



301 Trowers Rd., Woodbridge, ON L4L 6A2

Premium Transferable Warranty

Effective May 2005

Congratulations on the purchase of a quality Trimbo Window.

Trimbo Window Mfg. Inc. warrants that each window that they manufacture is free of manufacturing and/or material defects for the lifetime of the product under normal use and service, subject to the limitations and conditions herein.

This Warranty is fully transferable at no additional charge.

This Warranty covers only manufacturing and material defects and does not cover defects or damages attributable to faulty installation or other non-manufacturing or material defects described herein.

Extended Material Warranty - Lifetime

(Limited/Non-Prorated)*

Vinyl frame and vinyl sash members are warranted to be free of defects that might result in blistering, peeling, flaking, and corroding of the window frame or sash members for the lifetime of the product from the date of installation. At its discretion, Trimbo Window Mfg. Inc. will repair or replace any defective vinyl frame or vinyl sash member free of charge with the same or equivalent product during the warranty period. This warranty is for material only and does not include labour costs. The warranty on vinyl frame and vinyl sash members shall remain in effect only if normal cleaning practices are followed periodically (see section of this Warranty entitled "Maintenance and Cleaning"). Furthermore, this warranty shall be null and void if harmful solvents are used to clean the vinyl frame or the vinyl sash members and if they are painted or coated in any way (see section "Limitations and Conditions" herein).

Extended Hardware Warranty - Lifetime

(Limited/Non-Prorated)*

Trimbo Window Mfg. Inc. warrants the hardware: sash balances, Truth casement and awning hardware including multipoint locks, tilt latches, sash locks, sliding shoes and pivot bars, shall remain in good working condition for the life of the window (see section "Limitations and Conditions" herein). Proper maintenance must be performed on a regular basis. If any of these components is found to be defective, they will be repaired or replaced at the sole discretion of Trimbo Window Mfg. Inc. Yearly lubrication is required (see section "Maintenance and Cleaning").

* Folding handles are warranted for a period of (2) years *

Extended Insulated Glass Warranty - 20 Years

(Limited/Non-Prorated)*

Trimbo Window Mfg. Inc. warrants that under normal conditions material obstruction of vision from film formation, moisture collection or dust collection between the interior glass surfaces of a sealed unit will not occur for a period of twenty (20) years from date of installation.

Conditions Not Covered By This Glass Warranty

1. If material is damaged during handling or installation.
2. If the unit is cracked or broken.
3. If the unit is subjected to stress resulting from localized heat causing excessive temperature differentials over the glass surface or from excessive vibration or moving of the building or its foundation.
4. If the unit is installed without proper provision for adequate expansion or contraction of the framing members.
5. Condensation on windows may occur as the natural result of humidity within the house or building, or condensation may occur as changes in the outside/inside temperature. This does not represent a manufacturing defect, thus condensation on the glass surface is excluded from this warranty.
6. If an internal grill system is used it must be made of aluminum for full warranty. Sealed units with vinyl grilles have no warranty.
7. The warranty shall be void if anyone other than an authorized agent or representative of Trimbo Window Mfg. Inc. attempts to repair or alter the window in any way without prior approval of the owner of Trimbo Window Mfg. Inc.
8. Flexible 3/8 and 5/8 vinyl internal trims are not covered by any warranty.

Maintenance and Cleaning

The surfaces of the Trimbo Window Mfg. Inc. windows will over time collect a layer of surface dust. Normal dusting with a damp cloth will remove this accumulation of surface dust. For a more thorough cleaning of the windows, the following procedures should be followed.

Vinyl - A mild solution of liquid cleaners such as dishwashing detergent may be used. Do not use harsh abrasives on vinyl. For stubborn stains, a cleaner Fantastic or Vim may be used.

Mechanical Maintenance - The following hardware must be lubricated at least once a year and a maximum of twice a year using lithium grease. The parts which require lubrication are as follows, casement gears, locks, multipoint locks and balance rods on the spiral balances. We recommend this is done when the windows are being cleaned. Parts such as, tilt-latches, pivot shoes, locks, a light spray with a silicone spray lubricant and a quick wipe with a clean cloth will usually lubricate and clean the part. If this does not help, contact the selling Trimbo Window Mfg. Inc. dealer.
THIS HARDWARE MUST BE LUBRICATED YEARLY FOR FULL WARRANTY.

Glass - Any commercial glass cleaner available in the supermarkets OR a mild solution of vinegar and water, and a soft cloth or paper towel.

