



VINYL WINDOW & VINYL PATIO DOOR LIMITED WARRANTY

DASHWOOD INDUSTRIES INC. ("Dashwood") thanks you for your recent purchase of Dashwood products. We have been manufacturing superior quality building products, windows and doors since 1928 and stand behind them with one of the most extensive warranties in the business.

THE DASHWOOD QUALITY WARRANTY: All products manufactured by Dashwood are guaranteed to be constructed of quality materials and workmanship. Subject to the conditions, limits and exclusions from coverage detailed below, Dashwood is pleased to provide the following specific warranty coverage on our Vinyl Windows and Patio Doors.

Complete Product Replacement Warranty

Dashwood guarantees it will, at its discretion, repair or exchange, free of charge, any complete window or patio door assembly which is found to contain any component which is defective in materials or workmanship, provided that Dashwood is given notice of the defect promptly and prior to installation and that the product was not damaged due to handling or misuse.

Component Replacement Warranty

Dashwood guarantees that it will repair or replace, free of charge, any component of your new Dashwood window or patio door which is found to be defective in materials or workmanship, provided that Dashwood is given notice of the defect within 24 months of the date of delivery.

Hardware - 20 Year Replacement Warranty

Dashwood guarantees that it will supply, free of charge, any hardware component of your new Dashwood window or patio door which is found to be defective in operational functionality, within 20 years of the date of delivery. This warranty does not apply to the finish on hardware. Operational functionality of patio door internal mini blinds is warranted for 5 years.

Insulating Glass - 20 Year Replacement Warranty

Dashwood guarantees that it will supply, free of charge, any insulating glass in your Dashwood window or patio door, should the insulating glass develop any material obstruction of vision within 20 years of the date of delivery by reason of dust or film accumulation on internal glass surfaces arising as a result of the failure of the hermetic seal, EXCEPT where such failure is caused by breakage of the glass. Patio door glass units with internal mini blinds are warranted against seal failure for 10 years from date of delivery. Due to the fragile nature of glass, replacement glass will only be shipped to the nearest authorized Dashwood dealer or service representative.

Decorative Glass - 10 Year Replacement Warranty

Dashwood guarantees that it will supply, free of charge, any decorative glass in your Dashwood vinyl window or patio door, should the decorative glass develop any material obstruction of vision within 10 years of the date of delivery by reason of dust or film accumulation on internal glass surfaces arising as a result of the failure of the hermetic seal, EXCEPT where such failure is caused by breakage of the glass.

Cracked Glass

Dashwood guarantees it will replace and install, free of charge, any insulating glass in your Dashwood window or patio door should the unit develop a stress crack due to a defect in materials or workmanship that is not a result of impact to the glass, within 12 months of the date of delivery. This guarantee does not apply to pour in place basement windows.

Vinyl - Lifetime Replacement Warranty

Dashwood guarantees its vinyl components (frames, sash or panel members) to be free from manufacturing defects that may result in blistering, peeling, flaking or corroding, during the lifetime of your Dashwood windows or patio doors. Should any defective material be found, Dashwood will supply the same or equivalent product free of charge.

Coated Vinyl - 20 Year Replacement Warranty

Dashwood guarantees that it will supply, free of charge, any colour-coated vinyl components of your Dashwood windows or patio doors, should those components blister, peel, chip or corrode at any time within 20 years of the date of delivery.

Screen-Frame – 20 Year Replacement Warranty

Dashwood guarantees that it will supply, free of charge, any aluminum or vinyl components of the frame for the screen of your Dashwood windows or patio doors, should those components blister, peel or corrode within 20 years of the date of delivery.

Screen Mesh - 30 day Replacement Warranty

Dashwood guarantees that it will supply, free of charge, any screen mesh of your Dashwood windows or patio doors which is punctured or torn within 30 days of the date of delivery.

GENERAL CONDITIONS

Effective Date

The foregoing warranties (the “Dashwood Warranties”) come into effect on January 1, 2011 and are not retroactive.

Fully-Transferrable

Unlike those of many competitors, all Dashwood warranties extend to the original purchaser and are **FULLY TRANSFERRABLE AT NO ADDITIONAL COST.**

Who is Covered

The Dashwood Warranties are fully transferable and therefore the claimant may be the original purchaser or any other person to whom the Dashwood Warranties are transferred, provided that a copy of the original invoice for the defective Dashwood product is provided to Dashwood at the time of the claim.

