

WE HAVE BEEN ASKED...

## “WHY THE OOPS! WARRANTY?”

The reason is that accidents happen.

Whether it is the well executed baton twirl, a yard clearing home run hit or the lawn mower that picked up a rock and found your window - we will provide you with free\* replacement glass. You cover the labour and we will supply the glass. We will help you restore your View for Life.



\*Glass Breakage Warranty. Maximum three free units per year. Must be a window product sold by Del Windows & Doors Inc. Glass will only be replaced once for each window ordered. Shape Insulated Glass Units will be covered for 50% of the replacement cost by Del the Homeowner is responsible for labour and 50% of replacement cost.

YOUR PURCHASE.  
OUR WARRANTY. **SIMPLE.**



WE'LL TAKE CARE OF IT.

We want you to view our product for life without worry or hassle if something should happen.



944 South Service Road,  
Stoney Creek, ON  
L8E 6A2

|           |  |
|-----------|--|
| Toll Free | <b>1.877.561.4DEL</b> (4335)                     |
| Local     | <b>905.561.4DEL</b> (4335)                       |
| Fax       | <b>905.561.2DEL</b> (2335)                       |
| Email     | <a href="mailto:info@delwd.ca">info@delwd.ca</a> |

[delwd.ca](http://delwd.ca)



FOR TRIPLE GLAZED WINDOWS



## FOR TRIPLE GLAZED WINDOWS

### VINYL COMPONENTS - LIFETIME

DEL guarantees for life from the date of installation that the vinyl components of windows manufactured by Del will not rot, rust, crack, warp, pit, corrode, peel, blister, or suffer non-uniform fading discolouration. This does not include defects or damages attributable to, or arising or resulting from the installation of the window into structures or effects or damages caused by accident, fire, flood, abuse, improper maintenance, harmful fumes, chemicals, building heat, excessive temperature exposure, colour change arising due to normal weathering, oxidation, extremes, or weather and atmospheric conditions, and other like circumstances and causes beyond DEL's control and unrelated to the manufacturing process. This warranty does not apply if the extrusions are painted, coated, or capped (covered) with any substance or used in products which are installed other than on a vertical plane.

### INSULATED GLASS UNITS - LIFETIME

DEL warrants all insulated glass units manufactured to be free from material obstruction of vision when viewed from approximately 3m away as defined in CAN/CGSB 12.8. The warranty periods shall be as follows:

Insulated Glass Units: Lifetime

Internal Grids: Insulated glass units containing internal grids shall be covered by this warranty for a period of 15 years after the date of installation.

### PAINT WARRANTY – LIMITED LIFETIME

Painted product purchased at DEL shall be warranted against defects and quality of workmanship for a period of 15 years from date of paint application, against the following defects: Flaking, Peeling, Blistering, Cracking, and noticeable colour fade when exposed to the sun and normal atmospheric conditions provided the care and maintenance instructions have been followed. The following are excluded from coverage under the warranty: defects found to be attributed to the installer or contractor, products installed in locations whose atmospheric and environmental conditions are or should be known to be harmful to the material or its coating, defects found due to building design or construction, where corrective steps have been taken by anyone other than DEL's service team or suppliers, and where DEL have not been notified within 60 days of defects and should have been reasonably noticeable. Care and Maintenance Instructions: Regular maintenance includes cleaning at least every two years with a mild dishwasher type detergent, using warm water and a soft cloth/sponge. Do not use strong thinners or solvents, abrasives, or corrosive detergents. "Notable fade" is defined as a change of more than 7 Delta E units in a less than 3 year period, measured according

to the VCS Hunter system. A gradual and uniform discolouration is to be expected, as with all exterior building materials subject to natural elements.

### HARDWARE - LIFETIME

All hardware components in DEL's products are warranted for life.

### SCREEN WARRANTY

30 day warranty on screens, this includes tears and holes. Parts are free, labour is not included. \* Screens will NOT stop a child from falling out of a window.

