

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Seymour Windows Ltd.  
1781 Seymour Street  
North Bay, Ontario  
P1B 8G4

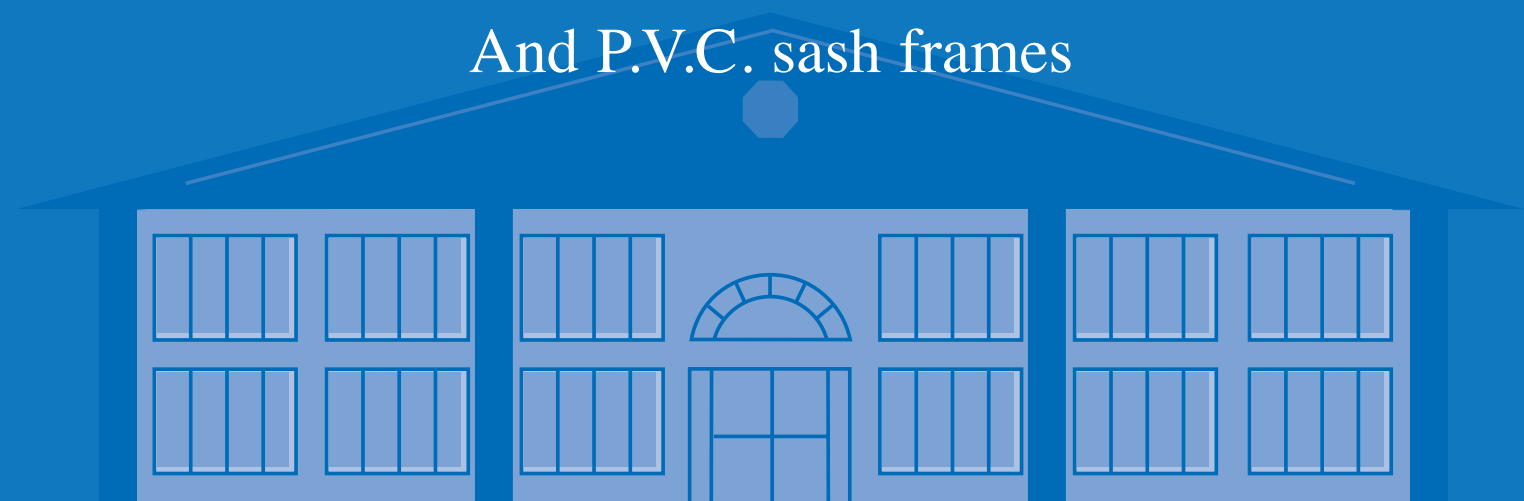
# Warranty

Seymour Windows Ltd.

LIFETIME NON-PRORATED LIMITED WARRANTY

On P.V.C. window frames

And P.V.C. sash frames



SEYMOUR WINDOWS

# Registration Certificate

Warranty No:

This Registration Certificate must be completed in full and signed by both the Property Owner and Dealer/Contractor and postmarked to Seymour Windows Ltd. within thirty (30) days of completed installation in order to validate warranty coverage under this limited warranty.

Seymour's Invoice Number \_\_\_\_\_

Original Property Owner \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ Prov./State \_\_\_\_\_

Postal Code/Zip \_\_\_\_\_

**PLEASE PRINT**

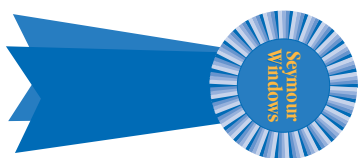
We hereby certify that the original property owner (as named above) has inspected the installation of the windows, covered by this Seymour Windows Ltd. Warranty, and accepts the workmanship. \_\_\_\_\_

Dealer/Contractor \_\_\_\_\_ Installation Date \_\_\_\_\_

Dealer/Contractor Signature \_\_\_\_\_

Dealer/P.O. No. \_\_\_\_\_ Dealer Invoice No. \_\_\_\_\_

Acknowledged and accepted by  
Original Property Owner (Signature) \_\_\_\_\_



Warranty No.

