



# Warranty Card

Terms & Conditions



## **OUR WARRANTY**

Whether your project involves building or renovating, selecting quality windows and doors is a very important decision. Choosing long-lasting, low maintenance Extreme products is a decision you will enjoy for a lifetime.

With our regions rugged climate and energy-conscious consumers, we specialize in producing only the highest quality windows and doors for our Atlantic Canada region and back it up with an industry leading warranty program.

You can be assured that every window and door you choose with our name on it has been put to the test and exceeds all industry standards. Don't take our word for it; we send our windows and doors to be tested and certified by independent testing labs and regulated by the National Fenestration Rating Council (NFRC).

Our promise is to use the best technology available to ensure precise, consistent and reliable products, with a commitment to deliver customer excellence across every area of our business.

## **WARRANTIES**

This coverage is for personal residential use and does not apply to commercial applications. For warranty to be in effect, original proof of purchase is required. This warranty is effective for Extreme Window and Entrance Systems products manufactured by us on or after January 15th, 2020. Any previous warranties will continue to apply to products manufactured by us prior to this date. All warranties are subject to the conditions, exclusions, disclaimers and limitations that are set out in this document.

## Window Warranty

Component	Infinity	Heritage	Premium	Advantage
Vinyl	Lifetime	Lifetime	Lifetime	30 Years
Hardware	Lifetime	Lifetime	Lifetime	30 Years
Glass	Lifetime	Lifetime	Lifetime	30 Years
Labour	Lifetime	Lifetime	Lifetime	1 Year
Factory Applied Paint <i>(Exterior Only)</i>	10 Years	10 Years	10 Years	-----
Factory Applied Mullions	10 Years	10 Years	10 Years	-----
Aluminum Cladding	10 Years	-----	-----	-----

## Entrance Systems Warranty

Component	Pre-finished White	Fiberglass
Glass	10 Years	10 Years
Slab	20 Years	20 Years
Wood Frame	1 Year	1 Year
Vinyl Clad Frame	10 Years	10 Years
Factory Applied Paint	10 Years	10 Years
Factory Applied Stain	-----	5 Years
Labour	1 Year	1 Year
Fiberglass Frame	10 Years	10 Years

## Patio Door Warranty

Component	Integra	Advantage
Vinyl	20 Years	20 Years
Hardware	10 Years	10 Years
Glass	Lifetime	30 Years
Labour	1 Year	1 Year
Glass Breakage	1 Year	-----
Factory Applied Paint	10 Years	10 Years
Screens	1 Year	1 Year
Factory Applied Mullions	10 Years	10 Years
Mini Blinds	10 Years	10 years

### WARRANTY CLAIMS

All warranty claims need to be reported to the dealer where the product was purchased.

The dealer will investigate the claim and determine if there is a warranty issue. If the dealer has concluded that warranty is required, they will submit a claim to Extreme who will schedule a service call to resolve the warranty issue.

## LIMITATIONS

Extreme will not be liable for instances such as misuse, neglect, improper handling or storage, and settlement of structural building defects that lead to product failure or damage.

Extreme will not be responsible for coatings including paint not applied in our factory. If a part becomes defective that has coatings applied outside of our factory, Extreme will not be responsible for re-coating/paint costs of the replacement part.

Repairs to product located more than 100km from an authorized dealer or distributor will need prior agreements on travel costs and/or location not accessible by road.

Extreme Window and Entrance Systems products are NOT warranted against glass breakage, regardless of the reason.

Condensation on the interior or exterior is not covered under this warranty.

Any after-market product installed that could compromise the integrity of the window or door its been applied to may void the warranty of that component, including window glass film, storm doors, shutters and blinds.

Under no circumstances shall Extreme Window and Entrance Systems be responsible or liable for consequential or incidental damages of any kind, including injury to person(s), damage to structure or any of its content, resulting from Extreme window or doors.

