



AVS *Windows Ltd.*

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AVS Windows Ltd. warrants its window and door products to be free of material and manufacturing defects and agrees to repair or replace any such items as outlined below.

WARRANTY COVERAGE

1. Vinyl Components – 20-Year Limited Warranty

The main frame, sash, and other vinyl (PVC) components in the window and door systems are warranted against blistering, corroding, flaking, peeling, or rotting for **20 years from the date of purchase**.

2. Insulated Glass Unit (IGU) – 10-Year Limited Warranty

For a period of **ten (10) years from the date of manufacture**, insulated glass units are warranted—subject to the terms and conditions below—against material obstruction of vision caused by dust or film formation on the internal glass surfaces resulting from failure of the hermetic seal.

Not covered under this warranty:

- Seal failure resulting from cracked, broken, or fractured glass
- Damage due to improper handling, storage, or installation
- Alteration of the unit, including aftermarket films
- Abnormal stresses due to frame or building movement, or insufficient allowance for expansion and contraction
- Thermal breakage

IGUs must be installed according to **IGMA glazing recommendations**.

AVS Windows Ltd. reserves the right to inspect any allegedly defective unit in the field.

Liability is limited to replacement of defective unit(s) FOB original shipping point.
Labour, removal, reinstallation, or handling costs are **not covered**.

3. Mechanical Components

Mechanical components such as locks, keepers, rollers, balances, and sash stops are warranted against defects in materials and workmanship.

ADDITIONAL WARRANTY TERMS

4. No Installation Warranty

AVS Windows Ltd. **does not provide installation services.**

Therefore, no warranty is offered for installation workmanship. Any issues arising from installation are the sole responsibility of the installer or contractor chosen by the purchaser.

5. Colour Fade Exclusion

No warranty is provided for **colour fading, discolouration, or surface appearance changes** caused by UV exposure, environmental conditions, or natural aging. These conditions are considered normal and not defects.

6. Performance Limitations

This warranty does **not** cover performance issues related to:

- Air or water infiltration during extreme or unusual weather
 - Sound transmission or acoustic performance
 - Energy-efficiency results beyond the product's original specifications
 - Condensation on interior or exterior glass surfaces (a natural atmospheric condition)
 - Variations in colour, texture, or finish that do not affect structural integrity
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7. Transferability

This warranty is **non-transferable**. It is valid **only for the original purchaser** of the product and becomes automatically void if the building or property is sold or transferred to any new owner.

8. Exclusions and Limitations

This warranty does not cover:

- Normal wear and tear

- Damage due to misuse, abuse, neglect, or lack of maintenance
- Damage caused by cleaning products, solvents, or chemicals
- Damage caused by natural disasters (fire, flood, windstorm, earthquake, etc.)
- Units altered, modified, or repaired by unauthorized persons
- Labour charges, service call fees, or transportation costs

AVS Windows Ltd. shall not be liable for incidental, consequential, or indirect damages. Liability is strictly limited to repair or replacement of defective products as outlined.

9. Limitation of Liability

AVS Windows Ltd.'s liability under this warranty is strictly limited to the repair or replacement of defective products as described herein. AVS Windows Ltd. shall **not be liable for any incidental, consequential, or indirect damages**, including but not limited to property damage, lost profits, or personal injury. This limitation applies to all claims, whether based in contract, tort, or otherwise.

WARRANTY CLAIMS

To make a claim, the purchaser must:

1. **Write to AVS Windows Ltd.** describing the defect
2. Provide a **copy of this warranty certificate**
3. Submit the claim **within 10 days** of discovering (or reasonably being able to discover) the defect

AVS Windows Ltd. may request further information or evidence and will respond within a reasonable time.

Warranties apply only when the purchaser's account is **paid in full and in good standing**.