



ALL WEATHER  
WINDOWS

# Maintenance & Warranty Guide

Challenger 8000 Series

# KEY WARRANTY FEATURES

CANADIAN RESIDENTIAL CONSUMER WARRANTY – Effective November 1, 2012

By combining a passion for the industry with a customer first philosophy, All Weather Windows has grown from a single 10,000 square foot facility to become Canada's largest privately owned window and door manufacturer. We're proud of the products we make and stand behind them with one of the best warranties in the industry. **Key features are:**

## 10 YEARS

- On seal failure of the insulated glass unit
- On vinyl (PVC) components

## 5 YEARS

- On peeling, bubbling, cracking, flaking, or chipping of paint on metal cladding or vinyl (PVC)

## 1 YEAR

- On spontaneous glass breakage

## TRANSFERABLE!

- For single family stand alone residences, the warranty is transferable to the new owner.

*Talk to your All Weather Windows Authorized Dealer or Sales Representative to find out more or see full details on page 20 of this booklet.*



peace of mind



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For more information, visit the All Weather Windows web site at [allweatherwindows.com](http://allweatherwindows.com)

# How to Use this Guide



## Guide Instruction, Tips, Cautions and Warnings

The All Weather Windows Maintenance & Warranty Guide was created to help you properly care for and maintain your investment. When performing maintenance on any product, make sure to read the appropriate section of this guide completely before starting.

Keep this guide in a easy to find location on your property, preferably in your general maintenance area.

All building maintenance personnel should have knowledge and access to this guide in order to be able to properly care and maintain these products.

Additional copies can be ordered from our web site at [allweatherwindows.com](http://allweatherwindows.com).

This guide includes several TIPS, CAUTIONS and WARNINGS that indicate time saving measures and potential situations that you can avoid.

### TIP

**TIPS provide insightful information and techniques that can help increase the life-span of a product and/or improve efficiency.**



### CAUTION

**CAUTION notices help you avoid common mistakes and identify situations that could potentially cause undesirable effects.**



### WARNING

**WARNING NOTICES INDICATE SITUATIONS OR CONDITIONS THAT CAN POTENTIALLY CAUSE SERIOUS / HARMFUL RESULTS.**

**FAILURE TO FOLLOW WARNING INSTRUCTIONS WILL VOID ALL WARRANTIES.**

**Awning**

An operating style of window with a sash hinged on the sides, and swings open at the bottom towards the outside.

**Casement**

An operating style of window with a sash that opens from the side towards the outside.

**Double Hung**

An operating style of window with an upper sash that slides down, and a lower sash that slides up.

**Frame**

The enclosing box material of a window that surrounds the sash or glass, consisting of a head (top), sill (bottom) and two jambs (sides).

**Glazing (Sealed Unit)**

The glass component of a window. Also called a Sealed Unit, which is made up of 2 or 3 panes of glass that are sealed together at the factory using a spacer bar.

**Glider**

An operating style of window that has a sash which slides horizontally to open.

**Head**

The top portion of a window or door frame.

**Jamb**

The side component(s) of a window or door frame.

**Patio Door**

A sliding door comprised of two or more panels fitted with sealed units, with one operating panel sliding across horizontally to provide passage.

**Picture Window**

A stationary window, which has glazing set directly into the frame (without a sash).

**Sash**

A sub frame component that holds the glass. A sash can be either fixed (non-operating) or operating (for casements or awnings).

**Sash Track**

The track along which a gliding sash moves.

**Sill**

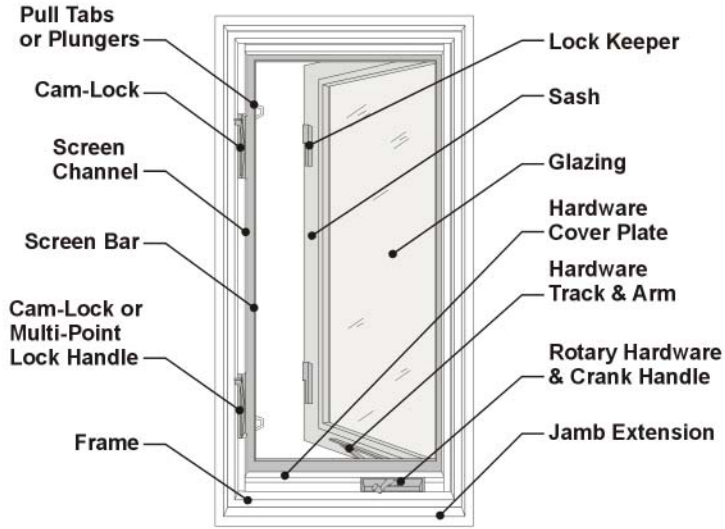
The bottom component of a door or window frame.