Screens - A mild solution of dishwasher detergent and a soft cloth or a very soft paint brush and a vacuum cleaner.

Weather Stripping - Weather-stripping may become worn over the life of the window, and should, if necessary, be replaced. Loose or worn weather-stripping is one of the prime reasons for the heat loss and air infiltration in windows. Weather-stripping may be purchased at any window company selling replacement parts or a Trimbo Window Mfg. Inc. dealer.

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WARRANTY LIMITATIONS AND CONDITIONS

Product Use - This limited warranty applies only in respect of products used strictly for the purpose for which they were intended.

Labour to remove or reinstall any product covered under this limited warranty is not covered under any circumstances.

REPLACEMENT PARTS OR REPAIR

Trimbo Window Mfg. Inc. reserves the right to discontinue or change any windows as currently manufactured. If Trimbo Window Mfg. Inc. determines to make a replacement under the terms of this limited warranty and an exact replacement part is unavailable, Trimbo Window Mfg. Inc. reserves the right to substitute a part of equal quality at its sole option.

LIMITATIONS OF MATERIAL, INSULATING GLASS AND HARDWARE WARRANTIES

Trimbo Window Mfg. Inc.'s liability is limited solely and exclusively to repair or replacement of any components that are deemed to be defective. Replacement or repair of the defective parts is carried out at the sole option of Trimbo Window Mfg. Inc. Under no circumstances will Trimbo Window Mfg. Inc. 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 to property or any other expense.

EXCLUSIONS FROM THE LIMITED WARRANTY COVERAGE

The following are excluded from coverage under this limited warranty.

- A. Exposure to air pollutants and normal atmospheric conditions may cause all vinyl surfaces to gradually fade, chalk or suffer an accumulation of surface dirt and/or stains. These are normal occurrences and are not covered under the Trimbo Window Mfg. Inc. Limited Warranty.
WINDOWS SUPPLIED WITH A PAINTED FINISH CARRY A TEN (10) YEAR WARRANTY ON THE PAINTED FINISH. (As per Prolux Paints Inc. PVC Series 32000 warranty and conditions)
- B. Air or water leakage or any other damage or malfunction due to improper or faulty installation.
- C. Labour costs relating to investigation of an improper claim.
- D. Improper installation of Bay/Bow windows. All heads and seats must be treated as an outside wall and therefore require proper moisture barrier and insulation.
- E. Any defect, malfunction or failure to perform which has occurred because of unreasonable use, improper application or failure to perform reasonable or necessary maintenance.
- F. Any damage to the windows or components of the windows caused by settlement or structural defects of the building in which they are installed.
- G. Any damage caused by wind, hail, lightning, or others acts of God, intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.
- H. Damage or malfunction caused by improper handling or installing.
- I. Any window which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of Trimbo Window Mfg. Inc.
- J. Broken or cracked glass or torn screening from any cause.
- K. All windows that are over or under minimum or maximum sizes, stipulated by Trimbo Window Mfg. Inc. (Consult your dealer)
- L. Oversize windows and or overweight sashes will NOT be covered under this Limited Warranty. Any person/s requiring or specifying oversized windows and or overweight sashes do so at their own risk and bear any and all the aforementioned responsibilities / damages.
- M. Shape windows will not be covered under this Limited Warranty .
- N. Worn out weather-stripping is not protected under this Limited Warranty.
- O. **Condensation on windows, which may occur as the natural result of humidity in a house or building and the changes in outside/inside temperature, does not indicate a manufacturing defect and is not to be included in this limited warranty.**

OBTAINING PERFORMANCE OF THIS WARRANTY

Trimbo Window Mfg. Inc. requires the certificate of installation to be mailed to our factory during a period of no longer than 30 days from the date of installation. Trimbo Window Mfg. Inc. reserves the right to field inspect a defective part or unit. Upon discovery by the purchaser of any suspected defective component, the purchaser shall contact the dealer from whom the product was purchased. If after field inspection by the dealer, it is determined that the product has a defect, the the dealer will contact the factory by filling out a service form. Labour to remove or replace any defective parts, sealed units or to repaint extrusion is not covered under this warranty. Defective units or parts must be returned to Trimbo Window Mfg. Inc. at the expense of the purchaser. Replacement parts or units are F.O.B. our plant Woodbridge, Ontario. If an insulating unit is found to be defective, then the replacement unit will have a warranty equal to but not exceeding the remainder of the warranty on the unit being replaced.