



THE WINDOW FACTORY MB. LTD.

DURASEAL WINDOW & DOOR

Manufacturer of ... Quality Door, Window & Awning Products

605 Mercy Street, P.O. Box 187 Selkirk, MB R1A 2B2

Ph. (204) 482-9099 Fax (204) 482-9007 Toll Free 1-800-565-0046

www.windowfactory.mb.ca email: wfactory@windowfactory.mb.ca

Glass Warranty

THE WINDOW FACTORY as supplier, warrants all insulated glass supplied to the original consumer by us, from failure of the air seal due to defects in material or workmanship, for a time period as specified below, according to the spacer system and window system in which the glass is installed in.

Intercept Spacer Into Window Factory PVC System 20 years

Super Spacer Into Window Factory PVC System 10 years

Intercept Spacer/Super Spacer into all other systems 10 years

The Window Factory will install defective glass at no charge for a period of One Year from the date of purchase, but will not accept responsibility for repainting or refinishing. After One Year from date of purchase, the customer will be responsible for the cost of Installation. This warranty does not include cracked or broken glass resulting from accident, abuse, misuse, or heat shock.

Please note that glass insurance is recommended to ensure full replacement costs.

PVC Window Warranty

THE WINDOW FACTORY will provide a Twenty Five Year limited warranty on PVC components against defects in materials. We will replace defective parts at no charge for a period of One Year from the date of purchase. THE WINDOW FACTORY will not accept responsibility for repainting, refinishing, or any other incidental costs involved in the replacement of components. After One Year from date of purchase, the customer will be responsible for a service fee.

Truth hardware comes with a Lifetime replacement warranty. A service fee will be applied for replacement hardware.

Labour Warranty

THE WINDOW FACTORY will provide a Five Year limited warranty on Labour of products installed by our installation crews. The warranty does Not cover defects in craftsmanship resulting from shifting, abuse, misuse, or accident.

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Steel Doors

THE WINDOW FACTORY will provide a limited warranty on steel and fibreglass door panels, to the original consumer, against defect, warpage or error in workmanship, for a period of Five Years from the date of purchase. Within that time period, the Window Factory will, in its sole discretion, replace or repair the defective material at no charge. The Window Factory will not be responsible for installation, repainting or refinishing work associated with the replacement of the items deemed defective. After One Year from date of purchase, the customer will be responsible for a service fee.

The warranty does not cover defects as a result of accident, abuse, misuse, or shifting.

Locks that are provided by The Window Factory are covered by the manufacturers standard warranty as such The Window Factory assumes no responsibility for these items.

Aluminum Storm Doors / Storm Windows

THE WINDOW FACTORY will provide a limited warranty on storm doors, to the original consumer, against defect in workmanship, for a period of Five Years from the date of purchase. Within that time period, the Window Factory will, in its sole discretion, replace or repair the defective material at no charge. The warranty does not cover paint performance. Vinyl components are covered for a period of One Year from the date of purchase. Operating hardware components are covered for a period of One Year from the date of purchase. The Window Factory will not be responsible for installation, repainting or refinishing work associated with the replacement of the items deemed defective. The warranty does not cover defects as a result of accident abuse, misuse, or shifting.

Door Glazing Units

THE WINDOW FACTORY will provide a limited warranty against air seal failure, due to defects in material or workmanship, on glazing units installed into a steel door by the Window Factory, for a period of Ten Years from the date of purchase. Within this period the Window Factory will provide a replacement unit with the same decorative pattern, or if discontinued, of a similar design, at no charge. The Window Factory will not be responsible for installation, repainting, or refinishing.



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Thank you, for purchasing your new windows, doors, or awnings from our companies. This letter is a guide as to what the purchaser can expect as the order proceeds from initialization to installation.

RECHECK

Once an order is finalized between the purchaser and the sales rep., The order is scheduled for a recheck. Depending on the delivery time, a recheck may not be done for several weeks. Typically rechecks can be done from the outside of the home, but if the installer determines an inside view is required, the purchaser will be notified and an appointment will be scheduled. If changes are required to the original invoice due to changes noted on the recheck, the purchaser will be informed by their sales rep as to the changes and any cost changes associated with them.

DELIVERY TIMES

On the top of the purchasers invoice there is a column with an estimated delivery period. Delivery times can vary depending on many factors, some of them being weather, production delays, or scheduling conflicts. If an order is significantly delayed, the office will notify the purchaser of the new delivery date.

INSTALLATION PREPARATION

Please have all interior items removed from around the work area before installers arrive. It is not our responsibility to move items or furnishings, and we accept no responsibility for any damage incurred by moving items, or working over them. Blinds must be removed prior to our arrival. Re-installing blinds or re-sizing them to fit the new windows is the purchasers responsibility.

INSTALLATION DAY

The morning of the scheduled install, the office will check local weather forecasts and a determination will be made as to the ability of our crews to complete the job if there is any significant weather. If the office postpones the installation, the purchaser will be notified as soon as possible, and other arrangements will be made.

The installation crews use drop sheets to keep the interior work area as clean as possible. Subsequent cleaning will be required by the purchaser. Our installation crews are mind full of flowers and shrubs, but are not responsible for any damage that occurs to them, as a certain amount of workspace is required.

All construction debris will be removed by the installation crew unless the purchaser specifies otherwise.

PLEASE NOTE: All alarm wires and pins are the responsibility of the homeowner. The installation crew will **not** reinstall these items.

PLEASE NOTE: Damage to stucco may occur in the removal of the windows and doors from the building. Our crews take care not to add to any damage. Damage associated with the removal or installation of windows and doors will be the responsibility of the homeowner to repair at their own expense. The Window Factory assumes no responsibility.