



Lifetime Warranty

WARRANTY

ABOUT US

Welcome to Canada Select Windows & Doors. We commit ourselves to customer satisfaction, with high quality, innovative windows and doors, manufactured and installed by an expert work force. We offer our customers one of the finest replacement vinyl windows on the market. Vinyl windows have become the most popular window in north america for the simple reason that they are built to last as they never chip, peel, or rust. They are also corrosion resistant, with enhanced strength, and excellent energy performance. All our windows include energy advantage low glass, a system of argon gas filled chambers and coated glass that provide thermal efficiency giving immediate savings on your monthly energy bill. Canada Select Windows & Doors can save you up to 30% off your annual energy costs with our windows and doors installed by our professional and highly trained technicians.

OUR COMMITMENT

Canada Select Windows & Doors aims to provide our customers with the best customer service. We stand behind our products and services, offering the most comprehensive warranty in the industry.

UNLIMITED LIFE TIME WARRANTY

When we say lifetime, we mean it! Unlike our competitors who's lifetime is limited some times to as few as 10 years, with fine print and stipulations that can void your warranty at their discretion.

TRANSFERRABLE

When you sell your home you're often at the buyer's scrutiny to devalue the home based on factors such as home improvements. Retain the highest sale value by guaranteeing the new homeowners are covered for the windows and doors. Your warranty is transferrable to purchasers of the home within 60 days of title transfer.

5 YEAR WORKMANSHIP WARRANTY

Did you know that most window dealers warranty only refers to the window or door product itself? Many window deficiencies are due to poor installation but the onus is left to the customer to prove where the problem was created, which can be time consuming, complicated and often impossible. The truth is most deficiencies will be identifiable on both the product and the installation within the first 3 years. The workmanship warranty takes the guess work out of the equation, giving you true peace of mind.

LIFETIME INCIDENTAL & SPONTANEOUS GLASS BREAKAGE

It is a well know fact that spontaneous glass breakage can occur for many reasons. Research shows that 99% of all spontaneous glass breakage occurs in the first 5 years of installation. However incidental breakage can occur at any time. That's why we offer this invaluable service as part of our comprehensive warranty. If any glass should break on any windows we installed that are under warranty (excluding acts of god, terrorism, and intentional or what is deemed by us to be malicious acts) will be replaced with the same glass unit or equivalent to as originally purchased.

WARRANTY

This document sets out the various warranties which Canada Select Windows & Doors give to our customers. All warranties are subject to the conditions, exclusions, disclaimers, and limitations that are set out in this document. Canada Select Windows & Doors warrants against defects in materials and workmanship, as specified under this warranty. All components are warranted during the stated time period, under normal use and service, subject to the terms and conditions contained in this warranty.

REMEDIES

Products that are provided by Canada Select Windows & Doors are covered by warranty provided for in this document. Remedies for customers are limited and reserved by Canada Select Windows & Doors to the following:

1. Repair of the defective product or component for life. Canada Select Windows & Doors will provide transportation and labor for the repair of the product or component for life at our discretion.
2. Replacement of the defective product or component for life. Canada Select Windows & Doors will provide transportation and labor for the repair of the product or component for life at our discretion.
3. Refund the purchase price of the product or component.

OBTAINING SERVICE

Although we pride ourselves on our products and installation, mistakes can happen. That's why we take even more pride in our warranty and service. If you have any issues or concerns with one of our products supplied and installed by Canada Select Windows & Doors, and you are unable to locate the solution in this guide, please don't hesitate to contact our service department at 1-888-570-3740. Please have a copy of your contract ready so we can properly assist you.

LIABILITY EXCLUSIONS, DISCLAIMERS, & LIMITATIONS

All of Canada Select Windows & Doors warranties will be valid only if the products are properly handled, installed, finished and maintained by authorized Canada Select Windows & Doors representatives.

