



# Limited Life Time Warranty 2018

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## General:

Berdick Windows and Doors (“Berdick”) products are designed and built to strict standards to ensure long lasting value in your home. This Warranty is effective for all Berdick products manufactured on or after June 01, 2018. The warranty will apply to this product, installed for either new construction or renovation projects, within Canada or certain areas of the United States of America, as deemed acceptable by Berdick Windows and Doors.

This warranty is given to the original purchaser of the product and the original owner of the building in which the Berdick product is installed, and to the rightful subsequent transferee as detailed in warranty transferability.

Upon the delivery or receipt of your Berdick product, inspect all items thoroughly for damages immediately. If product is damaged in any way, refuse delivery and/or immediately return to carrier for return to Berdick. Berdick will either Repair or replace the defective product. Do not install any damaged, deficient, or incorrect product. Berdick must receive notification of the defect within 48 hours in order to be eligible for coverage.

Berdick products are almost completely maintenance free. To clean the surface, use a mild soap and warm water. Abrasive cleaners will dull and/or scratch the surface. We recommend that you lubricate the hardware annually with silicone spray.

The warrantor is Berdick Windows and Doors, a Manitoba company. The original purchaser of this product acknowledges that they have read this warranty, understand it, and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed. .

## Warranty Details:

Berdick warrants that its products will be free from defects in material and workmanship within the time frames outlined below. These time frames begin on the date product is manufactured. Berdick reserves the right to repair or replace defective product as it deems necessary. Warranty timeframes are subject to transferability as later detailed.

### 1. Vinyl Windows

#### a) Vinyl Window Components

Berdick warrants that its vinyl window components are to be free from defects in material and workmanship for as long as you own and occupy your residence. This warrants that our white vinyl products will be free from significant discoloration, warping, blistering, and bubbling for the aforementioned timeframe, permitted that the product is installed as per CSA standards and is under normal use and environmental conditions. The coverage provided does not extend to painted extrusions.

#### b) Painted PVC

PVC components with material factory finished by Berdick are warranted for 10 (ten) years from the date of manufacture. This warrants that products will be free from significant warping, blistering, and bubbling of PVC material for the aforementioned timeframe, permitted that the product is installed as per CSA standards and is under normal use and environmental conditions.



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## **c) Painted Finishes**

Berdick warrants that its factory applied painting/staining will not peel, blister, flake, or have excessive colour change for 10 (ten) years. This does not extend to discoloration, polish, and surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.

## **d) Hardware**

All window hardware is warranted for 10 (ten) years from date of manufacture against any defects in material and workmanship, under normal circumstances and use. Coverage is limited to replacement value of defective hardware and does not include labour to replace outside of standard warranty timeframes.

## **e) Screens**

Berdick screens are warranted for 2 (two) years from date of manufacture against any defects in material and workmanship, under normal circumstances and use.

## **2. Fibreglass Windows**

### **a) Fibreglass Window Components**

Berdick warrants that its fiberglass window components are to be free from defects in material and workmanship for as long as you own and occupy your residence. This warrants that Berdick fiberglass products will be free from significant, warping, blistering, and bubbling for the aforementioned timeframe, permitted that the product is installed as per CSA standards and is under normal use and environmental conditions.

### **b) Painted Finishes**

Berdick warrants that its factory applied painting/staining will not peel, blister, flake, or have excessive colour change for 10 (ten) years. This does not extend to discoloration, polish, and surface damage, or alteration caused by the use of natural or chemical solvents or and environmental factor causing such damage.

### **c) Hardware**

All window hardware is warranted for 10 (ten) years from date of manufacture against any defects in material and workmanship, under normal circumstances and use. Coverage is limited to replacement value of defective hardware and does not include labour to replace outside of standard warranty timeframes.

### **d) Screens**

Berdick screens are warranted for 2 (two) years from date of manufacture against any defects in material and workmanship, under normal circumstances and use.

## **3. Door Entry Systems**

### **a) Door Slabs**

Berdick warrants its provided door slabs against warping, cupping, bowing, and twisting for 10 years from date of manufacture. Warping, bowing or twisting shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself. Doors with cutouts larger than 22"x48" are not warranted against warping (exemptions exist, please see exemption section). Warranty is void if pre-finished door slabs are re-painted.



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## **b) Frames**

Door frame material, including jambs and brickmoulds, are warranted for 10 (ten) years after date of manufacture. Coverage extends to any defects in material and workmanship, under normal circumstances and use. This includes both vinyl wrapped and composite materials.

## **c) Painted Finishes**

Berdick warrants that its factory applied painting/staining will not peel, blister, flake, or have excessive colour change for 10 (ten) years. This does not extend to discoloration, polish, and surface damage, or alteration caused by the use of natural or chemical solvents or and environmental factor causing such damage.

## **d) Hardware**

All Berdick supplied door hardware is warranted for 10 (ten) years from date of manufacture against any defects in material and workmanship, under normal circumstances and use. Coverage is limited to replacement value of defective hardware and does not include labour to replace outside of standard warranty timeframes.

## **e) Screens**

Berdick screens are warranted for 2 (two) years from date of manufacture against any defects in material and workmanship, under normal circumstances and use.

## **4. Glass and Inserts**

### **a) Insulated Glass Units - Windows**

Berdick warrants the air seal in its dual pane and tri-pane insulated glass units for as long as you own and occupy the residence in which the unit is installed.

Berdick also warrants the unit against spontaneous glass breakage for 1 (one) year from date of manufacture. In order for coverage to be applied, Berdick must confirm the cause of the crack by means of an inspection by a Berdick certified technician. Coverage will be void if signs of impact or misuse are found.

