



# ALLSCO WARRANTY CARD

A complete guide outlining  
ALLSCO's warranty terms &  
conditions

# 1. OUR WARRANTY

## OUR COMMITMENT TO OUR PRODUCTS

ALLSCO's history is deep rooted in family values and the dedication to providing our customers with the highest quality and most energy efficient products possible. We focus our attention on ensuring that our clients' needs are met, and that the products we provide are engineered to withstand the harshness of our Canadian climate. Our experience in the industry gives us the vision to be able to provide you with the most durable products that ensure your comfort and reflect your personal style.

ALLSCO partners with several industry leading suppliers, such as Cardinal Glass, ROTO, and Masonite, to ensure that your windows and doors are fitted with high quality components that help to add value to your home and create peace of mind knowing you are being provided only the best from ALLSCO.

We stand behind the quality of our products, so much so that we offer a lifetime warranty on our window's vinyl, hardware and sealed glass units. Our DuraPlus door frame is also covered under a lifetime warranty. Factory painted windows and doors, are covered for 10 years on the paint.

ALLSCO is continually innovating and testing our products to guarantee that we meet all Canadian certification standards (including NAFS and EnergyStar).

Please note the warranty information listed is relative to our current products. For detailed information on your specific product warranty, please contact ALLSCO's Service/Warranty department at 506-853-8888



ALLSCO, 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 and rot, on the following products.

Window Products	Vintage, Premium, Prestige *	V-Series*	Commercial
Insulated Glass++	Lifetime	5 Years	10 Years
Hardware	Lifetime	5 years	1 Year
Frame/Sash (Vinyl)	Lifetime	Lifetime	10 Years
Factory Applied Paint	10 Years	10 Years	10 Years
Labour	1 Year	1 Year	1 Year

\*All warranty coverage is applicable to the original homeowner. Glass being installed into non ALLSCO product will only carry a warranty for 1 year.

++ Stress crack warranty coverage is for 1 year

Patio & Entrance Door Products	Patio Doors*	Entrance Doors*
Insulated Glass	30 Years	5 Years
Hardware	10 Years	5 Years
Slab	N/A	5 Years
Frame/Sash	30 Years Vinyl	5 Years
Factory Applied Coating**	10 Years	5-10 Years
Wood Frame	N/A	1 Year
Vinyl Clad Frame	N/A	1 Year
Dura Plus Frame (composite)	N/A	Lifetime
Labour	1 Year	1 Year
Internal Mini Blinds	5 Years	5 Years

\*All warranty coverage is applicable to the original homeowner.

\*\*Refer to pages 14 and 15 for full warranty details on factory applied paint and stain coatings.

There is no warranty coverage for rusting of any hinges or screws on doors that are not stainless steel.



## LIMITATIONS

Our Worry-Free Lifetime Warranty is among the best in the industry, however there are certain limitations and conditions that apply. If any component on our ALLSCO windows or entrance systems are found to be defective by ATIS-LP- ALLSCO (hereinafter "ALLSCO") 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 purchase date.

ALLSCO reserves the right to discontinue production of any model of window or door presently manufactured or make changes to such models. Likewise, we reserve the right to replace defective products with similar or alike ones, and to change the specifications or design. This is the only obligation assumed by ALLSCO under this warranty. The extent of this warranty is limited to the replacement of defective parts only and is limited to the original purchaser.

This warranty applies only to homeowners who are the original purchaser of the products. This coverage is for personal residential use only and does not apply to commercial properties or applications. Thermo replacements into non ALLSCO product will only carry a 1 year warranty.

ALLSCO will not be liable for instances such as misuse, neglect or improper handling or storage, and settlement of structural building defects that lead to product failure or damage.

Warranty will also be null and void in the event of impact of foreign objects, fire, earthquake, flood, hurricanes, or any other acts of God.

Manufacturer's printed installation instructions must be adhered to as improper use, application or installation of product(s) will void this warranty.

ALLSCO will not be held liable for any discoloration or other damage caused by exposure to harmful chemicals. Vinyl surface chalking or fading may result from sunlight or air pollutant exposure and is not covered under this warranty.

This warranty does not cover condensation problems caused by high humidity factors in the house or improper ventilation.

Any after market products (ie: window glass films, shutters, miniblinds etc) may void the warranty of the product.

Any window or entrance system which has been modified, repaired or tampered with by any person other than an authorized ALLSCO representative will void warranty.



Under no circumstances will ALLSCO 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, resulting from ALLSCO product defects.

Glass breakage of any kind is not covered under this warranty

Screens, door sweeps, weather-strip, door thresholds and rusty screws are not covered under this warranty.

ALLSCO will not be responsible for coatings, including paint, which is not applied at the factory by ALLSCO. Also, if a part not coated at the factory by ALLSCO is replaced for a defect other than coating, ALLSCO will not be responsible for re-coating or re-painting costs of the part.

## **OTHER CONDITIONS**

This warranty is expressly in lieu of all other oral or written warranties, liabilities or obligations of ALLSCO. No representative of ALLSCO is authorized to make changes or modifications to this warranty.

## **MAKING A WARRANTY CLAIM**

To better serve you with your ALLSCO warranty claim, we request that you complete our Warranty & Service request form which is available online at the following link <http://www.allSCO.com/allSCO-service-request-form/>

Alternatively, you can contact our Warranty & Service department via email at [warranty@allSCO.com](mailto:warranty@allSCO.com), or by phone at 506-853-8888

