



Warranty Terms & Conditions

Our team of professional craftsmen, owners and managers are committed to genuine customer satisfaction and we sincerely *Thank you for selecting the Prestige Window & Door brand.*

Prestige Windows and Doors Warranty Terms & Conditions may only be modified by qualified administrative personnel at Prestige Windows and Doors Ltd. Warranty addendums are normal practice as updates surrounding improved technologies, materials and manufacturing processes occur without notification to clients. Any distribution, modification or alteration of this document requires formal written approval by qualified administration within Prestige Window and Door Ltd.

WHERE/HOW TO SUBMIT A WARRANTY CONCERN

Phone (403) 504 - 4664
Fax (403) 504 - 2939
Email sales@prestigewindow.ca
Address #25 Brier Estates Way, N.W, Medicine Hat, AB T1C 0B2

RECEIVING DAMAGED GOODS

With many contributing variables surrounding the safe mobility of fragile products throughout the glass and door industry, it's sometimes possible that damage may occur to a Prestige Window and Door product during transport. When receiving Prestige Window and Door products, recipients are required to report, detail and photograph damaged items and submit the recorded info (including a purchase receipt) within seventy two hours of receiving the product.

CONDENSATION, MOISTURE, MOLD

Condensation occurs when warm, dense & moist air collides with a colder surface, thus causing it to rapidly cool. The cooling effect resulting from this thermal collision causes moisture within the warm air to condense and consequently, it may form visible water droplets, ice and possibly mold if left unmaintained for extended periods of time.

Until humidity levels become sufficiently reduced in the warmer air, and the temperature differential between thermal collisions becomes adequately minimized, condensation effects may continue and are not indicative of a faulty Prestige Window and Door product.



Warranty Terms & Conditions

CONDENSATION, MOISTURE, MOLD .. continued

Visible condensation is the result of thermodynamic activity amid high moisture environments while being left uncorrected for extended periods of time.

To minimize the tendency of excessive condensation, customers are required to reduce the humidity levels of the warmer air and sufficiently reduce the water supply to the atmosphere (ie: use dehumidifiers, reduce washing, laundry, showers and cooking with open water, cover fish tanks, relocate moist plants, etc.) In addition to moisture level reduction techniques, customers should increase environmental airflow to provide moist air with an escape route from the affected environment. Sufficient airflow can typically be achieved by activating a dwelling's HVAC system or creating a slight opening near the affected zone.

GLASS BREAKAGE

Prestige Windows & Doors Ltd warranty does not include breakage, cracks, or shattering unless the product was initially delivered in an already failed state. (see *Receiving Damaged Goods*)

There are several common scenarios where glass products become damaged, yet not being covered by warranty. For example: a) Glass damage caused by excessive mechanical stresses resulting from inadequate clearance of 4-9 mm surrounding all sides of an installed product. b) Window blinds installed less than 5 cm from the glass. c) Glass failures due to poor maintenance. (eg: clogged window drainways by applied finishes & foreign debris left uncorrected)

In the event of seal failure between panes of glass, Prestige reserves the right to investigate the failure prior to warranty approval.

VINYL EXTRUSIONS – 20 Years

Prestige Windows and Doors Ltd. warrants raw (unfinished) vinyl extrusions used in windows and doors against the act of peeling, blistering, discoloring & corrosion development for a period of twenty years from the date of manufacture.

Should defective materials be found during the warranty period, repairs and replacements of the defective materials will occur at no charge while customer responsibility is synchronous of the removal, assembly, refinishing, transport and reinstallation that surrounds the required repair process.



Warranty Terms & Conditions

INSULATED GLASS – 20 Years

Prestige Windows and Doors Ltd will repair/replace the defective insulated glass for a period of twenty years from the date of manufacture.

For two initial years following the manufacture date, Prestige Windows & Doors Ltd will repair/replace defective glass units against defects of both material and workmanship. Following the initial two years from manufacture, Prestige will provide insulated glass units & sash assembly material similar to the product originally purchased, while customer responsibility is synchronous of any removal, transport, re-installation, painting & finishing surrounding the required repair process.

OPERATING HARDWARE - 5 Years

Prestige Windows and Doors Ltd warrants the operating hardware for a duration of five years following the date of manufacture. While all Prestige products are assembled and lubricated during the manufacture, customer responsibility is synchronous for the routine maintenance and lubrication of the hardware after the first year.

Disclaimers and Exclusions: a) electrical component warranties are outlined by the component manufacturer's warranty policy b) normal wear & finish discoloration are acceptable over time c) degradation due to improper installation, abuse, misuse and modification voids all warranty.

Note: Defective hardware parts must be returned to Prestige Windows and Doors to affect a claim. Visual or pictorial evidence is also acceptable.

DOOR GLASS INSERTS (the sealed glass unit) -10 Years

Prestige Windows and Doors Ltd warrants door glass sealed units for a duration of ten years following the date of manufacture. This coverage includes permanent condensation inside the sealed glass unit.

