

# Transferable Lifetime Warranty



**NORTH STAR**  
WINDOWS & DOORS

# Your Warranty Protection

North Star Windows & Doors builds vinyl windows and doors to meet or exceed industry standards. Our products are tested and certified by Canadian Standards Association and comply with American Architectural Manufacturers Association standards. North Star guarantees its vinyl windows and doors against faults in manufacturing and defective materials through a transferable lifetime warranty. This document contains the entire agreement between all parties regarding this warranty. No other warranties expressed or implied are contained in this warranty.

- **Lifetime Warranty On White Window And Patio Door Frames And Sashes**

- **20-Year Warranty on Interior and Exterior Coloured Laminates**

North Star frames and sashes will not fade, discolour, blister, peel, flake, corrode, contract or distort beyond industry standards.

Corner welds on coloured windows may fade over time. Colour touch-up is the responsibility of the home owner.

### **Lifetime Warranty On Hardware**

Window hardware is covered by a lifetime warranty. Patio door hardware is covered for a period of five (5) years.

### **Scan the QR Code to Register your Warranty**

Registration is simple, scan the QR code below or visit [northstarwindows.com/support/warranty](http://northstarwindows.com/support/warranty)



### **Limited Lifetime Warranty On Super Spacer® Sealed Units**

North Star insulated glass sealed units with Super Spacer® are covered by a lifetime warranty against failure of the sealed unit. A sealed unit failure is defined as a loss of the seal between the glass and Super Spacer resulting in moisture or dust infiltrating the air space between the opposing glass surfaces. Under no circumstance is broken or cracked glass covered under warranty.

- Sealed units replaced under warranty in North Star windows and patio doors retain the remainder of the original glass warranty
- Sealed units installed in non-North Star products are warranted against seal failure for one year
- Sealed units with blinds between the glass are warranted for 10 years against seal failure and mechanical failure

## **What You Need to Know**

### **Repair Or Replacement**

North Star's obligation is limited to repairing or replacing a product it deems to be defective. North Star shall have a reasonable time to remedy any defect and the owner will provide reasonable and friendly assistance. No compensation will be provided for loss of time, inconvenience, commercial loss, or special consequential or other damages. If an identical replacement part is not available, North Star may use parts of comparable or greater quality.





### **Dates And Transfers**

This warranty takes effect on the date of the North Star invoice. The warranty is transferable to a second owner only. To activate the warranty for a second owner, the Certificate of Warranty Transfer must be completed and mailed or electronically submitted to North Star.

### **Bay And Bow Windows**

Proper installation and insulation are critical for ensuring proper performance. All bay and bow windows must be securely supported with a knee brace, or a North Star hanger support system. Bay and bow windows require a roof or enclosure to protect it from the elements.

### **Glass**

According to the Canadian Glazing Standards Board (CGSB) for glazing quality glass, defects such as minute bubbles, eyes, crystals and/or scratches are normal and inherent to any manufactured glass product. These minor defects are not warranted. North Star warrants that the glass utilized in its window and patio door products has been manufactured in accordance with the Canadian Glazing Standards Board for glazing quality glass.

## **Warranty Exceptions**

### **North Star Will Not Assume Liability For:**

1. Labour costs of any kind, for any reason, including removal, replacement and/or reinstallation of any product which may require service
2. Defects or damage attributed to installation, normal weathering, accidents, fire, flood or other acts of God, vandalism, riot or civil disorder, misuse, abuse by harmful fumes, vapors or chemical pollutants in the atmosphere, mildew, building settlement or structural failure of walls or foundations
3. Stresses from localized heat that leads to excessive temperature differentials over glass or vinyl
4. Damage from cleaning with harmful solvents
5. Vinyl parts that have been painted or coated (which, unless factory applied, is not warranted)
6. Warping, distortion or damage caused by excessive heat buildup as the result of insufficient ventilation, or the application of any liquid, plastic or other coating to the glass
7. Corrosion to metal parts in applications within 3.2 kilometres or 2 miles of a body of salt water
8. Screen damage due to normal wear and tear, misuse or abuse
9. Condensation due to humidity within the structure, or resulting from interior or exterior temperature differentials (See our website or contact your dealer for information)
10. Vent stops
11. Glass breakage or cracking
12. Natural variations in wood products such as those used in bay and bow windows, jamb extensions, etc.
13. Tinted films applied to glass other than 3M Residential Window Film (Only 3M Window Film applied by an authorized 3M dealer is recommended for use on North Star products and is subject to the 3M Residential Window Film warranty provisions)
14. Tarnish on patio door hardware
15. Any occurrence beyond North Star's control

