



## **COMPREHENSIVE GENERAL WARRANTY**

"Lifetime Warranty" is the lifetime of the original customer, for so long as the customer owns their home, to a maximum of twenty-five (25) years; or to a maximum of twenty-five (25) years from the date of manufacture if the home is no longer owned by the original customer, and this Lifetime Warranty has been transferred to a new owner. BLVD hereby provides such extended Lifetime Warranty for the times and on the specific products as outlined and detailed below. Under certain circumstances BLVD warranties may be deemed limited or void by the actions of the customer.

### **INSULATING GLASS - 25 YEARS**

BLVD sealed units are warranted against seal failure for a period of Twenty-Five (25) years from date of manufacture on sealed units purchased on or after December 7, 2023. Ten (10) Years for sealed units purchased prior to December 7, 2023. Installation charges apply after two (2) years from date of installation. One (1) year limited warranty from date of manufacture for spontaneous glass breakage due to defects in workmanship. Rattling of in-glass decorative pieces, such as blinds or grills, is not deemed a defect. BLVD reserves the right to investigate the reason for seal failure. BLVD assumes 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 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 BLVD within seventy-two (72) hours.

### **PVC (VINYL) EXTRUSIONS - 25 YEARS**

BLVD 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, are stored in a confined area under extreme heat, and/or have heavy materials stored on top of them. Distortion under these conditions will void all warranties. Within the first two (2) years from the date of manufacture BLVD will replace or repair defective materials at no charge.

Painting/refinishing of a BLVD PVC (Vinyl) window will immediately VOID product Warranty as it may negatively alter product performance and compromise functional integrity.

### **EXTERIOR METAL EXTRUSIONS - 25 YEARS**

BLVD 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.

### **OPERATING HARDWARE - 25 YEARS**

BLVD provides a limited lifetime warranty on all operating hardware. All Radisson Hardware products are warranted against defects in materials and workmanship for the life of the product.

### **FIBERGLASS DOORS - 10 YEARS**

BLVD provides a limited ten (10) year warranty on fiberglass doors to the customer, against warping or delamination from the date of purchase, provided that the door has not been altered in size. Door warpage is considered a defect when deflection exceeds one-quarter (¼) of an inch. Painting or staining of replacement parts will be the responsibility of the consumer. Damage resulting from or related to a Product being installed behind a storm door and/or dark color finishes is excluded from our Warranty.

### **INSTALLATION WARRANTY**

- When windows and doors are installed by BLVD Certified installers, a limited ten (10) year warranty is provided from the date of installation against defects in workmanship.
- When windows and doors are NOT installed by BLVD Certified installers, the Warranty may be VOID if installation is not adhered to current applicable building codes & practice at the time of installation.

### **PAINTING AND STAINING OF REPLACEMENT PARTS**

Painting or staining of replacement items/parts will be the responsibility of the consumer.

### **PROTECTIVE FILMS**

Protective films or protective tapes applied to products must be removed within 2 months of delivery date or installation date. Leaving films or tapes on past the 2 months could result in excessive adhesion to the glass, aluminum or vinyl or other surfaces.

### **DISCONTINUED PRODUCTS**

BLVD reserves the right to modify or discontinue products and colors of products without notice.

BLVD Windows and Glass Ltd. ("BLVD") warrants that its window and door products are free from defects in materials and workmanship for Two (2) years from the date of manufacture and includes both product and labour. This is a transferrable warranty, by a transfer in writing, with written notice provided to BLVD of such transfer. If such a defect occurs, Proof of purchase must be provided in the form of a paid invoice, then BLVD will determine to do one of the following:

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

After the said two years, labour charges may apply as described in each material component above

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