

NEW WINDOW INSTALLATION WARRANTY

White PVC Window Frame Warranty

White PVC components are warranted for twenty-five (25) years from the date of installation to be free from defects in materials and workmanship. Under normal use and conditions, such components will not crack, warp, pit, corrode, peel, blister, or exhibit non-uniform fading or discoloration.

Painted and Stained PVC Window Frame Warranty

Painted or stained PVC frame and sash components are warranted for ten (10) years from the date of installation in residential applications (three (3) stories or less), and five (5) years in all other applications (greater than three (3) stories), to be free from defects in materials and workmanship. Under normal use and conditions, such components will not rot, pit, peel, flake, split, blister, or corrode. In addition, for a period of five (5) years from the date of installation, the applied finish will not exhibit appreciable color fading (not exceeding $\Delta E = 5$) when measured under normal weathering and atmospheric conditions.

Hardware Warranty

All hardware components are warranted for twenty-five (25) years from the date of installation to be free from defects in materials and workmanship. Defects typically become apparent within the first year of use; however, this warranty does not cover normal wear and tear. Defective hardware must be returned to Century Glass Ltd. for inspection and exchange in order to process a warranty claim. Screens are excluded from this warranty. Screen materials are inspected prior to installation; therefore, tears, scratches, or other damage are considered handling-related and are not covered.

Sealed Unit Warranty

Century Glass Ltd. warrants all sealed units glazed into our frames against seal failure for a period of fifteen (15) years from the date of installation.

Glass breakage resulting from a defect in the sealed unit is covered for up to one (1) year from the date of installation. Claims may be subject to inspection by Century Glass Ltd. to determine the cause of the breakage. Glass breakage resulting from impact, accident, misuse, abuse, negligence, or other preventable circumstances is not covered under this warranty.

Labor and Mileage

Warranty service includes labor and mileage within our standard service area (Melville and Yorkton urban limits). Warranty service requested outside our standard service area may be subject to additional mileage charges.

Warranty Exclusions and Circumstances Not Covered

This warranty does not apply to any failure, defect, or damage resulting from:

- Misuse, neglect, abuse, or failure to follow Century Glass Ltd.'s cleaning and maintenance requirements, recommendations, specifications, or instructions.
- Faulty assembly, improper installation, inadequate insulation, or the use of components or parts not supplied by Century Glass Ltd.
- Unauthorized modifications, attachments, or accessories installed after the original installation, including but not limited to air conditioning units, security sensors, doorbells, railings, fasteners, or mounting hardware that penetrate, load, or apply pressure to the window frame.
- Paint, stain, or other coatings applied after manufacturing.
- PVC extrusions exposed to solar radiation exceeding 150 K Langley/year.
- Excessive heat exposure or restricted airflow caused by vents, heaters, fireplaces, cooking appliances, dark window coverings, window coverings, films, plastic coverings, foil, blinds, shutters, or other items applied near or to the window that may trap heat, restrict airflow, or affect window performance.
- Obstruction, covering, or enclosure of required venting holes in painted products, which may cause PVC overheating, paint failure, or frame warpage.
- Environmental factors, including chemical leaching, acidic washes, hard tack tapes, sandblasting, sandstorms, condensation, water, ice, or excessive force applied to window surfaces or structures.
- Damage occurring during delivery or transportation of painted or stained products.
- Structural movement, building settlement, or renovations that place pressure on the window system or exceed normal expansion and contraction allowances.
- Normal wear and tear, including natural weathering and environmental exposure (such as ultraviolet light, weather extremes, atmospheric conditions, or air quality) resulting in fading, non-uniform color changes, soiling, chalking, oxidation, corrosion, or staining.
- Damage resulting from windows not being fully closed and locked, including damage to bulb seals, hardware, PVC components, or damage caused by water or ice buildup.
- Any other causes beyond the control of Century Glass Ltd.

Condensation

Interior glass condensation is caused by excessive indoor humidity and is not a defect. To reduce interior condensation, homeowners should maintain appropriate humidity levels and ventilation by using furnace fans or air exchangers, operating exhaust fans, reducing humidifier use when required, keeping airflow around windows unobstructed, and addressing sources of excess moisture.

Exterior condensation may occur when outdoor humidity and cool temperatures interact with Low-E coated glass. Because Low-E coatings reduce heat transfer, the exterior glass surface may remain cooler, allowing condensation to form. This indicates superior performance and is not a defect.

Coated Glass Quality Standards

The following standards are based on ASTM C1376, the recognized specification for optical and aesthetic quality. Glass should be viewed from approximately 10 feet (3 m) away, directly at the surface (90°),

against a bright, uniform background. For evaluation, the glass surface is divided into two areas: the central viewing area, which is the center 80% of the glass and the primary area for assessment, and the outer area, which is the remaining perimeter.

- **Pinholes and Clusters (Viewed in Transmission):** Small pinholes may occur during the manufacturing process and are acceptable if they do not exceed 1.5 mm (1/16 in.) in diameter. Multiple closely grouped pinholes are not acceptable within the central viewing area. Minor clusters outside the central viewing area may be acceptable if not readily visible under the specified inspection conditions.
- **Scratches (Viewed in Transmission):** Scratches exceeding 50 mm (2 in.) within the central viewing area are not acceptable.
- **Color and Reflectance Uniformity (Viewed in Reflection):** Coated glass products may exhibit minor variations in color, hue, reflectance, and reflected image appearance. These variations may be more noticeable in larger windows and in heat-treated, reflective-coated, or laminated glass units. Such characteristics are normal, do not affect glass performance, and are considered acceptable within industry standards.

Additional Details

Century Glass Ltd. will, at its discretion, repair or replace any component determined to be defective. For the purposes of this warranty, any fading or color change of the applied finish measured in accordance with ASTM D2244. Replacement components may vary in color or gloss from the original, and Century Glass Ltd. shall not be liable for such variations. Century Glass Ltd. is not responsible for repainting or recoating replacement components. For custom colors or stains, an exact color match at the time of replacement is not guaranteed.

Insurance Coverage

Glass breakage and seal failure may be covered under the homeowner's insurance policy. Coverage varies by policy, and customers are encouraged to contact their insurance provider for details regarding glass replacement or seal failure.

Warranty Claims and Transfer

This warranty applies to the original purchaser and any subsequent owners of the home for the remainder of the applicable warranty period. To process a claim, Century Glass Ltd. must be able to verify the original purchase through a copy of the invoice, supporting documentation, or sufficient purchase details. Customers may be required to provide photographs or allow an on-site inspection. For seal failure claims, customers must provide a photograph of the failure and verify that condensation is not present on the interior or exterior glass surfaces. The warranty period begins on the original installation date and does not reset under any circumstances. Replacement components provided under warranty are covered only for the remainder of the original warranty period. For example, if a sealed unit is replaced after five (5) years of a fifteen (15) year warranty, the replacement unit will be covered for the remaining ten (10) years.