Thank You...

for trusting us with your new windows or patio doors. You have just purchased quality products from Van Isle Windows!

Van Isle Windows is the largest local manufacturer of vinyl windows and patio doors on Vancouver Island. We employ over 80 employees, island wide and have been manufacturing, installing and serving the residents of Vancouver Island and the Gulf Islands since 1978! We also resale and install skylights, sun-tunnels and entry doors and are grateful for your patronage because we wouldn't be here without customers like you.

Our experience and history says it all. We take great pride in our workmanship so if you have any comments or concerns, we want to hear from you as our reputation is on the line every time we go to work. We know you will thoroughly enjoy your new windows or patio doors for many years to come and if we've met your expectations, please let your friends and neighbours know.

Sincerely,

Linda Gourlay - *General Manager Van Isle Windows*

1.800.361.2221
www.vanislewindows.com

Van Isle Windows LIMITED

Victoria Factory and Showroom
404 Hillside Avenue
Monday to Friday 8:00 am to 5:00 pm
Saturdays 10:00 am to 2:00 pm
250.383.7128

Nanaimo Showroom
690 P Comox Road
Monday to Friday by appointment
250.754.0824

Courtenay Showroom
#8 - 241 Puntledge Road
Monday to Friday 8:30 am to 4:30 pm
250.897.3347

"Manufacturing, installing and servicing windows on Vancouver Island and the Gulf Islands since 1978"

www.vanislewindows.com

INSTALLED PRODUCTS
LIFETIME WARRANTY

Congratulations

on your purchase from Van Isle Windows!

We *are* the factory so you never have to deal with a third party. If your windows or patio door ever require service, please just call the showroom nearest you or our factory in Victoria.

Your warranty is inside this pamphlet. Please read and retain this warranty card with your invoices and receipts to verify the date of purchase and installation.

You will need to provide this information in the event warranty service is required.

Van Isle Windows LIMITED

INSTALLED PRODUCTS LIFETIME WARRANTY

VAN ISLE WINDOWS LTD.:

Guarantees any window or door framing material manufactured and installed by the company to be free from defects in material or workmanship for the **Lifetime of the original (homeowner) purchaser**. We warrant that from the date of purchase, the frame of our windows and doors will not warp, peel, blister, crack, or flake due to a manufacturing defect. This warranty shall apply to the original owner/occupier of a single family home, multi-unit or a duplex for such time as they continuously occupy the home. This warranty is transferable to owner / occupier if the home is sold and will revert to a **10 year** warranty from the original purchase date subject to the terms and conditions set forth in this warranty.

Sealed unit glass manufactured and installed into the frame of a **Van Isle Windows Ltd.** window or door in our factory is warranted to be free of defects in manufacturing, materials and workmanship for a period of **20 years** from the date of purchase to the original owner / occupier of a single family dwelling, multi-unit or duplex as long as they continuously occupy the home. Painted or laminated products manufactured and installed by **Van Isle Windows Ltd.** are guaranteed free of defects in manufacturing, materials and workmanship for a period of **10 years** from date of purchase. Thermal (sealed unit) glass manufactured and installed by **Van Isle Windows Ltd.** as complete without being glazed into a window or door frame in our factory is guaranteed to be free from defects in material or workmanship for a period of **10 years** from the date of purchase to the original owner/occupier of a single family dwelling, multi-unit or duplex as long as they continuously occupy the home. Screens & screen hardware are guaranteed for a period of **2 years** to be free from defects in material or workmanship from the date of purchase to the original owner/occupier of a single family dwelling, multi-unit or duplex as long as they continuously occupy the home. Window and door hardware is warranted to be free of defects in materials and workmanship for a period of **10 years** from the date of purchase to the original owner/occupier of a single family dwelling, multi-unit or duplex as long as they continuously occupy the home. Exterior and interior Simulated Divided Lite materials affixed to the glass surfaces of the window or door is warranted to be free of defects in manufacturing, materials and workmanship for a period of **10 years** from the date of purchase to the original owner/occupier of a single family dwelling, multi-unit or duplex as long as they continuously occupy the home. If any of these products is found to be defective during this time, the company will **repair, replace, or refund** the money actually paid for the item(s), at the sole discretion of the company. In addition, **Van Isle Windows Ltd.** will be responsible for the labour costs to repair or replace defective parts for a period of **10 years** from date of purchase, as outlined below in "Replacement Labour". **Van Isle Windows Ltd.** will, in no circumstances, pay any third-party charges if we have not authorized the specific amount of the payment, in writing, before the work is performed. To claim warranty coverage on defective products, **Van Isle Windows Ltd.** must be notified in writing before the warranty expiry date. Before warranty work commences, **Van Isle Windows Ltd.** requires the **invoice or work order number** as sold to the original purchaser. This warranty is subject to limitations as set out herein.