**Single Hung (Vertical)**

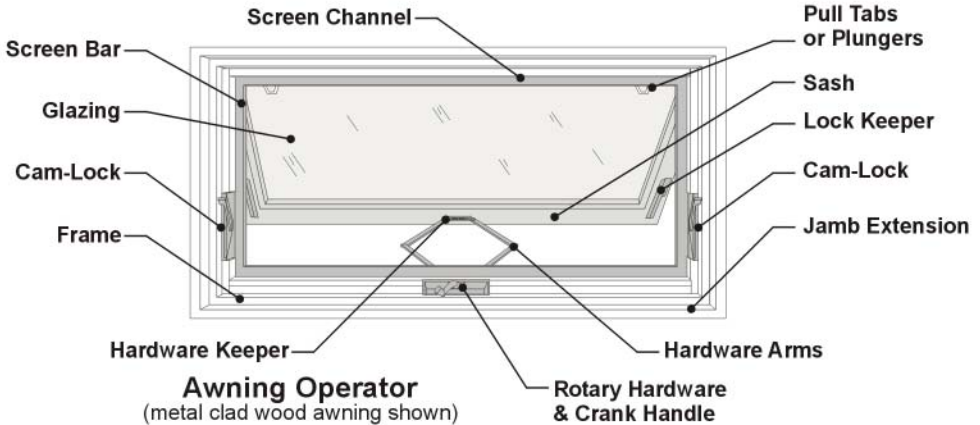
An operating style of window with a fixed top panel and a lower sash that slides up vertically.

**Weatherstripping**

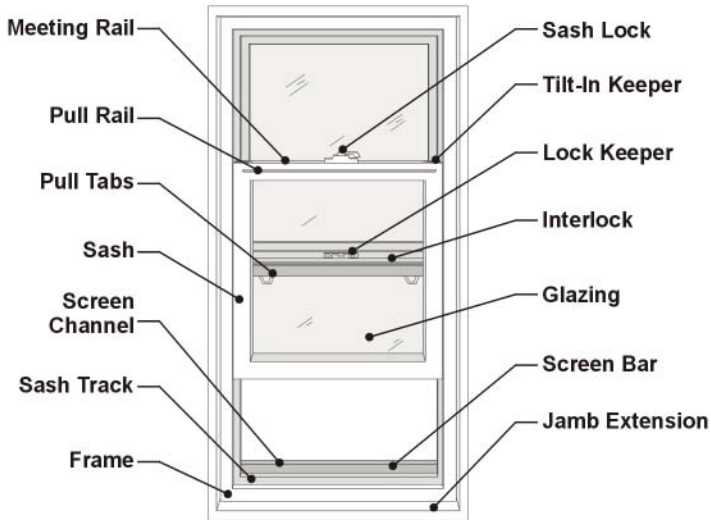
A material used to create an air or water seal between operating components (like the sash & frame) of a window or door.



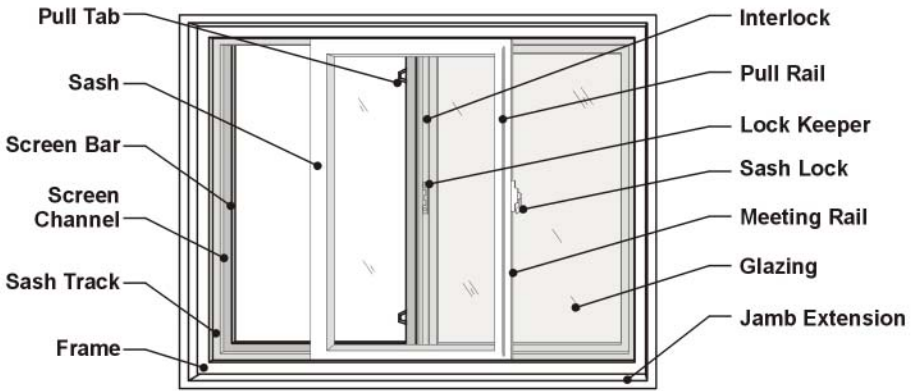
**Casement Operator**  
(metal clad wood casement shown)



**Awning Operator**  
(metal clad wood awning shown)



**Single Hung (Vertical)**  
(PVC single hung shown)



**Glider Operator**  
(PVC glider shown)



# General Maintenance



## Product Maintenance

All Weather Windows' products are designed to provide you with years of superior performance and comfort with a minimum level of maintenance and care. Periodic inspection, cleaning and maintenance of your All Weather Windows products will help prevent costly repairs and will ensure the full effectiveness of your warranty.

### Window & Door General Maintenance & Cleaning Schedule

<u>Description</u>	<u>Semi-Annually</u>	<u>Annually</u>	<u>Every 2-5 Years</u>
Clean Glass Surfaces	✓		
Clean Sash Tracks	✓		
Clean Exterior Frame & Screens		✓	
Hardware Lubrication		✓	
Inspect Weatherstripping & Gaskets		✓	
Paint/Stain Wood Frames or Extensions			✓
Paint/Stain Door Slabs			✓
Wash & Wax PVC Kolorbond Surfaces		✓	

#### Cleaning Glass Surfaces

Apply a mild soap or vinegar-based cleaner to the glass, either by spraying or using a clean, grit-free cloth or sponge saturated with cleaning solution. Avoid using ammonia or alcohol-based cleaners, which can cause streaking. Be careful not to damage glazing, frame finish, wood components or insulating unit seals by overgenerous application of cleaners. In addition, comply with the cleaner manufacturer's directions on label for toxicity, handling and flammability warnings.

