

RESIDENTIAL WARRANTY

GOLDEN WINDOWS LIMITED is an ISO-9001: 2000 certified company specializing in the manufacturing of quality windows and doors for over sixty (60) years. We use only selected quality materials and expert workmanship in the best tradition of the trade and we are proud of the fact that we offer one of the most comprehensive warranties in our industry. To ensure that our products perform to the standards we have established they must be properly installed, used and maintained.

This warranty is effective on doors and windows ordered subsequent to September 1, 2023 and supersedes any and all prior published warranties.

INSULATED GLASS COVERAGE

Twenty (20) Year Transferable Limited Warranty

For a period of **twenty (20) years** from the original date of purchase and under normal conditions, **GOLDEN WINDOWS LIMITED** extends a limited warranty for seal failure causing impaired vision due to moisture, film or dust between the glass on all insulating units it manufactures up to the maximum size identified in its current product catalogue.

If the seal failure occurs within **two (2) years** from the original purchase date, **GOLDEN WINDOWS LIMITED** will provide the appropriate replacement glass unit or sash and provide the labour at no cost to our customer. For seal failures occurring between the **third (3) year** and **twentieth (20) year** from the original date of purchase, **GOLDEN WINDOWS LIMITED** will provide the appropriate replacement glass unit or sash on a no charge basis, this does not include installation labour cost or shipping fees.

Insulating glass units not manufactured and installed by **GOLDEN WINDOWS LIMITED** or installed by an appropriate representative of **GOLDEN WINDOWS LIMITED** such as decorative door lites or large custom sizes only carry the manufacturer's warranty against seal failures.

This warranty is void if the glass is cracked or broken from any cause or upon the application of after market film applied on the glass.

For a period of **one (1) year** from the original date of purchase, **GOLDEN WINDOWS** extends a limited warranty against stress cracks to the insulating glass unit.

Colour matching or exact patterns cannot be guaranteed on specialty glass such as Low E, various tinted varieties and patterns such as obscure, glue chip or acid etch.

MATERIALS AND WORKMANSHIP

GOLDEN WINDOWS LIMITED warrants its products, subject to the conditions and limitations as set forth below, to be free from defects in materials and workmanship for a period of **ten (10) years** from the original date of purchase. **GOLDEN WINDOWS LIMITED** shall, at its complete discretion either repair or replace non-conforming materials or workmanship.



MATERIALS AND WORKMANSHIP (continued)

Any component **GOLDEN WINDOWS LIMITED** determines to be defective in material or workmanship, occurring within the first **twenty-four (24) months** of the original purchase date will be repaired or replaced solely at its expense.

Any component **GOLDEN WINDOWS LIMITED** determines to be defective in material or workmanship occurring after the first **twenty-four (24) months** and up to the **ten (10) year** period from the original purchase date, it will supply the component to the customer on a no charge basis. The component will be shipped freight prepaid to the original location: or for a reasonable service charge **GOLDEN WINDOWS LIMITED** will complete the repairs.

Due to normal weathering, coloured aluminum and vinyl products are subject to varying degrees of fading. This fading is beyond **GOLDEN WINDOWS LIMITED'S** control and does not constitute a defect. Therefore **GOLDEN WINDOWS LIMITED** cannot guarantee an exact colour match in the event a component or product is repaired or replaced under this warranty.

FACTORY FINISHING

This covers any factory finishing that **GOLDEN WINDOWS LIMITED** agrees to perform which is outside of the **GOLDEN WINDOWS LIMITED** standard offering.

For a period of **one (1) year** from the original date of purchase and under normal conditions, **GOLDEN WINDOWS LIMITED** extends a limited warranty against peeling, cracking and/or flaking. Due to normal weathering, painted products are subject to varying degrees of fading. This fading is beyond **GOLDEN WINDOWS LIMITED'S** control and does not constitute a defect. Therefore **GOLDEN WINDOWS LIMITED** cannot guarantee an exact colour match in the event a component or product is repaired or replaced under this warranty.

