



KV Custom Windows + Doors

KV Custom Windows & Doors takes pride in offering our customers an industry leading "Limited Lifetime Fully Transferable" warranty. KV gives every custom door system we manufacture our undivided attention and warrants that our products will be free of any material or manufacturing defects.

FACTORY WHITE, STEEL DOOR PANEL - 20 YEAR LIMITED WARRANTY

Our steel doors will not crack, buckle, warp, delaminate or rust for a period of 20 years.

DECORATIVE DOORLITES - 20 YEAR LIMITED WARRANTY

All decorative and commodity insulated glass units are warranted for a period of 20 years against any obvious inclusions, damage or obstruction due to manufacturing workmanship or seal failure.

Discolouration (fading or coming in normal) and is not covered under this warranty.

Cradled glass due to thermal shock on all commodity and decorative glass only is covered for a period of 1 year.

PAINTED STEEL DOOR SYSTEMS & VINYL CLADDING - 15 YEAR WARRANTY

KV Custom Doors and vinyl cladding are warranted for a period of 15 years against such defects in material or workmanship that might result in peeling, flaking, blistering and chalking (uneven discoloration).

VINYL CLADDING (White 141 & White 136) LIFETIME LIMITED WARRANTY

KV Custom LV stabilized vinyl cladding is warranted against such defect in material that might result in blistering, flaking, corroding and chalking (uneven discoloration).

Exposure to sunlight, normal air pollutants and normal atmospheric conditions can cause vinyl clad surfaces to gradually and evenly fade or suffer an accumulation of surface dirt or stains and are not covered by the guidelines of this warranty. This warranty will be "NULL & VOID" if harmful solvents of any kind are used to clean any surface. It is recommended that the use of a liquid solution of mild household soap (Windex, white Wm or Mr.Clean) and water be used in conjunction with a soft sponge or newsprint to wipe off any accumulation of surface dirt.

LABOUR TO REMOVE OR REINSTALL ANY PRODUCT COVERED UNDER THIS WARRANTY IS NOT COVERED UNDER ANY CIRCUMSTANCES.

The Lifetime Warranty stipulated in this document is the only warranty applicable to KV Custom Door products manufactured by our company and is granted in lieu of any warranties otherwise implied by law or equity and no such warranties shall apply to this Lifetime Limited Warranty.

1. PRODUCT USE

This Lifetime Warranty applies only in respect of products used strictly for the purpose for which they were intended.

2. WARRANTY LIMITATIONS

KV Custom Windows & Doors liability is limited solely and exclusively to repair

Entrance Doors Lifetime Warranty

is not to be included in this warranty.

L. Natural variations in wood surfaces or wood grains in ANY product supplied with KV Custom Windows & Doors.

M. The installation of storm doors will null and void this warranty.

N. Improper fitting of hardware and improper measurement of a door system.

THIS LIFETIME WARRANTY WILL TAKE EFFECT ON THE DATE OF INVOICE.

The warranty is only transferable to a second owner. To activate the warranty for the second owner, the certificate of warranty transfer must be completed in full and mailed to KV Custom Windows & Doors within thirty (30) days from the sale date along with an administration fee of \$50.00 payable to KV Custom Windows & Doors.

PROCEDURES AND CONDITIONS OF REMEDY UNDER THIS LIFETIME WARRANTY

In the event that service is required under this Lifetime Warranty, the Owner must notify the selling dealer in writing within ten (10) days after the defect has first appeared and include the following information.

A. Name and address of Owner

B. Date of Installation

C. Description of defect

If the coverage is prorated, the homeowner will be informed in writing as to the homeowner's share of the cost.

The Lifetime (Limited) Warranty is pro-rated as follows:

FOR THE FIRST 25 YEARS

KV Custom Windows & Doors - 100% Owner - 0%

FOR YEARS 26 THRU 35

KV Custom Windows & Doors - 25% Owner - 75%

FOR YEARS 36 AND OVER

KV Custom Windows & Doors - 10% Owner - 90%

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or replace, at the option of the manufacturer, and under no circumstances will the manufacturer 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 property or other expenses.

3. COMMERCIAL APPLICATIONS

This warranty is limited to 10 YEARS if KV Custom Doors are installed in buildings used as commercial applications.

4. REPLACEMENT PARTS OR REPAIRS

KV Custom Windows & Doors reserves the right to discontinue or change any currently manufactured door style or line without notice. If KV Custom Windows & Doors decides to make a replacement or repair under the terms of this warranty and an exact part is not available, KV Custom Windows & Doors reserves the right to substitute a part of equal quality at its sole option.

EXCLUSIONS FROM THE KV Custom Windows & Doors LIFETIME WARRANTY

The following are excluded from coverage under this LIFETIME WARRANTY:

A. Labour costs of any kind and for any reason, including, but not limited to, the removal and replacement of any part, that requires service.

B. Exposure to air pollutants and normal atmospheric conditions may cause all vinyl surfaces to gradually fade, chalk or suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under the KV Custom Windows & Doors Lifetime Warranty.

C. This warranty will not apply if films or coatings are applied to any glass surface, external sources of heat or cooling or other objects such as, but not limited to, security grills or signs applied to the exterior or interior of the doors that may cause temperature differentials beyond that which would be normally expected.

D. Any defect, malfunction or failure to perform, which has occurred because of unreasonable use or handling, improper application or failure to perform reasonable and necessary maintenance.

E. Any damage caused by wind, hail, lightning, or other acts of God, accidental or intentional acts, accidents, negligence or exposure to harmful chemicals or pollutants.

F. Any damage to the door caused by settlement or structural defects of the building in which they were installed.

G. Stresses from localized heat that lead to excessive temperature differentials over the glass or vinyl.

H. BROKEN GLASS OR TORN SCREENING FROM ANY CAUSE.

I. Damage caused by improper handling or installation.

J. Any door that has been repaired, modified, or attempted to be repaired or modified by any person other than a duly authorized representative of KV Custom Windows & Doors or the manufacturer.

K. Condensation on exterior or interior of glass, slab or frame which may occur as the natural result of humidity in a house or building and the changes in outside/ inside temperature, does not indicate a manufacturing defect and