cause damage to products)**
- Warranty will also be null and void in the event of improper installation, impact of foreign objects, fire, earthquake, flood, hurricanes or any other acts of God.
- Failure to properly maintain and care for your products could result in voiding of the warranty.
- Defect in wall construction in which any window or door has been installed will void warranty.
- Atlantic Windows will not be held liable for any discoloration or other damage caused by exposure to harmful chemicals.
- This warranty does not cover condensation problems caused by high humidity factors in the house or improper ventilation.
- Glass breakage of any kind is not covered under this warranty. (exception of Summit and Summit Elite)
- Any after-market products (i.e. – window glass films, shutters, mini-blinds, storm doors (if added to a painted or stained entrance system) may void the warranty of the component.
- Wear items such as screens, door sweeps, door thresholds and screws are not covered under this warranty.
- The Lifetime Warranty applies to the original homeowners who purchased the windows. For product purchased by a contractor for use in a home intended for sale after construction, the Lifetime Warranty will be honored provided that the home is sold within two years from the date of purchase. Otherwise, the

warranty will revert to thirty years on vinyl, glass and hardware (including one year on labour). Factory applied paint will remain ten years from date of purchase (including one year on labour). For commercial properties, the warranty will be thirty years on vinyl, glass and hardware (including one year on labour). Glass breakage warranty on the Summit and Summit Elite is NON transferable.

- Entrance System warranty is non transferable.
- Non-ventilated storm doors installed to a painted or stained door can create unwanted heat build up. The paint reflects the heat away from the door but heat may be trapped by the storm door. This can build up to the point that the paint could peel, the slab could warp, the kit surround could warp or the kit glass could have a seal failure which, in this application, may not be covered by your original warranty. Any window or entrance system which has been tampered with, repaired, or modified by any person other than an Atlantic Windows representative will void warranty.
- In no event shall Atlantic Windows be liable for consequential or incidental damages of any kind, including damage to persons, the building, or its contents.
- Atlantic Windows reserves the right to discontinue production of any model of window or door system presently manufactured or to make changes to such models. If it is impossible to obtain a part identical to the product that Atlantic Windows considers to be replaceable under this warranty, Atlantic Windows may substitute with one or more parts of equal quality. The same warranty will apply to these substituted products from the date of purchase of the original products. Atlantic Windows will not cover any installation or related costs for substitute product as part of the original warranty.

Warranty Claims

It is the obligation of the homeowner to notify the Atlantic Windows dealer where the purchase was made as soon as possible. The dealer shall inspect the problem and inform Atlantic Windows in writing of any defect in a prompt matter. Atlantic Windows will investigate the claim and examine the product deemed to be defective and make the necessary repairs in a reasonable time period.

Care and Maintenance Guide

- *Caring for Glass*
 - *Use normal household glass cleaner*
- *Caring for Vinyl Surfaces*
 - *Vinyl is easy to clean and requires only diluted dish detergent to clean and retain its shine. Dust and pollution dirt are normal and easily cleaned. Do not use abrasive cleaners, solvents or stripping compounds. For tough marks or dirt, try non-abrasive kitchen cleaning creams or automobile vinyl cleaners.*
- *Caring for Moving Parts*
 - *Regularly clean accumulated dust, sand, leaves and dirt from all recesses and guides. In spring and fall lubricate all moving part contact points with a light spray of silicone lubricant. Do not loosen or disassemble any parts*
- *All exterior seals must be maintained including the following:*
 - *Door and window weatherstripping*
 - *Caulking joints*

*** Always be careful to protect your skin, eyes and face when using strong Cleaners.**

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