

Thank you for selecting Prestige Window & Door products. Prestige manufactures your windows and doors to exact engineering specifications utilizing technology, quality materials and craftsmanship. We are committed to stand behind our products with a comprehensive warranty and quick responsive service. The terms and conditions of our warranty are set forth below.

**VINYL EXTRUSION – 2/20  
Years(Windows & Symphonie S5)**

Prestige warrants the window and patio door vinyl extrusions (sashes, frames, glazing beads) to be of the highest quality available and to be a superior product for exterior applications. Prestige warrants these rigid extrusions will not chip, peel, blister or corrode for a period of twenty (20) years from the date of manufacture. Should any defective material be found during the warranty period, Prestige will repair the defective material at no charge for a period of two (2) years from the date of manufacture.

Prestige will provide replacement material to the original point of sale, or at its option, refund the original price of the failed component for a further eighteen (18) years from the date of manufacture. After two (2) years from the date of manufacture, the customer will be responsible for the cost and arrangement of installing, labor or similar activities involved in replacement of the product.

**INSULATED GLASS – 2/20 Years**

Prestige obligation under this limited warranty shall be limited to replacement of the insulated glass unit or an insulated glass unit within a sash, at Prestige’s sole discretion. Prestige will repair or replace the defective insulated glass free of charge for a period of two (2) years from the date of manufacture; in this period associated parts and labor costs will be included. After the two(2) years Prestige will provide an insulated glass or sash glazed with an insulated glass, at its sole discretion, delivered to the original point of purchase, and the consumer will be responsible for the installation and any repainting, refinishing, or similar activities involved in this process. This

of any kind, including cracks, shattering or breaks unless the product was delivered broken. All shipping damage must be reported within seventy two (72) hours of receipt. Strains applied by movement of the building, or where adequate expansion or contraction of framing members has not been allowed for, are also excluded. Venetian Blinds installed less than 2” (5cm) from the glass may cause failure or cracks and may nullify the warranty. It should be noted, condensation on the interior (room side) glass surface is a sign of high humidity. It is not a product defect.

In the event of seal failure, Prestige reserves the right to investigate the reason for failure.

Prestige will assume no liability for insulated glass warranties where the seal failure is the result of non-maintained units or where the PVC windows are plugged by misapplied finishes or build up of foreign debris.

**Operating Hardware (1/5 Years)**

All hardware products, with the exception of electrical products, are warranted against defects in materials and workmanship for 5 years. This warranty does not cover normal wear or discoloration on finishes, or any product that has been improperly installed, abused, misused, worn out, or altered. Installation and regular lubrication is the responsibility of the owner following the initial 1 year period. Defective hardware parts must be returned to Prestige in order to affect a claim. Visual or pictorial evidence is acceptable.

warranty does not apply to breakage

### **Door glass Sealed Unit (2/10 year Warranty)**

Prestige provides a two (2) year warranty from the date of manufacture against defects in material and workmanship. Prestige will repair defective units free of charge for a period of two (2) years. After two (2) years from the date of manufacture or installation we will warranty the product but it is the customer's responsibility for the cost and arrangement of replacing the unit as well as the installation cost.

Novatech the manufacturer offers a 10 year warranty on double sealed glass units against any visible defect in the watertight seal due to materials or workmanship.

For sealed units with the internal mini blinds there is a 10 year limited warranty on the frame, operating mechanism and the blinds. There is a 10 year warranty for the sealed unit itself. These sealed units are guaranteed against permanent condensation inside the sealed unit. Damage caused by harmful solvents used to clean plastic frames or components, or damage caused by any paint or finishing material that is incompatible with the frames or components. Damage resulting from improper installation or handling. The use of the product behind storm doors voids the warranty due to risk of the extreme heat build up.

### **Door glass-Frames and Components (2/5 year Warranty)**

Prestige provides a two (2) year warranty from the date of manufacture against defects in material and workmanship. Prestige will repair defective units free of charge for a period of two (2) years. After two (2) years from the date of manufacture or installation we will warranty the product but it is the customer's responsibility for the cost and arrangement of replacing the unit as well as the installation cost.

Frames and plastic components are guaranteed for five (5) years against any fabrication defect traced to material or workmanship.

Exposure to the sun's rays, air pollutants and normal atmospheric conditions is liable to bring about a gradual fading of the plastic surfaces, chalking or an accumulation of spots or soils on surfaces. These are normal occurrences on which this five (5) year warranty does not apply.

### **Fibreglass Doors (2/10 year Warranty)**

Prestige warrants the fiberglass door against defects in material and workmanship for a period of ten (10) years from the date of manufacture. The door manufacturer will replace defective door slabs at no charge. It is recommended that all fiberglass slabs be painted to avoid discoloration, however, failure to paint fiberglass slab does not void warranty against door warping. Any damage caused by air or water

infiltration as a result of extreme weather conditions is not covered by this warranty. Warping of less than ¼”, sagging or any other major permanent distortion that does not exceed the criteria standards will be considered acceptable. Any damage caused by exposure to excessive heat (eg., a door installed behind an unventilated storm door and exposed to the sun, a fire, etc.) Any defect caused by movement of, or a deficiency in, the structure or the foundation of a building on which the door is installed is not covered by warranty.

Prestige provides a two (2) year warranty from the date of manufacture for installation or labour charges involved in the replacement of the fiberglass door. The purchaser will be responsible for installation or labour charges involved in the replacement of the fiberglass door after two (2) years from date of manufacture.

### **Paint/Stain Vinyl Profiles / Double Nature Windows / Fiberglass Door Slabs (2/10 Year Warranty)**

Paint/Stain is a specialized coating, the coating is guaranteed under normal conditions for period of ten (10) years from the initial date of application, against weathering, specifically “peeling, cracking or blistering from/on the applied surface and significant ultraviolet discoloration” caused by natural environment atmospheric conditions. Should there be any defect found during the warranty period, Prestige will repair the defective application for a period of two (2) years, after the two (2) years the customer will be responsible for

the cost and arrangement of a qualified tech to do the necessary repairs. The warranty is not applicable if damage is caused by external factor ie. Stucco leach, acidic washes, hard tack tapes, blowing sands etc. Any act of God.

### **Weiser Hardware**

#### **Collections/Welcome Home Series:**

Lifetime Mechanical Warranty/Lifetime Finish Warranty.

#### **Smartcode Series:**

1 Year Limited Warranty on Electronic Components, Lifetime Mechanical Warranty, Lifetime Finish Warranty.

To register a warranty claim, please contact Weiser toll free 1-800-501-9471.

Weiser will repair or replace the lock, or refund the purchase price(if it is not practical to repair or replace). The customer will be responsible for the removal of the old lock and the reinstalling of the new one.

**No** warranty on hardware supplied by the customer.

### **Pick Up Orders: Failure to comply with any or all of the provided “Installation Instructions” may result in warranty being void.**

Remember, investing in high performance windows and doors is only part of the equation. Having them professionally installed is just as important. At Prestige Window & Door we guarantee both because we control both the manufacturing and installation process.