

Warranty

Peter Kohler Windows & Entrance Systems, subject to the conditions and limitations following, warrants its products to be free from manufacturing defects. This warranty includes, when subjected to normal and proper use, peeling, flaking, blistering, corrosion and rot, on the following products:

Vinyl

- Heritage series windows
- 20 Year Warranty

Wood

- All Windows and Doors
- 5 Year Warranty

Hardware

- Heritage series windows
- 10 Year Warranty

Insulated Glass Units

Subject to the conditions and limitations following, we warrant the insulated glass units used in our products to be free from manufacturing defects. This warranty includes, when subjected to normal and proper use, material obstruction from dust or film formation due to faulty manufacture of the hermetic seal, on the following products:

- Heritage series windows
- 20 Year Warranty

Limitations

Peter Kohler Windows & Entrance Systems offers a broad and comprehensive warranty, however there are certain limitations and conditions. If any component of our windows or doors is found to be defective during the warranty coverage period, we will repair or provide a suitable replacement. In the event of product replacement under the terms of this warranty, the warranty of that product will remain in effect for the balance of the warranty period from the original date of purchase. Labour costs incurred during replacement of the parts or product will be covered by us only in the event that the defect occurs

within one year of initial installation. We will only be responsible for the labour and parts or product cost associated with the removal and replacement of the product itself. Kohler will not be liable for instances of misuse, abuse, neglect or improper handling or storage that lead to product failure or damage. Also, the warranty will be null and void in the instance of improper installation, impact of foreign objects, fire, earthquake, flood, lightening, hurricane, hail, tornado or other acts of nature. Defects in wall construction in which a window or door was installed, or damage to the wall caused by movement, distortion, cracking or settling of such wall or foundation, will void warranty coverage. We will not be held liable for discolouration or other damage caused by exposure to harmful chemicals. Peter Kohler windows are not warranted against glass breakage, regardless of the reason, or condensation resulting from humidity within the house or building area caused by changes in interior/exterior temperatures.

The 20 year warranty offered by Peter Kohler Windows & Entrance Systems is valid only for individual homeowners.

Other Conditions

This warranty is expressly in lieu of all other oral or written warranties, liabilities or obligations. No representative of Peter Kohler Windows & Entrance Systems is authorized to make changes or modifications to this warranty. In no event shall we be liable for consequential or incidental damages of any kind, including damage to persons, the building, or its contents.

Making a Warranty Claim

To obtain remedy under this warranty, it is the obligation of the homeowner to notify the dealer where the purchase was made as soon as possible. The dealer shall inspect the problem and inform us in writing of any defect in a prompt manner. We will investigate the claim and examine the product deemed to be defective. This inspection will determine the need for replacement product or components and we shall, within a reasonable period of time, provide the necessary replacement.

Validate Warranty

In order for this warranty to be effective, please register on our website at: <http://www.peterkohlerwindows.com/warranty/warranty.asp>