TO BE COMPLETED BY THE SECOND OWNER

TO BE COMPLETED BY THE FIRST OWNER

**CERTIFICATE OF WARRANTY**

**Transfer to Second Owner**

**CERTIFICATE OF COVERAGE**

This certificate must include the serial number found on the North Star / CSA Warranty Label affixed to the window, door or between the glass.

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Seven empty boxes for serial number entry.

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(first 7 digits of the serial number imprinted on the window label)

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This certificate is to be completed by the second owner, and mailed or submitted online to North Star within thirty (30) days of transfer.

This certificate is to be completed by the dealer, signed by the purchaser, and mailed or submitted online to North Star within thirty (30) days of completed installation.

Second Owner \_\_\_\_\_

Original Purchaser \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Property Address \_\_\_\_\_

Property Address \_\_\_\_\_

City, Prov. / State \_\_\_\_\_

City, Prov. / State \_\_\_\_\_

Postal / Zip Code \_\_\_\_\_

Postal / Zip Code \_\_\_\_\_

Home Phone (        ) \_\_\_\_\_

Home Phone (        ) \_\_\_\_\_

Email \_\_\_\_\_

Email \_\_\_\_\_

Date of Transfer \_\_\_\_\_

Date of Installation \_\_\_\_\_

Original Owner's Name \_\_\_\_\_

Dealer Name \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

Complete your warranty transfer online

[www.northstarwindows.com/support/warranty/transfer](http://www.northstarwindows.com/support/warranty/transfer)

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# Installation Guidelines

Every North Star window and patio door is a custom-built, high-performance product. It is critical that your windows are installed properly in order to enjoy all the benefits designed into your window.

1. Set unit into properly prepared opening, ensuring unit has sufficient space for proper shimming and insulation.
2. Do not remove centre strap on double-hung and tilt slider windows until securely installed in opening.
3. Level sill, shim at corners, under each mullion, at horizontal and vertical mid points and at approximately 16-inch intervals. Ensure unit is level, plumb and square prior to anchoring through window jambs, at shim locations.
4. Do not anchor unit through jamb extensions.
5. Loosely fill cavity between frame and opening with fiber insulation or low-expanding foam being careful not to overpack and overfill.
6. Check for consistent clearance between sash and frame.
7. In masonry installations, leave 1/4-inch clearance between the window and the masonry to prevent window-related binding problems caused by expansion or contraction.
8. For siding applications, install a drip cap above the window.
9. Check unit operation before applying interior trim, exterior brick or siding.
10. Apply a quality exterior-grade caulking to the exterior frame cavity between window and opening, ensuring that all voids are sealed for protection from the weathering elements.

All information obtained as a result of this documentation is confidential, and will not be disclosed to any third party without the written consent of the applicant, in accordance with the Personal Information Protection and Electronic Documents Act. The company acknowledges that it is aware of all applicable Canadian laws regarding the protection of personal information collected, used or disclosed in connection with commercial activities, and the company shall comply, and shall cause all representatives to comply with such applicable laws.



**Scan the QR Code for Detailed Installation Guidelines and Video Instruction:**



**Scan the QR Code to Transfer Warranty Title to the Secondary Owner:**



## Thank You

Since 1985, North Star has been an industry leader in the manufacture of vinyl window and door products. We have earned a reputation for leadership, innovation and production of window and door products of impeccable quality.

For more information about North Star's complete line of windows and doors or to ask about our warranty coverage, please contact one of our qualified dealers or visit our website at [northstarwindows.com](http://northstarwindows.com).

Thanks again for choosing North Star.

## To Make A Claim

Notify the original dealer or distributor in writing within 30 days of a defect appearing.

### **Include the following information:**

- name and address of the owner
- date of installation
- brief description of the defect
- pictures of the defect
- serial number on the warranty label affixed to our product



[northstarwindows.com](http://northstarwindows.com)

Screens are not designed to restrain a child from falling through an open window. Please take proper precautions.

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