We will not be liable for damages or defects due to the following:

1. Misuse, abuse, or negligence in handling, installation, or operation.
2. Any damage due to acts of god, acts of nature, storms, acts of war, or acts of terrorism.
3. Condensation on windows, which may occur as the natural result of humidity within the house or building area, or changes in, outside or inside temperature, or any related water damage caused by the natural result of humidity within the structure, does not indicate a manufacturing defect and would not be included in our warranty.
4. Any damage or defect due to construction or structural defects.
5. Installation in conditions that do not conform with Canada Select Windows & Doors' specifications such as, but not limited to, dangerous weather or a restricted job site.
6. Window coverings, blinds, curtains, or shutters installed in a manner that traps heat against the window surface.
7. Intentional neglect, accidents, or exposure to chemicals or pollutants.
8. Any window that has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of Canada Select Windows & Doors.
9. Any defect, malfunction, or failure to perform which has occurred because of unreasonable use or necessary maintenance.
10. Canada Select Windows & Doors will not provide warranty for products that have not been paid for in full.

MAINTENANCE

CONDENSATION

The source of condensation is humidity or invisible water vapour, which is present in all but the driest air. When this water vapour comes in contact with a surface that is below what is called the "dew point temperature", the vapour becomes liquid and is called condensation. This process of changing water vapour to liquid occurs on bathroom mirrors and walls after someone takes a hot shower. It can also occur on windows during the cold season if the inside air contains enough water vapour. This condensation can occur at any normal temperature, providing the moisture concentration or relative humidity is high enough. Condensation on windows can be a problem, however the solution does not come from the windows.

VAPOUR PRESSURE

The water vapour in humid air tries to combine with the drier air. The process is termed "vapour pressure". It is not an instantaneous movement but a definite movement from an area of high vapour pressure to where the air is drier. In the winter, vapour pressure is very strong in the house because the cold temperature outside holds very little moisture. This vapour pressure can force moisture easily through most of the materials we use to build our homes. Wood, sheet rock, even concrete and brick are susceptible. Moisture in the bathroom, kitchen, and laundry areas is absorbed into the warm air inside and then rushes to combine with the drier air outside. This moisture comes in contact with the surface of your windows but cannot penetrate through. It therefore condenses to form either ice or water depending on the temperature of the surface.

HUMIDITY

Everybody has their own preference regarding the humidity of their home. If you insist on a high level of humidity in your home, surface condensation should be expected when the outside temperature is low. Water or ice on windows, condensation or frost on door handles and hinges, doors frozen shut, moisture on pipes, walls, ceilings, or floor.

MOISTURE

The word "moisture" refers to water vapour mixed with air. Most of the moisture generated in the home is dissipated by the movement of moisture laden air out of the home. As homes become more energy efficient, the number of paths for water vapour to escape is reduced, thus dealing with moisture becomes more important. During the heating season, the indoor humidity level should be kept at 30 to 40 percent. When indoor humidity exceeds 40 percent during the cold weather, moisture problems begin to appear. One symptom of a high humidity level is condensation forming on cold surfaces. High levels of humidity are often the result of too much moisture vapour generated within an enclosed area.

MOISTURE ACCUMULATION

The following is a good reference to water vapour as follows:

- Cooking for a family of 4 adds 4.5 pounds of moisture per day.
- Every shower taken adds 0.5 pounds of moisture per day.
- Laundry done once a week adds 30 pounds of moisture.
- Each person residing in the home can add 3 to 6 pounds of moisture per day.
- Washing your dishes adds 1.5 pounds of moisture.

You can easily be producing 150 pounds, or 18 gallons of moisture per week into your home.

INTERIOR CONDENSATION

Excessive condensation on windows is a very common issue in homes during winter. Condensation may appear as water, frost, or ice on the interior surface of windows and doors. The warmer the air, the more water the air can hold, which means that the air in the center of any given room will hold more water than the air adjacent to the window or door surfaces since these areas are always cooler. When the warm, moisture laden air moves towards the cooler surface of windows or doors, it becomes condensation, and appears as water on the glass or frames of the windows and doors. This occurs more frequently during the cold season because of the extreme differences in temperature.