EXCLUSIONS AND LIMITATIONS

- The warranty printed above is the only warranty applicable to this purchase. All other warranties, expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose are disclaimed.
- This warranty covers only manufacturing and material defects as specified herein. It does not include defects or damages attributable to faulty or improper installation; improper storage; normal weathering; defects caused by accident, fire, flood, acts of God, vandalism, riot, or civil disorder; misuse; abuse by harmful fumes; vapours; solvents, chemicals or chemical pollutants in the atmosphere; mildew, building settlement or structural failure of walls or foundations or any other condition beyond **GOLDEN WINDOWS LIMITED'S** control.
- **GOLDEN WINDOWS LIMITED** will not recognize any field-testing of our products without prior approval authorizing such tests and the Company conducting the tests.
- Texture and colour variations in wood components do not constitute material defects.
- **GOLDEN WINDOWS LIMITED** will not be responsible in any event, for removal, painting, refinishing or similar activities connected with glass or component replacement or repair.
- **GOLDEN WINDOWS LIMITED** reserves the right to discontinue or modify any of its products, including the colour, without giving notice. If **GOLDEN WINDOWS LIMITED** replaces any product under this warranty, it may substitute products, which are designated by **GOLDEN WINDOWS LIMITED** to be of comparable quality or price range in the event the product initially purchased has been discontinued or modified.
- The warranty on replacement product or components will be limited to the remainder of the warranty period of the original unit. After the **20-year** warranty, any replacement component purchased will carry a **two (2) year** limited warranty.
- The original purchase date will be the date the product was delivered to the original address supplied by the purchaser or date of pick up by the purchaser.
- In no event shall **GOLDEN WINDOWS LIMITED** be liable for consequential or incidental damage in any amount and its liability shall, in all instances be limited to repair, replacement or refund of the actual original purchase price of the defective unit.

EXCLUSIONS AND LIMITATIONS (continued)

- Condensation of the interior (room side) glass surface is a sign of high humidity caused by conditions within the building and are beyond **GOLDEN WINDOWS LIMITED'S** control. **GOLDEN WINDOWS LIMITED'S** products must at all times have proper air flow and/or ventilation in, on, and around window coverings of any kind to reduce heat and condensation damage. For greater certainty, the placement of any object, including, without limitation, shutters or heavy draperies in, on, or around **GOLDEN WINDOWS LIMITED'S** products shall void this warranty "ab initio." Information on how to control condensation is available on our website: www.goldenwindows.com/resources/maintenance-care.html.
- It is the customer's, including, without limitation, homeowner, builder or contractor, sole responsibility to ensure that all window and doors are properly cared for and protected, at all times, including without limitation, before, during and after installation. Any product, that is not properly cared for, and/or protected, in accordance with **[A HOMEOWNER'S CARE AND MAINTENANCE GUIDE]** will void the warranty. **GOLDEN WINDOWS LIMITED'S** warranty specifically excludes products that deteriorate and/or defects that occur as a result of such improper care or protection.
- **GOLDEN WINDOWS LIMITED'S** warranty does not include any damage or defect to the products caused, or contributed, as a result of:
 - a) faulty or improper installation;
 - b) failure to strictly comply with **GOLDEN WINDOWS LIMITED'S** product care, maintenance and protection requirements;
 - c) Failure to protect woodwork before, during, and immediately after installation. Wood must be primed, painted and/or finished as soon as possible after installation.
 - d) improper storage;
 - e) normal weathering;
 - f) products being used in a manner, other than the normal and reasonable purpose, for which such product is intended;
 - g) excessive temperatures (both hot and cold);
 - h) humidity, resulting from interior and exterior temperature differentials or changes in temperatures;
 - i) improper ventilation;
 - j) glass breakage;
 - k) accident, fire, flood, acts of God, vandalism, riot, or civil disorder;
 - l) harmful fumes, vapours, solvents, pollutants, or chemicals;
 - m) environmental conditions, including, but not limited to, salt, humidity, acid or chemical pollutants in the atmosphere;
 - n) normal wear and tear, misuse or abuse;
 - o) natural variations in the products;
 - p) application of any liquid, plastic or other coating to any part(s) of the product;
 - q) removed and re-installed product;
 - r) mildew or mold;
 - s) building settlement or structural failure of walls or foundations; and
 - t) any other condition beyond **GOLDEN WINDOWS LIMITED'S** control.

For clarity, **GOLDEN WINDOWS LIMITED'S** warranty is void and of no force or effect upon the occurrence of any of the foregoing.

- In cases of warpage of less than 1/4" in the plane of the door itself (not in relation to the frame and/or jamb), **GOLDEN WINDOWS LIMITED** reserves the right to require a period of **one (1) year** with the door in place before honouring any warpage claim as doors often revert to plane.
- Due to the fragile nature of grilles between the glass, our warranty is limited to our standard catalogue sizes. Grilles touching the glass or rattling do not constitute a defect. Larger sizes can be supplied without a warranty upon signed approval by the customer. Order confirmations and quotes will specify these conditions.

