



West Coast Windows Lifetime Product Warranty

Effective March 1, 2007 (03/01/07), West Coast Designed Windows Ltd. ("West Coast") conditionally guarantees to the original consumer purchaser ("Original Purchaser") of its windows and doors (hereafter referred to as ("West Coast Products")) installed in an owner-occupied residential single or multi-family dwelling ("Home") by the builder as new construction or by the Original Purchaser as replacements at the address stated on the warranty application, that products manufactured by West Coast Windows are free of manufacturing defects and faulty workmanship. West Coast agrees to repair or replace West Coast Products found to be defective under the conditional warranty at no charge to the Original Purchaser and will pay the cost of all parts and labour ("Warranty"). If repair or replacement are not practical or cannot be carried out in a timely manner, then West Coast agrees to refund the purchase price. The remedy shall be at the option of West Coast in every circumstance.

All warranty service, including the provision of labour at no charge, is subject to the Site Conditions and Access provisions of this Warranty. Additional costs associated with extraordinary access requirements, specialized equipment, machinery rental or other measures necessary to safely access the product may be charged separately.

What's Covered

- Lifetime Warranty on Unpainted uPVC Vinyl against warping, flaking, peeling, rotting or cracking
- Lifetime Warranty on Hardware
- Lifetime Warranty on Weather-stripping
- Lifetime Warranty on moving parts
- Lifetime Warranty on Glass Seals against defects resulting in obstruction of vision from formation caused by moisture or condensation between the glass surfaces

The Paint Process used to paint the windows carries its own specifications and guarantee which is for a period of twenty-five (25) years.

For windows purchased prior to 03/01/07, please refer to the warranty supplied at the time of purchase.



Persons Covered

This Warranty is extended to the Original Purchaser at the address of the Home stated on the warranty application. The Warranty begins on the date of purchase of the West Coast Products ("Start Date") and remains effective as long as the Original Purchaser owns and occupies the home at the address stated on the warranty application. In the case that the Original Purchaser sells the home, this Warranty can be transferred to a subsequent owner ("Non-original Purchaser") of the Home. The Warranty will follow the coverage, terms, conditions and exclusions stated above for a period of 25 years from the Start Date. British Columbia government-issued picture identification stating the same current residence address as the address stated on the warranty is required with proof of ownership.

Conditions

Exclusions from Coverage

This Warranty does not apply to Products not manufactured by West Coast Windows.

This Warranty does not apply to nor cover damage to window(s) or doors due to:

- Screens
- Misuse or abuse
- Improper Installation
- The use of a pressure washer, chemicals or solvents to clean the glass and/or frames
- Excessive temperature or exposure to unusual heat sources including outdoor grills
- Staining or mildew
- Glass breakage (including mysterious cracks)
- Acts of nature (e.g. fire, wind, weather etc.)
- Uses for which the windows are not designed, including but not limited to, boats, skylights, greenhouses, vehicles, swimming pool enclosures
- The use of applied tints or films
- Sealed units with air space one-quarter inch (1/4") or less
- Alterations including but not limited to customer-applied finishes
- Natural weathering of exterior finishes
- Normal wear and tear
- Improper shipping, storage or handling



- Products that have not been paid for in full
- Condensation on the exterior surface or interior surface of IGU (Condensation between the panes is covered)

Normal wear and tear, including discoloration, on hardware component finishes is not a defect and is not covered by this Warranty.

Wood Product

Unfinished wood surfaces must be properly finished prior to or immediately after installation. Unfinished or improperly finished wood surfaces which experience damage at the Home including but not limited to water or other stains will not be considered to be defective and will not be covered by this Warranty. Variations in wood grain, colour, texture or natural characteristics are not defects and are not covered by this Warranty. This Warranty does not apply to nor cover damage to wood surfaces as a result of exposure to ultraviolet light, dry rot or excessive heat.

Glass

Glass imperfections as defined in the quality standards of the Canadian General Standards Board including but not limited to hazing of Low-E glass surfaces are not considered to be defects and are not covered by this Warranty.

