

Unparalleled Warranty

2015

At Procanna we are proud to offer a window, patio sliding door and entrance system warranty that is unparalleled in the industry. You can expect the highest quality standards and beauty you deserve on any window, patio sliding door or entrance system.

WINDOW WARRANTY

COMPONENT	PREMIUM COLLECTION	PRO COLLECTION
VINYL (Frame/Sash) (warrants against defects in materials - peeling, blistering, flaking, corroding or rotting of any vinyl component)	Lifetime	Lifetime
HARDWARE (warrants all hardware shall remain in operational condition)	Lifetime	30 Years
GLASS (warrants against visual obstruction due to seal failure)	Lifetime	30 Years
LABOUR	Lifetime	30 Years
STRESS CRACKS	1 Year	1 Year
FACTORY APPLIED PAINT (warrants against blistering, peeling or flaking)	10 Years	10 Years

Warranties valid on current year product only. Please contact a dealer near you for full details regarding previous product years

All warranties are subject to the conditions, exclusions, disclaimers and limitations that are set out in this document. This warranty was valid at time of printing. Please contact your dealer for any updates made to these conditions for a more recent version.

PATIO DOOR WARRANTY

COMPONENT	PREMIUM COLLECTION	PRO COLLECTION
VINYL (Frame/Sash) (warrants against defects in materials - peeling, blistering, flaking, corroding or rotting of any vinyl component)	Lifetime	Lifetime
HARDWARE (warrants all hardware shall remain in operational condition)	Lifetime	30 Years
GLASS (warrants against visual obstruction due to seal failure)	Lifetime	30 Years
LABOUR	Lifetime	30 Years
FACTORY APPLIED PAINT (warrants against blistering, peeling or flaking)	10 Years	10 Years
SCREENS (warrants against manufacture defects)	1 Year	1 Year

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ENTRANCE SYSTEM WARRANTY

COMPONENT	PREFINISHED WHITE High Definition	FIBERGLASS	PREFINISHED WHITE
GLASS (warrants against visual obstruction due to seal failure)	10 Years	10 Years	10 Years
SLABS (warrants peeling, blistering, chalking or discoloring)	20 Years	*Lifetime	5 Years
WOOD FRAME	**10 Years	**10 Years	**10 Years
VINYL CLAD FRAME	10 Years	10 Years	10 Years
FACTORY APPLIED STAIN (warrants against blistering, peeling or flaking)	-	5 Years (Textured)	-
FACTORY APPLIED PAINT (warrants against blistering, peeling or flaking)	10 Years	10 Years (Smooth)	
LABOUR	1 Year	1 Year	**1 Year

Warranties valid on current year product only. Please contact a dealer near you for full details regarding previous product years

ALL PVC SWING DOORS	
VINYL (Frame/Sash) (warrants against defects in materials - peeling, blistering, flaking, corroding or rotting of any vinyl component)	Lifetime
HARDWARE (warrants all hardware shall remain in operational condition)	Lifetime
GLASS (warrants against visual obstruction due to seal failure)	Lifetime
LABOUR	1 Year

ENTRANCE SYSTEM WARRANTY

(cont'd)

DISCLAIMERS

- *To maintain warranty on fiberglass slabs, paint or stain, all six sides of the slab within 45 days of installation. Re-painting and re-staining every 1-7 years will be required depending on weather exposure.
- **Primed slabs but be painted within 45 days of installation (5 year warranty on finish if painted within 45 days).
- ** To maintain warranty, wood frames must be painted within 45 days of installation.
- Entrance Doors with wheelchair sills or double inswing doors are not warranted against water and air leakage.
- Factory applied painted sweeps - should they require replacements due to manufacturing defect, will be replaced with white

Important information on Entrance Systems

- ❖ All door units are required to be installed properly through the door frame and anchored to the studding. This will both ensure proper operation and validate your warranty
- ❖ Doors are pre-finished white and do not require painting. Should you choose to, use a good quality, exterior latex paint.
- ❖ During the winter months, door panels can bow due to extreme temperature variations between the interior and exterior of the door. This is known as “thermal bow” and is not a sign of a defective product.
- ❖ In some exposed applications – wind and/or driving rain conditions – a storm door may be required

Exclusions

Procanna offers an unparalleled warranty on windows, patio sliding doors and entrance systems, however there are certain limitations and conditions.

- * If any components on our windows, patio or entrance systems are found to be defective during the warranty coverage period, Procanna 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.
- * Procanna will not be liable for instances such as misuse, abuse, neglect or improper handling or storage that lead to product failure or damage.
- * Warranty will also be null and void in the event of improper installation, impact of foreign objects, fire, earthquake, flood, hurricanes or any other acts of God.
- * Defect in wall construction in which any window or door has been installed will void warranty.
- * Procanna will not be held liable for any discolouration or other damage caused by exposure to harmful chemicals.
- * This warranty does not cover condensation problems caused by high humidity factors in the house or improper ventilation.
- * Glass breakage of any kind is not covered under this warranty.
- * Any after market products (i.e. – window glass films, shutters, mini-blinds) may void the warranty of the component.
- * Screens, door sweeps, door thresholds and rusty screws are not covered under this warranty.

Exclusions

(cont'd)

- * The Lifetime Warranty does not apply to homeowners who are not the original purchaser of the windows. In these cases, the warranty will revert to thirty years on vinyl, glass & hardware (including one year on labour). For any commercial properties the warranty will be thirty years on vinyl, glass & hardware (including one year on labour).
- * Entrance System warranty is non transferable
- * Any window or entrance system which has been tampered with, repaired, or modified by any person other than an Procanna representative will void warranty
- * In no event shall Procanna be liable for consequential or incidental damages of any kind, including damage to persons, the building, or its contents.
- * Procanna reserves the right to discontinue production of any model of window or door presently manufactured or to make changes to such models. If it is impossible to obtain a part identical to one that Procanna considers to be replaced under this warranty, Procanna may replace with one or more parts of equal quality.

Warranty Claims

It is the obligation of the homeowner to notify the Procanna dealer where the purchase was made as soon as possible. The dealer shall inspect the problem and inform Procanna in writing of any defect in a prompt matter. Procanna will investigate the claim and examine the product deemed to be defective and make the necessary repairs in a reasonable time period.

Window Care and Maintenance Guide

- *Caring for Glass*
 - *Use normal household glass cleaner and tilt or open the sash for easier cleaning*
 - *Caring for Vinyl Surfaces*
 - *Vinyl is easy to clean and requires only diluted dish detergent to clean and retain its shine. Dust and pollution dirt is normal and easily cleaned. Do not use abrasive cleaners, solvents or stripping compounds. For tough marks or dirt, try non-abrasive kitchen cleaning creams or automobile vinyl cleaners. Some marks such as felt tip pens penetrate the surface and should be professionally removed.*
 - *Caring for Moving Parts*
 - *Regularly clean accumulated dust, sand, leaves and dirt from all recesses and guides. In spring and fall lubricate all moving part contact points with a light spray of silicone lubricant. Do not loosen or disassemble any parts*
- * *Always be careful to protect your skin, eyes and face when using strong Cleaners.*

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