



www.helt.ca
905-397-5050

50 Year Limited Warranty

This warranty applies to all of HELT products purchased directly from HELT and is extended to the owner of the structure in which the windows and doors are originally installed.

By purchasing or using any of HELT products you are acknowledging that this warranty is part of the terms of sale.

NON GLASS MATERIALS AND WORKMANSHIP

HELT warrants to the Original Purchaser that all of HELT's products will be free from defects in parts and workmanship that impair the operation and function under normal use and service for forty (50) years on all aluminium products and twenty-five (25) on all vinyl products from the date of sale. If such products are defective in workmanship or materials before that time, HELT will pay the costs of all defective parts and labour. If repair is not commercially practical or cannot timely be made, HELT will either replace any defective parts or products free of charge.

COLOUR

HELT warrants that all product finishes will not crack, fade, or peel and shall be free of manufacturing defects in material or workmanship for a period of ten (10) years under regular environmental circumstances from the date of sale. If such a coating is defective, HELT will replace the coating free of charge.

SCREENS

HELT warrants that all screens and blind hardware will be free from defects in parts and workmanship that impair the operation and function under normal use and service for forty (3) years from the date of sale. If such products are defective, HELT will pay the costs of all defective parts and labour. If screen or blind hardware is damaged due to animal incidents, human error or environmental factors, the home owner must remove the damaged screen and return it to the office of HELT for service. HELT will not warrant the screen if was exposed to snow and ice.

GLASS

The glass portion of the window is warranted not to "fail" for a period of ten (10) years from the date of sale. A "failed" unit is one that develops an obstruction of vision resulting from a moisture film formation or dust collection between the interior of the glass surface of the unit. Small marks, scratches, and spots do not exceed company standards or federal government specifications DD-G-451D or ASTM C1036 for a "failed" unit and do not make the glass defective. If the glass seal has failed due to defective workmanship or materials HELT will pay the costs of all defective parts and labour.

SCREENS

HELT warrants that all screens will be free from defects in parts and workmanship that impair the operation and function under normal use and service for three (3) years from the date of sale. If such products are defective, HELT will pay the costs of all defective parts and labour. HELT will not warrant the screen if damage was sustained through human error, animal incident or environmental factors.

SUITABILITY

Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including the use of any HELT product, is the responsibility of the buyer, user, architect, contractor, and/or construction professional. HELT will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products. HELT does not warrant the achievement of any specific performance standard set by a third party certification of a building or project by the use of a HELT product.

MOISTURE MANAGEMENT

Products installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems (EIFS) or "synthetic stucco" without effective engineered drainage systems, are not covered under the 50 year limited warranty. Condensation on the glass surface is a natural result of excess moisture in the house and does not indicate a defective product or faulty installation. Maintaining proper household humidity levels may prevent problems such as mold or mildew. In no event shall HELT be liable for any damages resulting from condensation, mold, mildew, frost, or fungus. If you become aware of persistent condensation on your windows, you should take immediate remedial action to prevent water, mold and/or mildew damage to your property and health.

EXCLUSIONS

Damage, defects, or problems resulting from causes outside of HELT's control are excluded from coverage under the the Limited Warranty. Such causes include, without limitation:

- Failures due to after sale product modifications or window shading devices (e.g., glass tinting, improper painting or staining, insulated window coverings, etc.)
- Improper installation of in-home security systems
- Water infiltration other than a result of a defects in manufacturing, materials, or workmanship
- Glass or metal damage caused by others (e.g. brick wash, sanding or improper washing, chemicals or airborne pollutants such as salt or acid rain)
- Installation or use near saunas, hot tubs, or other high humidity environments
- Misuse, abuse, modification, alteration, accident, or negligence
- Shifting or settling of the structure in which the product is installed
- Extreme weather events, extreme or unusual atmospheric conditions
- Normal discolouration or fading of finishes after ten (10) years
- Special glazing (contact us concerning the limited warranty for special glazing)
- Caulking is a maintenance responsibility of the homeowner after installation and is not covered under the warranty
- Painting or staining of repaired or replaced product, component, trim or other 3rd party carpentry work that may be required
- War, insurrection, civil unrest, or other Acts of God
- Failure to maintain products regularly by applying HELT's window & door lube once every 365 days.
- Mounting 3rd party applications to HELT products such as drapes, locks, security devices or decorations.
- Misuse of product by holding on to or putting excessive force against any HELT product.

PRODUCT CHANGES

HELT reserves the right to discontinue or change any product it manufactures. If the part or component of the product originally installed is not available and HELT determines to make a replacement, HELT shall have the right to substitute such part or component designated by HELT to be of equal quality and price. HELT, in its sole discretion, reserves the right to refund the amount paid by the original owner for the product (excluding installation).

TRANSFER OF WARRANTY

This warranty is transferable one time only by the original single family homeowner to a successor owner of the property. If this warranty is transferred, it will remain until the conclusion of the original warranty. HELT must receive written notice of the transfer of title to such property within thirty (30) days of the date of transfer of ownership, and a certified cheque in the amount of \$200.00 to cover handling and administrative costs. Failure to timely furnish such notice and payment to HELT will result in the immediate termination of the warranty coverage.

WARRANTY CLAIMS

All warranty claims must be made within sixty (60) days of the appearance of the defect. Claims made under this limited warranty can be made in writing, over the phone, or via e-mail at the contact information below. Claims to HELT must include the following information:

1. Claimant's name, address, and phone number
2. The HELT Serial number located at the bottom of the warranty
3. A description of the product issues (photo's may be included)

HELT may charge a fee for on site product inspection.

HELT FACTORY SERIAL NUMBER _____

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