



COMPREHENSIVE GENERAL WARRANTY

Lux Windows and Glass Ltd. warrants that its window and door products are free from defects in materials and workmanship for Two (2) years from the date of manufacture. This is a transferrable warranty. If such a defect occurs, Proof of purchase must be provided in the form of a paid invoice, Then Lux Windows and Glass will determine to do one of the following:

- 1.) Replace defective component (s).
- 2.) Repair defective component (s).
- 3.) Refund the original purchase price of the defective component (s) or Product.

Under certain circumstances Lux Windows and Glass Ltd. warranties may be deemed limited or void.

Lux Windows and Glass Ltd. provides extended warranties on specific products outlined below.

INSULATING GLASS

Lux Windows and Glass Ltd. sealed units are warranted against seal failure for a period of Twenty Five (25) years from date of manufacture.

Installation charges apply after Two (2) years from date of installation.

Lux Windows and Glass Ltd. reserve the right to investigate the reason for seal failure. Lux Windows and Glass Ltd. assume NO LIABILITY for insulated glass warranties under the following circumstances;

- Where after market films are applied to the glass
- Insufficient ventilation to glass by window coverings
- Where imperfections are acceptable relative to the published Canadian General Standards Board (CSGSB) specifications.(CAN/C65B-12.3-M91)
- Glass is a natural product. Slight imperfections are normal. Minor scratches or defects, that do not significantly obscure vision are a deemed acceptable. It should be noted that, in accordance with industry standards, the viewing area represents approximately 60% of the total viewing area. If defects are not visible from Two (2) meters back and are not in the viewing area the sealed units are deemed acceptable.
- Cracked or Shattered Glass unless it was delivered broken and written notification was delivered to Lux Windows and Glass Ltd. within 72 hours

PVC (VINYL) EXTRUSIONS - 25 YEARS

Lux Windows and Glass Ltd. provides a limited Twenty Five (25) year warranty from the date of manufacture against defects in materials and workmanship. This warranty is limited to material defects such as peeling, flaking, cracking, blistering or excessive fading under normal use. PVC components will distort if exposed to extreme heat, stored in a confined area under extreme heat and or have heavy materials are stored on top of them. Distortion under these conditions will void all warranties. Within the first Two (2) years from the date of manufacture Lux Windows and Glass Ltd. will replace or repair defective materials at no charge

FIBERGLASS DOORS - 10 YEARS

Lux Windows and Glass Ltd. provides a limited Ten (10) year warranty on fiberglass doors to the consumer, against warping or delamination from the date purchase, provided that the door has not been altered in size. Door warpage is considered a defect when deflection exceeds ¼ of an inch. Painting or staining of replacement parts will be the responsibility of the consumer.

EXTERIOR METAL EXTRUSIONS - 25 YEARS

Lux Windows and Glass Ltd. provides a limited Twenty Five (25) year warranty from the date of manufacture against flaking, peeling or blistering of the surface finish. This warranty does not cover minor color variations due to normal weathering, exposure to the elements, acid rain or corrosive materials.

EXTERIOR WOOD COMPONENTS

Wood is a natural product. Variations in color, grain, texture, knots and lines are normal. Due to natural variations in wood, Lux Windows and Glass Ltd. does not warranty wood components that are exposed to the elements in either their natural, stained or painted condition.

INTERIOR WOOD COMPONENTS - 10 YEARS

Lux Windows and Glass Ltd. provides a limited Ten (10) year warranty against defects in materials and workmanship. Wood is a natural product. Variations in color, grain, texture, knots and lines are normal. Exposed surfaces must be sealed with a good quality paint or stain within 30 days of purchase. Failure to do so will void any warranty.

OPERATING HARDWARE

Lux Windows and Glass Ltd. provides a limited life time warranty on all operating hardware.

All Truth Hardware products are warranted against defects in materials and workmanship for the life of the product.

DISCONTINUED PRODUCTS

Lux Windows and Glass Ltd. reserve the right to modify or discontinue products and colors without notice.

INSTALLATION WARRANTY

When windows and doors are installed by Lux Certified installers, a limited Ten (10) year warranty is provided from the date of installation against defects in workmanship.