

# Transferable Lifetime Warranty



# Window and Patio Door Warranty

Southfield Windows & Doors is proud to offer a non-prorated, fully transferable lifetime warranty.

All Southfield products covered under this warranty are certified CAN-CSA A440 compliant. We use the highest quality uPVC rigid vinyl and manufacture each product with close attention to detail and expert craftsmanship.

Southfield reserves the right to modify this warranty at any time.

- **Lifetime Warranty on White PVC Window and Patio Door Frame and Sash Member**

Southfield Windows & Doors products are manufactured from rigid uPVC. Southfield warrants that the unlaminated vinyl frame and sash members will not blister, peel, flake, corrode, contract or distort beyond general industry standards for as long as you own your home. This warranty does not apply to uniform fading and colour changes due to normal weather conditions.

- **Lifetime Warranty on Insulated Glass Units and Thermo Seals**
- **Ten (10) Year Warranty on Patio Door Sealed Units**

Southfield Windows & Doors sealed units are covered by a lifetime warranty against seal failures. Seal failures are defined as a loss of the seal between the glass pane and the spacer resulting in moisture or dust infiltrating the air space between the glass surfaces.

Condensation on the windows is the natural result of humidity levels in and outside of the house, as well as changes in temperature. This does not indicate a defective window.

Minor glass imperfections or any variations of color that do not affect the structural integrity or significantly obscure normal vision are specifically excluded from this warranty.

Pressure cracks are warranted for one (1) year. Tempered glass is excluded from cracked glass warranty.

Sealed units installed in non-Southfield products are not warranted against seal failure, unless specified in your order. Sealed units installed in non-Southfield products are not warranted against cracks or breakage, which is the result of thermal stress, bending (racking of the sash), or from excessive pressure differences between the airspace and the outside air.

Sealed units purchased for the repair of Southfield products only carry a 10-year warranty against seal failure only.

Colour matching or exact pattern cannot be guaranteed on specialty glass such as Low-E or on various tints and patterns (such as grey, green, obscure, glue chip, reeded, or acid etch).

**All warranties offered on insulated glass or thermo seal are null and void if either:**

1. The insulated glass unit has been abused or tampered with.
2. The glass has been cracked or broken.
3. The window has been subject to stress resulting from localized application of heat, which caused excessive temperature differentials over the glass surface.
4. The window has not been installed properly according to the recommended installation techniques.
5. Any tinting or privacy film is applied to the surface of the glass.

- **Lifetime Warranty on Window Hardware**
- **Five (5) Year Warranty on Patio Door Hardware**

All window hardware is covered by a lifetime warranty and patio door hardware by a 5-year warranty. There is no warranty against abused or damaged product; this warranty covers normal use only. If an identical replacement part is not available, Southfield reserves the right to use parts of comparable quality. Minor variations in screen mesh weave are not considered a defect.

This warranty does not cover normal wear, discolouration of finish, oxidation of metal parts, rust, or any product having been improperly installed or used, exposed to salt air or abnormally high levels of humidity.

- **Twenty (20) Year Warranty on Laminated Vinyl Surfaces**

Every laminated window and patio door carries its own specifications and guarantee, which is for a period of twenty (20) years, against blistering, peeling and/or flaking. Natural fading or damage done due to using harmful solvents to clean any laminated surface is not warranted. Due to the fragile nature of laminated surfaces, minor nicks/scratches and imperfections may occur. Glazing co-ex is excluded from this warranty. Corner welds on coloured windows may fade over time. Colour touch-up is the responsibility of the homeowner.

Due to normal weathering, coloured vinyl products are subject to varying degrees of fading. This fading is beyond Southfield Windows and Doors' control and does not constitute a defect. Therefore, we cannot guarantee an exact colour match in the event a component or product is repaired or replaced.

- **One (1) Year Labour Warranty**

Southfield covers the cost of labour to remove and repair warranty parts only.

- **Warranty Exclusions and Limitations**

This warranty covers solely manufacturing and material defects as specified herein. This does not include:

- Minor scratches or visual imperfections outside of product manufacturing standards and quality specifications
- Damages/operation attributed to faulty or improper installation
- Normal weathering
- Defects caused by:
  - Accident, fire, flood, storms, vandalism, riot, misuse, or civil disorder
- Abuse by:
  - Harmful fumes, vapours, solvents, mildew, chemicals, or chemical pollutants in the atmosphere
- Building settlement
- Structural failure of walls or foundations or any other condition beyond Southfield Windows & Doors' control

This warranty applies solely to products used strictly for the normal and reasonable purpose for which they are intended. The warranty on the vinyl frame and sashes shall remain in effect only if normal cleaning practices are followed. It is recommended that a mild solution of household soap and water be applied with a soft sponge to clean all surfaces. This warranty shall be null and void if harmful solvents are used to clean the vinyl frame and/or sash members, or if the frame and/or sash members are painted or coated in any way.

