



BY KP BUILDING PRODUCTS

Limited Lifetime Warranty on Greenview Windows

KP Building Products Ltd ("KP") is proud to offer a limited lifetime warranty covering defects in raw materials and workmanship, which attests to the confidence it holds in the quality of its Greenview windows (the "Products"). This warranty is effective for purchases of Products made on or after **March 3rd, 2014** and is applicable to the Canadian and Northeastern US markets.

KP will repair or replace (with a product of equal value), at its discretion, all defective Products reported to an authorized dealer or to KP during the period covered by the warranty. KP'S warranty on Products is fully transferable at no charge. No other warranty or promise made by anyone else (representative, retailer, distributor, contractor, installer or other) will be viewed as valid in connection with the Products by KP. This warranty applies to the Greenview windows.

KP reserves the right to modify this warranty at any time.

WHITE VINYL - LIFETIME WARRANTY

KP offers a warranty on vinyl frames and sashes beyond industry standards for the lifetime of these products. KP warrants these extrusions against blistering, peeling, flaking and corroding, contracting or distorting of the window frame or sash members. This warranty only applies to WHITE extrusions and profiles that have not been subjected to any transformation other than for the manufacturing of the product. This warranty does not apply to uniform fading and colour changes due to normal weather conditions.

PAINTED PROFILES AND ALUMINUM EXTRUSIONS – 15 YEAR WARRANTY

KP warrants for a period of fifteen (15) years all painted PVC, all aluminum profiles, and aluminum cladding against peeling, flaking, cracking, or unequal discoloration not caused by exposure to sunlight heat, noxious or abrasive materials. This warranty does not apply to uniform fading and colour changes due to normal weather conditions. The environment within one (1) mile (1.6 km) of a sea coast can be extremely corrosive.

Even with the appropriate maintenance, products installed in this environment will typically deteriorate more rapidly than products installed in a less severe environment; some corrosion and/or deterioration is considered "normal wear" in this environment.

WINDOW HARDWARE - LIFETIME WARRANTY

KP warrants that the window hardware shall remain in good operating condition and that it will supply replacement hardware, assuming availability from the original hardware manufacturer, for the lifetime of the product. Where the hardware is no longer available, KP will make commercially reasonable efforts to obtain a substitute.

KP reserves the right to request the return of the hardware to authorize the warranted replacement.

Any hardware deemed defective should be returned to KP prior to the expiration period of the warranty for complete inspection. This warranty does not cover normal wear, discolouration of finish, oxidation of metal parts, rust or any product having been improperly installed or used, exposed to salt air or abnormally high levels of humidity.

WINDOW GLASS - LIFETIME WARRANTY

KP warrants that, for the lifetime of the window from the date of installation, under normal conditions, the glass will not develop any material obstruction of vision which is the result of film formation or dust collection between the interior glass surfaces.

In the event a glass failure occurs as a result of a defect in manufacturing, materials or workmanship, KP will provide a replacement glass product for the life of the product.



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Limited Lifetime Warranty on Greenview Windows (cont'd)

WINDOW GLASS BREAKAGE - LIFETIME WARRANTY

KP warrants that, for the life of the product, it shall provide new glass units should the glass be damaged or broken for any reason except acts of God and war. The warranty covers materials only and does not include installation costs. This warranty does not apply to patio doors or Series 2000 windows.

PATIO DOORS WITH INTERNAL MINI-BLINDS

For sealed units with internal mini-blinds, KP offers a 10-year limited warranty on the frame, the operating mechanism and the blinds, starting on the date shown on the insert. There is a 10-year warranty for the sealed unit itself, starting on the date shown on the insert. These sealed units are guaranteed against permanent condensation inside the sealed unit.

OTHER WARRANTY

KP warrants for a period of two (2) years all Greenview products, components, or options not specifically described herein against all manufacturing defects.

CONDITIONS

KP must be informed in writing of any apparent anomaly in its product within 48 hours of the product being delivered to the customer, and this, prior to installation. Following reception of the information, KP will proceed, at its discretion, to either return the defective product to be repaired in the plant, to repair the defective product on site, or replace the defective product.

