



# **Dashwood Industries Limited**

## **20 YEAR LIMITED WARRANTY ON INSULATING GLASS**

### **Insulating Glass Limited Warranty**

All Dashwood Insulating Glass Units, (except for decorative glass found in entrance doors which come with a ten (10) year warranty) carry a warranty for twenty (20) years following the date of delivery to the original consumer. During that period, and under normal conditions, the units are warranted not to develop material obstruction of vision due to dust or film formation on internal glass surfaces caused by failure of the hermetic seal, EXCEPT when such failure is caused by glass breakage. This warranty will be void if any liquid set film or plastic film is applied to a Dashwood Insulating Glass Unit unless such a coating is applied during manufacture of the unit in the factory. We make no other warranty or condition, expressed or implied. This warranty is effective only if installation is carried out according to specific instructions. It does not apply to units damaged by improper handling or installation. It represents our maximum liability. Any units failing to comply with these terms must be reported to the Contractor, Dealer or Dashwood Industries Limited office nearest the installation within 30 days of the defect appearing. Units failing within twenty (20) years from the date of purchase will be replaced F.O.B. the Dashwood Distributor nearest the installation. This warranty does not apply to replacement units beyond the original twenty (20) year period applying to the original unit. FOR A PERIOD OF 12 MONTHS ONLY, FROM DATE OF ORIGINAL WINDOW PURCHASE, DASHWOOD WILL GUARANTEE THE COST OF RE-INSTALLATION OF FAULTY INSULATING GLASS.

### **Manufacturer's Limited Warranty**

All merchandise manufactured by Dashwood Industries Limited is guaranteed to be of quality workmanship and material. Any defects in manufacture will be rectified by replacement in the natural state within a period of one year from the date of delivery to original consumer. If any imperfections are not discovered until after installation and/or painting, we will not be held responsible for re-installing and/or refinishing. Therefore, any complaints involving materials or workmanship must be reported promptly upon receipt. Problems arising in the field due to EXCESSIVE CONDENSATION, IMPROPER MAINTENANCE or the IMPROPER INSTALLATION of any Dashwood products will not be our responsibility.



This warranty is effective July 15, 2004 and does not apply  
to products purchased before this date.

Revised 7/04

# VINYL LIMITED WARRANTY

Dashwood Industries Limited warranties all its P.V.C. windows against defects in material and workmanship that result in blistering, peeling, chipping and cracking of the vinyl for a period of ten (10) years, from the date of installation.

This warranty, on the vinyl frame and sash members, shall remain in affect only if normal cleaning practices are followed periodically. See "Use and Care" information below.

This warranty shall be null and void if the vinyl frame and/or sash members are cleaned with harmful solvents or if the frame and/or sash are painted or coated in any way.

## General Conditions

### A. Effective Date

This Warranty is effective July 15, 2004 and is not retroactive.

### B. Product Use

This limited warranty applies only in respect of products used strictly for the use they were intended.

### C. Warranty Limitations

Dashwood's liability is limited solely and exclusively to the repair or replacement at the option of Dashwood Industries Limited. Under no circumstances, will Dashwood 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 property, or any other expense.

### D. Replacement Parts or Repair

Dashwood products are changed and improved from time to time. Any product or part found to be defective will be repaired or replaced by an exact replacement or a substitute of equal value, at the discretion of Dashwood Industries Limited.

### E. Transfer of Warranty

This warranty, on the vinyl of the Dashwood windows, outlined above, is transferable providing proof of purchase is given to Dashwood at the time of the warranty claim. The warranty is limited to ten (10) years from the date of purchase.

### F. Exclusive from Warranty Coverage

1. Exposure to sunlight, air pollutants, and normal atmosphere conditions may cause all vinyl surfaces to gradually fade, chalk, or suffer surface dirt or stains. These occurrences are normal occurrences and are not covered under any Dashwood warranty.
2. Any damage caused by improper handling or installation.
3. Any damage caused by settlement of building, fire, wind, lightning, and other acts of God, intentional acts, unreasonable use, accidental damage, or negligence, improper care.
4. Any window that an unauthorized representative of Dashwood has attempted to repair or modify.

## Procedure and Conditions of Vinyl Warranty Remedy

In the event that Dashwood's obligation under this warranty is sought, the owner must notify Dashwood Industries Limited, in writing, within thirty (30) days after the defect had first appeared. This notification must include:

- 1) name and address of owner
- 2) a copy of the invoice and date of installation
- 3) a brief description of the defect for which warranty is requested

Upon receipt of this information, Dashwood, or its distributor, will notify the customer of his/her share of the prorated costs (where such is applicable) in accordance with the proration schedule.

No repair or replacement will occur until Dashwood, or its distributor, has received the owner's payment for their share of the prorated costs.

### Proration Schedule

Number of Years	Share of Material Dashwood	Replacement Costs-Owner
1-3	100%	0%
3-5	75%	25%
6-8	50%	50%
8-10	25%	75%

## Use and Care of Vinyl Windows

To keep vinyl windows clean and operating smoothly, follow these simple steps.

- 1) Wash vinyl with a mild mixture of detergent and water.
- 2) Dry window sash and frame and spray the vinyl surfaces with silicone lubricant.

Wet paint, stains, and greasy fingerprints can be removed with rubbing alcohol or paint thinner.

Common household cleaning agents used full strength will also work satisfactorily.



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