

SUGGESTED CLEANING OF GENTEK AMHERST VINYL WINDOWS

Glass:

Clean the glass with a mixture of mild dish soap and water. Rinse completely with clear water, then wipe dry with a soft cloth to avoid water spots. Avoid washing windows in direct sunlight. Never use petroleum-based cleaners or caustic chemicals on the glass.

Vinyl Sashes and Masterframes:

Vacuum dirt from sill and track areas before washing. Clean vinyl with a mixture of mild dish soap and water. Mild, non-abrasive soaps are usually safest for most dirt and stain removal. Always rinse completely with clean water and wipe dry.

Screens:

Remove from the window, then wash on a flat, clean surface with mild soap and water and a soft brush. Rinse, wipe dry and then reinstall.

For additional information, you may download AAMA's *Caring for Your Windows and Doors* pamphlet at www.aamanet.org.

HIGH CONCENTRATION OF CLEANERS MAY CAUSE DAMAGE TO THE WINDOW'S GLASS AND VINYL. DO NOT USE CLEANERS CONTAINING ABRASIVE PARTICLES, SOLVENT OR PAINT REMOVERS.

This cleaning information is suggested in an effort to be of assistance; however, Gentek can assume no responsibility for results obtained which are dependent on the solution chemicals as prepared and method of application.



1001 Corporate Drive • Burlington, ON L7L 5V5
www.gentek.ca

Make us a part of your home.

Effective Date: March 31, 2014

300-8005E

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LIFETIME LIMITED WARRANTY

AMHERST™
VINYL REPLACEMENT WINDOWS



LIFETIME LIMITED WARRANTY

AMHERST VINYL WINDOWS



Gentek Building Products, the Manufacturer of Amherst Vinyl Windows, makes available to the Original Purchaser the Lifetime Limited Non-Transferable Warranty, warranting the Amherst Vinyl Window for as long as the Property Owner shall own and live in the property at the stated property address, from the date of window installation, under normal use and service, against specified defects in material and workmanship for the Amherst Vinyl Window, occurring as a direct result of the manufacturing process, and subject to the terms and conditions of this Limited Warranty.

LIFETIME LIMITED WARRANTY – VINYL SASH FRAME AND VINYL MASTERFRAME

For as long as the Original Purchaser shall own and live in the property, the rigidized vinyl in the window sash frames and in the window masterframe of the basic window unit will be warranted against cracking, warping, peeling, flaking, blistering or corroding.

LIFETIME LIMITED WARRANTY – MOVING PARTS OF THE BASIC WINDOW UNIT

The moving parts of the basic window unit, consisting of the balance to raise and lower the window sash or the brass wheels to slide the sash, and locking mechanism to secure the window sash, are all warranted for as long as the Original Purchaser shall own and live in the property.

FIBERGLASS SCREENING AND SCREEN FRAME

The fiberglass screening material used in the window screen and the material for manufacture of the screen frames are warranted against manufacturing defects resulting in rotting or rusting. Should such a manufacturing defect occur within one (1) year, the Manufacturer agrees to furnish new screen material or new screen frame material to the Property Owner, transportation charges payable by the Property Owner.

LIFETIME LIMITED WARRANTY – INSULATING GLASS UNIT

The hermetically sealed insulated glass unit of the Amherst Vinyl Window is warranted for as long as the Original Property Owner shall own and live in the property from the date of window installation against development of material obstruction of vision occurring from manufacturing defects, resulting from film formation or dust collection between the interior glass surfaces, caused by failure of the hermetic seal, under conditions of normal use and service.

LABOUR PROVISIONS

During the one (1) year period from the date of window installation, the Manufacturer will provide the labour at no charge to the Original Purchaser for repair or replacement of the warranted window part or component, under the provisions of this Limited Warranty. Except as to labour on repair or replacement for one (1) year on warranted work following the date of window installation, this Limited Warranty does not include any additional labour costs and the Manufacturer will not be responsible after the first year for any costs incurred in the removal or replacement, installation or reinstallation of the window or of any part or component of the window, or of any repaired or replacement part or component furnished by the Manufacturer under this Warranty for the window. This warranty does not cover breakage of glass or torn screening from any cause whatsoever.