Any product that has been modified, repaired or tampered with by any person other than an authorized Extreme representative will void the warranty.

Screens, door sweeps, weather-strip, door threshold and rusty screws/hinges are not covered under this warranty.

This warranty will be null and void in the event of impact of foreign objects, fire, earthquake, flood hurricanes, or any other act of god.

Extreme will not be held liable for any discoloration or other damage caused by exposure to harmful chemicals. Vinyl surface chalking or fading may result from sunlight or air pollutant exposure and is not covered under this warranty.

Infinity, Heritage, Premium and Advantage series warranty is applicable to the original homeowner. If the residence is transferred, the parts warranty reverts to 10 years from date of manufacture and there is no labour coverage. Entrance systems and patio doors are not transferrable to subsequent homeowners.

Assisted living sills and/or double operating inswing/outswing doors are not warranted against water or air leakage.

Extreme Window and Entrance System will not be liable if product is not installed properly. This includes product being installed square, plumb, properly sealed, shimmed and properly flashed, drainage clear of debris and rough openings properly insulated. If it is determined that installation is the issue, labour charges will apply. Please refer to CAN/CSA A440.4 – Window, Door and Skylight installation.

If any component is found defective, Extreme Window and Entrance Systems reserves the right to repair or replace defective parts with similar or alike ones and to change any specification or design.

Extreme will not be responsible for acquiring, erecting or dismantling scaffolding or any other equipment to facilitate a service.

Extreme reserves the right to discontinue production of any model of window or door presently being manufactured or make changes to such models.

**WARNING:** Insect screens are not intended to provide security or retention of objects or persons within a dwelling. The intent of the screen is to provide reasonable insect control only. Please use caution with small children near open windows.





# HOW TO CARE FOR PVC WINDOWS AND DOORS

All windows and doors need to be maintained, moving parts need to be inspected periodically for wear, kept clean and lubricated.

## GLASS

When cleaning either side of the glass, you can use any standard glass cleaner or mild detergent. Take care when scrubbing around the frame and glazing to avoid damage. For best results, use paper towel or a soft cloth that is clean and free of lint or other potentially abrasive materials. Cleaning glass in direct sunlight can cause the cleaner to dry too quickly and leave an unsightly residue, so you will achieve better results working in cloudy or shady conditions.

## PVC

Vinyl windows benefit from occasional cleaning with a mild cleansing agent such as warm soapy water. Avoid using abrasive materials or a high-pressure washer, which could cause damage to the vinyl surface. We also recommend avoiding harsh cleansing agents such as chlorine bleach, nail polish remover or furniture cleaner.

## HARDWARE

A mild dish soap and water should be used to clean all hardware, slides and hinges. Once the hardware is clean and dry, a lubricant needs to be applied. Use a silicone-based lubricant on all moving parts using caution not to over spray and cause unnecessary staining.

## SCREENS

To clean your window screens, you can simply spray them down with a hose at low or medium water pressure. A mild soap and sponge or soft brush should allow you to remove any dirt or debris that has built up. When your screens are clean, be sure to rinse away the cleaning agent and wipe them down with a soft cloth or paper towel before reinstalling in the window.

## MAINTENANCE

All exterior joints should be inspected twice a year paying special attention to any caulking detail to ensure it has not shrunk, cracked or missing. In the event the caulking detail needs to be replaced, the old sealant will need to be removed and the surface cleaned and new outdoor sealant applied.

Factory stained fiberglass doors will need a clear coat re-applied every 1 to 3 years, depending on the exposure to the elements. A good indication is when the slab appears rough or finish is dull.



# Understanding Window Condensation and Humidity

## Humidity and Condensation

Moisture is present in all homes, but when it becomes excessive, homeowners need to take an active role in protecting their investment.

Humidity is a measure of the amount of water vapor in the air.

Condensation is water that forms when warm, moist air hits a cooler surface. In homes, it might occur on surfaces such as windows, bathroom walls and cold-water pipes.

