



KV Custom Windows + Doors

Windows Lifetime Warranty

LIFETIME WARRANTY ON WHITE and SOLID CREAM WINDOWS

KV Custom 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 15-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 KV Custom Windows & Doors.

LIFETIME (LIMITED) WARRANTY ON INSULATING GLASS

KV 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 glass covered under this warranty. Cracked glass due to a manufacturing defect or thermal shock is covered on parts for a period of one (1) year from date of invoice.

REPLACEMENT SEALED UNITS SUPPLIED UNDER THIS WARRANTY RETAIN THE REMAINDER OF THE ORIGINAL KV CUSTOM WINDOWS WARRANTY

LIFETIME WARRANTY ON OUR 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 KV Custom Window products manufactured by our company 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

KV Custom Windows' 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. COMMERCIAL APPLICATIONS

This warranty is limited to 10 YEARS if KV Custom Windows are installed in buildings used as commercial applications.

4. REPLACEMENT PARTS OR REPAIRS

KV Custom Windows & Doors reserves the right to discontinue or change any currently manufactured window style or line without notice. If KV Custom Windows & Doors decides to make a replacement or repair under the terms of this warranty and an exact part is not available, KV Custom Windows & Doors reserves the right to substitute a part of equal quality at its sole option.

EXCLUSIONS FROM THE KV Custom Windows & Doors 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 KV Custom Windows & Doors' 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 caused by wind, hail, lightning, or other acts of God, accidental or intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.

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

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

H. BROKEN 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 KV Custom Windows & Doors or the manufacturer.

K. 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.

L. Natural variations in wood surfaces or wood grains in ANY wood product supplied with KV Custom Windows & Doors such as, but not limited to, wood jamb extensions.

THIS LIFETIME WARRANTY WILL TAKE EFFECT ON THE DATE OF INVOICE.

The warranty is only transferrable to a second owner. To activate the warranty for the second owner, the certificate of warranty transfer must be completed in full and mailed to KV Custom Windows & Doors within thirty (30) days from the sale date along with an administration fee of \$50.00 payable to KV Custom Windows & Doors.

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

If the coverage is pro-rated, the homeowner will be informed in writing as to the homeowner's share of the cost.

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

FOR THE FIRST 25 YEARS

KV Custom Windows & Doors – 100% Owner – 0%

FOR YEARS 26 THRU 35

KV Custom Windows & Doors – 25% Owner – 75%

FOR YEARS 36 AND OVER

KV Custom Windows & Doors – 10% Owner – 90%

Tel: 416-661-3667

kvcustomwd.com

CERTIFICATE OF INSTALLATION

TO BE COMPLETED BY THE SELLING DEALER & THE ORIGINAL HOMEOWNER



**KV Custom
Windows + Doors**

THIS WARRANTY CERTIFICATE IS TO BE COMPLETED BY THE FIRST OWNER AND MAILED TO KV CUSTOM WINDOWS & DOORS WITHIN THIRTY (30) DAYS OF INSTALLATION.

TEL: 416-661-3667

KVCUSTOMWD.COM

DEALER(S) NAME

DATE

KV WORK ORDER NUMBER

KV INVOICE NUMBER

FIRST OWNER(S) NAME

PHONE NUMBER

ADDRESS

CITY

PROVINCE

POSTAL CODE

FIRST OWNER(S) SIGNATURE

APPLICATION FOR TRANSFER

TO BE COMPLETED BY THE SECOND OWNER



**KV Custom
Windows + Doors**

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

TEL: 416-661-3667

KVCUSTOMWD.COM

DEALER(S) NAME

DATE

KV WORK ORDER NUMBER

KV INVOICE NUMBER

FIRST OWNER(S) NAME

PHONE NUMBER

ADDRESS

CITY

PROVINCE

POSTAL CODE

SECOND OWNER(S) NAME

SECOND OWNER(S) SIGNATURE