Wipe the cleaning solutions on the glass in a circular motion, applying light to moderate pressure. If streaks appear, rinse surface with clean water. Using a clean, lint-free cloth, wipe dry the interior glazing surfaces, including any interior frame or hardware components to prevent spotting or water damage.

To clean grease, oil, tape adhesive, crayons or paint, apply a small amount of mild abrasive such as Soft Scrub® cleaner (The Clorox Company), or acetone (mineral spirits) to a clean, wet cloth or towel and rub only the affected area. Repeat cleaning steps listed above once complete.

### TIP

**Glass should be cleaned by starting at the top of the building and systematically working down to glass installed on lower levels. This technique reduces the possibility of residue and cleaning solution rundown on glass previously cleaned.**

#### Cleaning Acrylic Block

Wash with a mild soap and water, or use a quality plastic cleaner. Use a clean sponge or soft cloth to avoid scratching. Rinse well with water. Do not use glass cleaners, tile cleaners, or abrasive cleaners. Using these products over time will cause cracks in the acrylic blocks.

#### Cleaning Exterior Surfaces

The exterior surfaces of All Weather Windows frames may collect a layer of surface dirt over time, depending on your local environmental conditions. Under most conditions, occasional rainfall should be sufficient to remove accumulative dirt on exterior surfaces. However in conditions with smog, excess smoke or dirt, the exterior surfaces should be cleaned more regularly to prevent damage to exterior finishes or discoloration. Use a mild soap or diluted detergent solution with clean, warm water, and wipe surfaces gently using a clean cloth, soft bristle brush, or low pressure spray cleaner. Rinse surfaces thoroughly with clean water before soap or detergent dries.

## Cleaning Sash Tracks

Use a mild soap or diluted detergent to clean all tracks and sash cavities. Clean tracks allow the sash to operate smoothly and prevent excess wear on hinges, locks, rollers and weatherstripping components.

## Cleaning Insect Screens

Follow exterior surface cleaning instructions for all exterior screens. Interior mounted screens can be vacuumed with a soft brush attachment or wiped with a soap & water solution. Use caution when removing and handling insect screens. Torn insect screens or bent screen bars are not covered by warranty.

## TIP

**An easy way to clean an insect screen is to remove it and lay it down on a flat surface.**

**Apply a cleaning solution to the screen and let it soak for a minute.**

**Then, rinse the screen using a low pressure spray, such as a garden hose.**

**An alternative method is slowly vacuuming with a soft brush.**

## Hardware Cleaning & Lubrication

Clean and lubricate hardware components regularly to prevent excess wear on hardware gears. Use a diluted household cleaner and wipe clean all hardware components, including locks, hinges, operator arms, and handles. Always rinse hardware with clean water to remove any detergent or cleaner prior to lubricating.

To lubricate rotary drive hardware, use lithium grease, automotive grease, or petroleum jelly.

To lubricate hinges, rollers, and metal tilt latches use silicone based lubricants. Avoid using petroleum based lubricants.



## CAUTION

**Do not use vinegar or citrus based cleaners (lemon, etc), industrial strength or abrasive cleaners, ammonia based glass cleaners, or siding washes on hardware.**



## CAUTION

**Do not clean glass or frames while they are exposed to direct sunlight. Detergents and soap based cleaners may dry prematurely and leave a hard to remove residue on frame or glass surface.**



## WARNING

**NEVER USE HARSH ABRASIVES, HIGH PRESSURE SPRAYS, ACID CLEANERS OR STRONG SOLVENTS ON ANY FRAME COMPONENT. NEVER USE RAZOR BLADES, METAL KNIVES, STEEL WOOL, OR HARSH ABRASIVE CLEANERS ON ANY GLASS OR FRAME SURFACE.**

# Finishing & Painting



## Product Finishing and Painting

All Weather Windows' window and door products are designed to last with proper maintenance and care. Any unfinished or exposed wood surface, including the perimeter of the face and ends of the sash, frame and panel, must be painted or stained within 7 days of installation. Prior to painting or staining, clean surfaces of any debris, dirt or residue and ensure surfaces are completely dry.

### Paint Grade Wood Extensions

All Weather Windows paint grade wood extensions are factory primed, and require a minimum of 2 coats of high quality paint. (Note: Half-round and curved jamb extensions are not factory primed, and should be primed prior to painting.)

### Stain Grade Wood Extensions

All Weather Windows stain grade wood extensions are made using pacific hemlock and should have a sanding sealer (or pre-stain) applied prior to staining to prevent blotching. Apply 1 or 2 coats of stain, with a top coat of laquer or varnish.

### Paint Grade Wood Door Frames

All Weather Windows paint grade door frames are factory primed, and require a minimum of 2 coats of high quality exterior grade paint. Paint all exposed wood surfaces, including the exterior brickmould, interior frame, rabbet, and jamb extensions. Do not close or lock door until completely dry.