- It is the responsibility of the end user of our products to maintain them as outlined in **[A HOMEOWNER'S CARE AND MAINTENANCE GUIDE]** listed below in our published warranty. Failure to follow these recommendations may result in the warranty being negated.
- Any **GOLDEN WINDOWS LIMITED** product that has not been paid for in full by the purchaser of such product in the amount and on the timeline as specified within the order agreement for such product will not be eligible for **GOLDEN WINDOWS LIMITED'S** warranty.
- Any **GOLDEN WINDOWS LIMITED** product that is installed in a way or a location that cannot be accessed by the Service Department will not be eligible for **GOLDEN WINDOWS LIMITED'S** warranty.

PURCHASED REPLACEMENT PARTS AND INSULATING GLASS

Insulating glass units or sash purchased for product that is out of warranty will be warranted for **two (2) years** from date of installation only if it is installed by our factory trained technicians.

Replacement parts (excluding insulating glass or sash) purchased will be warranted for a **one (1) year** period from date of purchase.

A HOMEOWNER'S CARE AND MAINTENANCE GUIDE

OPERATING INSTRUCTIONS

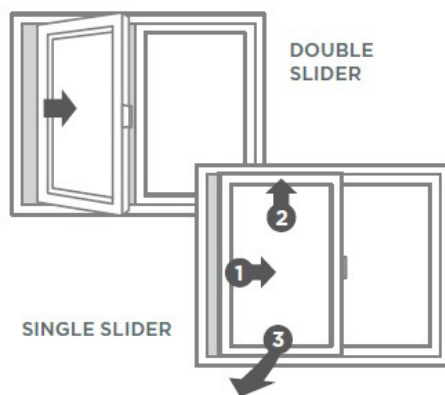
HORIZONTAL SINGLE SLIDERS AND DOUBLE SLIDER

Keep tracks clean of dirt and debris.

Check single slider rollers by lifting out sash. Please see the steps shown below.

Before swinging in a sash of the double slider, be sure to slide sash a minimum of 2.5cm (1") past the side frames. Engage latches at top and bottom of sash to rotate. This will prevent damage to the frame.

Check exterior drainage holes to ensure they are clear of dirt and debris.



CASEMENT AND AWNING WINDOWS

To close window, turn handle in clockwise motion. Turn handle **ONLY** until you feel resistance on handle.

DO NOT FORCE HANDLE
(sash should meet frame)

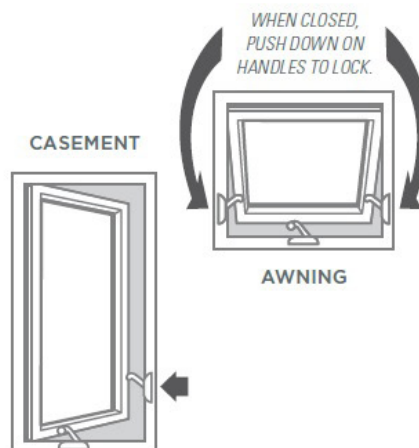
Push down on the lock handle(s) allowing the lock(s) to pull the sash in tightly to the frame.

Forcing the handle(s) will damage the gears in the operating hardware.

Be sure the lock(s) are in the open position before turning the handle counter clockwise to open.

For **AWNING WINDOWS** it is recommended that **BOTH** locks be in the locked position when the window is closed. This will prevent the sash from becoming warped.

Check exterior drainage holes to ensure they are clear of dirt and debris.



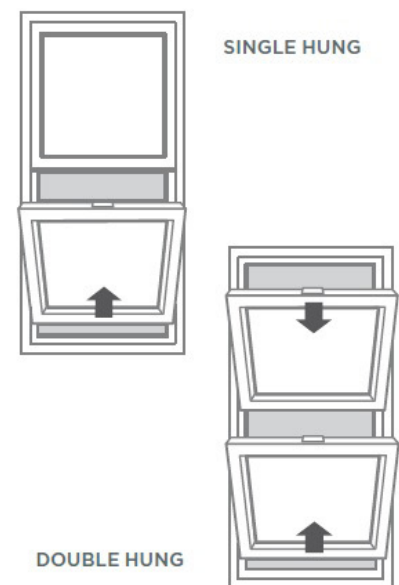
SINGLE AND DOUBLE HUNG WINDOWS

Keep bottom sill clean.

Raise sash a minimum of 2.5cm (1") past the bottom edge of the window before tilting inward for cleaning. This will prevent damage of the frame.

For **DOUBLE HUNG**, you can also slide the top sash down toward the bottom and then tilt inward for cleaning.

Check exterior drainage holes to ensure they are clear of dirt and debris.



