

Global Care | Window Warranty

1. Definitions

"Global" Global Windows & Doors.

"Product" Global-manufactured window products covered by this warranty.

"Original Owner" The original retail purchaser and original occupant of the home where the Product is first installed.

"Residential" An owner-occupied, single-family residence.

"Commercial" Any installation other than Residential, including (for example) multiple-unit residences, commercial, or light-commercial buildings.

"Lifetime" For as long as the Original Owner owns and occupies the Residential home where the Product is originally installed.

"Manufactured Date" The date the Product was manufactured by Global.

"Factory Authorized Representative" A technician or representative authorized by Global to perform warranty service.

"Other Components" Components such as (but not limited to) screens and similar accessories.

2. Requesting Service

All warranty service requests must be initiated through the Global dealer/retailer where the Product was purchased. In most cases, a representative of the dealer/retailer will visit the home to confirm the 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 issue is covered by warranty, and (c) the Product is registered under the warranty program.

When appropriate, labor cost estimates will be calculated and communicated prior to scheduling a service call. Once approved and scheduled, the work order will be assigned to a technician to perform the required work.

3. Owner Responsibilities and Maintenance

Global windows are built with advanced, durable components designed for years of reliable operation. Proper maintenance is required to keep Products operating as intended.

- Lubricate all moving components with a silicone-based lubricant at least once per year.
- Remove dirt and dust from moving parts using a clean cloth.
- Wash screens with a mild detergent and rinse with a garden hose.
- Maintain drainage paths and keep weep/drainage openings clear of debris.

Failure to perform regular maintenance and cleaning as described in this warranty may void coverage. Corrosion of hardware due to salt or salty air (including coastal environments) is not covered, except where a stainless hardware option is selected and regular maintenance and cleaning are performed.

4. Residential Limited Lifetime Warranty Coverage

For Residential installations, Global provides the following coverage, subject to all terms and limitations in this warranty:

Component	Coverage Term	What Is Covered	Key Notes / Limitations
Vinyl	Lifetime	Defects in material and workmanship resulting in flaking, blistering, peeling, rotting, or corrosion.	
Insulating Glass	Lifetime (seal failure) 1 year (stress cracks)	Seal failure that results in condensation or film formation on the interior glass surfaces that materially obstructs vision.	Stress cracks in insulating glass are covered for 1 full year.
Hardware	Lifetime	Hardware will remain in operational condition.	
Other Components	1 year	Other components such as (but not limited to) screens.	
Factory Applied Paint	10 years	Blistering, peeling, or flaking due to defects in materials or manufacturing	
Labour (Factory Authorized Service)	Lifetime	Labour of Factory Authorized Representatives to perform covered service.	Travel and initial inspection visits may not be included under the labour warranty.

5. Transferability (Unregistered or Subsequent Owners)

If the home is sold, or if the Product becomes occupied by someone other than the Original Owner, the warranty transfers to the subsequent owner/occupant as follows: 10 years for all parts and 1 year labor from the Manufactured Date (excluding Other Components, which remain covered for 1 year).

6. General Restrictions, Disclaimers, and Limitations

- Global's liability under this warranty shall not exceed the original value of the Product determined to be defective by Global. If the Product must be replaced entirely, Global is responsible for the replacement Product only. This warranty does not cover removal or installation of any Product.
- Global will not be responsible for any direct or indirect damages, including (without limitation) loss of profit or income, arising from defects in Products or delays in warranty fulfillment due to circumstances beyond Global's control.
- Global reserves the right to discontinue or change any Products and, where applicable, to substitute parts of equal quality as its sole option.
- If a Product is repaired or replaced, the warranty remains in effect for the balance of the original warranty period and does not restart or extend.
- No representative of Global is authorized to change or modify this warranty.
- Travel time, mileage, initial inspection visits, and any additional costs related to extraordinary access, site conditions, or special equipment (including lifts, scaffolding, or similar equipment) may not be included under the labor warranty and may be subject to additional charges depending on location, access, or warranty status.

7. Items and Issues Not Covered

- Glass breakage of any kind.
- Failure due to misuse, abuse, or failure to perform regular maintenance.
- Alteration or modification of the Product, including installing alarms, applying tints, or applying paint finishes not provided by Global.
- Damage caused by acts of God such as storms, fire, wind, lightning, earthquake, or flood.
- Improper installation not in conformance with Global installation instructions, including failure to install plumb, square, properly sealed, properly shimmed and flashed, drainage clear of debris, and rough openings properly insulated.
- Product installed where the wall or foundation is subject to movement, distortion, cracking, or settling that affects the Product.
- Air and water leakage due to improper building design.
- Caulking of colored extruded vinyl.
- Condensation problems caused by excessive humidity in the home or improper ventilation.
- Corroded or rusty hardware due to salt or salty air (except where stainless hardware is selected and regular maintenance is performed).
- Paint or coatings applied by a customer or third party.
- Normal fading due to aging or exposure that will occur with non-painted or painted PVC.
- Products identified as "Surplus" or "Seconds" at the time of sale.

8. Remedies Under This Warranty

At its sole discretion, Global may remedy a covered issue by: (a) repairing the defective Product or component, (b) replacing the defective Product or component with an item of equal quality, or (c) refunding the original purchase price of the defective Product or component.

9. Condensation

Condensation, mold, or mildew may occur as a natural result of excess humidity within a home or building and changes in inside/outside temperature. These conditions do not indicate a manufacturing defect and are not covered by this warranty. Exterior condensation is a common occurrence with high-performance glass and is a natural phenomenon, not a manufacturing defect.

10. Contractor Purchased Homes

For Products purchased by a contractor for use in a home intended for sale after construction, the warranty will be honored provided the home is sold within two years of the purchase date and the original homeowner registers the Product within the registration requirements of this warranty.

11. Commercial Limited Warranty

For Commercial installations, Global warrants that window Products will be free from defects in materials and workmanship for 10 years from the date of initial installation. Labor to perform warranty service by a Factory Authorized Representative is covered for 1 year.

12. Additional Notes

This warranty was valid at the time of printing but is subject to change without notice. Questions or additional information may be available at www.globalwindows.ca.

