



## EXTRUSIONS

UPVC and Aluminum extrusions (sashes, frames, glazing beads) shall be warranted to be free from material chipping, pitting, rotting, or corroding for a period of twenty (20) years for windows and ten (10) years for doors except in areas listed below. The warranty for windows shall be ten (10) years in the state of Arizona, California, Colorado, Florida, Hawaii, Idaho, Kansas, Nebraska, Nevada, New Mexico, Oklahoma, South Dakota, Texas, Utah, and Wyoming.

## HARDWARE

Operating hardware for Windows and Sliding Doors is warranted against defects in material for a period of ten (10) years. Hardware for Folding Doors is warranted against defects in material for a period of five (5) years. Accessory hardware, i.e.: stay arms, restrictors, handles, locks, etc. are warranted against defects in material for a period of two (2) years. This warranty shall be two (2) years when install is within 1 mile (1.6 km) of saltwater exposure. This warranty does not cover scratched, abused, or altered hardware, nor discoloration on finishes.

Retractable screen mechanisms are warranted against defect in material for a period of two (2) years only where the screen was installed by EuroLine Windows. Screen mesh is not covered by this warranty at any time.

## SEALED INSULATED GLASS UNITS

Insulated glass units are warranted against the failure of the hermetic seal for a period of twenty-five (25) years. Glass is warranted to meet or exceed standards set by US Glass Standard ASTM C1036 and Canadian Glass Standard Can/CGSB-12.3-M91.

## EXCLUSIONS

These warranties do not cover glass breakage, frost or condensation on the exterior glass surfaces, surface glass scratches not noted at time of delivery, color of glass, bent glass, triple insulating decorative/art type glass, distortion (including tempered glass), or any other failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, faulty building construction or design, improper or insufficient handling, storage, installation, maintenance or service, nonstandard installations including, but not limited to, installation in a non-vertical, upside-down, on the side or out-of-square position. Also excluded from these warranties are failures or operating difficulties resulting from the exposure to corrosive fumes or condensates, stress from thermal movement of the structure in which the glass is installed, use of films and coatings on the surface of the unit, or use in swimming pool, whirlpool tubs, spas or other high humidity areas without adequate ventilation or humidity control. In addition, there is no coverage under these warranties for installation or other costs and expenses incurred due to the replacement of the glass. Furthermore, this warranty does not cover loss of time, inconvenience, nor does it cover delays or construction costs for late or damaged delivery or incidental or consequential damages. This warranty does not cover costs associated with the replacement of glass which meets or exceeds US and Canadian glass standards. This warranty does not cover the replacement of surface applied grids (SDL, Simulated Divided Lites) regardless of the glass is being replaced under this warranty.



## GENERAL CONDITIONS

This warranty applies only to products installed in structures located within Canada and the United States of America and does not include items not manufactured by EuroLine Windows. This warranty is given to the original purchaser of the product and is transferable with-in the first 2 years of purchase date, provided that EuroLine Windows received written notification of the change in ownership. The warranty period begins on the date products are delivered. This warranty does not cover products where the total account amount has not been paid for in full. This warranty does not cover damage, breakage, or loss during transit by others. Transit by others means any common carrier or delivery service other than EuroLine Windows's vehicles. Claims against the carrier are the responsibility of the consignee. This warranty does not cover against the effects of, or damages caused by: normal wear and tear; abuse; harmful fumes, vapors or chemicals; strong solvents; building heat; structural movement or settling; painting or staining of PVC parts; harmful cleaners or excessive temperature exposure; harsh cleaning methods; natural weathering or fading of exterior finishes; finish failures due to air pollution or corrosive substances; intentional acts; unreasonable use; accident; negligence; improper care; lack of maintenance as per maintenance instructions; improper handling; deformation, warping and cracking of the PVC profile due to extreme temperature exposure; windows and doors that exceed minimum or maximum recommended sizes; acts of nature (such as fire, flood, earthquakes or storms); any other causes beyond EuroLine Windows's control.

Salt and other corrosive or abrasive materials must not build up on the exterior surfaces of the PVC or hardware. Exterior surfaces must be cleaned with a mild detergent soap and water at least every three months. Refer to EuroLine maintenance instructions for complete details. The environment within one mile of the seacoast can be extremely corrosive. Even with the appropriate maintenance, products installed in this environment will typically deteriorate more than products installed in a less severe environment. Some corrosion and/or deterioration is considered "normal wear" in this environment.

The installation must be carried out in keeping with EuroLine Windows's installation guidelines, with good construction and sound glazing practices. This warranty shall be considered void if the cause of failure can be traced to improper installation. This warranty does not apply to windows and doors installed in structures that do not allow for proper management or drainage of moisture. This warranty does not extend in any way to cover the actual installation of the windows and doors and/or interface details between the window/door and building structure, as EuroLine has no control over those matters. Gaskets and seals are not covered by this warranty. This warranty is not a warranty of future performance, but only a warranty to repair, replace or refund defective products at EuroLine Windows's sole discretion.

EuroLine Windows does not make any other representations or warranties, expressed or implied, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose. In no event shall EuroLine Windows be responsible for special, direct, indirect, or consequential damages of any kind, including, but not limited to, loss of use, loss of profits or goodwill, or other commercial loss or injury however occasioned, whether by negligence or otherwise. Some States and Provinces do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

This warranty gives you specific legal rights and you may also have other rights, which may vary from State to State and Province to Province. No representative, dealer or any other person is authorized to make any warranty, representation or promise with respect to the windows and doors. No terms or conditions other than those stated here, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding on EuroLine Windows.

This warranty applies only if the products are used for the purposes for which they are intended and are installed and maintained according to EuroLine Windows's recommended installation and maintenance instructions.



## REMEDIES AND LIMITATIONS

During the first year of the warranty period, EuroLine will provide both labor and materials to repair or replace defective items. Adjustments are not covered under this warranty, as they are considered part of regular maintenance. If, upon inspection, it is found to be a non-warranty issue, a service call fee will be charged. After the first year, EuroLine's liability shall be limited to the repair or supply of replacement materials only. All travel and/or shipping costs for warranty-related labor, replacement items or parts shall be the responsibility of the purchaser for the full term of this warranty. Written notice of any claim under this warranty must be given to Euroline Windows, 7620 MacDonald Road, Delta B.C. Canada V4G 1N2 within 30 days of discovery and in any event within the above stated warranty period. Proof of purchase and proof of maintenance, such as maintenance log books, must also be included with the claim. In case of a defect reasonably discoverable by inspection of any window or door upon receipt from EuroLine Windows, such defect must be noted at time of delivery. Defects not reasonably discoverable by inspection upon receipt must be reported within 48 hours, and in any case before the window or door is installed. No warranty or warranties will apply in the absence of such notice. After receipt of such notice, a representative of EuroLine Windows will examine the claim and advise the customer concerning disposition of the claim.

The sole and exclusive remedy with respect to this warranty is limited to repair or replacement of defective items, or repayment by EuroLine Windows of the original purchase price paid to it, and does not include replacement of immediate framing or finishes, temporary enclosure or associated labor, material or installation costs, modification or installation of alarm systems, etc. Installation or other similar activities necessary to complete any replacement will be the consumer's responsibility.

When EuroLine Windows determines to make replacement under this warranty, parts or materials of equal quality may be used if exact replacement cannot be made. EuroLine Windows reserves the right to improve, change or discontinue its products any time without notice.