

Warranty

Dufferin Windows Limited products are manufactured from only quality materials that have been selected for their superior performance and longevity.

Dufferin Windows Limited agrees to replace or repair any product shown to have defects in workmanship and/or materials, based on our NON-PRORATED WARRANTY, from the date of purchase, as outlined below.

1.0 ALL-VINYL WINDOWS

VINYL COMPONENTS are designed to be maintenance free and maintain full weather protection on all exterior surfaces of the window. VINYL COMPONENTS are warranted for TWENTY (20) YEARS from date of purchase against rotting, rusting, cracking, warping, pitting, corroding, peeling or blistering, in accordance with the provisions set forth by the VINYL EXTRUSION MANUFACTURER. A copy of these provisions is available from our office upon request. You may desire to clean these components with a vinyl cleaner. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted component for a period of ONE (1) YEAR from the date of purchase.

SEALED INSULATED GLASS UNITS that form part of an all-vinyl window product will be warranted for TEN (10) YEARS, and will be replaced as defective if moisture forms between the two glass surfaces. Dufferin Windows Limited will cover the cost of labour to replace any warranted replacement units for a period of ONE (1) YEAR from date of purchase. Broken glass from any cause whatsoever is NOT covered by this warranty.

HARDWARE supplied by TRUTH HARDWARE for use by Dufferin Windows Limited is covered by the manufacturer for the life of the product¹, except for electrical operators which are covered for 12 months) from the date of delivery to the buyer. This warranty does NOT cover normal wear or discolouration on finishes, or any product that has been abused, misused, worn out or altered. A copy of the manufacturer's warranty is available from our office upon request. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted parts for a period of ONE (1) YEAR from date of purchase.

OPTIONAL WOOD COMPONENTS used in all-vinyl window products will be warranted for ONE (1) YEAR against defects in workmanship and material. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted replacement component for a period of ONE (1) YEAR from date of purchase. Problems arising due to condensation caused by high humidity content in the interior of the building are NOT covered by this warranty.

2.0 VINYL CLAD WINDOWS

VINYL COMPONENTS are designed to be maintenance free and maintain full weather protection on all exterior surfaces of the window. VINYL COMPONENTS are warranted for TWENTY (20) YEARS from date of purchase against rotting, rusting, cracking, warping, pitting, corroding, peeling or blistering, in accordance with the provisions set forth by the VINYL EXTRUSION MANUFACTURER. A copy of these provisions is available from our office upon request. You may desire to clean these components with a vinyl cleaner. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted component for a period of ONE (1) YEAR from the date of purchase. Condensation due to high humidity content in the interior of the building that causes problems with the vinyl components on the exterior is NOT covered by this warranty.

SEALED INSULATED GLASS UNITS that form part of a vinyl clad window product will be warranted for TEN (10) YEARS, and will be replaced as defective if moisture forms between the two glass surfaces. Dufferin Windows Limited will cover the cost of labour to replace any warranted replacement units for a period of ONE (1) YEAR from date of purchase. Broken glass from any cause whatsoever is NOT covered by this warranty.

HARDWARE supplied by TRUTH HARDWARE for use by Dufferin Windows Limited is covered by the manufacturer for the life of the product¹, except for electrical operators which are covered for 12 months) from the date of delivery to the buyer. This warranty does NOT cover normal wear or discolouration on finishes, or any product that has been abused, misused, worn out or altered. A copy of the manufacturer's warranty is available from our office upon request. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted parts for a period of ONE (1) YEAR from date of purchase.

WOOD COMPONENTS used in vinyl clad window products will be warranted for ONE (1) YEAR against defects in workmanship and material. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted replacement component for a period of ONE (1) YEAR from date of purchase. Problems arising due to condensation caused by high humidity content in the interior of the building are NOT covered by this warranty.

3.0 WOOD WINDOWS

WOOD COMPONENTS will be warranted for ONE (1) YEAR against defects in workmanship and material. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted replacement component for a period of ONE (1) YEAR from date of purchase. Problems arising due to condensation caused by high humidity content in the interior of the building are NOT covered by this warranty. Problems caused by lack of proper maintenance are NOT covered by this warranty.

SEALED INSULATED GLASS UNITS that form part of a wood window product will be warranted for TEN (10) YEARS, and will be replaced as defective if moisture forms between the two glass surfaces. Dufferin Windows Limited will cover the cost of labour to replace any warranted replacement units for a period of ONE (1) YEAR from date of purchase. Broken glass from any cause whatsoever is NOT covered by this warranty.

