

Dear Homeowner,

Here are a few helpful tips to keep your windows and doors providing you with a lifetime of dependability and maximum energy efficiency.



Painting

- when painting windows, be sure to avoid painting the weatherstrip or any hardware.
- freshly painted windows should be left open until completely dry.
- upon move in, if you find your windows stiff and difficult to operate often times it is because they are paint stuck. Simply take a putty knife and run it around the operating sash, breaking any paint seal that is there.

NOTE: If you have Ultraprime Products, they require a good quality finish coat immediately following installation.



Homeowner Care and Upkeep

- paint should be inspected annually for good adhesion.
- exterior caulking should be inspected annually for any deterioration due to weather conditions.
- lubricate any moving parts with a silicone spray, 2-3 times a year.
- remove screens in the fall and wash with mild detergent and sponge before storing for winter.



Condensation

- The primary cause of condensation is excess moisture in the air. It shows up on the glass in windows and doors because these surfaces are relatively cool compared to the warm, moist air. Indoor moisture comes from humans, animals and plants. Humidity is created in homes through various activities such as cooking, showering, the clothes dryer and many other day-to-day activities. Since homes today are quite airtight, the moisture caused by these activities becomes trapped inside. Once there is a build-up of moisture in the home, it will deposit itself on objects that are at the same temperature or cooler than the air. Therefore excessive humidity becomes condensation on the room-side glass surface of your window.
- To reduce humidity in the winter months, try turning the humidifier on your furnace down or off. All gas appliances, the clothes dryer and exhaust fans should be vented to the outside. When showering or cooking turn on a fan or open a window slightly to allow excess moisture to escape.



SINCE 1948

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PRINTED IN CANADA 06/04

Superior Protection

FROM POLLARD WINDOWS



NEW PRODUCT WARRANTY



WE'RE ABOUT FAMILY.

Pollard's industry leading warranty

At Pollard, we're proud of our more than 55 years in window manufacturing. We believe our long-term commitment to our customers has contributed to this success. Our effort in building relationships extends to our product warranty. We are so confident in our product workmanship that we are pleased to offer the first "Quarter Century" warranty on sealed glass. At the heart of this 25 year commitment is a strong desire to provide our customer more for their money, we call it exceptional value, and you'll call it peace of mind, knowing that you can count on Pollard Windows for years to come.



POLLARD'S LIMITED PRODUCT WARRANTY

FOR PRODUCT ORDERED AFTER JUNE 1, 2004

25 YEAR LIMITED SEALED GLASS WARRANTY

For a period of 25 years from the date of purchase, Pollard will provide to the original purchaser, replacement of any glass component of a Pollard product manufactured with Intercept® technology, and identified with "Pollard Burl IGMAC" which has developed material obstruction of vision due to film formation on internal glass surfaces caused by failure of the hermetic seal. Such replacement is warranted for the remainder of the original warranty period. Pollard will not replace any glass component which has failed due to glass breakage, or has had any liquid, plastic or other coating or covering applied to it. Minor glass imperfections that do not affect normal vision or the performance of the glass component including curvature of the glass are specifically excluded from this warranty. Condensation or frost on exposed surfaces of your Pollard product are not a defect in the product but a result of excessive humidity.

20 YEAR LIMITED VINYL WARRANTY

For a period of 20 years from the date of purchase, Pollard will provide to the original purchaser, replacement of any vinyl component of a Pollard product where such replacement is due to defects in material or manufacture. Such replacement is warranted for the remainder of the original warranty period. Variations in color due to normal weathering, exposure to ultraviolet rays, extreme weather and atmospheric conditions and any other conditions beyond Pollard's control are not considered component defects. (Cocoa Brown is not covered under this warranty)

20 YEAR LIMITED ACRYTHANE 2000 WARRANTY

For a period of 20 years from the date of purchase, Pollard warrants to the original purchaser that its Acrythane 2000 coating applied to the exterior surface of a PVC component will not peel, flake, crack, blister or delaminate. Variations in color due to normal weathering, exposure to ultraviolet rays, extreme weather and atmospheric conditions and any other condition beyond Pollard's control are not considered coating defects. This warranty covers the cost of replacement material needed for refinishing.

10 YEAR LIMITED SEALED GLASS WARRANTY

(sealed units not utilizing Intercept® technology) For a period of 10 years from the date of purchase, Pollard will provide to the original purchaser, replacement of any glass component where said component has been manufactured by an independent source or manufactured by Pollard without Intercept® technology and has been incorporated into a Pollard product, which has developed material obstruction of vision due to film formation on internal glass surfaces caused by failure of the hermetic seal. Such replacement is warranted for the remainder of the original warranty period. Pollard will not



replace any glass component which has failed due to glass breakage, or has had any liquid, plastic or other coating or covering applied to it. Minor glass imperfections that do not affect normal vision or the performance of the glass component including curvature of the glass are specifically excluded from this warranty. Condensation or frost on exposed surfaces of your Pollard product are not a defect in the product but a result of excessive humidity.

5 YEAR LIMITED PARTS WARRANTY

For a period of 5 years from the date of purchase, Pollard will provide to the original purchaser, replacement of any component of a Pollard product (excluding sealed glass and vinyl which are covered under separate warranties) where such replacement is due to defects in material or manufacture. Such replacement is warranted for the remainder of the original warranty period. variations in color or texture of any wood components are normal and not considered defects.

1 YEAR LIMITED STRESS CRACK WARRANTY

For a period of 1 year from the date of purchase, Pollard will provide to the original purchaser, replacement of any glass component of a Pollard product manufactured with Intercept® technology where such replacement is due to a stress crack provided said stress crack is deemed by an authorized Pollard representative to be solely due to manufacturing error. Such replacement is warranted for the remainder of the original warranty period. Pollard will not replace any glass component deemed by Pollard to have a stress crack if said component has had any liquid, plastic or other coating or covering applied to it.



GENERAL LIMITATIONS

Pollard reserves the right to void all warranties on product not fully paid for. Pollard reserves the right to require proof of purchase for any warranty claim submitted.

All replacement components are provided in the original factory finish. Any painting, staining or other finishing required is the responsibility of the consumer.

Installation labor is not included in these warranties, therefore, all replacement components shall be delivered by Pollard to the customer FOB the Pollard Office, Distributor, or Dealer nearest the place of installation.

Pollard reserves the right to refund a portion of the customer's purchase price of the product in lieu of providing a replacement component.

Under no circumstances shall Pollard be obligated to provide a replacement of any component of a Pollard product where the need arises out of, the failure to install the product strictly in accordance with Pollard instructions, any accident, fire, flood, severe or unusual weather conditions, act of war, misuse or abuse, vandalism, improper handling, improper maintenance or any other cause not within Pollard's direct control. Any modification, alteration or attempted repair of a Pollard product without Pollard's prior written consent, or not made strictly in accordance with any applicable Pollard repair instructions, voids all warranties with respect to such product.

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