

PRODUCT WARRANTY



GENERAL TERMS

All windows by Ecoline Windows and doors are manufactured to meet or exceed industry standards. Ecoline windows and doors warrant its products against defects in materials and workmanship, occurring because of the manufacturing process. Our Window parts and components are covered during the stated period, under normal use and service, subject to the terms and conditions contained in this transferable limited lifetime warranty. The following window parts and components are covered during the stated period, under normal use and service, subject to the terms and conditions contained in this limited warranty.

25-Year Limited

Warranty on White Vinyl Frame and Vinyl Sash Members

15-Year Limited

Warranty on Painted Windows

25-Year Limited

Warranty on Insulating Glass

Fully transferable

at no Charge

25-Year Limited

Warranty on Hardware

Non-Prorated

INSULATED GLASS

25 YEAR LIMITED WARRANTY on Insulating Glass. At Ecoline Windows and Doors insulating glass units are covered by a 25 Year Warranty against sealed unit failure. "Failure" is defined as a loss of the seal between the glass and the edge sealant resulting in the formation of moisture between the inner and outer panes of glass or the collection of dust or dirt between the inner and outer panes of glass. Under no circumstances is broken glass covered under this warranty. According to the Canadian Glazing Standards Board (CGSB) for glazing quality glass, defects such as minute bubbles, eyes, crystals and/or scratches are normal and inherent to any manufactured glass product. These minor defects are not warranted. Cracked glass or IG failure due to a manufacturing defect or subject to thermal shock are covered on parts for a period of one (1) year from date of invoice.

PAINTED PRODUCTS

15 YEAR LIMITED WARRANTY on painted products. Ecoline Windows painted windows are warranted against such defects in material and workmanship that might result from paint peeling, flaking, cracking and major non-uniform discoloration for a period of fifteen (15) years and is caused by exposure to sunlight, heat, or noxious or abrasive materials. Corner welds on colored windows may fade over time. Color touch-up is the responsibility of the home owner. Ecoline Windows warrants that the PVC laminate will not delaminate, chip, crack or blister for a period of fifteen (15) years under normal conditions. Damage of the interior laminate caused by using abrasive cleaners is excluded.

TRANSFER

Ecoline windows and doors warranty is fully transferable at no extra costs, provided that the products are registered within 30 days from the purchasing and a notification of the transfer from the new owner is submitted within 30 days from the closing day. Notifications to Ecoline windows can be sent via mail or be made online.

VINYL

25 YEAR LIMITED WARRANTY on White Vinyl Frame and Vinyl Sash Members. Ecoline Windows are warranted against such defects in material that might result in blistering, peeling, flaking, corroding and uneven fading of the frame or sash members for the lifetime of the product from the date of installation.

HARDWARE

25 YEAR LIMITED WARRANTY on Hardware. All Ecoline Windows hardware are warranted against defects in materials and workmanship for a period of 25 years from the date of invoice. This Limited Warranty does not cover any hardware that has been tampered with or any product which has been improperly installed, abused, misused, worn out, altered, used for a purpose other than that for which it was intended, or in a manner inconsistent with any instructions regarding use of such product, nor does it cover corrosion related damage.

LIMITATIONS ON REPAIRS OR REPLACEMENT

Ecoline's liability is limited solely to the repair or replacement of parts and to substitute such parts with equivalent as it may be necessary at the sole discretion of Ecoline. Under no circumstances will Ecoline be liable for incidental or consequential charges, such as, but not limited to, labor costs for any purpose, inconvenience, damage or injury to persons or to property, or any other expense. This Warranty will be deemed null and void if the owner/purchaser modifies or otherwise alters in any way the product after installation without the written consent of Ecoline, if the product is used for a purpose not intended, or otherwise outside the accepted and advised use and if harmful cleaning solutions and abrasive compounds are used, as well as any windows manufactured outside Ecoline manufacturing specifications as specified on Ecoline's website. Ecoline windows and doors limited lifetime Warranty must be registered within 15 days from the completion of the installation to be valid. Registration can be made online or via mail, by providing Dealer name, copy of the invoice or work order number, date of purchase, day of installation. All product imperfections and/or defects such as cracks, scratches, dents, bends, tears and punctures must be reported within a period of 10 days from the day of installation or pickup.

