

SEALED UNIT REPLACEMENT WARRANTY

Sealed Unit Warranty for Installation in Existing Window Frames

Sealed units installed by Century Glass Ltd. into existing PVC, wood, or aluminum window frames are warranted against seal failure for a period of ten (10) years from the date of installation.

Labor and Mileage

Warranty labor for sealed units installed into existing window frames is covered for two (2) years only. Warranty service requested outside our standard service area (Melville and Yorkton urban limits) may be subject to additional mileage charges.

Warranty Exclusions and Circumstances Not Covered

This warranty does not apply to any breakage, seal failure, or damage determined by Century Glass Ltd. to have resulted from, including but not limited to:

- Impact, accident, misuse, abuse, negligence, or other preventable causes.
- Excessive heat exposure, including vents, heaters, fireplaces, appliances, or other heat sources.
- Excessive indoor humidity or condensation caused by environmental conditions.
- Products or materials applied after installation, including window films, blinds, shutters, coverings, furniture, or other items that restrict airflow or trap heat.
- Structural movement, building settlement, renovations, or conditions that prevent normal expansion and contraction.
- Scratches, abrasions, haze, or damage caused by improper cleaning or abrasive materials.
- Normal wear and tear, neglect, or environmental conditions beyond Century Glass Ltd.'s control.

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.

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.