01/01/01

## Lifetime Non-Prorated Limited Warranty

This is to certify that all windows manufactured by Seymour Windows Ltd. are fully warranted against defects in material or workmanship under normal use for as long as you own and reside in the home in which the windows were installed. This warranty is intended to cover individual homeowners and does not apply to products purchased by or installed upon commercial, government, religious, school, or cooperative housing buildings or apartments not used solely by the original purchaser and his or her immediate family as a permanent residence. For such purchasers and entities the warranty period will be 10 (ten) years following the date of installation.

All 3 1/4" and 4 1/2" frame windows are warranted by Seymour Windows Ltd., the manufacturer to:

name of present property owners		
from	installation at	
date of installation	street address	
city	prov./state	postal code/zip
Seymour work order No.	Seymour dealer invoice No.	

### Dealer/Contractor

against defects in material and workmanship, as specified under this Limited Warranty, occurring as a direct result of the manufacturing process, for the following window parts and components during the stated time period, under normal use and service, subject to the terms and conditions contained in this Limited Warranty.

Seymour Windows are warranted against such defects in material and workmanship that might result in blistering, peeling, flaking, corroding and fading of the window frame or sash members as long as you are the owner from the date of installation.

This Limited Warranty on the P.V.C. frame and P.V.C. sash members shall remain in effect only if normal cleaning practices are followed periodically (see section of this Limited Warranty entitled "Maintenance Cleaning").

This Limited Warranty shall be null and void if harmful solvents are used to clean the P.V.C. frame and/or sash members, or if the frame and/or sash members are painted or coated in any way.

### 20 YEAR LIMITED WARRANTY ON THERMO INSULATING GLASS

Seymour Windows Ltd. warrants that the insulating glass units contained in the windows will conform to the Federal specification for insulating glass units fabricated from select A quality glass and that under normal conditions there will not be an obvious obstruction of vision which is the result of film formation or dust collection between the interior glass surfaces for a period of TWENTY (20) YEARS from original invoice date of the original windows..

### LIFETIME WARRANTY ON HARDWARE

Seymour Windows Ltd. warrants that the hardware (balances, sash locks and lifts) shall remain in good operational condition for the life of the window outlined in this limited warranty.

### GENERAL CONDITIONS

This Limited Warranty must be validated by having the attached Registration Certificate completed by the Window Contractor and the original Purchaser and received by Seymour Windows Ltd. no later than thirty (30) days from the completed installation in order for the Property Owner to be entitled to this Limited Warranty.

The Limited Warranty stipulated in this document is the only warranty applicable to the windows of Seymour Windows Ltd. and is granted in lieu of any warranties otherwise implied by law or equity and no such warranties shall apply to 1.

### 1. PRODUCT USE

This Limited Warranty applies only in respect of products used strictly for the purpose for which they were intended.

### 2. LIMITED WARRANTY LIMITATIONS

Seymour Windows Ltd. liability is limited solely and exclusively to repair or replacement of product, at the option of Seymour Windows Ltd., and under no circumstances will Seymour Windows Ltd. be liable for labour costs incidental or consequential charges such as, but not limited, to labour costs for any purpose, inconvenience, damage or injury to persons or to property or any other expense.

### 3. REPLACEMENT PARTS OR REPAIRS

Seymour Windows Ltd. reserves the right to discontinue or change any Seymour Windows Ltd. window as currently manufactured. If Seymour Windows Ltd. determines to make a replacement under the terms of this Limited Warranty and an exact replacement part is not available, Seymour Windows Ltd. reserves the right to substitute a part or parts of equal quality at its sole option.

### EXCLUSIONS FROM LIMITED WARRANTY COVERAGE

The following are excluded from coverage under this Limited Warranty.

