



## OUR WARRANTY TO YOU

This warranty is effective for NAP Products manufactured on or after June 1, 2009. Any previous warranties will continue to apply to products manufactured by us prior to this date. For additional information refer to our website [www.napwindows.com](http://www.napwindows.com).

### OUR WARRANTY COVERS

Except as set forth in the Special Component Coverages section, we warrant that if your NAP Product exhibits a defect in material or workmanship from the initial date of delivery of the Product by us to the retailer, dealer or builder as specified herein, we will, at our sole option, repair, replace or refund the purchase price of the Product or component part.

#### OWNER-OCCUPIED SINGLE-FAMILY RESIDENCE WARRANTY.

Note: Where the resident holds the title.

**Limited Lifetime Warranty on Clear and Low-E Sealed Glazing Units/Ten Year Limited Warranty on Entry and Garden Door Decorative Door Lites.** Our insulating units will be free from loss of the Hermetic seal for as long as you own and occupy your residence. Our Entry and Garden Door Lites will be free from loss of the Hermetic seal for ten (10) years. For glass units associated with our special door systems, see door system glazing coverage noted below under Special Component Coverages.

**Limited Lifetime Extruded Vinyl Window Warranty.** Our extruded vinyl windows will be free of holes, peeling, blistering, flaking, splitting and corroding for as long as you own and occupy your residence.

**Twenty Year Limited Vinyl Patio Door Warranty.** Our vinyl patio doors will be free of holes, peeling, blistering, flaking, splitting and corroding for twenty (20) years.

**Ten Year Entry and Garden Doors and Painted Vinyl Product Limited Warranty.** Our steel and fiberglass entry and garden door panels will not warp, rust, crack or buckle for ten (10) years. Painted vinyl products will be free of holes, peeling, blistering, flaking, splitting, corroding and uneven discoloration for ten (10) years. The Painted Vinyl Product Limited Warranty does not extend to discoloration, polish, warping, surface damage or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage. In addition, this coverage shall not apply to vinyl products manufactured by NAP that have been painted by anyone other than NAP or its authorized agents.

**Labour.** Specialized and experienced labour necessary to repair or replace any component is provided for two (2) years from the initial date of delivery by NAP to the retailer, dealer or builder and is subject to the distance and accessibility limitation below.

**Transferability.** The above Warranties are transferable as follows: In the event you sell your residence or it becomes occupied by someone other than the original owner, the warranty is ten (10) years from the initial date of delivery by NAP to the retailer, dealer or builder (see below for Special Component Coverages). In order to validate the warranty for the new owner, the Certificate of Transfer must be completed and mailed to NAP, along with a \$100 administration fee, within 30 days of the transfer of ownership. Failure to so notify NAP or to make payment of the administration fee will relieve NAP of any further obligation under this warranty.

#### COMMERCIAL WARRANTY (other than Owner-Occupied Single-Family Residences).

**Ten Year Vinyl Product Limited Warranty.** Our extruded vinyl Products will be free of holes, peeling, blistering, flaking, splitting and corroding for ten (10) years.

**Ten Year Limited Warranty on Clear and Low-E Sealed Glazing Units/Five Year Limited Warranty on Entry and Garden Door Decorative Door Lites.** Our insulating units will be free from loss of the hermetic seal for ten (10) years from the initial date of delivery by NAP to the retailer, dealer or builder. Our Entry and Garden Door Lites will be free from loss of the Hermetic seal for five (5) years from the initial date of delivery by NAP to the retailer, dealer or builder. For glass units associated with our special door systems, see door system glazing coverage noted below under Special Component Coverages.

**Five Year Entry and Garden Doors and Painted Vinyl Product Limited Warranty.** Our steel and fiberglass entry and garden door panels will not warp, rust, crack or buckle for five (5) years. Painted vinyl Products will be free of holes, peeling, blistering, flaking, splitting, corroding and uneven discoloration for five (5) years. The Painted Vinyl Product Limited Warranty does not extend to discoloration, polish, warping, surface damage or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage. In addition, this coverage shall not apply to vinyl Products manufactured by NAP that have been painted by anyone other than NAP or its authorized agents.

**Labour.** Specialized and experienced labour necessary to repair or replace any component is provided for two (2) years from the initial date of delivery by NAP to the retailer, dealer or builder and is subject to the distance and accessibility limitation below.

#### SPECIAL COMPONENT COVERAGES (applies to both Owner-Occupied Single-Family Residences and Commercial).

**Hardware - Limited Lifetime Coverage.** Any hardware provided by NAP will function as designed for the life of the product. NAP will supply replacement hardware, assuming availability from the original hardware manufacturer. Where the hardware is no longer available, NAP will make commercially reasonable efforts to obtain a substitute. Our liability is limited to the replacement value of the defective hardware.

**Laminated Glass/Special Glazings.** High-impact laminated glass or special glazings will be free from loss of the Hermetic seal or other material and workmanship defects for five (5) years.

