Atlantic
WINDOWS

THE FUTURE OF WINDOWS

UNPARALLELED WARRANTY

WINDOW AND PVC SWING DOOR WARRANTIES

COMPONENT	SUMMIT COLLECTION	VISION COLLECTION	COMMERCIAL & SUBSEQUENT OWNER
VINYL (FRAME OR SASH) warrants against defects in materials - peeling, blistering, flaking, corroding or rotting of any vinyl component	LIFETIME	LIFETIME	20 YEARS
HARDWARE warrants all hardware shall remain in operational condition	LIFETIME	30 YEARS	20 YEARS
GLASS warrants against visual obstruction due to seal failure	LIFETIME	30 YEARS	20 YEARS
LABOUR	LIFETIME	30 YEARS	1 YEAR
STRESS CRACKS	LIFETIME	1 YEAR	1 YEAR
FACTORY APPLIED PAINT warrants against blistering, peeling or flaking	10 YEARS	10 YEARS	10 YEARS
FACTORY APPLIED MULLIONS OR SIMULATED DIVIDED LITES warrants against blistering, peeling, flaking or adhesion	10 YEARS	10 YEARS	10 YEARS

Conditions and Limitations:

- All warranties are subject to the conditions, exclusions, disclaimers and limitations that are set out in this document.
- Full warranties only apply to the original purchaser/home owner within Atlantic Canada.
- For subsequent owners, warranty reverts to the Commercial & Subsequent Owner warranty indicated in the table above.
- For products sold outside of Atlantic Canada, all warranties remain the same except the labour inclusion is for one (1) year from the date of purchase.
- Commercial is defined as any residences other than a single family dwelling as well as any dwelling that is not owned by the person/people living there.

PATIO DOOR WARRANTIES

COMPONENT	SUMMIT COLLECTION	VISION COLLECTION	COMMERCIAL & SUBSEQUENT OWNER
VINYL (FRAME OR SASH) warrants against defects in materials - peeling, blistering, flaking, corroding or rotting of any vinyl component	LIFETIME	LIFETIME	20 YEARS
HARDWARE warrants all hardware shall remain in operational condition	LIFETIME	30 YEARS	20 YEARS
GLASS warrants against visual obstruction due to seal failure	LIFETIME	30 YEARS	20 YEARS
LABOUR	LIFETIME	30 YEARS	1 YEAR
STRESS CRACKS	LIFETIME	1 YEAR	1 YEAR
FACTORY APPLIED PAINT warrants against blistering, peeling or flaking	10 YEARS	10 YEARS	10 YEARS
FACTORY APPLIED MULLIONS OR SIMULATED DIVIDED LITES warrants against blistering, peeling, flaking or adhesion	10 YEARS	NA	10 YEARS
SCREENS warrants against manufacture defects	1 YEAR	1 YEAR	1 YEAR
INTERNAL MINI BLINDS warrants against manufacture defects	10 YEARS	NA	NA

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- For products sold outside of Atlantic Canada, all warranties remain the same except the labour inclusion is for one (1) year from the date of purchase.
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ENTRY DOOR WARRANTIES

COMPONENT	FIBERGLASS[1]	HIGH DEFINITION POLYTEX	UTILITY & COMMERCIAL
GLASS warrants against visual obstruction due to seal failure	10 YEARS	10 YEARS	10 YEARS
SLAB FINISH[2] warrants peeling, blistering, chalking or discoloring	LIFETIME	20 YEARS	10 YEARS
NATURAL OR PRIMED WOOD FRAME[3]	10 YEARS	10 YEARS	10 YEARS
VINYL CLADDED WOOD FRAME	10 YEARS	10 YEARS	10 YEARS
VINYL FRAME TEXTURED OR SMOOTH[2] warrants against defects (peeling, blistering, flaking, corroding or rotting) of any vinyl component	LIFETIME	LIFETIME	10 YEARS
FACTORY APPLIED PAINT OR STAIN warrants against blistering, peeling or flaking	10 YEARS	10 YEARS	10 YEARS
LABOUR	1 YEAR	1 YEAR	1 YEAR

Conditions and Limitations:

- [1] Due to climate in Atlantic Canada, fiberglass slabs may thermally bow up to ¼" and may lead to some minor water and/or air infiltration – as this property cannot be controlled warranties will not apply in this situation. Thermal bows in excess of ¼" will be covered under the appropriate warranty.
- [2] Atlantic Windows uses an industry specific heat reflective paint system reducing the amount of heat build up on the surface of the components of our entrance doors. Other paints may increase the heat build up which could lead to an increased rate of warping of the slab and/or PVC components. Doors with non-factory applied paint voids the warranty on the components listed above against peeling, blistering, chalking or discoloring.
- [3] All these components must be painted or stained within 45 days of purchase date for warranties to be valid.
- The following configurations or options are not warranted against water and/or air infiltration: double doors and accessible sills.
- All warranties are subject to the conditions, exclusions, disclaimers and limitations that are set out in this document.
- Warranties only apply to the original purchaser/home owner.