Periodic maintenance, repair, and replacement of parts due to normal wear and tear, include, but is not limited to, hinges, dust plugs, sweeps, weather stripping, minor scratches, or visual imperfections.

Exposure to certain environmental conditions include, but is not limited to, salt spray, high humidity, and acid rain which may adversely affect the coatings on finishes. Proper cleaning of these products will help to extend the finish appearance and operation.

There is no warranty with respect to any corrosion or tarnishing of the hardware, finish of handle grips, locksets and hinges against finish discolouration, tarnishing, scratches, abrasions, and usual imperfections. Any hardware supplied and installed by others is not the responsibility of Southfield Windows and Doors to remove and replace.

Due to the fragile nature of grilles between glass, our warranty is limited. Grilles touching the glass or rattling do not constitute a defect. Larger sizes can be supplied without a warranty upon signed approval by the customer. Order confirmations and quotes will specify these conditions.

Southfield Windows and Doors will not be responsible in any event, for removal, laminating, refinishing, or similar activities connected with glass or component replacement or repair:

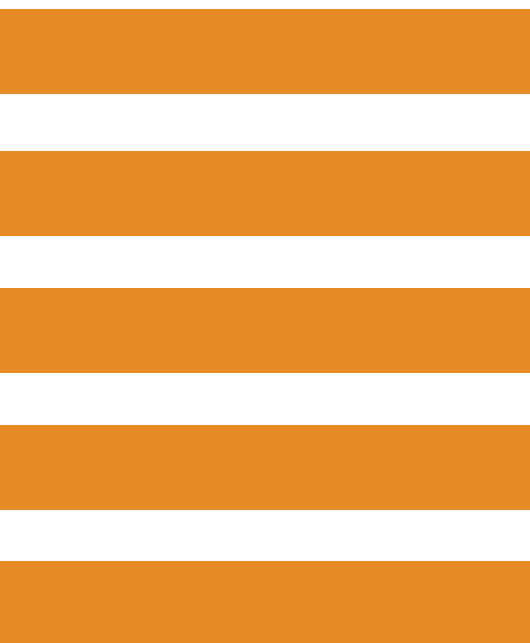
- Product reinstalled after removal from its original installation, except in connection with proper and timely maintenance of components which incur normal wear and tear, such as the weather stripping, door sweep and corner seals.
- Damages aggravated or worsened because of failure by the Warranty Holder or its agents to timely take reasonable actions to mitigate any alleged damages or failure to file a claim for alleged damages promptly and during the warranty period.
- Warping distortion or damage caused by excessive heat build up as a result of, heating elements (i.e. space heaters, insufficient ventilation, or the application of plastic or other coatings over the vinyl).

## CAUTION

Remove all protective wrap upon receipt of all Southfield products.

The obligation of Southfield Windows and Doors is limited to repairing or replacing a product it deems to be defective. No compensation will be provided for loss of time, inconvenience, commercial loss, or special consequential or other damages. If an identical part is not available, Southfield Windows and Doors may use parts of comparable or greater quality.

Southfield reserves the right at any time to make changes in the design material and or specifications of their products or accessories thereof without thereby becoming liable to make similar changes in such product previously manufactured. Ontario Green Fund products are subject to change.



# How to Make a Claim



**PLEASE NOTE:** No warranty work will be performed until all accounts are in good standing with Southfield Windows & Doors Inc.

When making a claim, we require the following information:

Date or Purchase and/or Installation	<input checked="" type="checkbox"/>
Your Name and Telephone Number	<input checked="" type="checkbox"/>
Address for Product Inspection	<input checked="" type="checkbox"/>
Original Invoice or Quote Number	<input checked="" type="checkbox"/>
Identify the product involved & give complete description of defect, including photos if possible	<input checked="" type="checkbox"/>
Failure to provide this information may result in a delay when processing your request.	

## Contact:

Southfield Windows & Doors Ltd.  
75 South Field Drive, Unit #7  
Elmira, Ontario N3B 2Z2

Telephone: 519-669-3872

E-mail: [sales@southfieldwindows.ca](mailto:sales@southfieldwindows.ca)

Website: <https://www.southfieldwindows.ca/warranty-information/>



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