

## MANUFACTURER WARRANTY

Against defects in material and workmanship, as specified under this Warranty, occurring as a direct result of the manufacturing process, for the following product parts and components during the stated time period, under normal use and service, subject to the terms and conditions contained in this Warranty.

Warranty	Factory	Customer
Up to 30 years	100%	0%
30 to 35 years	80%	20%
Over 35 years	25%	75%

### 20 YEARS NON-PRORATED LIMITED GLASS WARRANTY

We warranty under normal conditions, material obstruction of vision from film formation or dust collection between the interior glass surfaces will not occur within 20 years from the date of installation.

### INSTALLATION AND LABOUR

ALL STAR HOME provides a 10-year warranty on all products installed by ALL STAR HOME. Leakage or Damage caused by building settlement or failure of existing building envelope, structural walls or foundation are not covered by this warranty. ALL STAR HOME reserves the right to discontinue or change any product.

### Limited 10 – Year Paint Warranty

This warranty shall be valid in the United States and Canada. The warranty is non transferable. DV Coatex is a Specialized coating applicator and is guaranteed, subject to the exceptions described below, against weathering specialty “peeling, cracking, flaking or blistering from/on the applied surface and significant ultraviolet discoloration” (greater than 3 Delta E units) caused by natural environmental atmospheric conditions. DV Coatex will recoat the product free of charge under the terms described below but will not be responsible for the labor costs associated with removing or replacing any products. This warranty is effective for the period of ten (10) years from the initial date of the application of the coating.

This warranty does not cover the following situations:

1. Where the damage is caused by external factors, such as chemical leaching, acid washes, hard tack tape, sand blasting or sand storms and similar types of events or occurrences.



2. Where the Damage occurred during delivery or transport of coated vinyl profiles.
3. Where the damage is caused by an act of God.
4. Where any discoloration, polish, surface damage, or alteration is caused by the use of natural or chemical solvents or by environmental factors such as exposure to excessive heat in extreme weather environments or high acidity levels in a high-humidity environment.

#### **CONDITION NOT COVERED BY THE WARRANTY**

- A) If the material is damaged during handling or installation
- B) Any liabilities of any nature for unsatisfactory performance caused by faulty workmanship in installation.
- C) Any damage caused by settlement of building, failure of structure (including foundation or walls), fire, wind, lightning and other acts of God, intentional acts, or unreasonable use, accidental damage and negligence, improper care, normal weathering or exposure to harmful chemicals or vapors, may overtime, result in minor discoloration.
- D) If the unit is cracked or broken or the original 20 years limited warranty has expired.
- E) If the unit is subject to stress resulting from localized heat causing excessive temperature differential over the glass surface or from excessive vibration or moving of the building or it's foundations.
- F) If the unit is installed without proper provision for adequate expansion or contraction of the framing members.
- G) Any unpaid balances or outstanding payments on any product or services, void's all warranties on any/all installed windows and doors until fully paid Including all associated expenses and interest charges.

#### **LIMITATIONS OF MATERIAL, INSULATED GLASS, AND HARDWARE**

##### **WARRANTIES**

Our liability is limited solely and exclusively to repair or replacement of any components that are deemed to be defective. Replacement or repair of the defective parts is carried out at the sole option of us. Under no circumstances we will be liable for incidental or consequential charges such as, but not limited to, labour costs for any purpose, inconvenience, damage or injury to persons or to property or any other expense.

##### **REPLACEMENT PARTS OR REPAIR**

We reserve the right to discontinue or change any window as currently manufactured. If we determine to make a replacement under the terms of this limited warranty and an exact replacement part is unavailable, we reserve the right to substitute a part or parts of equal quality at it's sole option.



## **OBTAINING PERFORMANCE OF THIS WARRANTY**

This Warranty will be deemed null and void if the owner/purchaser modifies or otherwise alters in any way the product after installation without the written consent of All Star Home, if the product is used for a purpose not intended as well as specified on All Star Home website. All Star Home Warranty must be registered within 15 days from the completion of the installation to be valid. Registration can be made online via email, by providing Dealer or owner/purchaser name, copy of the invoice or work order number, date of purchase and date of installation.

### **The following are excluded from coverage under this Warranty**

Damage due to third-party films applied to the glass

Damages caused by abuse or misuse

Discolouration due to direct sunlight

Damages due to homeowner modification

Products that have not been fully paid for

Excessive thermal or physical stress and/or high humidity levels such as but not limited to improper storage.

Minor imperfections in windows and doors that do not affect the product's structural integrity or obscure vision.

Any window which has been repaired or modified by any person other than a factory-trained Service Technician or authorized All Star Home representative.

Any defect, malfunction or failure to perform, which has occurred because of unreasonable use, improper application or the failure to perform reasonable or necessary maintenance.

If products with visible defect(s) after goods have been picked up or delivered and are installed with such defects, but not limited to scratches, dents, and cracks and/or damaged components without notifying All Star Home prior to installation. Any product not paid in full or sold through any account which is not in good stand.

Condensation on windows, which may occur as a natural result of humidity within the house or building area.

## **MAINTENANCE & CLEANING**

The surfaces of the we window will over time collect a layer of surface dust. Normal dusting with a damp cloth will remove this accumulation of surface dust. If you wish to do a more thorough cleaning of the windows, the following procedure should be followed:

Vinyl – A mild solution of household liquid cleaner, such as dishwashing detergent may be used. For stubborn stains, cleaner such as Fantastic or VIM may be used.

Caution: Do not use harsh abrasives on vinyl.



**ALL STAR HOME**  
Windows & Doors Replacements