

## Thank you for your trust in Van Isle Windows.

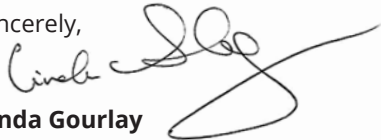
Founded in 1978, Van Isle Windows has been serving the residents of Vancouver Island and Gulf Islands.

As the largest vinyl window and patio door manufacturing plant on Vancouver Island, we are in the unique position to not only deliver locally-built custom made windows, but also to provide quality products and exceptional customer service.

We take our responsibility to you seriously, and Thank You for your trust and confidence. If you have any comments or concerns, we want to hear from you, as our reputation is important to us.

It is our desire that we have met your expectations and that you will enjoy your new windows or patio doors for years to come.

Sincerely,



**Linda Gourlay**

General Manager, Van Isle Windows Ltd.



**INSTALLED PRODUCTS  
LIFETIME WARRANTY**



### **VICTORIA FACTORY AND SHOWROOM**

404 Hillside Ave.  
Mon-Fri 8:00 am - 5:00 pm  
(250) 383-7128

### **NANAIMO SHOWROOM**

690A Comox Rd.  
Mon-Fri by appointment  
(250) 754-0824

### **COURTENAY SHOWROOM**

#8 - 241 Puntledge Rd.  
Mon-Fri 8:30 am - 4:30 pm  
(250) 897-3347

[vanislewindows.com](http://vanislewindows.com)

## 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.***



## Installed Products Lifetime Warranty

**Van Isle Windows Ltd.** guarantees any window or door 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 **twenty year** warranty from the original purchase date subject to the terms and conditions set forth in this warranty.

Thermal (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 **twenty 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 **ten 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 **ten 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. Stress cracks will be warranted for a period of **six months** after installation and replacement under warranty is at the sole discretion of **Van Isle Windows Ltd.** Screens & screen hardware are guaranteed for a period of **two 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 **ten 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 **ten 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 **ten 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. IGU's (sealed units) whose area exceeds 4m<sup>2</sup> that are not factory installed or installed by a **Van Isle Windows Ltd.** authorized third party
4. damage caused by circumstance beyond the control of **Van Isle Windows Ltd.** including but not limited to damage caused by excessive condensation formation on the interior or exterior of the glass surfaces
5. product subjected to misuse, abuse, or stress caused by a building settlement or structural movement
6. product that has been subjected to pressure washing
7. products subjected to high heat conditions, extreme temperature changes
8. product treated with a liquid set or had a plastic film applied

\* Commercial application, defined as a single family, multi-unit or duplex residence which is occupied by someone other than the owner will be warranted for a period of ten years from the original purchase date.

9. products painted after leaving our factory
10. product installed in close proximity to a swimming pool, hot tub or similar structure
11. normal weathering and wear and tear
12. application of harmful solutions, including but not limited to acetone, petroleum products, alkaline or abrasive compounds
13. failure to maintain exposed caulking over time as caulking is considered a maintenance responsibility of the homeowner
14. product which has not received normal annual maintenance **as herein described:** -

### 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 patio doors
- Inspect exterior weep holes and ensure they are clear of dirt, debris or obstructions which would restrict drainage to the outside of the window
- Glass must be cleaned by regular household cleaner only (Do not use bleach or other caustic chemicals.)

**No warranty applies to product that has not been paid for in full.**

### 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.:**

- the installation is not above the second storey
- 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 reimbursement, 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 **June 1st, 2022.**

Please record your sales invoice number or work order number here and retain for future reference.

Invoice number or Work Order number: \_\_\_\_\_