Painted Product

Vinyl frames painted by West Coast are warranted against cracking, warping, pitting, corroding, peeling, blistering and excessive or non-uniform fading or discolouration for a period of twenty-five (25) years after the Start Date. This Warranty does not apply to nor cover damage to vinyl frames painted by West Coast or its subcontractors as per the Exclusion from Coverage above. Interior paint on all sliding products are not covered by our paint warranty.

West Coast Windows Lifetime Installation Warranty

For windows installed prior to 01/01/2014, please refer to the warranty supplied at the time of purchase.

As of January 01, 2014 all installations performed by West Coast Windows are covered under the revised installation warranty. This Warranty is extended to the Original Purchaser at the address of the Home stated on the warranty application. The Warranty begins on the date of installation of West Coast Manufactured Products ("Start Date") and remains effective as long as the Original Purchaser owns and occupies the home at the address stated on the warranty application. In the case that the Original Purchaser sells the home, this Warranty can be transferred to a subsequent owner ("Non-original Purchaser") of the Home. The Warranty will follow the coverage, terms, conditions and exclusions stated above for a period of 25 years from the Start



Date. British Columbia government-issued picture identification stating the same current residence address as the address stated on the warranty is required with proof of ownership. A nominal Warranty transfer administration fee may apply.

Covered under the warranty are leaks, labour, improper installation. Exclusions from coverage are any condition caused by lack of routine maintenance by the homeowner, leaks caused by products not installed by West Coast Windows, or pre-existing conditions.

Area Covered by Installation Warranty

West Coast Window's installation warranty is limited to areas commonly worked on as part of routine window installation. This area is generally defined as being from the heel of the product itself to the transition area between the exterior finish and the existing wall cladding (the "Warranty Area").

When installing windows into an existing wall assembly we have limited access to inspect for existing rot, damage, or leaks outside of the Warranty Area. If issues are identified after installation of a window product, and the source of the leak or the cause of the issue is identified as being within the Warranty Area, then all damage resulting from the leak or other issue will be covered under this Warranty. Where the source of the leak or the cause of the issue is identified as being outside of the Warranty Area, then no coverage is available under this Warranty.

Warranty Service, Site Conditions and Access

Warranty coverage for qualifying defects includes labour for repair or replacement, subject to the site conditions and access requirements at the time the warranty service is requested.

West Coast Windows reserves the right to inspect the site and assess the conditions under which warranty work must be performed before determining the scope and cost of service. The assessment may consider the location and height of the product, accessibility, site conditions, safety requirements, and any specialized equipment, machinery, scaffolding, lifting devices, rigging or additional setup required to safely access the product.

Labour associated with the repair or replacement of a covered defect will be provided at no charge where the work can be completed using ordinary, safe and reasonably accessible methods. Additional costs arising from unusual or restricted access, specialty equipment, machinery rental, scaffolding, lifting or rigging equipment, transportation, setup, or other extraordinary measures required to access the product are not included in the warranty and may be charged to the purchaser.

Where additional charges are necessary, West Coast Windows will advise the purchaser of the anticipated costs and obtain approval before proceeding with the chargeable work, except where otherwise agreed in



writing.

This limitation applies regardless of whether the product was installed by West Coast Windows or by others, and whether the product was originally purchased for supply-only or supply-and-install service.

Limitations on Remedies

West Coast makes no other warranty, expressed or implied, regarding its products. No employee, agent or distributor of West Coast may change or alter this Warranty. In no event will West be liable for incidental or consequential damages (other than labour to repair or replace West Coast Products, screens or hardware under this Warranty)

Any products supplied or installed but not manufactured by West Coast Windows will fall under the manufacturer's warranty of said product.

At its sole discretion and without notice, West Coast Windows reserves the right to changes or discontinue a window system or part. If an item has been discontinued, West Coast Windows will make every reasonable effort to provide a suitable replacement.