

Allied Warranty

We take pride in our reputation for excellence and innovation. When you choose Allied patio door or window products, you enjoy the result of years of know-how, expertise, and design. Not only do you get a great-looking product, but one that has been manufactured in compliance with extremely high quality standards and that is backed by outstanding after-sales service and one of the best warranties in the industry.

Allied Patio Door and Window Components

Glazing (Sealed Units)

The manufacturer of Allied sealed units guarantees its insulated glass units with stainless steel spacer bar for **20 years** from the date of purchase. The warranty is **10 years** for units ordered with optional aluminum spacer bar or other bar and **5 years** for laminated glass units.

This warranty is valid for insulated glass units used in the manufacture of complete products only (patio doors and windows) and do not apply to insulated glass units sold separately (not installed in complete products). These warranties are limited to unit seal failure under normal conditions which results in obvious obstruction of vision due to film formation or dust collection between the inner glass surfaces of the insulated glass units.

In respect to the terms of these warranties, the manufacturer shall replace free of charge, subject to the following labour cost conditions, any defective insulated glass unit.

For a period of **2 years** following the date of purchase, the manufacturer shall assume the labour cost for the installation of the replacement insulated glass unit covered by the sealed unit warranty. Afterwards, the labour cost becomes the owner's responsibility.

White and Almond PVC extrusions

PVC (polyvinyl chloride) extrusions used in the manufacture of all Allied products are warranted for **20 years** from date of purchase against manufacturing defects, peeling, buckling, swelling, cracking, corrosion, and uneven discoloration.

Hardware

Hardware material used in the manufacturing of Allied products is warranted for **2 years** against manufacturing defects.

Other Components

All other Allied door and window components not named above (screens⁽¹⁾, weatherstripping, seal joints, patio door hardware, hinges, etc.) are also warranted against defects in workmanship for **2 years** from date of purchase.

Labour warranty

The manufacturer will assume the labour cost on PVC extrusions, hardware and all other components for **2 years** following the date of purchase.

Following items are not covered by the Allied warranty:

- Any alterations or attempted repairs; any components painted, varnished, or coated with a solvent or any other product that may alter the PVC, glazing, weatherstripping, or hardware; all work not performed by the manufacturer or an authorized contractor.
- Any defect resulting from inadequate sliding patio door adjustment and any damage resulting from abusive treatment, negligence, accident, fire, or natural disaster; inappropriate maintenance or handling; improper installation (out of square, warped or inwardly/outwardly curved frame; windows and doors not installed on a vertical plane, etc.). Also excluded are damages caused during installation or following improper installation (e.g., scratches, punctures, scuffing, etc.) or resulting from exposure to harmful vapours, chemical products, excessive temperatures, oxidation, extreme climatic conditions, poor ventilation, excess humidity, and any other circumstances beyond the manufacturer of Allied products' control:
- Water leakage not caused by a product defect
- Uneven fading of color caused by unequal exposure of surfaces to sunlight, a heating element, gradual discoloration, chalking, or the accumulation of surface stains and dirt
- Condensation caused by excessive humidity in the home. Please see http://www.cmhc-schl.gc.ca/en/co/maho/yohoyohe/momo/moairpre/moairpre_001.cfm

⁽¹⁾ Screens are not designed for security or to keep objects or individuals inside residential buildings.
(Warning: Please keep children away from open windows with or without screens.)



Installation and Maintenance

Our products must be installed according to proper window and door installation practices and to local building codes, and are for use in residential applications only,

Moving hardware parts must be lubricated at least once a year.

For all our products, it is the owner's responsibility to check and maintain seal joints in order to prevent rotting caused by moisture infiltration.

For these warranties to apply, the owner must periodically see to the upkeep of the products, check seal joints (and apply new ones where necessary), lubricate hardware (moving parts), and clean weatherstripping.

General Restrictions

In no case shall the liability of the manufacturer of Allied products exceed the original value of the product deemed defective by the manufacturer. Under no circumstances shall the manufacturer be held responsible or liable for any direct or indirect damages, including, but not limited to, loss of profits or income due to any defect(s) in products covered by this warranty, to the use of such products by the owner or any other party, or to any delay in warranty fulfillment due to circumstances beyond the control of the manufacturer.

The manufacturer is not liable for any related costs (shipping, painting, scaffolding, product finishing, repairs, removal, reassembling, installation, reinstallation, etc.).

General Terms and Conditions

The manufacturer of Allied products will, at its own discretion, repair, replace, or exchange with a similar product, free of charge excluding any additional labour, any original part deemed defective within 2 years of the original date of purchase or will give credit for the value of the defective product or part. Only parts used by the manufacturer to fabricate its products will be replaced. Repaired, replaced, or exchanged parts will be guaranteed for the residual period as per the terms and conditions of the initial warranty.

The manufacturer will honour its warranty provided the products covered have been correctly installed and maintained and have been used under normal, non-abusive conditions.

This warranty is the sole valid and applicable warranty. Any mentions of warranty in our brochures or our publicities are for information purposes only. No other verbal or written warranty will be considered valid.

Allied reserves the right to alter products without notice and to replace defective components with new parts that differ from the originals. In such cases, Allied makes no commitment whatsoever to modify merchandise already delivered or to manufacture new parts to fulfill the claim.

Claim Procedure

This warranty is transferable and requires the original invoice or work order number. Orders placed after September 2006 will have the work order number etched beneath the logo in the lower right of the sealed unit. Any claims must be made promptly by the consumer or distributor during the warranty period. The warranty period begins on the invoice date. Proof of purchase and work order number must be provided on all claims, failing which the warranty is null and void. A clear, written description of the defect(s) must be provided to the distributor from whom the product was purchased, or to:

**Service Department, Allied Windows, 5690 – 268 Street, Langley, BC V4W 3X4.
Phone: 1-800-636-9990 Fax: 604-856-8613**

This warranty is subject to appropriate Canadian and provincial laws.

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