### Stain Grade Wood Door Frames

Stain grade wood doors use pacific hemlock frames which should have a sanding sealer (or pre-stain) applied prior to staining to prevent blotching. Mask off hardware and apply 1 or 2 coats of high quality stain, with a top coat of laquer or varnish. Stain all exposed wood surfaces, including the interior frame, rabbet, and jamb extensions. Do not close or lock door until completely dry.



## CAUTION

**Do not paint or stain weatherstripping, hardware or tracking.**

### Steel Insulated & Fiberglass Door Slabs

All Weather Windows steel insulated door skins are factory primed, and require a minimum of 2 coats of high quality exterior paint. Mask off hardware, remove bottom door sweep and paint all six (6) surfaces of the door slab, including the interior and exterior surface, top, bottom, and both sides of the door stiles. Do not close or lock door slab until completely dry.

### Surface Preparation for Steel Insulated Door Slabs

To ensure good adhesion, the pre-primed surface should be lightly roughened to break the surface using 200 Grit sand paper in the flat areas and steel wool along the embossments. The surface should be cleaned to remove dirt, foreign debris, oils, etc. with phosphate cleaner (TSP), then wiped dry with a clean towel.

### Painting Steel Insulated Door Slabs

Post paint systems such as Acrylic Latex, Alkyd (solvent base) and two-part Urethanes have been successfully used to re-coat the above pre-painted finishes. It is very important to follow the paint manufacturer's recommended application procedures to ensure the best results. Factors such as surface temperature, relative humidity, dew point and paint thickness play important roles when applying any post paint system. It is the responsibility of the applicator to ensure that the application procedure and conditions comply with the manufacturers recommendations.

Painting steel insulated door slabs black or other dark colour is NOT recommended due to the possibility of warping due to excessive heat. The same applies to non-ventilated storm doors due to excessive heat build-up.

### Door Lite Insert Frames

#### Centurion Frame *(White frame used on Steel and "Smoothie" Fiberglass Doors)*

This frame does not require painting and will provide many years of virtually maintenance free service, however, if you decide to paint, closely follow these and the paint manufacturer's recommendations for the best results: 1) Lightly sand the surface of the frame 2) Wipe the surface clean with a lint free cloth using a small amount of denatured alcohol or acetone to remove sanding dust and residual contaminants 3) Apply a bonding primer for use over glossy surfaces and plastic, such as Valspar "one and only #47315" or SWT Specialty Products "CPO Primer".

#### Almond Frame *(Used on Textured Fiberglass Doors)*

This door lite frame was produced from thermoplastic resins and is designed for painting or staining. For the best results: 1) Wipe the surface clean with a lint free cloth using a small amount of denatured alcohol or acetone 2) Use an exterior acrylic latex or oil based paint. 3) Use a gel based stain for staining.

The Almond frame must be painted or stained within 45 days of exposure to weather. Using this product behind a storm door or painting it a dark colour can cause damage from heat absorption, which may damage the frame and void the warranty.

More detailed finishing instructions for entry doors are available online at [www.allweatherwindows.com](http://www.allweatherwindows.com).



## WARNING

**PAINTING OR STAINING A DOOR LITE INSERT IN A DARK COLOUR, OR INSTALLING IT BEHIND A STORM DOOR, MAY CAUSE THERMAL BOWING OR DEFORMITY WHICH IS NOT COVERED BY YOUR ORIGINAL CONSUMER WARRANTY.**

# Operating Instructions

## PVC Window Operating Instructions

### PVC Casement & Awning Windows

To open, disengage the multi-point locking system by lifting the lock handle upwards (both sides for awnings), then turn the rotary handle to open the sash.

To close, turn the rotary handle until sash is snug against the frame, and engage the multi-point locking system by pulling the lock handle downwards (both handles for awnings). Once the locks are engaged, loosen the rotary hardware slightly by turning the handle 1/8 turn in the opposite direction.

To remove insect screens, pull the screen plungers located on the side of the screen bar. Gently pull the screen bar away from the side of the frame, until it is clear of the screen channel. Once clear, angle the screen bar inwards and if necessary, slightly on angle, until screen comes loose of the opposite screen channel. Do not force the screen to bend around the hardware mechanism, as this could bend the screen bar and void the warranty. To install insect screens, reverse the directions above.



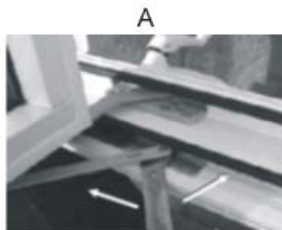
## CAUTION

**Use extreme caution when removing a window sash. A window sash can be very heavy and requires good upper body strength. Sashes damaged due to dropping are not covered by warranty.**

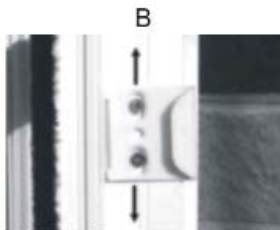
**Do not over tighten hardware or try to operate window with locks engaged.**

### Adjustable ABC Hardware

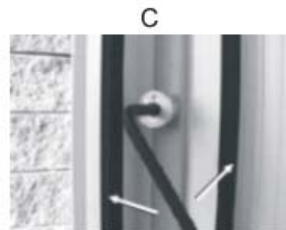
Our 8000 Series PVC windows feature an adjustable hinge track (optional), adjustable multi-lock keeper, and an adjustable multi-lock roller. Instructions are below.