EXCLUSIONS

The following are excluded from coverage under this Warranty:

- Exposure to harmful pollutants, the corrosion of non-vinyl products or components due to the proximity to coastal areas, excessive thermal or physical stress and/or high humidity levels such as but not limited to improper storage.
- Any damage to the window or window components due to the settlement of building structure.
- Any damage caused by wind, hail, lightning or other incident of weather, deemed as an act of God.
- Minor imperfections in windows and doors that do not affect the product's structural integrity or obscure vision.
- Any window which has been repaired or modified by any person other than a factory-trained Service Technician or authorized Ecoline representative or any Non-Ecoline add-on or replacement parts added to the Window(s)
- Any defect, malfunction or failure to perform, which has occurred because of unreasonable use, improper application or the failure to perform reasonable or necessary maintenance.
- If products with visible defect(s) after goods have been picked up or delivered and are installed with such defects, but not limited to scratches, dents, and cracks and/or damaged components without notifying Ecoline prior to installation. Any product not paid in full or sold through any account which is not in good stand.
- Condensation on windows, which may occur as a natural result of humidity within the house or building area. Please refer to oeenrncan.gc.ca for condensation prevention tips.

PATIO DOORS

Ecoline warrants the patio door vinyl frame and sash components against blistering and peeling, flaking, and corroding for a period of twenty-five (25) years. All hardware is warranted against defects for twenty-five (25) years. Insulating glass panels are warranted against seal failure for ten (10) years. Workmanship and mini blinds are warranted for a period of five (5) years. Exterior paint warranted for a period of ten (10) years to remain free of peeling, cracking and major discoloration not caused by exposure to sunlight heat, noxious or abrasive materials.

5 Year warranty on screens

Screen frames and hardware are covered for a period of 5 years. Parts are free, labor not included. Please note that a screen will not stop a child from falling out of the window.

SCREENS

Screen frames and hardware are covered for a period of **five (5) years** after the delivery or pick up. Parts are free, labour not included. Please note that a screen will not stop a child from falling out of the window.



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www.ecolinewindows.ca

LABOUR WARRANTY



Ecoline Windows warrants that all work performed as a part of the Installation will be free of Installation Defects for a period of twenty five years from the date of completion of the installation.

If given Prompt Notice (within 30 days of discovery) of an Installation Defect, Ecoline Windows shall, at its sole option:

Furnish labor to repair
any such Installation Defect

OR

Replace the defective unit(s)

The proper care and maintenance of Ecoline Windows products is important to assuring that Ecoline Windows products will perform year after year.

Ecoline Windows agrees to service products where Buyer gives Prompt Notice (within 30 days of discovery) of the need for service as long as the need for service is due to an Installation Defect or Product Defect.

For the purpose of this warranty an Installation Defect is an error that significantly impairs the proper operation of an Ecoline Windows product, while a Product Defect is a defect that significantly impairs the proper operation and function of your Ecoline Windows products and is covered under the applicable product warranty.

Should repairs be necessary which are not the result of defects in workmanship or materials provided by Ecoline Windows, reasonable charges will be applied for such repairs and/or inspections.

The signed Sales Agreement, product warranties and this Warranty and Service Agreement constitute the entire agreement between seller and buyer. Buyer agrees that there is no reliance on any statement, agreement, writing, warranty or representation, whether written or oral, other than the terms contained in this Warranty and Service Agreement, the Sales Agreement, and any applicable product warranties.

LABOUR WARRANTY



What's Covered?

25 years

on level, square and plumb
window and door installation

25 years

on rough opening insulation

2 years

on warranty on any third
party materials used
by Ecoline windows

What's Not Covered?

- Installation or service that has not been paid for in full
- Installation or product failure, or loss due to:
 - Structural settlement or movement, vibration, excessive localized heat, high inhome humidity, or latent defects in home
 - Structural deficiencies stemming from non-compliance to current Building Code standards
 - Water leakage not caused by installation performed by Ecoline Windows
 - Acts of God
 - Accident, misuse, abuse, alterations, or improper handling, operation or cleaning
 - Improperly installed security systems or damage by security systems
 - Failure to utilize proper maintenance
 - Normal wear and tear
 - Minor imperfections in glass that do not affect the product's structural integrity or significantly obscure vision
- Size discrepancies that are within the allowable tolerances outlined by the CSA
- Installation of non-Ecoline Windows products, such as storm doors or entry doors that were purchased separately by the Buyer
- Ecoline Windows products that were installed by a third party contractor
- Claims of unsuitable style, operation or design after the installation of product ordered according to the signed contract



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