

GLENGROVE WARRANTY CERTIFICATE NUMBER:

**SAMPLE - VOID**

# LIFETIME TRANSFERABLE WARRANTY

## LIFETIME WARRANTY ON WHITE and SOLID CREAM WINDOWS

GlenGrove windows are warranted against such defects in material and workmanship that might result in rotting, cracking, warping, pitting, corroding, peeling, blistering or non-uniform fading discolouration of the window frame and sash members for the lifetime of the window.

## PAINTED WINDOWS CARRY A 12-YEAR WARRANTY

Corner welds on painted windows may fade over time at a different rate than the painted window. Touch-up paint is available from your dealer or directly from Oran Industries Ltd.

## LIFETIME (LIMITED) WARRANTY ON INSULATING GLASS

GlenGrove insulating glass units are covered by a Lifetime (Limited) Warranty against failure of the sealed unit. "Failure" is defined as a loss of the seal between the glass and the edge sealant resulting in the formation of moisture between the inner and outer panes of glass or the collection of dust or dirt between the inner and outer panes of glass. Under no circumstances is broken or cracked glass covered under this warranty.

## REPLACEMENT SEALED UNITS SUPPLIED UNDER THIS WARRANTY RETAIN THE REMAINDER OF THE ORIGINAL GLENGROVE WARRANTY.

## LIFETIME WARRANTY ON GLENGROVE WINDOW HARDWARE

All window hardware is covered by a LIFETIME WARRANTY against defects in material and manufacturing. Hardware components that have been altered or damaged by abuse are not covered under this warranty.

## LABOUR TO REMOVE OR REINSTALL ANY PRODUCT COVERED UNDER THIS WARRANTY IS NOT COVERED UNDER ANY CIRCUMSTANCES.

The Lifetime Warranty stipulated in this document is the only warranty applicable to GlenGrove windows manufactured by Oran Industries Ltd. and is granted in lieu of any warranties otherwise implied by law or equity and no such warranties shall apply to this Lifetime Limited Warranty.

### 1. PRODUCT USE

This Lifetime Warranty applies only in respect of products used strictly for the purpose for which they were intended.

### 2. WARRANTY LIMITATIONS

GlenGrove's liability is limited solely and exclusively to repair or replace, at the option of the manufacturer, and under no circumstances will the manufacturer 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 other expenses.

### 3. REPLACEMENT PARTS OR REPAIRS

GlenGrove reserves the right to discontinue or change any

currently manufactured window style or line without notice. If GlenGrove decides to make a replacement or repairation under the terms of this warranty and an exact part is not available, GlenGrove reserves the right to substitute a part of equal quality at its sole option.

### 4. COMMERCIAL APPLICATIONS

This warranty is limited to 10 YEARS if GlenGrove windows are installed in buildings used as multi-family dwellings, commercial applications, rental properties, schools, churches, apartment complexes, government-owned buildings or office buildings.

## EXCLUSIONS FROM THE GLENGROVE LIFETIME WARRANTY

The following are excluded from coverage under this LIFETIME WARRANTY:

A. Labour costs of any kind and for any reason, including, but not limited to, the removal and replacement of any part that requires service.

B. Exposure to air pollutants and normal atmospheric conditions may cause all vinyl surfaces to gradually fade, chalk or suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under the GlenGrove Lifetime Warranty.

C. This warranty will not apply if films or coatings are applied to any glass surface, external sources of heat or cooling or other objects such as, but not limited to, security grills or signs applied to the exterior or interior of the windows that may cause temperature differentials beyond that which would be normally expected.

D. Any defect, malfunction or failure to perform, which has occurred because of unreasonable use or handling, improper application or failure to perform reasonable and necessary maintenance.

E. Any damage to the windows caused by settlement or structural defects of the building in which they were installed.

F. Stresses from localized heat that lead to excessive temperature differentials over the glass or vinyl.

G. Any damage caused by wind, hail, lightning, or other acts of God, accidental or intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.