Claim Procedure

To make a claim under the Dashwood Warranties, Dashwood must receive written notice (the “Notice”) from the claimant within 30 days of the date of the first appearance of the defect. The Notice shall include: (1) the name and address of warranty claimant; (2) a copy of the original invoice for the defective Dashwood product; (3) the date of installation; and (4) a brief description of the warranted defect. Upon receipt of the notice, Dashwood, or an authorized representative, will advise the claimant of a time when Dashwood, or its authorized representative, will be available to complete the inspection, which will generally be within 2 - 4 weeks of the date of the notice. Parts may be supplied without a warranty inspection.

No Other Warranties

The Dashwood Warranties are in lieu of and exclude all other warranties, conditions and guarantees, whether expressed or implied, statutory or otherwise, including without restriction those of merchantability or of fitness for use, except as expressly stated herein.

Governing Law

The Dashwood Warranties shall be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein.

USE AND CARE OF VINYL WINDOWS AND PATIO DOORS

To keep vinyl Dashwood windows and patio doors clean and operating smoothly, it is recommended that you follow these simple steps regularly or at least once every 12 months.

Wash. Clean glass surfaces with a mild, non-abrasive, glass cleaning solution. Do not use razor blades, knives or scrapers for cleaning glass surfaces. Wash vinyl components with a mild mixture of detergent and water; rinse with clear water.

Dry. Dry window glass, sash and frame using a soft cloth.

Lubricate. Apply a silicone lubricant (available from your Dashwood dealer) to all moving parts.

CONDITIONS, LIMITS AND EXCLUSIONS FROM COVERAGE

Limit on Liability

Dashwood's liability under the Dashwood Warranties is limited to the replacement of the window, patio door or component in accordance with the terms of the Dashwood Warranties set out above. Dashwood's liability shall not, under any circumstances, exceed the original purchase price of the Dashwood window or patio door which is alleged to be defective.

Replacement Products and Components

Dashwood products are continually improving. Where the Dashwood Warranties provide that any product or component will be supplied, Dashwood will endeavour to supply such product or component with an identical product or component. If an identical product or component has been discontinued or is no longer available, Dashwood may substitute a product or component of equal or greater value. Replacement products and components are warranted for the remainder of the original product warranty period.

Installation

Dashwood Warranties do not cover any costs incurred in connection with the installation of any replacement parts, save and except in accordance with the terms of the Component Replacement Warranty detailed above.

Exclusions

The Dashwood Warranties do not cover and Dashwood shall not be liable, under any circumstances, for:

- (a) any Dashwood window or patio door which is not installed in accordance with the specific instructions and specifications issued by Dashwood from time to time;
- (b) any Dashwood window or patio door which is installed or used for any purpose other than the strict purpose for which it was intended;
- (c) any Dashwood window or patio door which is damaged by excessive condensation, improper handling, installation or maintenance;
- (d) any vinyl Dashwood window which is not properly cleaned and maintained in accordance with the instructions for the Use and Care of Vinyl Windows set forth above;
- (e) any Dashwood window or patio door which is repaired or modified by any person other than a representative authorized by Dashwood, or in respect of which such an attempt to repair or modify is made;
- (f) any Dashwood window or patio door which is damaged by the settling of the building in which it is installed; fire, wind, lightning or other acts of God; intentional acts, unreasonable use, accidental damage or negligence;
- (g) weatherstripping or any deterioration thereof. Weatherstripping is a wearable component which must be checked and replaced periodically with material available from your authorized Dashwood dealer;
- (h) any insulating glass or decorative glass to which any liquid set film or plastic film has been applied unless such a coating has been applied by Dashwood during the manufacture;
- (i) any uniform fading or colour change caused by exposure to sunlight, air pollutants, and normal atmospheric conditions, all of which may cause vinyl surfaces to gradually fade, chalk, or suffer surface dirt or stains. These are normal occurrences and are not covered under any Dashwood warranty;
- (j) any vinyl components which have been cleaned with harmful solvents or which have been painted or coated by any person other than Dashwood or its authorized representatives;
- (k) natural variation in colour, texture or grain of wood components;
- (l) any indirect, incidental or consequential charges or damages incurred in connection with any Dashwood window or patio door, such as, but not limited to, any inconvenience, injury to persons or property, labour and installation charges or any other expense; or
- (m) any claim in respect of a Dashwood vinyl window or patio door, whether or not it contains any defect in material or workmanship, if Notice of the alleged defect is not given to Dashwood within 30 days of the first appearance of the defect.



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