



# A-1 Window Mfg. Ltd.

Unit 1 - 8038 Glenwood Drive, Burnaby, B.C. V3N 5E9  
604-777-8000 | info@a1windows.ca  
www.a1windows.ca



## SUPPLY WARRANTY



A-1 Window Mfg. Ltd. (A-1), warrants to the original homeowner, is subject to the conditions and limitations below, that frames for windows and/or patio doors are free from manufacturing defects for 20 years from the original date of purchase. A-1 that warrants insulated glass units, is free from manufacturing defects\* 10 Year Warranty for Insulated Units by PFG Glass on IG Insulated Units. Specific exceptions: 1/4" Spacer bar carries no Warranty. Specific items that are not warranted will be addressed on specific orders. On IG Insulated Units supplied by other suppliers their warranty and limitations applies. This warranty is transferable to another person if the original, Contract Signatory, authorizes the transfer with written approval to A1 Window Mfg Ltd.

A-1's warranty will have a maximum liability equal to the reasonable cost to repair the defective product at the current value as determined by A-1. Customer will sign the warranties that apply to their order.

All warranty parts and items will be provided / shipped to the point of sale - A1 factory. Any labour claims must be reviewed and approved by A1 prior to the work being carried out. In lieu of repair, A-1 has the sole discretion and reserves the right to refund the amount paid by the original purchaser of the window or patio door, exclusive of taxes. A-1 reserves the right to limit labor costs including travel and costs required due to limited access such as Lift's, scaffold etc.... Those costs are the responsibility of the customer.

### This warranty will not apply to:

- 1) Products, which have not been installed by A-1 in accordance with, recommended procedures and good trade practice.
- 2) Products, which have been damaged by other tradesmen or workers.
- 3) Products, which have been damaged because of structural movement or settling, or product cleaning.
- 4) Products which have been damaged due to improper handling or storage, impact of foreign objects, fire, explosion, the effects of air pollution, exposure to harmful chemicals or normal weathering caused by exposure to the elements. Any freight/crating costs are to be incurred by the purchaser and must be paid in full before the shipment is made.
- 5) Products from a contract where the total purchase price have not been paid in full within 30 days of the initial delivery or the agreed upon payment due date, whichever comes sooner.
- 6) Products, which have been removed from the original installation location. Or products used outside British Columbia.
- 7) Products that are damaged due to acts of nature (i.e. earthquake, flooding, forest fire, etc...).
- 8) Products, when installed within distance of salt water spray.
- 9) Products that have been altered; this includes, but is not limited to, the addition of applied tints or films to glass and the addition of paints or other coatings over the manufacturer's original finish.
- 10) Liability, under this warranty for defective products is limited to replacement of such unit(s) without charge from A1 Windows Warehouse. Labor cost to replace said unit(s) is not covered by this warranty.

### This warranty will not apply to insulated glass units under the following conditions:

- 1) IGU which do not have four 90-degree corners. In addition, units which have been installed at a slope off vertical.
  - 2) IGU which are cracked and/or broken glass of any kind. Damage to the product resulting from accident, abusive handling or misuse or shattering due to heat build-up.
  - 3) IGU used in ships, vehicles, commercial refrigeration, steam rooms, saunas or in close proximity to swimming pool.
  - 4) IGU, which have been subjected to stresses caused by local application of heat.
  - 5) Units which have been installed in such a manner where adequate allowance has not been made for expansion and contraction of the unit and its supporting structure. Also does not cover movement or shifting of the product or the building.
- \* Defects  
IGU are warranted to not develop material obstruction of vision as a result of dust or film formation on the internal glass surface caused by failure of the hermetic seal. Failure of the hermetic seal caused in whole or in part by the breaking or fracture of any portion of the glass surface is not covered by this warranty. Aesthetic defects are not covered under warranty if defect cannot be noticed from 10 Feet away from unit.

The warranty on any repaired product if repaired is done by A1 Windows shall extend for the remainder of the warranty period in effect at the time the product proves defective. A-1 Insect screens have no warranty but can be exchanged if found to be defective within 24 hours from the time of pick up, installation or delivery of the contract/purchase for aesthetic defects.

Painted products are warranted for 10 years from the date of purchase. This warranty covers cracking, peeling, blistering or excessive fading for the climate conditions on the applied surface of the product. A-1 must be notified within 24 hours from the time of pick up, installation or delivery of the contract/purchase for aesthetic defects like scratches and/or scrapes.

Operating hardware is warranted for 10 years from the date of purchase and is limited to the replacement value of the defective hardware. This warranty covers defects in material or workmanship not caused by abuse, misuse or natural wear and tear or for purposes other than what it was designed for as determined by A-1.

### This warranty will not apply to the following items as defects in workmanship:

- 1) Defects arising from damages caused by normal shrinking and warping of materials.
- 2) Defects arising from alterations made by purchaser
- 3) Defects arising from leakage and condensation located at the property
- 4) Defects arising from third party's actions, poor structural framing and or foundation.
- 5) Defects that are apparent and accepted by purchase

A-1 reserves the right to discontinue or modify any of its products, including the color thereof, without giving notices. If A-1 replaces parts under this warranty, it may substitute parts of comparable quality in the event the original parts installed have been discontinued or modified. Repair is the exclusive remedy of the purchaser. A-1 shall not be liable for any incidental, consequential, or punitive damages for any reason. It is the responsibility of the purchaser to specify and select products suitable to conditions of product use and exposure and in compliance with applicable building codes. The purchaser will permit A-1 access to the property during reasonable working hours to facilitate repairs and replacements. This warranty constitutes the entire warranty provided by A-1 and will not be changed or discharged except in writing. Proof of ownership is required for all warranty claims.

Client Signature \_\_\_\_\_ Contract Number (Order) \_\_\_\_\_ Date of Purchase \_\_\_\_\_



**"Simply Great Windows | Simply Great Value"**

A1 products are sold in New Zealand under the importers brand license "Eclipse Ultra" (2023) (RK) A-1 Window Mfg. Ltd.