### H. BROKEN OR CRACKED GLASS OR TORN SCREENING FROM ANY CAUSE.

I. Damage caused by improper handling or installation.

J. Any window that has been repaired, modified, or attempted to be repaired or modified by any person other than a duly authorized representative of GlenGrove Premium Window Systems or the manufacturer.

K. Warping or cracking from placing reflective films on the glass or vinyl surfaces.

L. Corrosion of metal parts in applications close to salt water.

M. Condensation on exterior or interior (not between the sealed insulating glass unit) glass surfaces, 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 warranty.

N. Night Locks or Limit Locks.

O. Natural variations in wood surfaces or wood grains in ANY wood product supplied with GlenGrove windows such as, but not limited to, Bay and Bow window head and seats and wood jamb extensions.

**THIS LIFETIME WARRANTY WILL TAKE EFFECT ON THE DATE OF INSTALLATION. THE WARRANTY MUST BE REGISTERED WITHIN THIRTY (30) DAYS FROM THE DATE OF INSTALLATION.**

The warranty is transferable to a second owner only. To activate the warranty for the second owner, the certificate of warranty transfer must be completed in full and mailed to Oran Industries Ltd. within thirty (30) days from the sale date along with an administration fee of \$50.00 payable to Oran Industries Ltd. (the authorized GlenGrove Premium Window Systems manufacturer).

## PROCEDURES AND CONDITIONS OF REMEDY UNDER THIS LIFETIME WARRANTY

In the event that service is required under this Lifetime Warranty, the Owner must notify the selling dealer in writing within ten (10) days after the defect has first appeared and include the following information.

- A. Name and address of Owner
- B. Date of installation
- C. Description of defect
- D. Warranty certificate number

If the coverage is pro-rated, the homeowner will be informed in writing as to the homeowner's share of the cost. Parts will not be provided until the homeowner's share has been received.

The Lifetime (Limited) Warranty is pro-rated as follows:

FOR THE FIRST 20 YEARS  
 GlenGrove – 100% Owner – 0%  
 FOR YEARS 21 THRU 30  
 GlenGrove – 25% Owner – 75%  
 FOR YEARS 30 AND OVER  
 GlenGrove – 10% Owner – 90%

**Tel: 905-851-7877  
www.pvcwindows.com**

GLENGROVE WARRANTY CERTIFICATE NUMBER:

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THIS WARRANTY CERTIFICATE IS TO BE COMPLETED BY THE SECOND OWNER AND MAILED TO ORAN INDUSTRIES LTD. WITHIN THIRTY (30) DAYS OF TRANSFER, ALONG WITH A CHEQUE FOR \$50.00 TO COVER ADMINISTRATION FEES.

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## APPLICATION FOR TRANSFER

TO BE COMPLETED BY THE SECOND OWNER

DEALER'S NAME

DATE

GLENGROVE WORK ORDER NUMBER

GLENGROVE INVOICE NUMBER

SECOND OWNER

HOME PHONE NUMBER

PROPERTY ADDRESS

CITY

PROVINCE

POSTAL CODE

SECOND OWNER'S SIGNATURE

DATE OF TRANSFER

ORIGINAL OWNER'S NAME

GLENGROVE WARRANTY CERTIFICATE NUMBER:

**SAMPLE - VOID**



THIS WARRANTY CERTIFICATE IS TO BE COMPLETED BY THE ORIGINAL OWNER AND MAILED TO ORAN INDUSTRIES LTD. WITHIN THIRTY (30) DAYS OF INSTALLATION.

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## CERTIFICATION OF INSTALLATION

TO BE COMPLETED BY THE SELLING DEALER AND THE ORIGINAL HOMEOWNER

DEALER'S NAME

DATE

GLENGROVE WORK ORDER NUMBER

GLENGROVE INVOICE NUMBER

ORIGINAL OWNER

HOME PHONE NUMBER

PROPERTY ADDRESS

CITY

PROVINCE

POSTAL CODE

ORIGINAL OWNER'S SIGNATURE

DATE OF INSTALLATION

When you receive this warranty, please make sure the selling dealer fills in the GlenGrove work order number and, if possible, the GlenGrove invoice number.