*Adjustable hinge track (optional) allows user to compensate for sash sag. Top and bottom hinges are adjustable with use of available stud wrench.*



*Adjustable multi-lock keeper allows user to ensure proper contact between roller and keeper. All keepers are adjustable with #2 Robertson or Phillips screw driver.*



*Adjustable multi-lock roller allows user to tighten or relax the compression as required to optimize air tightness. All rollers are adjustable with use of available 4mm hex Allen key.*



## WARNING

**INSECT SCREENS ARE NOT INTENDED TO PREVENT OR RESTRAIN CHILDREN OR PETS FROM EXITING.  
NEVER LEAVE A CHILD OR PET UNATTENDED NEAR  
AN OPEN WINDOW.**

### Front Entry Doors

To lubricate, apply a light coating of silicone spray to hinges then open and close door several times.

To adjust bottom door sweep, loosen inside screws and slide sweep up or down until it is even and in contact across the top of the door threshold (Inswing doors only).



To adjust striker plate, loosen the screws holding the adjustable striker plate and move plate in or out by each notch to loosen or tighten door hardware.

### Optional:

*Self-Closing Hinges* — can be adjusted by turning screw in top of hinge.

*Dust Blocks* — install at bottom corner of weatherstripping if light is showing behind weatherstripping.

## TIP

**A door's compression weatherstripping works best when the door slab is tighter and requires some force to close. Doors that close without any force do not provide sufficient compression against the weatherstripping, and could cause air or water leakage under wind pressure.**

### Garden & Terrace Doors

To open operating panel, disengage the cam-locks by lifting the locking handle upwards, then turn the rotary handle to open the slab.

To close operating panel, turn the rotary handle until slab is snug against the weatherstripping and engage both cam locks by pulling the lock handle downwards. Once the locks are engaged, loosen the rotary hardware slightly by turning the handle 1/8 turn in the opposite direction.

To remove insect screens, use the pull tabs located on the screen bar and gently pull the screen bar away from the side of the frame until it is clear of the screen channel. Once clear, angle the screen bar inwards and if necessary, slightly on angle, until screen comes loose of the opposite screen channel.

To install insect screens, reverse the process above.



## WARNING

**INSECT SCREENS ARE NOT INTENDED TO PREVENT OR RESTRAIN CHILDREN OR PETS FROM EXITING.  
NEVER LEAVE A CHILD OR PET UNATTENDED NEAR AN OPEN WINDOW.**

## 8000 Series Challenger Products

### ORIGINAL CONSUMER WARRANTY

#### 1. GENERAL

This document sets out the various warranties which All Weather Windows Ltd. ("All Weather Windows") gives to the Original Consumers of the 8000 Series Challenger product line manufactured by All Weather Windows®. "Original Consumers" are the original purchaser of the product and the original owner of the building in which the product is installed. **ALL WARRANTIES ARE SUBJECT TO THE CONDITIONS, EXCLUSIONS, DISCLAIMERS AND LIMITATIONS THAT ARE SET OUT IN THIS DOCUMENT.**

#### 2. WARRANTIES

All Weather Windows warrants that its products will be free from defects in workmanship for a period of 2 years from the date the product was manufactured. For the following products, All Weather Windows provides the following additional warranties:

- (a) On **dual pane insulated glass** All Weather Windows provides a limited warranty for 10 years from the date of manufacture. All Weather Windows warrants, that the air seal of such insulated glass units will not fail due to defects in workmanship.
- (b) A limited warranty for 1 year from the date from the date of occupancy against spontaneous glass breakage due to defects in workmanship
- (c) On the **paint and coatings on vinyl (pvc)**, All Weather Windows provides for a limited warranty for 5 years from the date of manufacture against loss of adhesion, bubbling, cracking, flaking, or chipping. This warranty does not cover fading or minor colour variations due to exposure to elements, weather or installation environment.

#### 3. REMEDIES

Where a product or component of a product manufactured by All Weather Windows is covered by a warranty provided for in this document, remedies of the Original Consumer are limited to the following, either of which may be chosen by All Weather Windows at its option:

- (a) repair of the defective product or component and, for the first two (2) years of the warranty only, All Weather Windows will provide transportation and labour for the repair to the product or component only. All Weather Windows reserves the right to limit transportation and labour costs incurred where the defective product or component is located more than fifty (50) kilometres from the original point of purchase from All Weather Windows. This warranty does NOT cover removal, shipping, painting, refinishing, restoration, any installation costs and other similar costs. All Weather Windows reserves the right to substitute products and components of current design; or
- (b) replacement of the defective product and delivery to the original point of purchase. All Weather Windows reserves the right to limit transportation and labour costs incurred where the defective product or component is located more than fifty (50) kilometres from the original point of purchase from All Weather Windows. This warranty does NOT cover removal, shipping, painting, refinishing, restoration, any installation costs and other similar costs. All Weather Windows reserves the right to substitute products and components of current design; or
- (c) refund the original purchase price of the product or component

This warranty does NOT cover removal, shipping, painting, refinishing, installation, restoration and other similar costs and the Original Consumer is responsible for arranging and paying for all of those items. The foregoing are the only remedies All Weather Windows will provide, whether the claim is made for a breach of warranty or any other type of claim. Where a replacement is provided by All Weather Windows under a warranty claim, All Weather Windows warrants the product or the component, as the case may be, will be free from defects in materials and workmanship, subject to the exclusions, disclaimers and limitations contained in this document, for the balance of the warranty period that was originally applicable to the product or component that was replaced, or 90 days from the date of the replacement, whichever period is longer.

