

PLEASE ENCLOSE IN AN ENVELOPE AND MAIL TO:



3333 Langstaff Road, Concord, ON L4K 5A8

## OVER 3 DECADES OF PERFORMANCE

Our mission is to produce a quality,  
energy-efficient vinyl window which  
is custom built with care  
and performs in Canadian climate.

### Superior Process

Quality doesn't happen by accident. From the time an order is placed, a seamless process with over 100 check points at every stage of manufacturing, ensures a perfect vinyl window is delivered to you home, on time. We take quality control very seriously which is why we can offer you the most comprehensive warranty available.

At Solensis, we pride ourselves in our quality control process, where the utmost care and attention to detail is coupled with state-of-the-art technology to precise every customer with customized windows that are built better.

Although some window manufacturers meet CSA standards by testing their windows in a lab setting, Solensis goes one step further to obtain CSA Certification for the Windows which involves more stringent factory testing and random testing by CSA personnel.

### Superior Products

Utilizing only quality materials, expert craftsmanship, personal attention to detail and the latest state-of-the-art technology, we adhere to the highest standards in the industry. We ensure every customer receives excellent service before, during and after purchasing a Solensis window.

From the time you order is placed to the time it's delivered and installed, every aspect of your Solensis window has been carefully inspected.



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- Non-Prorated
- Fully Transferrable

# OUR CARE-FREE WARRANTY

## General Terms and Conditions

This Warranty must be validated with the attached Warranty Registration Certificate completed by the window Contractor, and the original Purchaser, and received by Solensis no later than thirty (30) days after the completed installation and must receive a written acknowledgment in order for the Property Owner to be entitled to this Warranty. The Warranty stipulated in this document is the only warranty applicable to Solensis Windows and is granted in lieu of any warranties otherwise implied by law or equity and no such warranties shall apply to the Solensis Warranty.

## Quality Standards

All Solensis products are manufactured according to Solensis standard manufacturing tolerances. With quality construction, committed staff and technology we ensure the best possible products and service available.

## Lifetime Warranty on

### White Vinyl Frame and Vinyl Sash Members

Solensis Windows and Greenhouses are warranted against such defects in material that might result in blistering, peeling, flaking, corroding and fading of the frame or sash members for the lifetime of the product from the date of installation.

### Lifetime Warranty on Super Spacer® Insulating Glass

Solensis warrants that the insulating glass units SuperSpacer® contained in the windows 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 the life of the window in accordance with all terms specified in this warranty. 15-Year Warranty on Insulating Glass Greenhouse Windows.

### Lifetime Warranty on Interior Laminate Finish

Solensis warrants that the vinyl/pvc laminate will not delaminate, chip, crack or blister during the life of the product.

### Lifetime Warranty on Hardware

Solensis warrants that the hardware shall remain in good operational condition for the lifetime of the product excluding abuse of hardware such as over tightening of mechanism which may cause the roto gear to strip commencing from the date of installation.

## Warranty Limitations

Solensis's liability is limited solely and exclusively to repair or replacement and to substitute parts, at the discretion of Solensis, and under no circumstances will Solensis be liable for 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. This Warranty will be deemed null and void if the owner/purchaser modifies or otherwise alters in any way the product after installation without the written consent of Solensis, if the product is used for a purpose not intended, or otherwise outside the accepted and advised use and if harmful cleaning solutions and abrasive compounds are used, as well as any windows manufactured outside Solensis's manufacturing specifications as specified.

### 30 Day Warranty on Screens

Punctures and tears in screens are covered for 30 days period. Please note that a screen will not stop a child from falling out of the window.

### Window Ownership Transfer Form

While this Warranty is transferable to future owners of the property, Solensis's obligations under the Warranty will only continue if a written notice of the transfer in ownership is forwarded to Solensis within thirty (30) days of the new

owner taking possession of the property in question, where the warranted product is installed and acknowledgment receipt has been issued by Solensis. Should the subsequent owner fail to notify Solensis of his intention to continue the Warranty, the Warranty will then expire automatically without the possibility of revival, on the close of business on the thirtieth (30th) day after the owner takes ownership of the said property.

## Effective Date of Warranty

This warranty will only come into force of and when the customer forwards to Solensis the Warranty Registration Certificate. Solensis will only honour warranties for which Solensis has received said form. To be enforceable said form must be returned to Solensis within 30 (thirty) days after installation. For greater certainty Solensis's obligation under this Warranty will only take effect upon a written confirmation from Solensis of the receipt by Solensis of the Warranty Registration Certificate. Warranty Registration Certificate must be forwarded and received by Solensis within thirty (30) days. Warranty Registration Certificate not registered within the deadlines set out herein will result in the termination of the warranty and Solensis's obligations hereunder.

## Paint

Standard colours are warranted against such defects in material and workmanship that might result from paint peeling, flaking, cracking and major discoloration for a period of fifteen (15) years that is not caused by exposure to sunlight, heat or noxious or abrasive materials.

## Installation Liabilities

Solensis is responsible solely for the manufactured product. All Installation related claims should be directed to the Distributer/Dealer/Installer. Solensis will not be responsible for claims arising between the Distributer/Dealer/Installer and their customers. Solensis is a Window Wise Approved manufacturer and adheres to the Window Wise standards available at [www.windowwise.com](http://www.windowwise.com)

## Exclusions from Warranty Coverage

Damages resulting from the following are excluded from coverage under this Warranty:

1. Exposure to harmful pollutants, the corrosion of non-vinyl products or components due to the close proximity to coastal areas, excessive thermal or physical stress and/or high humidity levels such as but limited to improper storage.
2. Any damage to the window or window components due to the settlement of building structure.
3. Any damage caused by wind, hail, lightning or other incident of weather, deemed as an act of God.
4. Minor imperfections in windows and doors that do not affect the product's structural integrity or obscure vision.
5. Any window which has been repaired or modified by any person other than a factory-trained Service Technician or authorized Solensis

representative or any Non-Solensis add-on or replacement parts added to the Window(s).

6. Any defect, malfunction or failure to perform, which has occurred because of unreasonable use, improper application or the failure to perform reasonable or necessary maintenance.
7. If products with visible defect(s) after goods have been picked up or delivered and are installed with such defects, but not limited to scratches, dents, and cracks and/or damaged components without notifying Solensis prior to installation.
8. Condensation on windows, which may occur as a natural result of humidity within the house or building area. Please refer to <http://oe.nrcan.gc.ca/> for condensation prevention tips.



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# WARRANTY REGISTRATION CERTIFICATE

## Windows are warranted

Name of Present Property Owner

Address

City, Province, Postal Code

Phone

Email

Date of Installation

Dealer Name

Against any defects in material and workmanship, as specified under this warranty, occurring as a direct result of the manufacturing process for only window parts and components during the stated time period, under normal use and service, subject to the terms and conditions contained in this warranty.  
Please mail to 3333 Langstaff Road, Concord, ON L4K 5A8