For two initial years following the manufacture date, Prestige Windows & Doors Ltd will repair/replace defective glass units against defects surrounding both material and workmanship. After the two initial years have passed from the date of manufacture, Prestige Windows and Doors Ltd will provide



Warranty Terms & Conditions

DOOR GLASS INSERTS (the sealed glass unit) -10 Years ... continued

replacement materials which are similar to, or equivalent to, the initial purchased product as customer responsibility is synchronous for the required labor, transport and install surrounding the required repair process.

Cleaners Disclaimer: Damage caused by harmful solvents, cleaners, paints or finishing materials which are deemed incompatible with the frames/components is not covered.

Storm Door Disclaimer: When doors with glass inserts are installed/integrated with storm doors, warranty is void due to the excessive heat build-up generated between the main doors and storm doors. (causing excessive glass stress)

Internal Mini Blinds: A 10 year limited warranty on the frame, operating mechanism and blind material.

DOOR GLASS INSERTS (frames and components) -5 Years

Prestige Windows and Doors Ltd warrants the door glass frames and components for a duration of five years following the date of manufacture.

For two initial years following the manufacture date, Prestige Windows & Doors Ltd will repair/replace defective units against defects of both material and workmanship. After the initial two year term has passed from the date of manufacture, materials will be provided which are similar to, or equivalent to, the initial purchased product as customer responsibility is synchronous for the labor, transport and installation surrounding the required repair process.

Fading/Discoloration Disclaimer: Prolonged exposure to the sun, air and atmosphere may induce fading, chalking or accumulation of spots/soils on surfaces. These effects are normal.

FIBERGLASS AND METAL DOORS - 10 Years

Prestige Windows and Doors Ltd warrants fiberglass and metal doors for a duration of ten years following the date of manufacture.

For two initial years following the manufacture date, Prestige Windows & Doors will repair/replace fiberglass and metal doors of both material and workmanship. After the initial two year term has passed from the date of manufacture, Prestige will provide replacement materials which are similar to, or



Warranty Terms & Conditions

FIBERGLASS AND METAL DOORS - 10 Years ... continued

equivalent to, the initial purchased product as customer responsibility is synchronous for the labor, transport and installation surrounding the required repair process.

Moisture Disclaimer: Damage caused by air/water infiltration, and extreme weather conditions are not covered by this warranty.

Sagging/Warping Disclaimer: Sagging and distortion less than 6.4 mm is considered acceptable.

Heat Disclaimer: Damage caused by overexposure to heat (eg., a door installed behind an unventilated storm door and exposed to the sun, a fire, etc.)

Building Movement: Door defects caused by adverse movements/behaviors of surrounding structures/foundations are not covered by warranty.

FINISHING AND COATINGS - 10 Years

Re: Painted/Stained Vinyl / Double Nature Product / Fiberglass Door Slabs

Prestige Windows and Doors Ltd warrants the finishing and coatings for a duration of ten years following the date of manufacture. This includes weathering, peeling, cracking & blistering

Fading & Discoloration Disclaimer: For two initial years following the manufacture date, Prestige Windows & Doors will repair/replace the finishing and coatings of both material and workmanship. After the initial two year term has passed from the date of manufacture, Prestige supplies the product required for refinishing, and the customer responsibility is synchronous toward the labor, transport costs related to the repair process.

Note: Warranty is not applicable if damage is caused by adverse external factors (ie. Stucco leach, acidic washes, hard tack tapes, blowing sands etc. Act of God.)



Warranty Terms & Conditions

WEISER HARDWARE (Collections/Welcome Home Series)

Lifetime Mechanical Warranty/Lifetime Finish Warranty.

Smartcode Series:

1 Year Limited Warranty on Electronic Components, Lifetime Mechanical Warranty, Lifetime Finish Warranty.

To source further details surrounding Weiser's warranty and claim process, contact Weiser toll free 1-800-501-9471.

Prestige Windows and Doors Ltd provides no warranty on hardware supplied by the customer.

PLEXI-DOR PET DOORS

PlexiDors purchased after November 2017 have a 10-year warranty. Every part is covered. If the new part doesn't solve the problem, a new Basic PlexiDor is sent at no charge to replace the faulty door. The warranty is not prorated – we cover every part for the full ten years. Except, chewing on the Small, Medium, and Large PlexiDors. The Extra Large PlexiDor has a chew proof trim and is covered. The electronic PlexiDor pet doors feature a 5-year warranty.

PICK -UP ORDERS and INSTALLATION DISCLAIMER

(Improper Product Installation will Void Warranty)

Products manufactured and sold by Prestige Windows and Doors Ltd require a combined use of both proper installation techniques and quality installation products by knowledgeable and trained professionals. Reduced window and door performance caused by improper installation processes are not covered by warranty. Always be sure to use qualified personnel for your product's installation so you can enjoy the benefits which are carefully built into every Prestige Windows and Doors Ltd product.