When interior humidity levels are too high relative to cooler outdoor temperatures, condensation can form on the coldest surface in a room – often the glass in a window or door. While windows and doors do not cause condensation, they may be one of the first places it shows up.

## What Causes Condensation?

Excess humidity is typically the cause of condensation. There are many sources for moisture in a home: Showers, dishwashers, clothes washers and dryers, house plants, humans and pets, among others. In newly built homes, additional moisture may escape from building materials such as lumber, plaster and masonry for up to three heating seasons, even with proper airflow and temperature management.

## Older vs. Newer Homes

Condensation may be less of an issue in older homes if conditions allow for more air exchange between indoors and out, often from around aging, loose or poorly installed windows and doors. The tradeoff is higher energy bills.

Newer homes, on the other hand, are more airtight and energy efficient. Many have vapor barriers – plastic within the wall cavity blocks moisture passage in either direction. With tighter-fitting doors and windows, vapor barriers and increased insulation, energy costs are lower, but humidity levels must be monitored more closely.

No matter when your home was built, the key is to strike the right balance when it comes to humidity levels. Air that's too dry can cause furniture to dry out and crack, joints and studs to shrink and twist, and paint and plaster to crack. Excessive moisture in the home can cause paint to peel and insulation to deteriorate, and condensation on windows and doors can damage sills and trim.



## Measuring and Controlling Humidity

To determine how much humidity is present in your home, you can purchase a humidity gauge from a hardware store or home center. Invest in a quality unit for greater potential accuracy in assessing humidity levels or consult an expert. Another way to monitor the interior humidity level is to watch your windows. When interior condensation begins to form, reduce the humidity by opening windows, running exhaust fans or dehumidifiers, or minimizing sources of moisture.

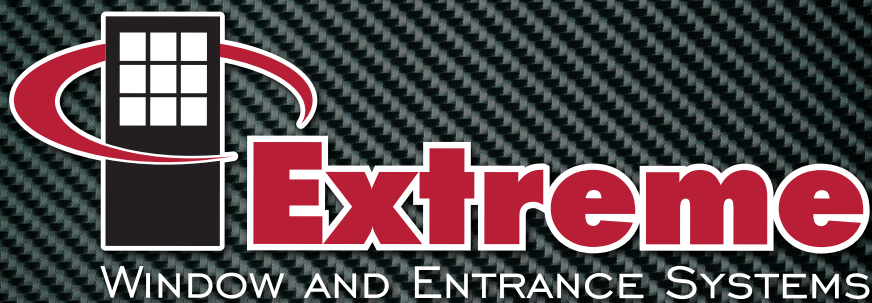
## Exterior Condensation

Exterior condensation on windows occurs primarily in the morning when days are warm and humid, but nights are cool. Typically, it clears as the day warms. Exterior condensation can occur at any time, especially in warm, humid climates where interior temperatures are cooler than outdoor conditions. Exterior condensation means that windows are doing their job properly. However, if you spot excessive condensation on the inside of your windows, check your inside humidity – it may be a signal of potential problems if not addressed.

## Tips for Winter Moisture Management

- Closely monitor the furnace humidifier and any other humidifying devices.
- Be sure louvers and vents for the attic, basement and/or crawl space are open, adequately sized and cross-ventilated.
- Run exhaust fans for kitchen, bathroom and laundry rooms for longer periods.
- Make sure exhaust fans vent directly outside, not into attics or crawl spaces.
- Be sure chimneys are free and clear so moisture in combustion gases can escape.
- Follow the manufacturer's instructions for venting gas appliances. In most cases, that will mean directing vents to the outside of the home.
- Make sure your furnace is in proper working order and is serviced regularly.
- Store firewood outside or in the garage – as wood dries, it gives off moisture.
- Open a door or window for several minutes each day to refresh the inside air.
- Open window coverings; such as blinds, shades, drapes and curtains during daylight hours to increase airflow over the glass.





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