EXTERIOR CONDENSATION

Exterior condensation, or dew, can occasionally occur on highly insulated glass units in high temperate climates. Such occurrences will only happen on cloud free nights when there is little to no wind and usually when a warm front follows a dry spell. When you see condensation on the outside of your windows, this means the insulated glass unit is doing its job. Insulating your home from the rain, moisture, and other environmental conditions you want to keep on the outside. The best aspect of double or triple glazed windows is that they act as a barrier against temperature extremes. They help save on energy bills and keep the home warmer in the winter and cooler in the summer. If the moisture is clearly on the outside of the home, you can rest assured your home is extremely efficient.

HARMFUL EFFECTS OF EXCESS MOISTURE AND CONDENSATION

If you have condensation on your thermally improved windows, don't ignore the issue. The problem is not with the windows, but ignoring the underlying problem can lead to:

- Paint peeling or blistering.
- Ice and frost on the underside of roof sheathing boards.
- Fungus, mould, and mildew growth.
- Delaminating of plywood materials.
- Expensive remediation and repairs.

The frequency and severity of condensation increases dramatically in temperatures of less than 36 degrees.

STEPS TO REDUCE EXCESSIVE HUMIDITY

Recognize that the best way to stop condensation is to reduce the moisture within the home. Here are a few tips:

1. Install exhaust fans in the kitchen, bathrooms, and laundry room.
2. Vent gas burners and clothes dryers to the outside. Dryers and kitchen range exhaust fans should never be vented to the attic.
3. Controlling or covering other sources of humidity such as radiator water pans, fish tanks, and excessive amounts of plants.
4. Install a dehumidifier.
5. Open fireplace damper.
6. Ventilating the crawl space or basement. Install foundation vents or leave a basement window opened slightly in the fall or early winter to ventilate your basement or crawl space.
7. Connect a small duct from outside to the return side of a force air heating system so that fresh air is drawn into the house whenever the system is operating.
8. Simply open a window in a damp and heated room to allow proper ventilation.
9. Keep the temperature of all rooms at a minimum of 58 degrees, even if unoccupied, as condensation occurs in unheated rooms.
10. Ventilating the attic. Because of the vapour pressure, the moist warm air from your home rises. If the attic is not properly ventilated, the humid air will condense on the cold underside of the roof. This condensation can start to rot the roof boards, and even damage your plaster, paint, and insulation.

BENEFITS OF VENTILATION

Ventilation is a very effective way to remove excessive moisture from the air, which is why old, poorly insulated homes with single glazed windows don't often have condensation problems. This is because the air is being circulated through air infiltration of the windows, doors, vents, and other openings. Newer homes, which are constructed to meet current insulation standards and energy conservation requirements, or older homes that have been recently insulated in the basement and attic, or have had their windows replaced with a premium double or triple glazed product are now sealed air tight, and must consider some of the ventilation strategies noted above.

