

LIFETIME  
the promise of a lifetime

## Warranty

### **Century's Lifetime Warranty – for as long as you own your home.**

Century Glass Ltd. ("Century") guarantees to the original purchaser of Century windows and doors installed in a single family home or multi-family home unit ("Home") by the builder as new construction or by the Original Purchaser as replacements, that Century will repair or replace any such Century products that are defective in materials and workmanship at no charge and will pay the cost of all parts and labour. If repair or replacement is not commercially practical or cannot be made on a timely basis then Century at its discretion will refund the purchase price.

#### **persons covered**

This warranty extends to the Original Purchaser of Century Products and starts on the date of purchase of the home as new construction or on the date the products were installed as replacements ("start date") and remains effective as long as the Original Purchaser owns and resides in the home. If the Original Purchaser sells the home before ten (10) years has elapsed after the start date, Century will automatically extend full coverage under this warranty to the new owner(s) of the home and any subsequent owners, until the tenth (10th) anniversary of the start date.

#### **coverage for installations**

Covered under the warranty are leaks, gaps in caulking, labour, improper installation. Exclusions from this coverage are conditions caused by lack of routine maintenance (as outlined in maintenance instructions) by the home owner, leaks caused by products not installed by Century or pre-existing conditions.

#### **coverage for glass breakage**

Century will replace any defective insulating glass unit that has developed a stress crack within the first year after the start date.

#### **exclusion from coverage**

This warranty does not cover damage or defects relating to the misuse, abuse, the use of applied tints or films, alterations including but not limited to customer applied finishes, normal wear and tear, natural weathering of exterior finishes, acts of nature (ie. fire, hurricane, etc.), building settling, structural failures of walls or foundations or improper installation, storage or handling or failure to properly care for and maintain the Century Products. Unfinished wood surfaces that experience water damage at the job site or are left unfinished after installation and become stained or damaged will not be considered as defective in materials and workmanship and are excluded under the terms of this warranty. Small marks, scratches and spots on insulating glass units which do not exceed Century standards do not constitute a defective insulating glass unit.

The lifetime warranty extends only to products installed in the homes located within 100kms of Century's head office located at 1110 Victoria Street, Kamloops, BC. Any products installed outside of the 100kms will have the following coverage. Century will provide replacement parts and materials as needed to complete the repairs. Installation labour and freight required to ship and install these parts is not included. Century will replace any window or door screen frame and mesh that is defective in materials and workmanship at no charge to the Original Purchaser for a period of one (1) year after the start date.

#### **limitations on remedies**

In no event will Century be liable for incidental or consequential damages (other than labour to repair or replace Products, screens or glass under this warranty), whether based on breach of express or implied warranty, breach of contract, negligence, strict liability or any other legal theory. The above provisions are not intended to operate where prohibited by law. This express warranty may be extended by a provincial consumer statute.

Your Century Window and Door products are manufactured with quality materials and workmanship giving you the best windows and doors possible. Proper usage, cleaning and maintenance will result in many years of excellent performance and appearance. With the proper care and maintenance your Century product will continue to look and operate their best.

#### **cleaning and maintenance instructions**

Clean glass and frame members with a mild soapy solution and rinse with clean water. A mild glass cleaner may be used. Do not use steel wool, abrasive cleaners, wire brushes, razor blades, petroleum based solvents or corrosive materials when cleaning. Do not use high pressure washers when cleaning and rinsing glass and frame surfaces. Remove debris and dirt from lower sill channels. Apply a small amount of silicone lubricant to moving window and door parts and wipe off any excess. Clean screens by removing, washing on a clean flat surface with a mild soap and water solution using a soft brush. Rinse, dry and reinstall.

Drainage systems in windows and doors are integral to the overall performance of the product. Be sure that these water drainage pathways are kept clear of any obstructions. Clear away any dirt and debris that may block the flow of water out of the sill to the outside. Check the weep holes on the exterior of the frame to insure free flow of water can occur. Use a small soft bristle brush to remove obstructions and clear any openings. Inspect the perimeter of your window and door frames for any cracks in the adjacent materials that may cause moisture to penetrate. If a crack appears, seal with a good quality sealant according to the sealant manufacturer's instructions.

#### **condensation, mold & mildew**

Condensation on the glass surface is a natural result of excess moisture in the house and does not indicate a defective product or faulty installation. Maintaining proper household humidity levels may prevent problems such as mold, mildew and related health risks. In no event shall Century be liable for any damages, including special incidental or consequential damages resulting from condensation, mold or mildew.

**CENTURY GLASS**  
WINDOWS, DOORS & GLASS

*For further information or to make a claim, please contact Century Glass at the following:*

1110 Victoria Street, Kamloops, BC, V2C 2C5 • 250-374-1274 • fax: 250-374-1272 • [info@centuryglass.ca](mailto:info@centuryglass.ca)

All claims must include the following information:

1. Your name, address and telephone number. 2. Proof of purchase with date. 3. A detailed description of the suspected defect. 4. Detailed description of the product.