



A complete guide outlining ALLSCO's warranty terms & conditions, including how to care for your ALLSCO Windows & Doors

# ALLSCO WARRANTY & CARE GUIDE

# THANK YOU

As Atlantic Canada's leading vinyl building products company, ALLSCO is very proud of over 40 years of history for industry leading windows, doors and siding. Our extensive line of quality products are engineered to stand-up against the harshness of the Atlantic Canada coastal setting, ensuring long-term performance and satisfaction.

When you decided to choose ALLSCO, you are making the choice for peace of mind and quality workmanship. Always having our customers' best interests in mind, we are dedicated to developing the most cost effective and energy efficient products on the market. ALLSCO works with several industry leading suppliers to ensure that your windows and doors are fitted with quality components that help to add value to your home.

Thank you for bringing ALLSCO into your home!



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# 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



## 2. HARDWARE CARE & MAINTENANCE

Window and door hardware is expected to give trouble-free operation throughout the life of the product. All hardware is protected or enhanced by special coatings and lubricants. These protective coatings and lubricants can be damaged or removed by common household products.

Windows and doors are mechanical systems that need to be maintained. Moving parts need to be inspected for wear and cleaned and lubricated on an annual basis.

### CLEANING & MAINTENANCE

With proper care, your purchase can last a lifetime.

**Vinyl:** To clean the vinyl portion of your window or door, use a mild non-abrasive detergent solution with a damp cloth. Occasionally, there will be a stubborn mark on the vinyl. In such cases, cleaners like VIM or Fantastic are recommended.

**Glass:** The glass can be cleaned with any commercial window cleaner, or vinegar and water, or ammonia and water.

**Hardware:** To ensure smooth performance of your windows and doors, spray clear silicone lubricant on all operating hardware annually.

### **DO NOT use the following cleaners on hardware:**

- Vinegar-based cleaners
- Citrus-based cleaners (lemon, etc.)
- Industrial-strength cleaners
- Abrasive cleaners

These types of cleaners will not only remove the lubricants from the hardware, they can also remove the corrosion-resistant coatings.

**Warning:** glass cleaners and brick/siding washes with the above ingredients, must not come in contact with the hardware for the reasons listed above.



## 3. PREVENTING WINDOW CONDENSATION

Window condensation is a frustration for homeowners, especially if their windows are new. Immediate thoughts are of mould, water damage, peeling paint and reduced energy savings. To help our customers prevent window condensation, we need to understand why condensation occurs and how to prevent it.

### HUMIDITY AND CONDENSATION

Condensation occurs when there is a reduction in the rate of air exchange (i.e. closing windows in winter) and there is excess humidity in the home. Humidity is the amount of moisture or water vapour in the air. People and pets produce moisture when they breathe or perspire. Even indoor plants produce moisture. We add water vapour to indoor air through everyday household activities: cooking, showering, bathing and doing laundry. Every time you run the dishwasher, you add 5 lbs of moisture to your home. We need humidity for our comfort and health. But too much or too little humidity can produce a host of difficulties in homes. Some of the problems are just nuisances like condensation on windows and musty smells. Others can be more serious such as wet stains on walls and ceilings, mouldy bathrooms and allergic reactions. Humidity hassles often occur during the colder months when windows are closed and indoor air circulation is reduced.

### HUMIDITY LEVELS

Experts have developed rules of thumb to help homeowners make decisions regarding humidity levels in their homes. The limits should be used as guides only. Acceptable or comfortable humidity levels will vary from season to season, from house to house, and even between rooms in the same house. To measure the indoor humidity in a home, you can purchase a small inexpensive tool called a hygrometer that measures relative humidity (RH). The recommended indoor relative humidity (RH) is 30-45 per cent, to better prevent interior condensation. \*Source: CMCH

## HOW OUR WINDOWS HELP

We are proud to produce Energy Star® qualified windows and doors. Look for the Energy Star® logo which represents high efficiency windows and doors that help to reduce your home energy costs by 7 to 12 percent, collect less condensation and reduce noise from outside.

Although windows provide beautiful views and wonderful natural light, they can also be responsible for the majority of the annual heating costs for a home, through heat loss.

It is important that new windows effectively retain heat inside, while keeping extreme hot and cold weather outside.

Think of LoE coating as invisible insulation that helps to provide a shield:

- In the winter, LoE coated glass helps keep your home warm and cozy by blocking heat loss through windows while allowing the sun's heat inside.
- In the warmer weather, LoE coating blocks the sun's harmful UV rays, protecting the interior of your home and keeping your furniture from fading, while at the same time allowing in more visible sunlight.