A HOMEOWNER'S CARE AND MAINTENANCE GUIDE (cont')

GENERAL MAINTENANCE

BY FOLLOWING A FEW GENERAL MAINTENANCE TIPS YOU CAN BE ASSURED OF HAVING MANY YEARS OF TROUBLE FREE WINDOWS.

- Clean all operating hardware, hinges and tracks on a regular basis and lubricate lightly with silicone spray or light oil.
- Do not clean glass or other finishes with abrasive materials or cleaners.
- Clean vinyl surfaces with mild soap and water.
- An application of automotive paste wax may renew the luster of aluminum window frames.
- Care should be taken to ensure weather-stripping and hardware is not painted over which will result in them not performing as intended and does not constitute a manufacturing defect.
- Inspect face caulking annually to ensure proper seal against the glass.
- We recommend removing interior screens during the winter months to reduce the chance of condensation forming on the glass surfaces.
- In order to protect the wood interior, it is necessary to prime, paint and/or finish the wood prior to heat and moisture being present in the dwelling (see **EXCLUSIONS AND LIMITATIONS**).

CAUSES OF CONDENSATION

- Day-today living: 4 occupants will create 1 1/2 gallons of moisture/day
- New construction: drying building materials, concrete, drywall, paint
- Use of humidifiers
- Gas appliances (stoves, fireplaces, dryers)
- Cooking, boiling water
- Use of hot tub or spa
- Bathing, showering
- Large number of plants in home
- Aquariums, water fountains
- Dishwasher use

THE MAIN CAUSE OF CONDENSATION IS THE RESULT OF MOIST WARM INDOOR AIR TOUCHING COLD SURFACES.

CONTROLLING INTERIOR MOISTURE

THE FOLLOWING ARE A FEW TIPS TO HELP PREVENT AND CONTROL CONDENSATION IN THE HOME.

- Improve air circulation in your home to keep the warm air moving.
- Opening windows slightly throughout the home for a short time each day during winter months will allow for humid air to escape and for drier air to enter. This will also provide you with a healthier living environment.
- Heat registers located in front of windows should remain unobstructed and clear.
- Add ventilation fans in high humidity areas such as laundry, kitchen and bathrooms.
- Open blinds, draperies, interior shutters during the night to allow air to circulate near the glass surfaces.
- Vent dryers, stove top hood fans and all gas appliances to outside.
- Turn off furnace humidifiers.
- Open fireplace damper to allow moist air to escape.
- Run a dehumidifier, if necessary.
- Remove interior screens on windows during winter months.
- Install an in-house air exchanger system like an HRV or GRV.
- Turn off furnace fan only to circulate air in home.

Please refer to **A HOMEOWNER'S CARE AND MAINTENANCE GUIDE** on our website for complete guide:

www.goldenwindows.com/resources/maintenance-care.html

HOW TO MAKE A CLAIM

Contact: Golden Windows Limited
Customer Service Department
888 Guelph Street
Kitchener, ON N2H 5Z6

Telephone: 519.772.0526
Fax: 519.772.0528
Toll Free: 1.877.293.7850

When you are making a claim, we will require the following information:

- Identify the product that is involved
- Your name and the name of the contractor or installer
- A complete description of the defect
- The address where the product can be inspected (include original lot number that can be found on your Municipal tax bill)
- The telephone number(s) where you can be contacted
- Original invoice number(s)
- Contact us directly or visit our website www.goldenwindows.com/resources/residential-warranty.html for a digital version of our 20-year residential warranty and its terms and conditions.

Failure to provide this information may result in a delay in processing your request.

NOTE

This Warranty gives you specific legal rights, which are in addition to any other rights you may have and which vary from jurisdiction to jurisdiction. The limited warranties set forth in this document are the only warranties (whether written or oral) applicable to **GOLDEN WINDOWS LIMITED** products and no one is authorized to modify or expand these written warranties.

Some jurisdictions may not allow the exclusion or limitation of incidental or consequential damages of how long an implied warranty lasts, therefore the limitations and exclusions may not apply to you.

Any question as to the interpretation or application of this warranty shall be determined by the courts of Ontario.

In the event of a warranty claim, GOLDEN WINDOWS LIMITED reserves the right to inspect the product within sixty (60) days of the date of the claim and prior to authorizing or approving any warranty repairs or replacements. For greater certainty, GOLDEN WINDOWS LIMITED shall have the right at all times to determine, in its sole and absolute discretion, whether or not this warranty shall apply to any product, regardless of whether GOLDEN WINDOWS LIMITED has inspected such product. Warranty claims for product installed in new homes will be inspected and repaired in compliance with the Ontario New Home Warranty Program requirements.

