



# WARRANTY



EFFECTIVE JANUARY 1ST, 2009

## **Congratulations on your recent purchase of Thermoproof Products. As the manufacturer, we take pride in providing the following warranty.**

Effective January 1, 2009, Thermoproof Manufacturing Ltd. ("Thermoproof") guarantees to the purchaser of its windows, patio doors, insulated glass, and skylights (hereafter referred to as ("Thermoproof Products")) installed at the address stated on the warranty application, that Thermoproof Products are free of manufacturing defects and faulty workmanship. Thermoproof agrees to repair or replace Thermoproof Products found to be defective at no charge and will pay the cost of all parts and labour ("Warranty") for and during the periods set out in this Warranty. If repair or replacement are not practical or cannot be carried out in a timely manner, then Thermoproof agrees to refund the purchase price. The remedy shall be at the option of Thermoproof in every circumstance.

The Warranty begins on the date of purchase of the Thermoproof Products ("Start Date").

This Warranty is fully transferable.

### **Window and Door Frame**

The Warranty shall apply for a period of twenty One (21) years ("Warranty Period") for Window and Door Frames. If the frame is found to be defective during the first two (2) years from the Start Date, Thermoproof will cover the cost of replacing or repairing the frame. For the remaining nineteen (19) years of the Warranty Period, Thermoproof will provide a replacement, or at its option, refund the original price of the unit. During that period the customer will be responsible for the costs relating to removal and reinstallation of the product.

### **Skylight Frame**

For a period of ten (10) years from the date of purchase, Thermoproof warrants to the purchaser that our skylights will be free from defects in material and workmanship. If a Thermoproof skylight is found to be defective during this time period, Thermoproof will provide a replacement component or a replacement skylight.

### **Insulated Glass**

The Warranty shall apply for a period of ten (10) years for units manufactured using aluminum spacer. Our units are guaranteed not to develop, under normal conditions, material obstruction to vision as a result of dust, moisture, or film formation on the inner glass surface other than through glass breakage. Any unit failing to comply with the terms of the guarantee will be replaced.

### **Hardware**

Thermoproof will warranty and replace any defective hardware for a period of three (3) years.

### **Labour Warranty**

Thermoproof will cover the cost of labour to replace or repair any defective products for a period of two (2) years from the Start Date.

### **Installation and Maintenance**

Clear weep holes of construction debris and periodically thereafter to allow drainage. Use only warm water and mild detergent with a clean cloth to clean glass and vinyl. Avoid the use of razor blades, sharp tools, or a dirty cloth, which may cause scratching. All metal hardware must be lubricated regularly and cleaned of debris.

### **General Terms and Conditions**

The manufacturer's liability under this warranty shall be limited to, and in no event exceed the amount originally paid to the manufacturer. The manufacturer reserves the right to make changes in any of our products without notice, and not be liable as a result of such discontinuances or changes. In the event that the products covered by this warranty are not available the manufacturer shall have the right to substitute a current product, which, in the sole judgement of the manufacturer, is of equal quality or price. Color variance in replacement parts due to normal weathering or manufacture shall not be considered a defect.

### **Exclusions**

This Warranty does not apply to products not manufactured by Thermoproof nor does it apply to or cover damage due to misuse or abuse; acts of nature (e.g. fire, wind, weather etc.); normal wear and tear including discolouration on hardware component finishes or products not installed according to proper installation practices and local building codes.

If you have any questions regarding our warranty, please contact us at:

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