



Your Warranty Protection

North Star products are tested and certified by Canadian Standards Association and comply with American Architectural Manufacturers Association standards. North Star guarantees its vinyl windows and doors against faults in manufacturing and defective materials through a transferable lifetime warranty.

LIMITED WARRANTY ON WHITE WINDOW AND PATIO DOOR FRAMES AND SASHES

10 -YEAR WARRANTY ON INTERIOR AND EXTERIOR COLOURED LAMINATES.

North Star vinyl frames and sashes will not fade, discolour, blister, peel, flake, corrode, contract or distort beyond industry standards. White window and patio door frames and sash members carry a lifetime warranty. Coloured vinyl products are protected by a 10-year warranty.

Corner welds on coloured windows may fade over time. Colour touch-up is the responsibility of the home owner.

LIMITED LIFETIME WARRANTY ON SUPER SPACER SEALED UNITS

North Star insulated glass sealed units with Super Spacer are covered by a limited lifetime of the sealed unit. A sealed unit failure is defined as a loss of the seal between the glass and Super Spacer resulting in moisture or dust infiltrating the air space between the opposing glass surfaces. Under no circumstance is broken or cracked glass covered under warranty.

The Limited Lifetime Warranty is pro-rated as follows:

	<i>North Star</i>	<i>Owner</i>
<i>Up to 20 years</i>	<i>100%</i>	<i>0%</i>
<i>Over 20 years</i>	<i>10%</i>	<i>90%</i>

- ❖ REPLACEMENT SEALED UNITS INSTALLED UNDER WARRANTY IN NORTH STAR WINDOWS AND PATIO DOORS RETAIN THE REMAINDER OF THE ORIGINAL GLASS WARRANTY
- ❖ SEALED UNITS PURCHASED FOR INSTALLATION IN NORTH STAR WINDOWS AND PATIO DOORS ARE WARRANTED AGAINST SEAL FAILURE FOR 20 YEARS WITH PROPER INSTALLATION
- ❖ SEALED UNITS INSTALLED IN **NON**-NORTH STAR PRODUCTS ARE WARRANTED AGAINST SEAL FAILURE FOR ONE YEAR
- ❖ SEALED UNITS WITH BLINDS BETWEEN THE GLASS ARE WARRANTED FOR 10 YEARS AGAINST SEAL FAILURE AND 5 YEARS AGAINST MECHANICAL FAILURE

LIFETIME WARRANTY ON HARDWARE

Window hardware is covered by a lifetime warranty. Patio door hardware is covered for a period of five (5) years.

WHAT YOU NEED TO KNOW

REPAIR OR REPLACEMENT

North Star's obligation is limited to repairing or replacing a product it deems to be defective. North Star shall have a reasonable time to remedy any defect and the owner will provide reasonable and friendly assistance. No compensation will be provided for loss of time, inconvenience, commercial loss or special consequential or other damages. If an identical replacement part is not available, North Star may use parts of comparable or greater quality.

DATES AND TRANSFERS

The Warranty takes effect on the date of the North Star invoice. The Warranty is transferable to a second owner only. To activate the warranty for a second owner, the Certificate of Warranty transfer must be completed and mailed to North Star with an administration fee of \$100.

GLASS

According to the Canadian Glazing Standards Board (CGSB) for glazing quality glass, defects such as minute bubbles, eyes, crystals, scratches are normal and inherent to any manufactured glass product. These minor defects are not warranted North Star warrants that the glass utilized in its window and patio door products has been manufactured in accordance with the Canadian Glazing Standard's Board for glazing quality glass.

COMMERCIAL APPLICATIONS

The warranty is limited to 10 years if North Star windows or doors are:

- ❖ Installed in buildings operating as multi-family dwellings
- ❖ Used for commercial purposes
- ❖ Used in rental properties, schools, churches, apartment complexes, government-owned structures or office buildings

WARRANTY EXCEPTIONS

NORTH STAR WILL NOT ASSUME LIABILITY FOR:

1. Labour costs of any kind, for any reason, including removal, replacement and/or reinstallation of any product which may require service.
2. Defects or damage attributed to installation, normal weathering, accidents, fire, flood or other acts of God, vandalism, riot or civic disorder, misuse, abuse by harmful fumes, vapors or chemical pollutants in the atmosphere, mildew, building settlement or structural failure of walls or foundations.
3. Stresses from localized heat that lead to excessive temperature differentials over glass or vinyl.
4. Use of a door or window for a purpose not intended by the manufacturer.
5. Damage from cleaning with harmful solvents.
6. Painting or coating vinyl parts the warranty will become void
7. Warping, distortion or damage caused by placing plastic or polyfilm over windows or doors for any reason.
8. Warping, distortion or damage that may occur if North Star products are stacked or leaned in the sun.
9. Corrosion to metal parts in application within two miles of a body of salt water.
10. Condensation due to humidity within the structure, or resulting from interior or exterior temperature differentials (See our website or contact your dealer for information)
11. Use of non-North Star window accessories.
12. Vent stops
13. Glass breakage or cracking.
14. Natural variations in wood products such as those used in bay and bow windows, jamb extensions, ect.
15. Films applied to glass other than 3M Residential Window Film (Only 3M Window Film applied by an authorized 3M dealer is recommended for use on North Star products and is subject to the 3M Residential Window Film warranty provisions)
16. Tarnish on patio door hardware.
17. Any occurrence beyond North Star's control.