Insulated units installed into non- Berdick manufactured product will be warranted against seal failures for 10 (ten) years. No labour is provided on these units.

### **b) Insulated Glass Units – Door Inserts**

Berdick warrants the air seal in its factory produced door inserts against air seal failure for 10 (ten) years.

Door inserts not produced by Berdick will have their original manufacturer's warranty applied.

### **c) Multi Residence/Commercial Glass**

Berdick warrants the air seal in its factory produced insulated glass units for 10 years from date of manufacture if the unit is installed in a multi-family residence or commercial space.



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## **5. Labour and Transferability of Warranty**

### **a) Labour**

\*Skilled Labour required to repair or replace a warrantable defect as defined in the aforementioned warranty coverage is provided for 2 (two) years from invoice date.

### **b) Transferability**

Berdick's limited warranty may be transferred by the original owner to 1 (one) subsequent owner. Berdick must be notified of this within 30 (thirty) days of the transfer of ownership to qualify. Warranty of transferred items will be reduced to a maximum of 10 (ten) years from manufacture date. Warranty coverage that lasts less than 10 years will not be adjusted and will remain as their original coverage timeframe.

## **Filing a Claim**

If you have a Berdick product with a defect that you wish to have covered under the terms provided in this warranty, contact the distributor or dealer from which you purchased the product to assist in filing a warranty claim. This will expedite your claim and assist us in finding a resolution as quick as possible. If you are unable to contact your dealer or distributor, contact us directly by phone, fax, or email:

Berdick Windows and Doors  
Tel: 204-325-8053  
Fax: 204-325-5516  
Email: [customer\\_care@berdick.com](mailto:customer_care@berdick.com)

When you contact us regarding your warranty questions or warranty claim, please:

- a)** State what Berdick product is involved, along with the date and the place it was purchased, as well as the original order number/DS number.
- b)** Describe the claimed defect
- c)** Provide your name, address, phone numbers, email, and confirm where the product is installed.
- d)** Provide photographs of the issue to expedite your claim. Photos should clearly show the defect being described.

Once we receive the information regarding your warranty claim, we will contact you within 2 (two) business days to confirm the information provided. The claim will be reviewed and, within 30 (thirty) days, the appropriate steps will be taken to resolve your warranty concern.

## **Resolution**

Where a product or component of a product manufactured by Berdick Windows and Doors is covered by a warranty provided for in this document, resolution of the Original Consumer are limited to the following:

Repair and/or Replacement of the defective product or component and, for the first two (2) years of the warranty only, Berdick Windows and Doors will provide transportation and labour for the repair to the product or component only. Notwithstanding the above, on products installed outside of Canada the warranty is restricted to the supply only of the repaired product or component to the original Canadian point of purchase and there is no coverage for labour for the installation, removal, shipping, painting, refinishing, restoration and other similar costs at any time.



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The warranty replacement/repair provided will fall under the original terms of the warranty (from the original product's date of manufacture). Berdick retains the option to delay any action on a claim for a period of 6 months from the date of claim, provided the system is operable. During this time the windows/doors must remain hung in the original installation to allow conditioning to humidity and temperature.

If Berdick denies the warranty claim, we reserve the right to charge an inspection fee for warranty inspections that are not the fault of the manufacturing process.

## Warranty Exemptions

This warranty covers defects in materials and workmanship only; it does not cover the following issues, damages, or cause of damages:

- 1) Products that are not paid for in full.
- 2) Damage from accident, improper handling, alteration, misuse, etc.
- 3) Damage caused by films or shading devices (curtains, awnings, etc.).
- 4) Damage due to building shifting, moving, or settling.
- 5) Defects caused by improper maintenance (including pressure washing, washing with a hose, solvent use, etc.)
- 6) Condensation on the surface of the insulated glass unit (interior or exterior).
- 7) Mold or mildew
- 8) Improper installation or product not installed as per CSA standards. This includes lack of overhangs where required. Please note that composite doors require additional installation steps above CSA standards. Composite frames must be installed according to supplementary installation instructions in order to have warranty coverage. Failure to do so will void coverage.
- 9) Oversized units.
- 10) Acts of god, nature, vandalism, abuse, fire, flood, or storms.
- 11) Routine wear and tear of components
- 12) Issues caused by factors outside of Berdick Windows and Doors control.
- 13) Insulated glass units with after-market films applied.
- 14) Door slabs with cut out's larger than 22"x48" will not have warranty coverage for warping/squareness. Certain doors (such as garden doors) will still be warranted with large cutouts, permitted that camlocks have been installed by Berdick on the door as well.
- 15) Minor imperfections found in insulated glass units that occur during the manufacturing process. A copy of Berdick Windows and Doors' visual glass quality standards are available upon request.
- 16) Cost for labour, removal, and disposal of defective products outside of the skilled labour coverage period.
- 17) Hardware and hardware sets applied after manufacturing.
- 18) Screen damage caused by misuse, abuse, animal activity, vandalism, or normal wear and tear.
- 19) Damage not reported within 48 hours upon receipt of product. Damaged product that is knowingly installed without notification to Berdick Windows and Doors will not be covered by the terms set forth in this document.
- 20) Product not accompanied by proof of purchase/confirmation that the product is manufactured by Berdick Windows and Doors.



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- 21) Sealed units installed into old wooden frames/sashes, or into poorly constructed units, will be exempt from all warranty coverage.
- 22) Finishes applied by someone other than Berdick will not be warranted in any way, shape or form.