Global Care | Infinity Patio Door Warranty

1. Definitions

In this warranty:

"Product" means a Global Windows & Doors Infinity Sliding Patio Door system and related components sold under this warranty, including door panels, frames, insulated glass units, hardware, tracks, and screens.

"Original Purchaser" means the original retail consumer or builder purchaser and the original resident of the building where the Product is installed.

"Original Purchase Price" means the purchase price paid for the Product itself, excluding installation, freight, service, or other third-party costs.

"Factory Authorized Technician" means a service provider authorized by Global Windows & Doors to perform warranty service.

This warranty is granted only to the Original Purchaser and is not transferable to any subsequent owner or occupant.

2. Requesting Service

All warranty service requests must be initiated through the authorized Global dealer or retailer where the Product was purchased. In most cases, a representative of the dealer or retailer will visit the home to confirm the reported issue and submit a service request to Global.

Upon receipt of a service request, Global will assess whether:

(a) the request is valid,
(b) the reported issue is covered under this warranty, and
(c) the Product qualifies for warranty service.

When applicable, labor cost estimates will be calculated and communicated prior to scheduling service. Once approved, the work order will be assigned to a Factory Authorized Technician to perform the required work.

3. General Product Coverage

Subject to the limitations and conditions set out in this document, Global warrants that the Infinity Sliding Patio Door Product will be free from manufacturing defects in materials and workmanship for the lifetime of the Product.

Labor required to perform approved warranty service by a Factory Authorized Technician is covered for two (2) years from the date of original purchase by the Original Purchaser.

Component	Coverage Term	What Is Covered
Product (materials & workmanship)	Lifetime	Manufacturing defects in materials and workmanship, subject to all terms and exclusions.
Labour (Factory Authorized Service)	2 years	Labour by a Factory Authorized Technician to perform approved warranty service.
Factory Applied Paint	10 years	Will not peel, crack, blister, or fade excessively due to defects in materials or manufacturing.

4. Factory-Applied Paint

Global warrants that, for a period of ten (10) years from the date of original purchase by the Original Purchaser, any factory-applied paint finish will not peel, crack, blister, or fade excessively as a result of defects in materials or manufacturing.

Normal weathering, gradual color changes, and variations caused by environmental exposure are not considered defects.

5. Owner Responsibilities and Required Maintenance

To maintain warranty coverage, the following owner responsibilities apply:

- Sliding door tracks must be kept clean and free of debris.
- Drainage and weep systems must remain unobstructed.
- Hardware, rollers, and locking mechanisms must be inspected and maintained periodically.
- Reasonable lubrication of moving components is required.
- Abrasive cleaners, pressure washing, and harsh chemicals must not be used.

Normal wear, routine cleaning, and ongoing maintenance are the responsibility of the owner. Failure to properly maintain the Product may void this warranty.

6. Limitations, Exclusions, and Conditions That Void Coverage

This warranty does not cover, and/or will be null and void, in the following circumstances:

- Improper installation or installation not in accordance with Global installation guidelines.
- Damage caused by impact, abuse, misuse, neglect, or alteration.
- Damage resulting from fire, earthquake, flood, hurricanes, or other acts of God.
- Defects in wall construction or building movement affecting the Product.

6. Limitations, Exclusions, and Conditions That Void Coverage (cont.)

- Condensation, frost, or ice caused by interior humidity conditions.
- Discoloration or damage caused by exposure to harmful chemicals.
- Glass breakage of any kind.
- Insect screens, screen mesh, and screen components after one (1) year.
- Normal wear and tear of hardware components.
- Water or air leakage resulting from site conditions, improper installation, or building design.

7. Remedy and Limitation of Liability

If a covered defect occurs during the applicable warranty period, Global, at its sole discretion, will repair the Product, replace the affected component with a comparable product, or refund the Original Purchase Price of the affected component.

Global's maximum liability is limited to the Original Purchase Price. Global shall not be responsible for incidental, consequential, or indirect damages, including damage to the building or its contents.

The duration of the original warranty will not be extended when the Product is repaired or replaced.

8. Contact

For additional information or to initiate a warranty service request, please contact your authorized Global dealer or visit: www.globalwindows.ca