HARDWARE supplied by TRUTH HARDWARE for use by Dufferin Windows Limited is covered by the manufacturer for the life of the product¹, except for electrical operators which are covered for 12 months) from the date of delivery to the buyer. This warranty does NOT cover normal wear or discolouration on finishes, or any product that has been abused, misused, worn out or altered. A copy of the manufacturer's warranty is available from our office upon request. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted parts for a period of ONE (1) YEAR from date of purchase.

4.0 STEEL ENTRANCE SYSTEMS AND GARDEN DOOR SYSTEMS

WOOD COMPONENTS used in the frames of steel door systems will be warranted for ONE (1) YEAR against defects in workmanship and material. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted component for a period of ONE (1) YEAR from date of purchase. Problems arising due to condensation caused by high humidity content in the interior of the building are NOT covered by this warranty.

VINYL COMPONENTS used in the frames of steel door systems will be warranted for TWENTY (20) YEARS from date of purchase against rotting, rusting, cracking, warping, pitting, corroding, peeling or blistering, in accordance with the provisions set forth by the VINYL EXTRUSION MANUFACTURER. A copy of these provisions is available from our office upon request. You may desire to clean these components with a vinyl cleaner. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted vinyl components for a period of ONE (1) YEAR from date of purchase. Vinyl push-off due to high humidity content in the interior of the building is NOT covered by this warranty.

STEEL INSULATED SLABS will be warranted for a minimum period of FIVE (5) YEARS, according to the provisions set forth by the manufacturer of the product. Warranty periods of greater than 5 years are available on some products. Manufacturer's finishing and maintenance instructions must be followed.

SEALED INSULATED GLASS UNITS will be warranted for FIVE (5) YEARS, according to the provisions set forth by the manufacturer of the product. Warranty periods greater than 5 years are available on some products. Broken glass from any cause whatsoever is NOT covered by this warranty.

INSERT FRAMES (Polystyrene and PVC) will be warranted for FIVE (5) YEARS according to the provisions set forth by the manufacturer of the products. Manufacturer's finishing and maintenance instructions must be followed.

5.0 PATIO DOORS

VINYL COMPONENTS are designed to be maintenance free and maintain full weather protection on all exterior surfaces of the patio door. VINYL COMPONENTS are warranted for TWENTY (20) YEARS from the date of purchase, in accordance with the provisions set forth by the VINYL EXTRUSION MANUFACTURER. A copy of these provisions is available from our office upon request. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted component for a period of ONE (1) YEAR from date of purchase.

WOOD COMPONENTS used in patio door frames will be warranted for ONE (1) YEAR against defects in workmanship and material. Dufferin Windows Limited will cover the cost of labour to repair or replace any warranted component for a period of ONE (1) YEAR from date of purchase. Problems arising due to condensation caused by high humidity content in the interior of the building are NOT covered by this warranty.

SEALED INSULATED GLASS UNITS will be warranted for TEN (10) YEARS, and will be replaced as defective if moisture forms between the two glass surfaces. Dufferin Windows Limited will cover the cost of labour to replace any warranted units for a period of ONE (1) YEAR from date of purchase. Broken glass from any cause whatsoever is NOT covered by this warranty.

6.0 GENERAL CONDITIONS OF WARRANTY

- 6.1 Problems arising due to improper installation or misuse of these products are NOT covered by this warranty. To ensure proper operation of sash, units must be installed plumb and square. All units must be caulked around the perimeter following installation.
- 6.2 Condensation due to high humidity content in the interior of the building is NOT covered by this warranty.
- 6.3 Painted weather-stripping causing improper operation of the window is NOT covered by this warranty.
- 6.4 Any claims that are the result of accidents or misuse are NOT covered by this warranty.
- 6.5 Dufferin Windows Limited reserves the right to inspect all warranty claims. The validity of warranty claims will be determined by Dufferin Windows Limited in its sole discretion.
- 6.6 Dufferin Windows Limited will not under any circumstances be responsible for the installation of a replacement product or component, the repainting, refinishing or other similar activities necessary to complete the job or replacement, unless otherwise specified within this warranty.
- 6.7 All warranty claims should be reported to the dealer from whom the product was originally purchased.
- 6.8 This warranty is exclusive. Dufferin Windows Limited makes no other warranty of any kind whatsoever, expressed or implied, with respect to the products manufactured and sold by it, whether as to merchantability, fitness for a particular purpose, or any other matter. No agent, employee or representative of Dufferin Windows Limited has any authority to bind Truth Hardware to any affirmation, representation, or warranty concerning Dufferin Windows Limited products or parts, except as stated within this warranty.

NOTES:

¹ Industry related testing has defined the typical lifetime of fenestration hardware to be TEN (10) YEARS.