LoE coated glass is simply the best way to help minimize energy costs and maintain comfortable temperatures inside your home all year round. At ALLSCO we are proud to offer Cardinal LoE-180™ glass which offers the highest energy rating performance on the market.

Argon is a clear, non-toxic gas used to fill the space between the window panes. Heavier than air, Argon offers greater resistance to heat loss and reduces exterior noise. Our Energy-Plus combination of LoE Coated Glass, Argon Gas and the Warm-Edge Super-Spacer® is engineered to double the insulating ability of the space between the panes.

To keep window condensation moisture off the glass, windows need to have the warmest possible temperature at the edges of the glass. Super Spacer® effectively blocks the heat escape path for premium energy efficiency while eliminating condensation, which can lead to harmful mold growth around your windows.

## TIPS TO PREVENT WINDOW CONDENSATION

- Install an air exchange unit or a humidity control device to maintain the proper level of humidity.
- Insulate water pipes.
- Ensure hot air from registers does not flow directly on to the interior surface of the glass.
- Turn furnaces with humidifiers off until condensation reduces.
- Ensure the exhaust from the clothes dryer is vented outside.
- Cover crawl spaces with 0.15 mm (6 mil) polyethylene.
- Ensure gutters drain water away from the house.
- Avoid drying firewood in the house.
- Waterproof damp basement walls and floors.
- Use exhaust fans while cooking.
- Open a window when doing laundry.
- Close the bathroom door and open a window after baths and showers.
- Ventilate the home at least once a day.

## **EXTERIOR CONDENSATION\***

Condensation on the outdoor surface of an insulating unit is not an indication that the glass or insulating unit is defective. Under the right set of atmospheric conditions, it is possible to get condensation on the exterior glass surface of an insulating glass unit. Specifically, the following conditions:

- Glass temperature below dew point temperature
- Clear night sky
- Still air
- High relative humidity
- Well-insulated glazings

Exposed to these conditions, the exterior surface of the glass can radiate heat away to the night sky such that the glass temperature falls below the dew point of the ambient air. When this occurs, moisture from the air condenses on the glass surface. Only when the glass temperature rises above the dew point will the condensation evaporate back into the air. Dew formation on grass, car hoods and roofs, and building roofs and walls is common and accepted as a fact of nature.

The presence of moisture indicates that a specific set of atmospheric conditions exist and that the insulating glass is indeed doing its job – that of insulating the building from the environment. In this case, that insulation capability is what retards the flow of building heat through the glass and prevents warming of the exterior above the dew point.

If exterior condensation occurs on insulating glass, there is little or nothing that can be done to prevent its reoccurrence. Draperies should be open to allow as much heat transfer through the glass as possible. Trees or buildings can block the radiation view to the sky. Shrubbery immediately adjacent to the glass can increase the local humidity and may need to be moved. The exterior surface of the glass will warm, and the condensation will evaporate when either the heat loss to the sky is blocked (i.e. clouds), the wind picks up or sunlight is absorbed on the glass surface.

\*Source: Cardinal Glass

## 4. SEAL MAINTENANCE

Visible exterior and interior sealed joints on windows and doors should be checked yearly. Inspect the caulking, ensuring that all caulking is still in contact with both adjoining surfaces and has not shrunk, cracked or fallen out. If so, clean off the old caulking as well as possible and apply a good quality, silicone-based, outdoor-grade sealant (i.e. caulking).

## 5. STAIN REMOVAL

### Stain Type:

*Heavy grease, caulking compound, wax, crayon, asphalt and tars*

### Cleaning Agents:

*Mineral spirits, auto tar remover, all purpose liquid cleaners or rubbing alcohol.*

### Preparation:

Remove excess with a plastic or wood scraper.

### Cleaning Procedures:

Use soft cloth to apply cleaning fluid and avoid polishing stained area by using too much pressure. After removing stain, rinse area with water.

### Stain Type:

*Inks, nail polish, paint, gum and lipstick*

### Cleaning Agents:

*Petroleum jelly, denatured alcohol or hairspray.*

### Preparation:

Remove excess with a plastic or wood scraper. Chill gum to remove excess.

### Cleaning Procedures:

Use soft cloth to apply cleaning fluid and avoid polishing stained area by using too much pressure. After removing stain, rinse area with water.

## 6. FACTORY PAINTED & STAINED PRODUCTS

We take great pride in the quality of our in-house painting of our vinyl windows and entrance systems. We make use of industry leading paint materials to ensure the longest lasting and best finish possible for your home. Our paint is a water-based urethane product that is mixed with a catalyst to provide a brilliant, tough as nails finish.