TROUBLESHOOTING

MY SLIDER OR HUNG WINDOW IS TOO DRAFTY AT THE MEETING POINT OF THE SASHES

No slider or hung type window is 100% impermeable. Most commonly available products will have some sort of air penetration at wind speeds of 10 to 15 miles per hour. Our slider or hung windows will only begin to have some air infiltration at wind speeds of over 30 miles per hour. The most common cause for too much air coming in at the point where the sashes meet is that the locking mechanism is not properly closed. First, please check the tilt latches, all sliders and hung windows have tilt latches on the movable sashes. Look for them at the sides of hung windows near the frame and at the top or bottom for the slider sashes. Once those are securely in place, then try the main latch again. The windows have been precision sized in the factory to fit the sashes into the window frames as closely as possible, this is why even the slightest offset can affect the overall performance of the windows. Often, the problem is simply a latch that is not fully engaged. After tilting the sash open for cleaning purposes, the spring loaded tilt latch should audibly snap back into place when the window is closed again. Sometimes when the window is closed too quickly or not all the way in its vertical position, the latch gets slightly out of position which causes it to fail to click into place. Open the window to cleaning positions. All sashes should be open inward inside the home. Then check each latch by firmly pressing them to open, they should all spring back into place smoothly. Then return the sashes back to their original closed position. Remember when doing this step the sashes should be as close to 90 degrees at the corners of the window frame as possible to insure the latches will close properly, and don't forget to listen for the audible snap of the lock. Check that your sashes are properly secured by trying to slide the sashes without using the latch. If the sashes don't move, then they are properly secured. Now your sashes are secured correctly and you can lock the window with the main locking latch.

MY SASHES MOVE A LITTLE EVEN WHEN THEY ARE LOCKED

Slider and hung windows have their sashes made slightly smaller than the window frame they are encased in to allow for expansion in warm weather. It is perfectly normal for some sash movement.

MY CASEMENT OR AWNING WINDOW IS TOO DRAFTY, EVEN WHEN IT'S LOCKED

There's only one reason why your new casement or awning window could be too drafty, as these window types seal 100%, so you'll have to check the locking mechanism. Chances are you had the latch in the lock position prior to cranking the window closed. Unlock the window and crank it out at least 45 degrees. If the window won't unlock then just begin cranking the window open. Once the window is open to at least 45 degrees, insure the locking handle is in the open position, and then close the window again. When the window is fully closed return the locking handle to the closed position and your window should be sealed shut.

MY CASEMENT OR AWNING OPERATING CRANK CAME OFF

The operating cranks on your casement and awning windows are meant to be removable. It should simply screw on and off. In some cases the thread on the crank can wear down or become damaged. In this case simply contact your local Canada Select Windows & Doors branch and we will be happy to provide you with a new crank.

MY DOUBLE HUNG WINDOW DOESN'T CLOSE

Before closing the lower sash, make sure the upper sash is securely in place by listening for the audible snap and looking to see that the upper sash has not dropped down. Then close the lower sash.

MY DOUBLE HUNG WINDOW UPPER SASH WON'T STAY UP

This is most likely caused by a disengaged balance mechanism located on both sides of the jamb. This can occur during cleaning and can be easily corrected by making sure your tilt latches are in place.

MY DOOR HAS WATER OR AIR INFILTRATION

Roll the weather strip back into the frame if it is loose. Replace weather strip if it's brittle or damaged. Also make sure the weather strip joints at the head and the jambs are closed. If not, remove weather strip and install it closer to the jamb. If the mohair pads are missing, misplaced, brittle, or damaged, replace them. If the door has pads, replace them with new foam corner pads. For infiltration at the sill of the door simply adjust the threshold up or down to ensure it makes contact with the door sweep. Then check the door sweep to see if it is loose, brittle, or damaged. Finally make sure the panel bottom of the weather strip makes contact with the mohair pads or foam corner pads.

MY DOOR SLAB AND FRAME ARE NOT SQUARE

Infiltration of air and water can occur if the door frame is not squared, preventing slab to frame contact. Try tightening or loosening the hinge screws. Be careful when loosening not to unhinge the door completely. You can also replace the existing weather strip with a longer reach weather strip.

CLEANING

Although our vinyl windows require almost no maintenance, you can take a few simple steps to keep them looking their best. We've included a series of window cleaning tips as a guide.

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.

VINYL

Our vinyl windows don't require painting or touch-ups, but they will 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 cleaning agents such as chlorine bleach, nail polish remover or furniture cleaner.

SCREEN

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.

Thank you for choosing Canada Select Windows & Doors as your supplier of quality window and door products.



Lifetime Warranty

Recipient Name

Representative Name

Installation Address

Installation Date
