

MANUFACTURER WARRANTY

for UPVC Vinyl Window
(Fully transferable warranty)

LIFETIME WARRANTY ON WHITE VINYL FRAME AND VINYL SASH

ALL STAR HOME, hereafter referred to as the manufacturer provides warranty for windows manufactured in its facilities against such defects in material that might result in blistering, peeling, flaking, corroding and fading of the frame or sash members for the lifetime of the product from the date of installation.

PAINTED VINYL FRAMES AND SASHES

15 year warranty on painted frames and sashes are warranted against such defects in material and workmanship that might result from paint peeling, flaking, cracking and major discolouration for a period of 15 (15) years that is not caused by exposure to sunlight, heat or noxious or abrasive materials.

10 YEAR WARRANTY ON INSULATING GLASS

The manufacturer warrants that the insulating glass in the windows where there will not be an obvious obstruction of vision, which is the result of film formation or dust collection between the panes of glass surfaces for the life of the window in accordance with all terms specified in this warranty. Labour and transportation are not included. Glass breakage of any kind is not covered.

10 YEAR WARRANTY ON HARDWARE

The manufacturer warrants that the hardware shall remain in good operational condition from the date of installation, for crank mechanisms on casement and awning windows, over-tightening of the mechanism will cause pre-mature failure and is not covered under this warranty.

30 DAY WARRANTY ON SCREENS

Punctures and tears in screens are covered for thirty (30) days. Parts will be provided at no cost. Labour and transportation are not included.

EXCLUSIONS FROM WARRANTY COVERAGE Damages resulting from the following are excluded from coverage under this Warranty:

1. Exposure to harmful pollutants, the corrosion of non-vinyl products or components due to the close proximity to coastal areas, excessive thermal or physical stress and/or high humidity levels such as but not limited to improper storage.
2. Any damage to the window or window components due to the settlement of building structure.
3. Any damage caused by wind, hail, lightning or other incident of weather, deemed as an act of God.
4. Minor imperfections in windows and doors that do not affect the product's structural integrity or obscure vision.

5. Any window which has been repaired or modified by any person other than a factory trained Service Technician or authorized The manufacturer representative or any Non-The manufacturer add-on or replacement parts added to the Window(s).
6. 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.
7. 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 the manufacturer prior to installation.
8. Condensation on windows, which may occur as a natural result of humidity within the house or building area. Please refer to: <http://oee.nrcan.gc.ca/> for condensation prevention tips.

INSTALLATION LIABILITIES

The manufacturer is responsible solely for the manufactured product. All installation related claims should be directed to the Distributer/Dealer/Installer. The manufacturer will not be responsible for claims arising between the Distributer/ Dealer/Installer and their customers.

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.

WARRANTY LIMITATIONS

The manufacturer's liability is limited solely and exclusively to repair or replace and to substitute parts, at the discretion of The manufacturer, and under no circumstances will The manufacturer 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. 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 the manufacturer, if the product is used for a purpose not intended, or otherwise outside the accepted and advised use and if harmful cleaning solutions and abrasive compounds are used. Labor and transportation associated with the removal or reinstallation is not covered under this warranty.

QUALITY STANDARDS

All The manufacturer products are manufactured according to the manufacturer standard manufacturing tolerances. With quality construction, committed staff and technology we ensure the best possible products and services available.



GENERAL TERMS AND CONDITIONS

The Warranty stipulated in this document is the only warranty applicable to the manufacturer windows and is granted in lieu of any warranties otherwise implied by law or equity and no such warranties shall apply to the the manufacturer Warranty.

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.

***THIS VINYL WINDOW GLASS WARRANTY IS EFFECTIVE MAY 1, 2022 AND APPLIES ONLY TO WINDOWS INVOICED AFTER THAT.**



ALL STAR HOME
Windows & Doors Replacements