#### 4. GENERAL EXCLUSIONS, DISCLAIMERS AND LIMITATIONS ON LIABILITY

- (a) All of these warranties will be valid only if the products are properly handled, installed, finished and maintained. In addition, there will be no remedy against All Weather Windows and All Weather Windows will have no liability for damage or defects due to:
- (i) accident or negligence in handling, installation, use or operation;
  - (ii) use for the purposes other than which the product is designed;
  - (iii) modifications or attachments not authorized by All Weather Windows;
  - (iv) perils such as fire, earthquakes, storms, acts of nature, acts of war, acts of terrorism or any other cause beyond All Weather Windows' control;
  - (v) any component, hardware parts or products not manufactured by All Weather Windows;
  - (vi) improper handling, improper installation, improper finishing or failure to provide proper finishing, improper maintenance, improper operation or failure to maintain;
  - (vii) damage occurring in transit after leaving All Weather Windows plant or truck;
  - (viii) installation in conditions that do not conform to the design specification for the product;
  - (ix) glass imperfections that are acceptable relative to published Canadian General Standards Board (CGSB) specifications;
  - (x) False panels are not warrantied as insulated glass
  - (xi) condensation or frost on windows and doors, or any related water damage which occurs as the natural result of humidity within the structure;
  - (xii) settlement of the building structure or structural defect in the building in which the products or components are installed;
  - (xiii) insulated glass units that have had any secondary film applied;
  - (xiv) insulated glass units which have had the engineered drain holes obstructed by build up of foreign debris or misapplied finishes;
  - (xv) exposure to localized heat or to harmful chemicals or pollutants;
  - (xvi) window shades, coverings or curtains installed in a manner that will trap heat against the window surface.



# Original Warranty



## Original Consumer Warranty

- (b) The provisions contained in this warranty establish the maximum liability that All Weather Windows has for its products. The price of the products reflects and allocates the risks of product failure between All Weather Windows, Original Consumers and ultimate owners and users of the products.
- (c) ALL WEATHER WINDOWS WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR INDIRECT LOSSES. THE ONLY REMEDY WITH RESPECT TO LOSSES OR DAMAGES HOWEVER THEY MAY BE CAUSED AND WHETHER DUE TO NEGLIGENCE OR OTHER CAUSES WILL BE AS SPECIFIED IN ITEM 3 OF THIS DOCUMENT (“REMEDIES”), WHICH ARE THE SOLE AND EXCLUSIVE REMEDIES. ALL WEATHER WINDOWS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY TO ANYONE INCLUDING THE ORIGINAL CONSUMER OR ANY SUBSEQUENT PURCHASER, OWNER OR USER OF THE PRODUCTS.
- (d) No warranty as to suitability of design is provided.
- (e) All Weather Windows will not provide a warranty for products that have not been paid for in full.
- (f) Dealers, sales representatives and distributors do NOT have the authority to change or extend any of the provisions of these warranties. Any attempt to change or extend these warranties by such persons, even if made in writing, will not bind All Weather Windows and will not be legally effective against All Weather Windows.
- (g) All exclusions, disclaimers and limitations referred to apply in all circumstances and under all conditions.

### 5. **WHAT TO DO IF YOU HAVE A WARRANTY CLAIM**

If you want to make a warranty claim, this is how you should proceed:

- (a) Contact the builder, dealer or distributor that sold you the All Weather Windows product.  
If they do not take action you should contact All Weather Windows in writing at the following address:  
All Weather Windows Ltd.  
3100 Caravelle Drive  
Mississauga, Ontario,  
L4V 1K9  
Attention: Manager of Warranty Claims
- (b) To facilitate consideration and processing of your claim, you should provide as much detail as possible, including where and when you bought the product, a detailed description of the defect including, if possible, pictures or diagrams. You should also state who you have contacted previously about the problem and what has been done to fix it. Also give your name, a phone number, address and email address where you can be reached and the address of the location of the defective product so that it can be inspected.
- (c) All Weather Windows will review your claim and will contact you to advise you what action it will take. Please note that All Weather Windows Ltd. reserves the right to charge a fee to cover its expenses if an on-site inspection is required or requested by you.