### EFFECTIVE DATE OF WARRANTY

This warranty will take effect from the date of certification by dealer/or distributor that the installation of the windows has been completed at the premises identified in the Certificate of Warranty. This warranty shall be valid only after the Registration Certificate is filled in by the Authorized Dealer, signed by the Owner, and emailed by the Owner to DEL within thirty (30) days after completion of installation. THE OWNER MAY NOT CLAIM ANY BENEFIT UNDER THIS WARRANTY IF THE REGISTRATION CERTIFICATE IS NOT SUBMITTED TO DEL WITHIN THIRTY (30) DAYS OF INSTALLATION. Please email all warranty questions or information to: [Warranty@delwd.ca](mailto:Warranty@delwd.ca)

### PRODUCT USE

This warranty applies only in respect of products used strictly for the normal and reasonable purpose for which they are intended. The above-mentioned warranty on the vinyl window frame and sash members shall remain in effect only if care and maintenance cleaning practices are followed. This warranty shall be null and void if harmful solvents are used to clean the vinyl frame and/or sash members, or if the frame and/or sash members are painted or coated in any way. **IN NO EVENT SHALL DEL OR THE SELLING DEALER BE LIABLE FOR THE LOSS OR DAMAGE TO THE WINDOW PRODUCTS OR ITS PARTS, LOSS OF THE WINDOW, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR SPECIAL CONSEQUENTIAL OR OTHER DAMAGES, OR ANY OTHER CLAIMS RELATING TO OR ARISING FROM ANY DEFECT IN FACTORY MATERIALS OR WORKMANSHIP WHENEVER FOUND EXCEPT AS PROVIDED HEREIN.**

### REPAIRING OR REPLACEMENT

DEL's obligation under this warranty is limited to repairing or, at its option, replacing any window or any part of the window that is defective, PROVIDED that the Owner gives DEL immediate written notice of any such defect or defects. DEL or dealer distributor shall be allowed a reasonable time after receipt of such notice to remedy the defect, if any, and the Owner agrees to render reasonable and friendly assistance. DEL reserves the right to discontinue or change any window as currently manufactured by it. If DEL determines to make a replacement under the terms of the warranty and an exact replacement part is not available, DEL reserves the right to substitute a part or parts of equal quality or better at its sole option and discretion. DEL will not be liable for any labour costs incurred for any purpose. This warranty covers only those manufacturing and material defects as specified herein and does not include defects or damages attributable to installation or defects caused by: accidents, fire, flood or other Acts of God, vandalism, riot or civil discord, misuse, abuse, of harmful fumes, vapours or chemical

pollutants in the atmosphere, mildew, building settlement or structural failure of walls or foundations, or if subjected to stresses resulting from localized heat which causes excessive temperature differentials over the glass surfaces or edges, or any other causes or occurrences beyond DEL's control. Condensation on windows, which may occur as the natural result of humidity within the house or building, and interior/exterior temperature differential, does not indicate a defect in the window and is not included in this warranty. For prevention tips please refer to the Energy Star site [www.oeenrcan.gc.ca](http://www.oeenrcan.gc.ca) This warranty is valid only if genuine DEL windows are used, but shall be void if window accessory products not manufactured by DEL are installed which causes defects to occur in the window. Night locks and limit latches are not included in this warranty.

### WARRANTY TRANSFER

To transfer warranty, the homeowner must mail in new owner contact information within 30 days of selling their home.

### EXCLUSION OF ALL ORAL AND OTHER EXPRESS WARRANTIES

It is agreed that there are no understandings, agreements, or representations, express or implied, not specified herein respecting this warranty and terms mentioned, and this document contains the entire Agreement between the parties regarding this warranty, and is binding upon both parties. No affirmation of fact or promise made to the Owner which relates to the windows sold hereunder, not any description of the windows sold hereunder, or the exhibition of any sample or model shall be regarded as part of the basis of the bargain and shall not create an express warranty that the whole of the windows sold hereunder shall conform to the sample or model.

### PROCEDURE AND OBLIGATIONS FOR CLAIM OR REMEDY UNDER THIS LIFETIME WARRANTY

Should the Owner wish, upon discovering a defect, to claim under DEL's obligation under this warranty, the Owner must notify the Dealer/Distributor and DEL in writing within thirty (30) days after the defect has first appeared. In notification, the following:

- Name and address of the Owner
- Date of installation
- Brief description of the defect for which the warranty is requested.
- Invoice number from DEL Windows & Doors Inc.

Upon receipt of this information, the Dealer Distributor will notify the Owner of his/her obligation for labour (where such is applicable).

No repair or replacement will be undertaken until DEL Dealer/Distributor has received the Owner's payment for the Owner's obligation under this warranty.

DEL Windows and Doors, Inc. reserve the right to change product specifications and design without notice.

### CONTACT US

To download a service request form or register your warranty please visit us online at [www.DELwd.ca](http://www.DELwd.ca) or please contact your dealer. Warranty effective on or after May 1, 2023. Warranty Inquiries: 1.877.561.4335