



VINYL WINDOW & PATIO DOOR WARRANTY



REPAIRING OR REPLACEMENT

Strassburger's obligation under this Warranty is limited to repairing or, at its option, replacing any window or patio door or any part of the window or patio door that is returned, and that in Strassburger's judgement is defective, provided that the Owner gives Strassburger immediate written notice of any such defect or defects. Strassburger shall be allowed a reasonable time after receipt of such notice to remedy the defect, if any, and the Owner agrees to render reasonable and friendly assistance. Strassburger reserves the right to discontinue or change any windows or patio doors as currently manufactured by it. If Strassburger determines to make a replacement under the terms of the Warranty and an exact replacement part is not available, Strassburger reserves the right to substitute a part or parts of equal quality at its sole option and discretion. Strassburger will not be liable for any labour costs due to misuse and abuse. This warranty covers labour for the 1st year. This warranty covers only those manufacturing and material defects as specified herein and does not include defects or damages attributable to installation, normal weathering or defects caused by: accidents, fire, flood or other Acts of God, vandalism, riot or civil disorder, misuse, abuse or harmful fumes, vapors or chemical pollutants in the atmosphere, mildew, building settlement or structural failure of walls or foundations, or if subjected to stresses resulting from localized heat which causes excessive temperature differentials over the glass surfaces or edges, or any other causes or occurrences beyond Strassburger's control. Condensation on glass, which may occur as the natural result of humidity within the house or building, and interior/exterior temperature differential, does not indicate a defect in the window or patio door and is not included in this warranty. This warranty is valid only if genuine Strassburger windows and patio doors are used, but shall be void if accessory products not manufactured by Strassburger are installed which cause defects to occur in the window or patio door.

EXCLUSION OF ALL ORAL AND OTHER EXPRESS WARRANTIES

It is agreed that there are no understandings, agreements or representations, express or implied, not specified herein respecting this Warranty and terms mentioned, and this document contains the entire Agreement between the parties regarding this Warranty, and is binding upon both parties. No affirmation of fact or promise made to the Owner which relates to the windows or patio doors sold hereunder, nor any description of the windows or patio doors sold hereunder, or the exhibition of any sample or model shall be regarded as part of the basis of the bargain and shall not create an express warranty that the whole of the windows or patio doors sold hereunder shall conform to the sample or model.

EFFECTIVE DATE OF WARRANTY

This Warranty will take effect from the date of certification by Strassburger that the installation of the windows and/or patio doors has been completed at the premises identified below.

PROCEDURE AND OBLIGATIONS SHOULD OWNER WISH TO CLAIM A REMEDY UNDER THIS LIMITED WARRANTY

Should the owner wish, upon discovering a defect to claim under Strassburger's obligation under this Warranty, the Owner must notify the Dealer/Contractor in writing within 24 hours after the defect has first appeared. In your notification, the Owner must include the following:

- A. Name and address of the Owner;
- B. Date of installation;
- C. Name of dealer or contractor;
- D. Brief description of the defect for which Warranty is requested

Upon receipt of this information, the Dealer/Contractor will notify the Owner of his share of costs. No repair or replacement parts will be provided until Strassburger's Dealer/Contractor has received the owner's payment for his share of the costs. The Dealer/Contractor will provide repair or replacement parts to the Owner upon receipt of the Owner's payment.

NAME OF PRESENT PROPERTY OWNERS
(herein referred to as the Owner)

from DATE OF INSTALLATION

installed by DEALER / CONTRACTOR

at STREET ADDRESS, CITY, PROVINCE/STATE
POSTAL CODE/ZIP CODE

Strassburger Vinyl Windows herein referred to as Strassburger, the manufacturer of all vinyl windows and vinyl patio doors, which are subject matter hereof, warrants against faulty workmanship or these of defective material, as specified under this Warranty, proven to have occurred as a direct result of the manufacturing process. For the following window or patio door parts and components during the stated time period, under normal and reasonable use and service, subject to the terms and conditions contained in this Warranty.

20 YEAR WINDOW FRAME AND SASH MEMBERS

Strassburger windows and patio doors are manufactured from highest quality PVC rigid vinyl and Strassburger warrants that the vinyl frame and sash members will not blister, peel, flake, corrode, contract or distort beyond general industry standards for 20 years. Labour is not included past 1st year.

20 YEAR WARRANTY ON HARDWARE COMPONENTS

All hardware components, windows and patio doors, are guaranteed for 20 years. Truth Hardware is covered by its own non-prorated, Lifetime Warranty. Labour is not included past 1st year.

20 YEAR WARRANTY ON COLOURED COATING

All coloured windows and patio doors are guaranteed for 20 years against blistering, peeling, or flaking. Natural fading is not warranted.

20 YEAR WARRANTY ON SUPER SPACER INSULATED GLASS UNITS

Strassburger insulating glass window and patio door units are covered by a 20 year Warranty, 5 year warranty on metal band insulated glass units. Cracked glass has a 1 year warranty against pressure cracks. Tempered glass is excluded from cracked glass warranty. Inherent defects in glass, such as 'minute bubbles' or 'fine seeds' are considered acceptable in the best quality of plate glass. Defect claims must be visible from 3m back from the unit. Contact our Service Desk for further information.

ONLY WARRANTY:

The warranty stipulated in this document is the only warranty applicable to the windows and patio doors of Strassburger and is in substitution for and excludes all other liabilities of any kind. The provisions of this Warranty do not preclude the operation of any applicable Provincial Statute, which in certain circumstances may not allow some of the limitations and exclusions described in this Warranty.

PRODUCT USE

This warranty applies only in respect of products used strictly for the normal and reasonable purpose for which they are intended. The above-mentioned Warranty on the vinyl frames and sashes shall remain in effect only if normal cleaning practices are followed. This Warranty shall be null and void if harmful solvents are used to clean the vinyl frame and/or sash members, or if the frame and/or sash members are painted or coated in anyway. In no event shall Strassburger or the selling dealer be liable for the loss or damage to the window or patio door products or its parts, loss of the product, loss of time, inconvenience, commercial loss, or special consequential or other damages, or any other claims relating to or arising from any defect in factory materials or workmanship whenever found except as provided herein.



646 COLBY DR., WATERLOO ON N2V 1A2
www.strassburger.net

DOOR WARRANTY



All doors manufactured by Strassburger Windows and Doors are guaranteed to be of quality materials and workmanship. Any defects as a result of manufacturing will be rectified promptly. Any claims must be reported within 24 hours of receipt. Claims due to improper installation are not the responsibility of Strassburger.

Door parts and components during the stated time period, under normal and reasonable use and service, are covered by the Strassburger Door Warranty as follows:

Door Frames - 20 year on Extruded Vinyl Frame (Steel Reinforced)
- 5 year on Wood Frame

Door Slabs - 20 year on galvanized steel insulated door slab (24 gauge, prefinished white)
- 25 year on fiberglass door slab

NOTE: Door slab (only) may have a tendency to become out of plane by less than 1/4" and revert back to plane within one year. Strassburger reserves the right to request a period of one year with the door in place before honouring any warpage claims.

Door Lites - 5 year limited warranty on commodity glass
- 5 to 10 year limited warranty on decorative glass as per manufacturer
NOTE: see manufacturer's label affixed to the glass for more information
- 5 year warranty on doorlite frames

**** Failure to follow manufacturers painting and finishing instructions will void the warranty****