Warranty coverage for factory applied paint on vinyl windows, composite door jambs, steel/fibreglass slabs, is as follows:

- The coating will exhibit no substantial peeling, cracking or chalking from the surface (following ASTM D-3359B standard) for up to 10 years from the date of purchase of the product.
- Once the product has been applied, no perforation, modification, handling, work or addition that could damage the product or coating or reduce its effectiveness shall be performed unless appropriate and necessary corrective action is taken and is approved by ALLSCO.
- In addition to the items listed above, the limitations outlined on page 4 and 5 also apply to factory painted products.

## **CLEANING & MAINTENANCE OF PAINTED PRODUCTS**

To maintain finishes, we recommend regular cleaning for painted windows and doors as they are subject to atmospheric and contaminant exposure. Cleaning can be done several times during a year to prevent damage due to lack of maintenance.

Cleaning recommendations are as follows:

Using a light cotton cloth, J cloth or a clean white cloth, which does not leave residue, you can apply any of the following substances:

- Windex
- Fantastik
- Hertel or Hertel plus for glass
- Mr Clean
- Vinegar

Other cleaning products that are not mentioned in the above list should not be utilized since they can damage the finish or leave traces/stain. They can also be detrimental to paint adherence or paint performances in general.

## **FACTORY STAINED DOOR SYSTEMS**

ALLSCO offers an premium staining service. When you order a factory stained door from ALLSCO you can have the confidence that the door you receive will have been expertly handled by master stain artists. Any fibreglass door system purchased through ALLSCO, must be either factory stained/painted or stained/painted by the purchaser (all six sides of the slab) within 45 days of installation. Failure to do so will often lead to warpage and will not be warranted.

## 7. ESSENTIAL INFORMATION

To help ALLSCO provide service on your newly purchased windows and doors, please record the following information:

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Original Customer Name

---

Original Customer Address

---

Order Number

---

Delivery Date

---

Authorized Dealer







# REQUEST FOR CUSTOMER SERVICE

TEL: 1-506-853-8080 EXT 126 OR 116

EMAIL: warranty@allsco.com

, TGS WKT GF 'HGNE U' RNCUG'E'QO RNVG'THIS SECTION VQ'VJ GDGUV'QH[ QWT'CDKNW[ +

CONTACT NAME: \_\_\_\_\_ TEL. DAYTIME: \_\_\_\_\_ TEL. MOBILE: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ ORIGINAL OWNER: Y N  
 POSTAL CODE: \_\_\_\_\_ PROVINCE: \_\_\_\_\_ EMAIL: \_\_\_\_\_  
 PURCHASED FROM (DEALER NAME): \_\_\_\_\_ DATE ORDERED: \_\_\_\_\_  
 ALLSCO ORDER# (OR WARRANTY LABEL): \_\_\_\_\_ LINE#: \_\_\_\_\_ PURCHASE ORDER#: \_\_\_\_\_

EXAMPLE OF ALLSCO WARRANTY LABEL:

WARRANTY LABEL DO NOT REMOVE  
167921 - -002-6 34715

Warranty label can be found in the upper left hand corner of all ALLSCO windows and doors.

## REASON FOR SERVICE/WARRANTY REQUEST

PRODUCT TYPE: WINDOW DOOR PATIO (SLIDING) DOOR OTHER  
 CONTRACTOR/INSTALLER NAME: \_\_\_\_\_ DATE OF INSTALL: \_\_\_\_\_ QUANTITY: \_\_\_\_\_

DEFECTIVE PART	TYPE OF PROBLEM
<input type="checkbox"/> FRAME <input type="checkbox"/> SASH <input type="checkbox"/> BRICKMOULD <input type="checkbox"/> CLADDING <input type="checkbox"/> THERMOPANE (GLASS) <input type="checkbox"/> DOOR SLAB	<input type="checkbox"/> WATER INFILTRATION <input type="checkbox"/> AIR INFILTRATION <input type="checkbox"/> SEAL FAILURE <input type="checkbox"/> HARD TO CLOSE (OPEN) <input type="checkbox"/> CRACKED GLASS
<input type="checkbox"/> DOOR LITE KIT <input type="checkbox"/> SCREEN <input type="checkbox"/> MECHANISM (GEARS/PARTS) <input type="checkbox"/> WEATHER STRIPPING (W/S) <input type="checkbox"/> PAINT <input type="checkbox"/> OTHERS	<input type="checkbox"/> DIRT BETWEEN GLASS <input type="checkbox"/> MISSING <input type="checkbox"/> SURFACE FINISHING <input type="checkbox"/> WARPED <input type="checkbox"/> OTHERS