### 6. **NO ASSIGNMENT**

The warranties provided are made only to the Original Consumer as defined under item 1 - General. The warranties in this document cannot be assigned or transferred. If you are the original owner of the building in which the product is installed but were not the original purchaser of the product, you should note that it is the responsibility of the sales representative or contractor or other person who supplied the product to you or that building to provide you with a copy of this warranty and the instructions for care and maintenance. Failure to do so, will not subject All Weather Windows to any express or implied warranties, liabilities or remedies other than those that are expressly provided for in this document.

For single family stand alone residences, the warranty is transferable for two years from the date the product was manufactured, to the new owner of such single family residence for the stated term of that warranty provision, provided that the owner is living in the single family residence.

### **7. EFFECTIVE DATE AND JURISDICTION**

Provisions of this warranty apply to products manufactured by All Weather Windows from and including November 1, 2013. If any of the exclusions, disclaimers or limitations are prohibited by law in a jurisdiction, they may be severed from this warranty without affecting the validity of the balance of the provisions. Some jurisdictions do not allow excluding or limiting incidental or consequential damages, implied warranties, or how long an implied warranty applies. While this warranty gives you specific legal rights, you may also have other rights which vary from jurisdiction to jurisdiction.

# Service Procedure



All Weather Windows offers you industry leading service on our manufactured window and door products. Should you experience any difficulty with our products, please follow the following service procedure to ensure you receive fast and reliable service.

**1. Contact the builder/dealer or distributor that sold you the All Weather Windows product.**

Your authorized dealer is your best source for service assistance. All Weather Windows Authorized dealers have the training and experience to deal with most service issues. Your builder may have a commitment to you regarding warranty. In cases where your authorized dealer fails to take action, you should then contact All Weather Windows Head office, using the Service Request Form.

**2. Go to the Contact Us section of our website:**

[allweatherwindows.com/area/corporate/about/contact\\_us.php](http://allweatherwindows.com/area/corporate/about/contact_us.php)

Chose "Service Inquiry" from the "Inquiry" pull down menu and follow the online instructions.

**3. Consult Warranty and Limitations prior to making a claim.**

See Page 18 of the Maintenance & Warranty Guide.

**4. Fill out the Service Request Form as accurately as possible.**

To facilitate consideration and processing of your claim, you should provide as much detail as possible, including:

- The Dealer / Distributor where you originally purchased the product
- The Order Number found on the first page of your Maintenance and Warranty Guide
- A detailed description of the defect including, if possible, pictures or diagrams
- Your name, a phone number and address where you can be reached
- Address of the location of the defective product so that it can be inspected
- You should also state who you have contacted previously about the problem and what has been done to fix it

**5. Mail or Fax the Service Request Form along with any photos or illustrations to:**

All Weather Windows Ltd.  
3100 Caravelle Drive  
Mississauga, Ontario L4K 1K9  
Attention: Manager of Warranty Claims  
Fax: (904) 696-0005

**All Weather Windows will review your claim and contact you to advise what action it will take.**

**Please note that All Weather Windows Ltd. reserves the right to charge a fee to cover its expenses if an on-site inspection is required.**

### SURFACE CONDENSATION

Each person has his or her own preference regarding the humidity level in his or her home. If the occupants insist on a high level of humidity within the house, surface condensation must be expected when outside temperatures are low. Some indications of surface condensation are:

- Frost on door handles and hinges, or door frozen shut
- Water or ice on windows
- Damp spots or mildew on walls and ceiling
- Damp spots or mildew on closet walls
- Moisture on light fixtures
- Moisture on water closets
- Moisture on cold water pipes, walls and floors.

Some humidity is necessary for comfort and health. In many homes, it is a struggle to keep enough moisture inside the home to maintain an acceptable humidity level for the occupants. Frequently, humidifiers are installed to add moisture to the air, but their use must be controlled or surface condensation problems may result. Unfortunately, a dry house may indicate a high leakage rate [depending on the amount of moisture added by the homeowner], which can contribute to concealed condensation.

In some newer homes, however, air leakage is controlled so well that removing moisture from the house becomes a problem. This problem is made worse by the use of humidifiers, resulting in condensation on windows, mold growth, or damp spots on ceilings and room-side surfaces of exterior walls.

Because windows do not provide much resistance to heat loss, they are often the coldest component of a building enclosure, and can be an indicator of humidity problems. Because condensation occurs on inside window surfaces whenever the surface temperature falls below the dew point temperature of the room air, window condensation may signal a need to reduce the humidity level in your home.

### WHAT CAN EFFECT THE PERFORMANCE OF WINDOWS

[The following may cause condensation to form on a window at lower levels than given in TABLE 1]

**Air Circulation** - a window may be in an area in which there is poor circulation of warm air. This means that the temperature of the inside glass surface is colder than in other parts of the home and this may cause condensation to form at humidity levels which are practical for the rest of the home.

**Drapes** - the figures in TABLE 1 are based on natural circulation of warm air on the inside surface of the window. By drawing heavy drapes or venetian blinds over a window or patio door the possibility of condensation can be increased because the flow of warm air is restricted.

**Varying Humidity Levels** - remember that the humidity in some rooms, kitchens and bathrooms in particular, can be higher than in other areas of the home, thus encouraging condensation to form on the windows in these rooms.