THIS WARRANTY DOES NOT COVER:

1. cracked or broken glass.
2. torn screen fabric.
3. damage caused by circumstances beyond the control of **Van Isle Windows Ltd.**
4. product subjected to misuse, abuse, or stress caused by a building settlement or structural movement.
5. product treated with a liquid set or which has had a plastic film applied.
6. product painted after leaving our factory.
7. product which has not received normal yearly maintenance as herein described.
8. normal weathering and wear and tear.
9. no warranty applies to product that has not been paid for in full.
10. application of harmful solutions, including but not limited to acetone, petroleum products, alkaline or abrasive compounds.

ANNUAL MAINTENANCE:

- Inspect, clean, and lubricate moving parts such as hinges, locking handles, roto operators, multi point locks, wheels, and rollers.
- Inspect and clean inside track of horizontal sliding windows and doors.
- Inspect exterior weep holes and ensure they are clear of dirt, debris or obstructions which would restrict drainage of moisture to the outside of the window.
- Pressure washing of windows and vinyl will void warranty.
- Glass must be cleaned by regular household cleaner only.

REPLACEMENT LABOUR:

Costs to repair or replace manufacturing defects are restricted to products which **Van Isle Windows Ltd.** has manufactured and installed. Replacement labour costs are further restricted to the following situations where, in the sole judgment of **Van Isle Windows Ltd.**:

- there are no requirements for special equipment or tools (ie: scaffolding, Genie Lift etc.)
- no more than two people are required in order to do the job safely.
- the installation site is not outside of **Van Isle Windows Ltd.** normal delivery and service area at the time of the warranty claim.

Van Isle Windows Ltd. reserves the right to charge additional monies for labour in the above circumstances. **Van Isle Windows Ltd.** is the only party authorized to incur warranty labour costs. No agent, employee or representative of **Van Isle Windows Ltd.** has any authority to bind **Van Isle Windows Ltd.** to any affirmation, representation, or warranty concerning **Van Isle Windows Ltd.** products or parts, except as stated herein. This warranty is exclusive, and **Van Isle Windows Ltd.** makes no other warranty of any kind, expressed or implied, concerning the products manufactured and sold by it, whether as to merchantability, fitness for a particular purpose, or any other matter. The remedy set out at the beginning of this document shall be the exclusive remedy available for any defects in the products manufactured and sold by **Van Isle Windows Ltd.**, or for any damages resulting from any other cause whatsoever, including without limitation, **Van Isle Windows Ltd.**'s negligence. **Van Isle Windows Ltd.** shall not in any event be liable to any buyer for consequential or incidental or punitive damages of any kind, whether for breach of warranty, negligence, on the basis of strict liability, or for any other reason. Purchase and use of these products is at your own risk. The purpose of this exclusive remedy shall be to provide the buyer with reimbursment, replacement or repair of products or parts manufactured by **Van Isle Windows Ltd.** found to be defective in materials or workmanship. This exclusive remedy shall not be deemed to have failed of its essential purpose so long as **Van Isle Windows Ltd.** is willing and able to **repair, replace, or refund** the actual purchase price of the said defective products or parts. Any replacement parts shall be warranted only to the extent of the unexpired portion of the original warranty. This limited warranty is effective for all product manufactured and installed by **Van Isle Windows Ltd.** which was purchased from us after Jan 1, 2019. Please record your sales invoice number or work order number here and retain for future reference. Before warranty work commences, **Van Isle Windows Ltd.** requires the **invoice or work order number** as sold to the original purchaser. This warranty is subject to limitations as set out herein.

Invoice number or Work Order number: _____

Van Isle Windows LIMITED