**Spontaneous Glass Breakage.** We warrant sealed glass units installed in windows and patio doors (excluding laminated glass and special glazings) for spontaneous breakage for one (1) year. This warranty includes free labour to replace the glass for one (1) year. Spontaneous breakage occurs when the glass develops a crack without a sign of impact.

**Accidental Glass Breakage - Lifetime.** We warrant sealed glass units installed in windows (excluding laminated glass and special glazings) for accidental damage or breakage for the life of the Product. This warranty is for material only and does not include labour or installation costs. In addition, this Accidental Glass Breakage clause does not apply to patio doors.

**Screen - Lifetime.** We warrant the aluminium screen frame against peeling, flaking, blistering and corrosion for the life of the product. This warranty is for material only and does not include labour or installation costs. In addition, this lifetime Screen warranty does not apply to the screen mesh.

**Labour.** Specialized and experienced labour necessary to repair or replace any component is provided for two (2) years from the initial date of delivery by NAP to the retailer, dealer or builder and is subject to the distance and accessibility limitation below.

#### PROCEDURES AND CONDITIONS OF WARRANTY REMEDY.

If you have a problem with your NAP Product contact the party from whom you purchased your Product. We can respond quickly and efficiently if you provide the following a) proof of purchase, b) Product identification (from the original order/invoice or the window identification stamp found on the bottom left hand corner of glass), c) how to contact you, d) address of where the Product can be inspected and e) description and photographs of the apparent problem and the Product. A convenient service request form, detailing the above information, can be obtained from the party from whom you purchased your Product or from our website [www.napwindows.com](http://www.napwindows.com).

#### WHAT WE WILL DO.

Upon receiving your service request form, we will call you to acknowledge receipt of your form, usually within three business days. We will investigate your claim and will begin to take appropriate action within 30 days after notification. If it is determined that the Product does not have a defect covered by the labour warranty, we may charge an inspection fee for any onsite inspection that is required or requested by you.



## WARRANTY CONDITIONS

### OUR WARRANTY DOES NOT COVER

- Any normal wear and tear. Any exposure to sunlight, air pollutants, salt spray and other atmosphere conditions which may cause all vinyl and hardware surfaces of the Product to gradually fade, chalk, suffer an accumulation of surface dirt or stains, corrode or tarnish, respectively. In addition, our Warranty does not cover non-uniform vinyl discoloration from unequal exposure to the sunlight and the elements. These are normal occurrences and are not covered under these warranties.
- Any damage to the Product caused by wind, hail, fire, flood, earthquake, lightning, other acts of God, war, intentional acts, accidents, negligence, exposure to harmful chemicals or acts of third parties beyond the control of NAP.
- Any defect, malfunction or failure to perform which has occurred to the Product because of unreasonable use, improper application, failure to perform reasonable or necessary maintenance or alteration and/or modification to the window (i.e., customer applied tints or films, paint finishes, security systems).
- Any screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- Any condensation or damage as a result of condensation. Condensation occurs as the natural result of humidity within the house or building area and changes in the outside/inside temperature.
- Any slight imperfections or colour variations or wavy distortions in the glass that don't impair structural integrity.
- Any air or water leakage or any other damage or malfunction due to the improper or faulty installation of the Product into a condition that exceeds the Product design standards, certified Product performance specifications and/or is not in compliance with building codes.
- Any 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.
- Any Product failure due to improper sizing for its application (i.e., door slab).
- Any damage to a Product caused by extreme artificial temperature buildup or exposure.
- Any warping not exceeding 1/4" in the plane of the door slab, bow or misalignment in the door frame in which the door panel slab is hung.
- Any Product which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of NAP.
- Any damage to a Product caused by settlement or structural defects of the building in which the products are installed.
- Any failure of a Product or its performance characteristics where a Product has been installed in a structure, removed from the original structure and reinstalled in the same or different structure.
- Any decline in a Product's performance decline due to aging or inert gas dissipations. The migration of an inert gas, such as argon, is a natural process that occurs over time.
- Labour and materials for refinishing activities or the removal and disposal of defective product(s).
- Any labour costs relating to the investigation of an improper claim.
- Any repairs on Products located in the United States, more than 50 kilometers from an authorized dealer without the prior agreement on travel costs and/or not accessible by paved road. We will not be responsible for acquiring, erecting, or dismantling scaffolding or providing special tools and machinery.
- Incidental or consequential damage. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

### LIMITATIONS

Because manufacturing materials and techniques can change, replacement components may not be an aesthetic match to the original. NAP reserves the right to substitute the original components with replacement components of equal or better quality, at its sole discretion.

Failure to properly care and maintain the Products may void this Limited Warranty. For care and maintenance procedures visit our website [www.napwindows.com](http://www.napwindows.com).

No dealer, retailer, distributor, builder or representative of NAP Windows and Doors, Ltd. has the authority to change, modify or expand this Limited Warranty. The original purchaser of this Product acknowledges that they have read this Limited Warranty, understand it and are bound by its terms and agrees to provide this Limited Warranty to the original owner of the structure into which the Product is installed.

This Limited Warranty document sets forth our maximum liability for our Products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the Product, except as expressly contained herein. In the event provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from province to province.