- The product warranty is limited to 10 years, subject to the exclusions below, if Greenview windows are:
 - Installed in buildings operated as multi-family dwellings
 - Used for commercial purposes
 - Used in rental properties, schools, churches, apartment complexes, government-owned structures, or office buildings
- The warranty period is effective from the date of product delivery to the customer.
- It is the sole responsibility of the architect, building contractor, distributor, dealer, or homeowner (collectively or individually, the "Purchaser") to select Greenview products that comply with applicable building codes or ordinances. It is also the sole responsibility of the Purchaser to ensure the selected Greenview product is suitable for the installation in terms of type and performance level.
- The present warranty is void should the product not be installed according to standards. We invite you to consult and follow the installation instructions supplied with the product.
- The present warranty is complete and no other is valid, whether formulated or implied, and replaces expressly any other warranty or condition otherwise provided for by law.
- KP reserves the right to discontinue or alter any Greenview product currently manufactured without incurring any obligation to incorporate said alterations in units already manufactured.
- Any claim covered by this warranty should be addressed in writing to the contractor or distributor, including the original invoice, or directly to KP.
- Annually, a visual inspection must be conducted in order to detect any flaws or damages in products. Regular maintenance, lubrication of hardware, and maintenance of joint sealant must be performed. KP cannot be held responsible for any damages which could have been avoided by such an inspection.



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Limited Lifetime Warranty on Greenview Windows (cont'd)

EXCLUSIONS

KP excludes the following from coverage under this warranty:

GENERAL EXCLUSIONS

- Normal wear and tear of Greenview products and components;
- Water or air leakage or other damage or malfunction due to improper or defective installation or improper use;
- Products having been repaired or modified or having been attempted to be repaired or modified by anyone other than an authorized KP representative;
- The defect or damage of any product or of its components which is related to abusive use, a lack of normal maintenance, an accident, a break-in, minor scratches or other imperfections not affecting the integrity of the structure or an installation which is not in conformity with current construction methods or excessive thermal or mechanical strains;
- Product used in an abusive manner, or that has been in contact with solvents or corrosive products, such as chemical products or sea salt, or if the product has been painted or coated with any product following its purchase contrary to the recommendations of KP in the present warranty;
- Unequal fading or discoloration that may occur if surfaces are not equally exposed to sun and elements;
- The cost of assembling and/or disassembling scaffolding and all other fees or costs necessary or required to access a defective products, its removal and reinstallation, as well as any finishing work, repainting, brick work or masonry, etc.;
- Warping in windows equal or inferior to a quarter of an inch (1/4") or six (6) millimeters;
- Any damage to merchandise transported by a third party other than KP or to any other property or person;
- Condensation or frost which may occur as a natural result of humidity within the house or building area. Please refer to oee.nrcan.gc.ca for condensation prevention tips;
- The distortion, deformation or bulging phenomenon which can occur in all glass products but particularly in heat treated glass (e.g.: tempered) and is directly caused by reflection and refraction of light during the rapid air cooling process. It comes in the form of waving, spots, stains, indistinct lines or bulges and cannot be considered as a defect in the glass;
- Scratches on glass that are invisible to the naked eye at 1 (one) meter or more from the effected glass unit;
- Application of coatings or films after installation will void the warranty;
- KP is not responsible for incidental or consequential damages, and its liability shall, in all circumstances, be limited to repair or replacement at its sole discretion;
- Windows that exceed the minimum or maximum sizes established by KP;
- Labour costs arising from investigation of an improper claim;
- Damage caused by acts of God (fire, flooding, tornadoes, etc.), fortuitous cases and/or exposure to smoke, toxic vapors, chemical products as well as the oxidation of metal and/or any climatic factor such as a salt environment, excessive temperatures, extreme conditions, and/or inadequate ventilation;
- PVC and/or aluminum products DISTRIBUTED BUT NOT MANUFACTURED by KP are excluded from this warranty. In such a case, only the original manufacturer's warranty applies;



GreenView
WINDOWS & DOORS

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- Glass on products DISTRIBUTED BUT NOT MANUFACTURED by KP are excluded from this warranty. In such a case, only the original manufacturer's warranty applies;
- The warranty on white and painted exterior surfaces is null and void if harsh or damaging solvents are used to clean the vinyl frame or sash members; and
- Screen mesh which has been ripped, punctured, scratched, or pierced is not covered.

GREENVIEW

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