PROPERTY OWNER CLAIM PROCEDURE AND OTHER WARRANTY PROVISIONS

Any claims for defects under this Limited Warranty should be made in writing to Gentek Building Products, 6320 Colonel Talbot Rd., Lambeth, ON N0L 1S0, Attention: Window Warranty Services, promptly after discovery of the claimed defect, describing the defect claimed and referring to this Warranty and the date of window installation, together with the name of the contractor, and proof of purchase as requested. Allow a reasonable time for inspection purposes if determined to be necessary.

If the windows do not conform to this Warranty and any such manufacturing defect occurs within the time period specified, according to the provisions of this Warranty, then Gentek agrees, at its option, to repair or replace the defective part or component of the window free of charge, which shall be shipped to the closest Gentek location, a local distribution point, transportation charges prepaid. The Property Owner will be responsible for return transportation charges back to the property location.

Replacement parts or components furnished by the Manufacturer under this Warranty will have the standard colour available at that time. A colour variance may occur between the new replacement part or component in comparison to the original window due to weathering exposure and would not be indicative of defects in the part or component.

Gentek reserves the right to discontinue or change any Amherst Vinyl Window as manufactured. If the part or component of the window originally installed is not available and Gentek determines to make replacement, Gentek shall have the right to substitute a compatible part or component.

The Manufacturer does not warrant installation nor defects caused by installation. This Warranty covers only the specific manufacturing defects as specified herein. This Warranty does not cover any other damages or material failure including, but not limited to, normal weathering of sash frames and masterframe, and screen and screen frame, oxidation, accidents or intentional damage, or fire, flood, windblown objects, hail, lightning, earthquake or other Acts of God, chemical pollutants, chemicals, brick wash, mildew, negligent maintenance, fading, misuse or abuse, building settlement or structural defects, or if subjected to stresses resulting from localized heat sources which cause excessive temperature differentials over the glass surfaces or edges, or any other causes or occurrences beyond the Manufacturer's control. This Warranty does not apply if the windows are painted, varnished or coated with any other substance.

Normal weathering may cause any surface to oxidize, chalk or accumulate surface dirt or stains due to varying exposures to sunlight, weather and atmospheric conditions. The geographic location, the quality of the atmosphere and other local factors in the area, over which the Manufacturer has no control, contribute to the severity of these conditions.

Caulking may be necessary on some installations to seal the frames or trim package against water and/or air infiltration. Caulking is considered a maintenance issue and is the responsibility of the homeowner. It is not considered part of the product and is not covered under this warranty.

Condensation on windows may occur as the natural result of humidity within the house or building area and changes in interior/exterior temperatures, and does not indicate a defect in the window. This Warranty does not cover condensation nor frost or freezing from condensation on the windows.

This Warranty is limited to the Manufacturer furnishing repaired or replacement parts or components of the window, free of charge, within the time period specified according to the provisions of this Warranty, on the Manufacturer receiving from the Property Owner any such claimed defective parts or components of the window, and with return transportation charges for any repaired or replacement window part or component being at the Property Owner's responsibility, as provided in this Warranty.

THE WARRANTY STATEMENTS CONTAINED IN THIS LIMITED WARRANTY SET FORTH THE ONLY EXPRESS WARRANTIES EXTENDED BY GENTEK FOR THE WINDOWS, IN LIEU OF ALL OTHER WARRANTIES, AND THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF GENTEK AND THE PROPERTY OWNER'S EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. GENTEK SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE WINDOWS.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from jurisdiction to jurisdiction.

COMMERCIAL APPLICATIONS

If the building in which the Amherst Vinyl Window is installed is owned by an entity other than an individual resident owner, whether by a corporation, partnership, an unincorporated association, or by a government or public entity, including without limitation, a church or school, then the warranty period shall be a Fifteen (15) Year Prorated Limited Warranty from the date of window installation, applicable to all window parts and components, under the prorated basis of this Warranty, with labour at no charge to the Property Owner on warranted work for a one (1) year period, from the date of window installation, and subject to all other terms and conditions of this Limited Warranty.

In the event of hermetic seal failure, the owner will be responsible for charges based on the following schedule:

0-5 years	No Charge
6-10 years	50%
11-15 years	70%
15+ years	100%

The basis for computing the cost of material for repair or replacement shall be current market prices.

Amherst Vinyl Windows are manufactured and warranted by:
Gentek Building Products • 1001 Corporate Drive • Burlington, ON L7L 5V5

Sales order number _____

Date of installation _____