



Warranty Information

Effective January 1, 2014 – February 29, 2024

All Western Windows Warranties are completely transferable with no registration required. It is the responsibility of the home owner to notify Western Windows of any potential warranty issue within 24 hours. Any excess damages caused due to delays in notification by home owners is not covered under this warranty. If products under warranty need replacement and are no longer available, Western will replace with comparable or superior products.

INSULATED GLASS UNITS (PVC WINDOWS)

Residential Owner Occupied Dwellings: Insulated glass units are covered for 20 years on seal failure and also include coverage for accidental (non-insurance related) breakage with 10 year labor coverage. (single incident only)

Multi-Unit complexes, apartment buildings and rental properties: Insulated glass units are covered by a 10-year warranty on seal failure with 10-year labor coverage. (Accidental breakage not covered)

*Condensation that does not occur between the glass is not a warranty concern. It is the result of environmental conditions and is explained further in the condensation guide.

*Third party tinting voids Western Windows Warranty. The third-party company would need to warranty the unit from that point forward.

*Minor Variations in glass colour and minor imperfections that do not cause structural instability or significantly obscure vision are not covered.

*pressure cracks caused due to misuse or settling of structures are not covered by warranty

PVC

Western Windows provides a lifetime/non-prorated warranty(25 years) on all PVC against defects in PVC that may result in blistering, peeling, flaking or corroding of vinyl windows or patio doors. PVC damaged as the result of painted or cleaning chemicals are not covered by warranty.

SCREENS

Western Provides a 10 year warranty on Screen bar and meshing against manufacturing and material defects. Ripping of screen mesh and damage to corner tab pieces due to improper use is not covered under this warranty.

Warranty Cont...

PAINTED PVC

Western Windows provides a 10 year warranty on all painted PVC windows and sliding doors. Fading and damage done due to the use of improper cleaning products are not covered by this warranty. Where minor scratches and imperfections in the transport and install are discovered Western will touch up the area. Full refinishing is not covered under this warranty.

WINDOW HARDWARE

Western Windows provides a lifetime warranty(25 years) on all window hardware that is found to be defective in materials or workmanship. This warranty covers the repair or replacement of the hardware in question. Stripped or abused hardware is not covered by this warranty.

- *Window hardware installed in showers or other high humidity areas are not covered against rust/corrosion
- *minor rust/corrosion that poses no impairment to the proper function of the window is not covered under this warranty

INSTALLATION (LABOUR)

Western Windows provides a 10 year warranty on all products installed by Western Windows. Leakage or Damage caused by building settlement or failure of existing building envelope, structural walls or foundation are not covered by this warranty. Western Windows reserves the right to discontinue or change any product. Western will substitute a part or parts of equal or superior quality at its sole option and discretion.

- *Labour warranty is not included on all Supply-Only units (including service).
- *Caulking is covered for 2 years.

FIBREGLASS AND STEEL DOOR SLABS

Western Windows provides a 10 year warranty on all door slabs against warping.

- *Damage to sills and sweeps is not covered under the terms of this warranty as they are wear and tear items.
 - *Door hinges will be covered by a 10-year warranty against defect that impairs the proper function of the door.
- Tarnishing is not covered by this warranty.

PAINTED DOORS

Western Provides a 10 year warranty on all painted door slabs against blistering, peeling and flaking. Fading of painted doors over time due to sun exposure is not covered under this warranty.

- *PVC glass surrounds are not covered against warpage should the customer choose to have them painted or have a screen/storm door installed and they warp from heat build-up due to sun exposure.
- *Any product painted by customer or third party painters is not covered under this warranty

DOOR GLASS

Western provides a 10 year warranty on all door glass against seal failure and other material defects.

- *minor imperfections of glass that do not compromise the performance of the unit or significantly obscure vision are not covered under this warranty.

COMPOSITE DOOR FRAMES

Western Windows provides a 20 year warranty on all composite door components against cracking, flaking or peeling.

WOOD DOOR FRAMES

Western Windows provides a 1 year warranty on all wood door components.

*Wood components must be sealed/painted or stained by homeowner within 7 days of install.

*All wood surfaces must be sealed and maintained properly by the homeowner. Any rotting as a result of improper maintenance is not covered.

ALUMINUM CLADDING

Western Windows provides a 10 year warranty on all aluminum clad surfaces. This warranty does not cover fading due to sun exposure.

PATIO DOORS

Western Windows provides a 20 year warranty on all patio doors that include seal unit failure.

*Hardware subject to 5 year warrant

*Blinds units subject to 10 year warranty.

These Warranties do NOT cover

1. Damages due to structural settlement
2. Damage due to improper storage, handling or transport
3. Products damaged due to being exposed to high humidity or heat (Eg. Shower windows)
4. Damages caused by improper cleaning and or chemicals
5. Acts of God
6. Damage due to third-party films applied to the glass
7. Damages caused by abuse or misuse
8. Discolouration due to direct sunlight
9. Damages due to homeowner modification
10. Products that have not been fully paid for

Any Questions on this warranty, please contact us directly at:

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