- Exposure to sunlight, air pollutants and normal atmospheric conditions may cause all vinyl surfaces to gradually fade, chalk or suffer an accumulation of surface dirt or stain. These are normal occurrences and not covered under Seymour Windows Ltd. Limited Warranty.
- Any defect, malfunction or failure to perform which has occurred because of unreasonable use, improper application or failure to perform reasonable or necessary maintenance.
- Any damage to the windows or components of the windows caused by settlement or structural defects of the building in which they are installed.
- Any damage caused by wind, hail, lightning or other acts of God, intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.
- Broken glass or torn screening from any cause whatsoever.
- Damage caused by improper handling or installation.
- Any window which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized dealer and/or representative of Seymour Windows Ltd.
- Condensation on windows, which may occur as the natural result of humidity within the house or building area and changes in outside/inside temperature, does not indicate a manufacturing defect and would not be included in this Limited Warranty.

### EFFECTIVE DATE OF LIMITED WARRANTY

This Limited Warranty will take effect the date of certification by Seymour Windows Ltd./Distributor that the installation of the windows has been completed at the premises identified in the warranty certificate. The certification of completion must be submitted to the Dealer/Distributor no later than TEN (10) DAYS from the date of installation.

### WINDOW MAINTENANCE

#### Cleaning

The exterior surfaces of the Seymour Window, will over time collect a layer of surface dirt depending on local atmospheric conditions. Normally rainfall will be sufficient to loosen and wash away this accumulation of surface dirt.

If you wish to do more thorough cleaning of the window the following procedures should be followed:

P.V.C. - A mild solution of household cleaner such as Tide, Spic & Span or dishwashing detergent may be used. For stubborn stains, a spray cleaner such as Fantastic may be used.

Glass - Use any commercial glass cleaner available in the supermarkets or a solution of vinegar and water.

Screen - A mild solution such as used to clean the P.V.C. frame applied with a soft cloth and rinsed off with a garden hose.

#### CAUTION:

Do not use harsh abrasives on either the glass, screen or P.V.C. frame.

Do not cut the Dual Derometer between the glass and the P.V.C. frame.

Handle the screen carefully as torn screens are not covered by this limited warranty.

#### MECHANICAL MAINTENANCE

Tilt latches should not need service for the life of the window. Occasionally due to dust or dirt collection the latches might become hard to move. A slight spray of clear silicone lubricant will usually free the latch. Pivot bars and pivot shoes will also, in some cases collect dirt and grime. A spray of clear silicone lubricant will in most cases alleviate the problem.

Weatherstripping may become worn over the life of the window, and should, if necessary, be replaced. Loose or worn weatherstripping is one of the prime reasons for heat loss and air infiltration in windows. The Seymour Windows Ltd. window uses Schlegel Fin-Seal TM weatherstripping exclusively and may be purchased at any window company selling replacement parts.

#### PROCEDURE AND CONDITIONS OF LIMITED WARRANTY REMEDY

In the event that Seymour Windows Ltd. obligation under this Limited Warranty is sought, the Owner must notify the Dealer/ Distributor in writing within thirty (30) days after the defect has first appeared.

a - The Dealer is responsible for fully checking out any complaint reported to him. The examination of the complaint involves an on-site inspection of the product and installation. Should the inspection reveal that a minor adjustment to the product is required, or that the installation is at fault, the Dealer is responsible for making the necessary correction. Where the problem is one of faulty workmanship or material, that is not apparent at the time of acceptance of the product, it is Seymour Windows responsibility to supply the dealer with the replacement parts.

b - Service work will only be carried out upon receipt of a proper service request form that is 100% complete, with all information required.

c - A brief description of the defect for which warranty is requested. Upon receipt of this information, the Dealer/Distributor will notify the Owner of his share of costs. (where such is applicable)

No repair or replacement parts will be provided until Seymour Windows Ltd. Dealer/Distributor has received the Owner's payment for his share of the costs.

The Dealer/Distributor will provide repair or replacement parts to the Owner upon receipt of the Owner's payment. Parts will be supplied to the original dealer/distributor or at Seymour's discretion to 3rd party.

d - A fee of \$65.00/hr. will be enforced for any service calls where problem is on installation or product adjustment, not deemed the responsibility of Seymour Windows Ltd.

e - Service work will not be carried out where an account is not adhering to our payment terms.