**Orientation** - if windows are exposed to prevailing winds, then they will be slightly colder than the other windows in the home and may cause condensation to form at humidity levels which are practical for the rest of the home.

**Exposure** - some windows in the home may be protected by other buildings, trees, etc., which form a windbreak while others are totally exposed to the wind and, therefore, colder.

# Condensation Concerns



## How to Reduce and Prevent Condensation

**Wind Chill Temperature** - this is the method used to relate wind and temperature. Usually traditional temperature readings do not include a wind chill factor. For example, with an indoor temperature of 20°C and an outside air temperature of -12°C, Table 1 recommends a relative humidity of 30 percent. However, with an outside air temperature of -12°C and a 20 kilometer per hour wind, the outdoor wind chill temperature is -26°C and so the level of relative humidity should be reduced to 20 percent.

**TABLE 1**  
(Inside Relative humidity of 21° C with Double Glazing)

Outside Air Temperature*	Indoor Relative Humidity
-28°C (-18°F) or below	not over 15%
-28°C (-18°F) to -23°C (-9°F)	not over 20%
-22°C (-8°F) to -17°C (-2°F)	not over 25%
-16°C (-1°F) to -12°C (10°F)	not over 30%
-11°C (11°F) to -6°C (21°F)	not over 35%
-5°C (22°F) to 4°C (40°F)	not over 40%

\*Including Wind Chill

### CONTROLLING HUMIDITY

Ventilation is the most effective means to remove moisture from your home. By exchanging some of the drier outdoor winter air for warm humid interior air, the moisture level inside the house will be reduced.

- Open a door or window for short periods to allow moisture to escape.
- Gas appliances produce moisture from combustion. Cooking adds even more moisture — be sure to run your kitchen fan while cooking. Vent the kitchen fan directly to the outside to achieve the desired effect.
- Showers are a high source of moisture. Keep bathroom doors shut and run the exhaust fan to eliminate moisture.
- Clothes dryers should be vented to the outside. Hanging up wet clothes to dry inside your home can add significant moisture to your home.
- Shut off the furnace humidifier and any other humidifying device in the home.
- If you have a fireplace, open the damper occasionally to allow moisture to escape.
- Free air circulation is important. Do not cover hot or cold air registers with furniture or appliances. Leave bedroom and bathroom doors open.
- Keep the temperature of all rooms at a minimum of 10°C (50°F), even if unoccupied. Condensation will occur in an unheated room.
- Wipe up any tracked-in snow before it melts and evaporates.
- Floors wet from mopping can add large amounts of moisture. Run exhaust fans (bathroom and kitchens) while floors are wet. Avoid washing floors on extremely cold days.
- Most builders install a fresh air intake into the cold air return duct of the heating system. Make sure that the intake damper is open and that there are no obstructions to prevent airflow. If you do not have a fresh air intake, have one installed.
- Drapes and blinds should be left open during the daytime. At night, raise blinds at least 100mm (4") up off the frame to allow air to flow against the glass.
- Certain fabric blinds that are designed to fit from jamb to jamb must be left partially open to ventilate the window cavity. Failure to do this can cause extreme temperatures between the blinds and the glass. Glass breakage or warping of PVC can occur, which can void warranties.

<b>Customer Name</b>		<b>Order #</b>
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<b>Customer Address</b>		<b>Product Delivery Date</b>
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<b>Product Type</b>		
<b>PVC Windows</b> <input type="checkbox"/> Picture Window <input type="checkbox"/> Casement Window <input type="checkbox"/> Awning Window <input type="checkbox"/> Glider Window <input type="checkbox"/> Single Hung Window <input type="checkbox"/> Bay or Bow Window	<b>Metal Clad Wood Windows</b> <input type="checkbox"/> Picture Window <input type="checkbox"/> Casement Window <input type="checkbox"/> Awning Window <input type="checkbox"/> Glider Window <input type="checkbox"/> Single Hung Window <input type="checkbox"/> Bay or Bow Window <input type="checkbox"/> Double Hung Window	<b>Front Entry Doors, Patio &amp; Garden Doors</b> <input type="checkbox"/> Front Entry Door <input type="checkbox"/> PVC Patio Door <input type="checkbox"/> Metal Clad Wood Patio Door <input type="checkbox"/> Garden Door <input type="checkbox"/> Metal Clad Wood French Door

<b>Service Type</b>		
<input type="checkbox"/> Frame or Sash Material <input type="checkbox"/> Hardware or Locks	<input type="checkbox"/> Glazing or Grills <input type="checkbox"/> Weatherstripping	<input type="checkbox"/> Color or Finish <input type="checkbox"/> Other

<b>Describe Service Problem</b>
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<b>OFFICE USE ONLY</b>	
RECEIVED: _____ REPLY DATE: _____ by: _____ INSPECTED: _____ by: _____ COMPLETE: _____	<b>BILLING DETAILS:</b> <input type="checkbox"/> WARRANTY SERVICE CALL <input type="checkbox"/> WARRANTY PARTS ONLY <input type="checkbox"/> CHARGEABLE SERVICE CALL <input type="checkbox"/> CHARGEABLE PARTS ONLY











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