



NORTH VIEW
WINDOWS & DOORS INC.

Warranty Claim Procedure

If the consumer suspects a defect in material or workmanship which may justify a warranty claim he/she is advised to send the below information to: info@northviewcanada.com,

Subject: Warranty Claim Procedure

- a) Customers name
- b) Address
- c) Phone number(s)
- d) Clear digital pictures of a warranty defect (attached to email)
 - Close up photos of problem are
 - Photos of the entire product in question
- e) Clear description of the issues

If you cannot provide photos and a technician is dispatched a charge may be implemented if the product in question does not require service
Delivery fees may be implemented subject to circumstances of each individual case.

Any customer that does not know how to use email can send the information above to 647-308-8190

Condensation

Homeowners often consider the presence of condensation on new doors as an indication of a defect with the new products. Condensation is an indication of excess humidity in the house. The installation of new windows and doors will reduce the "leaks" into the house of dry cold air and cause an increase in humidity over what may have existed prior to their installation. The homeowner is responsible to take steps to reduce the humidity in the house to acceptable levels. In very cold winter conditions the humidity may have to be kept to 20% or less to totally avoid condensation.

Condensation problems arise because air can only hold a limited amount of water vapor, cold air being able to hold less than warm air. Air cooled by contact with cold surfaces such as windows may deposit some of its water vapor on the glass. This surface condensation is an indication of excess water vapor (humidity) in the room. Home owners are encouraged to visit the Natural Resources Canada web site at <http://oee.nrcan.gc.ca/equipment/windows-doors/18023> which more fully explains humidity problems and offers a wide range of solutions.

Glass units

SCRATCHES & RUB MARKS – Light scratches and rub marks not felt with your fingernail are considered acceptable if unseen under normal viewing conditions. Medium scratches and rub marks felt with your fingernail but less than 1/8" long are considered acceptable. Heavy scratches and long or readily visible rub marks are generally cause for rejection.

CRACKED GLASS – Any cracked glass pieces are unacceptable. When receiving glass panels please inspect as soon as possible.

CHIPS – Chips or shells are small rounded pieces of glass that have been knocked off the surface at the edge of a piece of glass. Any chips larger than 1/8" are not acceptable and if smaller, three or more renders a panel unacceptable.



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Glass Inspection Standards

This section outlines the standards to which the decorative glass industry operates. Northview Windows & Doors is obliged to accept decorative glass units that meet the following standards.

Customer advised to excerpt these standards from the Canadian Standards Building Code. Ref: Standards CGSB 12.3 M, CAN CGSB 12.8M, Building Code.

BRASS / ZINC / PATINA / CAMING

SCRATCHES – During the roll forming that initially shapes the brass, scratches do occur. Generally these are small and unnoticeable. Metal caming is bent into curves using other rolling devices that may also cause smaller scratches, these are considered normal. Large or deep scratches are unacceptable.

DENTS – Any large dents in the metal caming are unacceptable. There is a limit to the degree of bend that is achievable. Perimeter caming, because it is heavier, will have minor ripples that are considered normal. Visually offensive ripples or dents visible when viewed from a normal distance are unacceptable.

COLOUR – Any tarnishing, stains, or spotting noticeable when viewed from the normal distance are unacceptable.

If the consumer suspects a defect in material or workmanship which may justify a warranty claim:

1. Customer advised to send the below information on Thermoluxe Door Systems/Northview Canada email: service@northviewcanada.com, with a Subject: SERVICE – DATE – NAME –PO/Invoice No (as it appears on the contract).

- a) Customer name
- b) Address
- c) Invoice number/PO Number
- d) Name of the company sold the door
- e) Clear digital picture of a warranty defect (attached to email)

2. Based on data received from customer and if it was justified as a warranty issue, the service (warranty repair) must be provided by Thermoluxe Door Systems or by official dealer of Thermoluxe Door Systems.

Please note:

If you cannot provide photos and a technician is dispatched a charge may be implemented if the product in question does not require service.

By signing this document I agree to pay a fee if it is determined that no service is required.

Date _____

Please print name _____ Signature _____