**PARTS ONLY**   
**PARTS and SERVICE**

*Please use the "COMMENTS" section for further explanations*

COMMENTS	TERMS & FEES																									
	<p><b>WARRANTY TERMS &amp; CONDITIONS</b></p> <p>Eligible warranty is a function of the written ALLSCO warranty offered at the time of purchase and extends only to the original homeowner and is non-transferable. All ALLSCO Windows &amp; Doors benefit you with a full one-year factory workmanship warranty, which covers general workmanship/labor. Glass breakage (of any kind), damaged screens, door sweeps, door thresholds and rusty screws are not covered under this warranty.</p> <table border="1"> <thead> <tr> <th></th> <th>Before 1993</th> <th>1993-1997</th> <th>1998-2002</th> <th>2003 +</th> </tr> </thead> <tbody> <tr> <td>VINYL</td> <td>25 Years</td> <td>40 Years</td> <td>Lifetime</td> <td>Lifetime</td> </tr> <tr> <td>THERMO (SEALED GLASS UNIT)</td> <td>5 Years</td> <td>10 Years</td> <td>10 Years</td> <td>Lifetime</td> </tr> <tr> <td>HARDWARE</td> <td>1 Year</td> <td>5 Years</td> <td>5 Years*</td> <td>Lifetime</td> </tr> <tr> <td>DOOR SLABS</td> <td>5 Years</td> <td>5 Years</td> <td>5 Years</td> <td>5 Years</td> </tr> </tbody> </table> <p>*Lifetime warranty on Truth Maxim Hardware</p> <p>This warranty shall become null and void, as a result of:</p> <ul style="list-style-type: none"> <li>Product(s) damaged by accident, improper handling and/or storage, settlement or structural building defects.</li> <li>Improper or faulty installation of product(s) - please refer to manufacturers printed instructions</li> <li>Product which has been modified, repaired or tampered with by anyone other than an authorized ALLSCO representative/technician</li> <li>Any misuse or abuse of the product(s) (e.g. painting or use of harmful solvents), or failure to use reasonable maintenance.</li> <li>Installation of any ALLSCO products into non ALLSCO product will void warranty.</li> </ul> <p><b>APPLICABLE FEES &amp; CHARGES:</b></p> <ul style="list-style-type: none"> <li>There is a \$105 + tax investigation fee to take measurements and/or order replacement parts, should the customer not be able to provide this, or it is deemed necessary.</li> <li>If the product is currently under warranty, there is only \$105 + tax/hour labor charge to replace product(s). Subsequent hours \$88 + tax/hour.</li> <li>If the product is no longer under warranty, there is a \$105 + tax/hour labor charge plus the cost of parts/materials. Subsequent hours \$88 + tax/hour.</li> <li>For requested service work, an estimate will be given, and must be deemed accepted, prior to the completion of any work.</li> <li>All fees are payable upon completion of the work by cash, debit and credit.</li> <li>For orders over \$500, a 50% deposit is required to be paid prior to the completion of the work.</li> </ul> <p><b>If you would like to proceed with this service/warranty request, please sign and date the form below, and check the following box to acknowledge acceptance of the aforementioned conditions and fees.</b></p> <p><b>Yes I accept the terms and fee structure noted above.</b></p>		Before 1993	1993-1997	1998-2002	2003 +	VINYL	25 Years	40 Years	Lifetime	Lifetime	THERMO (SEALED GLASS UNIT)	5 Years	10 Years	10 Years	Lifetime	HARDWARE	1 Year	5 Years	5 Years*	Lifetime	DOOR SLABS	5 Years	5 Years	5 Years	5 Years
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\*\*ALLSCO recommends that photos be taken of the issue at hand. Should you have photos to include with this request, please send them via email to [warranty@allsco.com](mailto:warranty@allsco.com) with your name in the subject line.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

NOTE: A first inspection on the part of the homeowner is very important, as most of the time we will be able to solve the problem on our first visit if we are provided with the correct information. Should a visit of our technician turn out to be unjustified (ie: not ALLSCO product etc.) you will be charged the investigation fee of \$105.00 plus taxes. For more information, please visit our website at [WWW.ALLSCO.COM](http://WWW.ALLSCO.COM). By signing this form, you acknowledge and accept the terms and conditions listed above.

**70 Rideout Street, Moncton, New Brunswick, Canada E1E 1E2**

**Tel: (506) 853-8888 | Toll Free: 1-800-567-4663**

**615 St George Blvd, Moncton, New Brunswick, Canada E1E 1E2**

**Tel: (506) 853-8888 | Toll Free: 1-800-567-4663**

**Warranty/Service Department Contact Phone: (506) 853 8080 option 3**

**Fax: (506) 859 8808**

**Email: [warranty@allSCO.com](mailto:warranty@allSCO.com)**

