



Congratulations on the purchase of a quality KP Building Products Ltd. window. KP Building Products Ltd. warrants that each window or patio door that they manufacture is free of manufacturing and/or material defects for the lifetime of the product under normal use and service, subject to the limitations and conditions herein.

This Warranty is fully transferrable at no additional charge. The warranty covers only manufacturing and material defects and does not cover defects or damages attributable to faulty installation or other non-manufacturing or material defects described herein.

#### **VINYL – LIFETIME**

Vinyl frame and vinyl sash components are warranted to be free of defects that might result in blistering, peeling, flaking, and corroding of the window frame or sash components for the lifetime of the product from the date of installation. At its discretion, KP Building Products Ltd. will repair or replace any defective vinyl frame or vinyl sash components free of charge with the same or equivalent product during the warranty period. This warranty is for material only and does not include installation costs. The warranty on vinyl frame and vinyl sash components shall remain in effect only if normal cleaning practices are followed periodically (see section of this Warranty entitled “Maintenance and Cleaning”). Furthermore, this warranty shall be null and void if harmful solvents are used to clean the vinyl frame or the vinyl sash components are painted or coated in any way. Painted product supplied by KP Building Products Ltd. is warranted for 15 years. This warranty shall not apply to PVC extrusions which have been painted, varnished, or similarly coated by anyone other than KP Building Products Ltd. or its authorized agent.

#### **GLASS – LIFETIME**

KP Building Products Ltd. warrants that for the lifetime of the window or patio door from the date of installation, under normal conditions, the glass will not develop any material obstruction of vision which is the result of film formation or dust collection between the interior glass surfaces. In the event a glass failure occurs as a result of a defect in manufacturing, materials or workmanship, KP Building Products Ltd. will provide a replacement glass product (installation costs are not included) for the life of the product.

**Please note** the Mini Blind glass unit has a 10 year limited warranty.

#### **GLASS BREAKAGE**

KP Building Products Ltd. warrants that for the life of the product it shall provide new glass units should the glass be damaged or broken for any reason except acts of God and war. The warranty is for material only and does not include installation costs. Please note that this Lifetime Glass Breakage clause does not apply to patio doors.

#### **HARDWARE –LIFETIME**

KP Building Products Ltd. warrants that the hardware shall remain in good operational condition and that it will supply replacement hardware, assuming availability from the original hardware manufacturer for the lifetime of the product. Where hardware is no longer available, KP Building Products Ltd. will make commercially reasonable efforts to obtain a substitute

#### **SCREEN LIFETIME**

The aluminum KP Building Products Ltd. screen frame is warranted against defects such as peeling, flaking, blistering and corrosion for the life of the product. Due to the fragile nature of screen mesh, the screen mesh is warranted against punctures and tears for 30 days from the date of purchase. If such defect occurs, KP Building Products Ltd. will provide replacement parts at no charge.

## **PROCEDURE AND CONDITIONS OF WARRANTY REMEDY**

All warranty claims must include proof of purchase. Any claims made should be submitted in writing to the distributor or dealer who installed or sold the product. The claim should make reference to the Work Order Number (inside the head of the product or on the screen frame label) and the specific claim. The notification must provide a brief description of the defect and identity (i) the name and address of the owner, (ii) the date of installation, and (iii) the KP Building Products Ltd. Window product involved. Please allow reasonable time for inspection. KP Windows requires pictures with all service requests.

## **Warranty Conditions**

### **LIMITATIONS**

These warranties apply only in respect of products used strictly for the purpose for which they were intended. KP Building Products Ltd. Window's liability is limited solely and exclusively to repair or replacement, and the option of KP Building Products Ltd., and under no circumstances will KP Building Products Ltd. be liable for labor costs for any purpose.

KP Building Products Ltd. reserves the rights to discontinue or change any KP Building Products Ltd. product currently manufactured. If KP Building Products Ltd. determines to make a replacement under the terms of these warranties and an exact replacement part is not available, KP Building Products Ltd. reserves the right to substitute a part or parts of equal quality at its sole option.

### **EXCLUSIONS**

The following are excluded from coverage under these warranties:

- Air or water leakage or any other damage or malfunction due to improper or faulty installation.
- Labor costs relating to investigation of an improper claim.
- Improper installation of Bay/Bow windows. All heads and seats must be treated as an outside wall and therefore require proper moisture barrier and insulation.
- Exposure to sunlight, air pollutants, and normal atmosphere conditions may cause all vinyl surfaces to gradually fade, chalk or suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under these warranties.
- Any defect, malfunction, or failure to perform which has occurred because of unreasonable use, improper application or failure to perform reasonable or necessary maintenance.
- Any damage to the windows or components of the windows caused by settlement or structural defects of the building in which they are installed.
- Any damage caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.
- Damage or malfunction caused by improper handling or installing.
- The cost of assembling and/or disassembling scaffolding and all other fees or cost necessary or required to access a defective product, its removal and reinstallation, as well as any finishing work, repainting, brick work or masonry,
- Any product which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of KP Products Ltd
- Condensation on inside of windows or patio doors, which may occur are the natural result of humidity within the house or building area, and changes in outside/inside temperature.

The warranties set out above are the only express warranties (whether oral or written) applicable to KP Building Products Ltd. products. No one is authorized to make any different or additional warranties.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE SHALL EXPIRE WITHIN THE PERIODS COVERED BY THIS WRITTEN WARRANTY. KP BUILDING PRODUCTS LTD. IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND ITS LIABILITY SHALL, IN ALL CIRCUMSTANCES, BE LIMITED TO REPAIR OR REPLACEMENT.

Some jurisdictions may not allow the exclusion or limitation of incidental or consequential damages or of how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.

### **MAINTENANCE AND CLEANING**

The surfaces of the KP Building Products Ltd. products will over time collect a layer of surface dust. Normal dusting with a damp cloth will remove this accumulation of surface dust. If you wish to do more thorough cleaning of the products the following procedures should be followed.

Vinyl: A mild solution of liquid cleaners such as a dishwashing detergent may be used.

Do not use hard abrasives on vinyl. Weather Stripping: Weather-stripping may become worn over the life of the window, and should, if necessary, be replaced.