

PRODUCT WARRANTY

- Award Windows and Doors offers an industry leading warranty featuring a LIFETIME warranty against seal failure.
- Other highlights include:
 - 25 year warranty on vinyl profiles
 - 10 year warranty on millwork, metal, nylon and vinyl parts
 - 10 year warranty on metal cladding
 - 10 year warranty on operating hardware

INSULATING GLASS – LIFETIME ORIGINAL PURCHASER, TRANSFERABLE 20 YEARS

Award provides a lifetime warranty to the original purchaser on all insulated glass (IG) units in all window systems against failure of the hermetic seal. The IG warranty is transferable to new home owners; however the warranty period shall be twenty (20) years from the date of manufacture. It is the responsibility of the new home owner to provide proof of purchase of Award's products. Award's obligations under this warranty shall be limited to replacement of the IG units only, or the sash with the IG unit at the discretion of Award. Award warrants against spontaneous breakage up to one (1) year after date of installation.

VINYL EXTRUSIONS – 25 YEARS

Award warrants the window vinyl extrusions (sashes, frames, and glazing beads) – including those of solid colour and those that have exterior colours applied during the extrusion process – will not chip, peel, blister or corrode for a period of twenty-five (25) years from the date of manufacture.

MILLWORK, METAL, NYLON AND VINYL PARTS – 10 YEARS

Award will, at its option, repair or replace free of charge any components of any millwork or otherwise which it determines to be defective in material or workmanship under normal use and service. Due to the fragile nature of screen mesh, the screen mesh is warranted against punctures and tears for thirty (30) days from the date of manufacture.

ALUMINUM CLADDING – 10 YEARS

Award warrants its aluminum cladding to be free from defects in material and workmanship for a period of ten (10) years from the date of manufacture.

OPERATING HARDWARE – 10 YEARS

Hardware products are warranted by Truth Hardware Inc. – the manufacturer – against defects in material and workmanship for the life of the product which is defined to be ten (10) years.

LABOUR – 5 YEARS

The purchaser is responsible for the labour cost of replacing or repairing products after a period of five (5) years after the date of manufacture.

GENERAL PROVISIONS

To claim under this limited warranty the original purchaser must provide proof of original purchase.

Warranty applies to products sold after March 1, 2009, and is non-transferable with the exception of IG units.

All damaged product must be reported within three (3) days of receipt.