CARE AND MAINTENANCE GUIDE

In order to properly maintain your Atlantic Windows products for a lifetime and ensure the warranties remain valid, please follow the proper guidelines:

- **Glass**
  - ✓ Use an everyday household glass cleaner
- **Vinyl Surfaces**
  - ✓ Vinyl is easy to clean and simply requires a diluted mild dish detergent to clean and retain its shine against dust and dirt
  - ✓ For tough marks or dirt, try non-abrasive kitchen cleaning creams or automobile vinyl cleaners
  - ✗ Do not use abrasive cleaners, solvents or stripping compounds
- **Hardware and Other Mechanical Components**
  - ✓ Regularly clean accumulated dust, sand, leaves and dirt from all recesses, drains 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 components
- **Weather stripping and Other Seals**
  - ✓ Ensure weather stripping and seals have constant contact when in the closed position
  - ✓ Replace any damaged, broken, cut, torn, cracked or warped weather stripping and/or seals
  - ✗ Do not remove and not replace any factory installed weather stripping and/or seals
- **Silicone Sealant Joints**
  - ✓ Use an approved window and door silicone sealant to reapply or repair any damaged, broken, cut, torn, cracked or warped joints
  - ✗ Do not remove any factory installed caulking sealant joints

TERMS AND CONDITIONS

Atlantic Windows offers an unparalleled warranty on windows, patio sliding doors and entrance systems, however there are certain limitations and conditions.

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. Please contact your dealer for any updates made to these conditions for a more recent version.

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.

If any components on Atlantic Windows products are found to be defective during the warranty coverage period, Atlantic Windows will 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 reserves the right to change, without notice, the provisions of its warranties for any or all of its products. For warranty to be valid, the original proof of purchase is required.

The warranties detailed in this document are effective July 2020 and are for current product only. For product purchased prior to July 2020, please contact an Atlantic Windows dealer or Atlantic Windows representative.

TERMS AND CONDITIONS

All warranties are only valid for the original home owner and are non-transferable to subsequent owners.

To maintain any warranty, all products are required to be installed according to Atlantic Windows installation instructions attached to all products or found online at https://atlanticwindows.com/resources/window-door-installation/.

All Atlantic Windows products must have RSO protection using 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 may naturally contort 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 door or other components could warp, or the glass could experience a seal failure which, in this application, may not be covered by your original warranty. When a storm door is installed to a painted or stained door with a glass lite, a heat resistant aluminum or PVC frame should be ordered to maintain the warranty.

Atlantic Windows and its affiliates will not be responsible to remove or re-install any aftermarket additions to the replaced product.

Insulated glass units sold independently have a 10 year warranty against visual obstructions and/or seal failure.

EXCLUSIONS AND VOIDING OF WARRANTY

There is no performance warranty for double doors (both inswing and outswing) and any entrance system using a service sill. Wear items such as screens, door sweeps, door thresholds and screws are not covered under warranty.

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. Storing packaged windows or doors in direct sunlight may cause damage to the products which will not be covered under warranty.

Warranty will be null and void in the event of improper installation or impact of foreign objects. Defects or damage to wall construction and/or building envelope in which any window or door has been installed will void the warranty.

Any non-approved after-market products added to Atlantic Windows products (i.e. – window glass films, shutters, mini-blinds, storm doors, etc.) may void the warranty. Atlantic Windows and its affiliates will not be responsible to remove or re-install any aftermarket additions to the replaced product.

Failure to properly maintain and care for your products will result in voiding of the 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 caused by high humidity factors in the house or improper ventilation. Any product which has been tampered with, repaired, or modified by any person other than an Atlantic Windows approved service provider will void the 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 is not liable for any injuries, damages, and losses caused by acts of God. An act of God describes an event outside of human control or activity, usually a natural disaster, such as a flood, hurricane, earthquake, etc.

Performance warranty is void if an Atlantic Windows' product fails during an extreme weather event, such as a hurricane, exposing the product to conditions beyond its tested performance capabilities. For proper assessment, www.ventusky.com will be used to identify the weather conditions on the date of the failure.

Atlantic Windows reserves the right to discontinue any model of product currently offered or to make changes to any products. 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

When a suspected warranty concern arises, 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 investigate the issue and inform Atlantic Windows in writing of the concern in a prompt matter.

Atlantic Windows will investigate the claim by assessing the product deemed to be defective and provide the necessary solution under the appropriate warranty in a reasonable time frame.

This warranty is expressly in lieu of all other oral or written warranties, liabilities or obligations of Atlantic Windows. No representative of Atlantic Windows is authorized to make changes or modifications to this warranty.