

This information assists us in understanding your reasons for purchasing North Star Vinyl Windows. Please take a few minutes to complete the following questions:

1. How did you hear about North Star Vinyl Windows?

2. How did you select your dealer?

- | | | | |
|-----------|--------------------------|-------------------|--------------------------|
| Referral | <input type="checkbox"/> | Yellow Pages | <input type="checkbox"/> |
| TV | <input type="checkbox"/> | Radio | <input type="checkbox"/> |
| Newspaper | <input type="checkbox"/> | Advertising Flyer | <input type="checkbox"/> |

3. Where will the windows be used?

- | | | | |
|------------|--------------------------|--------------|--------------------------|
| New home | <input type="checkbox"/> | New addition | <input type="checkbox"/> |
| Renovation | <input type="checkbox"/> | | |

4. What is the approximate age of your home:

_____ (years)

5. How long have you owned this home:

_____ (years)

6. Please indicate your age group:

- | | | | |
|----------|--------------------------|---------|--------------------------|
| Under 35 | <input type="checkbox"/> | 35-45 | <input type="checkbox"/> |
| 46-55 | <input type="checkbox"/> | Over 55 | <input type="checkbox"/> |

7. How is your home heated:

- | | | | |
|-------------|--------------------------|----------|--------------------------|
| Natural gas | <input type="checkbox"/> | Electric | <input type="checkbox"/> |
| Oil | <input type="checkbox"/> | | |



THANK YOU

Since 1985, North Star has been an industry leader in the manufacture of vinyl window and door products. We have earned a reputation for leadership, innovation and production of window and door products of impeccable quality.

For more information about North Star's complete line of windows and doors or to ask about our warranty coverage, please contact one of our qualified dealers or visit our web site at www.northstarwindows.com.

Thanks again for choosing North Star.

TO MAKE A CLAIM

Notify the original dealer or distributor in writing within 30 days of a defect appearing.

Include the following information:

- name and address of the owner
- date of installation
- brief description of the defect
- serial number on the warranty label affixed to our product

If coverage is pro-rated, the homeowner will be informed of their share of costs. No parts will be provided until the owner's payment has been received.



PLEASE ENCLOSE IN AN ENVELOPE AND MAIL TO:

NORTH STAR MANUFACTURING
40684 TALBOT LINE
ST. THOMAS, ONTARIO N5P 3T2
Attention: Warranty Department

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40684 Talbot Line
St. Thomas ON N5P 3T2
www.northstarwindows.com

PRINTED IN CANADA
129-125 03/07

TRANSFERABLE
LIFETIME
WARRANTY



YOUR WARRANTY PROTECTION

North Star Manufacturing (London) Ltd. builds vinyl windows and doors to meet or exceed industry standards. Our products are tested and certified by Canadian Standards Association and comply with American Architectural Manufacturers Association standards. North Star guarantees its vinyl windows and doors against faults in manufacturing and defective materials through a transferable lifetime warranty. This document contains the entire agreement between all parties regarding this warranty. No other warranties expressed or implied are contained in this warranty.

LIFETIME WARRANTY ON WHITE WINDOW AND PATIO DOOR FRAMES AND SASHES 10-YEAR WARRANTY ON INTERIOR AND EXTERIOR COLORED LAMINATES

North Star vinyl frames and sashes will not fade, discolor, blister, peel, flake, corrode, contract or distort beyond industry standards. White window and patio door frames and sash members carry a lifetime warranty. Colored vinyl products are protected by a 10-year warranty.

Corner welds on colored windows may fade over time. Color touch-up is the responsibility of the home owner.

LIMITED LIFETIME WARRANTY ON SUPER SPACER® SEALED UNITS

North Star insulated glass sealed units with Super Spacer® are covered by a limited lifetime warranty against failure of the sealed unit. A sealed unit failure is defined as a loss of the seal between the glass and Super Spacer resulting in moisture or dust infiltrating the air space between the opposing glass surfaces. Under no circumstance is broken or cracked glass covered under warranty.

The Limited Lifetime Warranty is pro-rated as follows:

	North Star	Owner
Up to 20 years	100%	0%
Over 20 years	10%	90%

- Replacement sealed units installed under warranty in North Star windows and patio doors retain the remainder of the original glass warranty.
- Sealed units purchased for installation in North Star windows and patio doors are warranted against seal failure for 20 years with proper installation.
- Sealed units installed in **non**-North Star products are warranted against seal failure for one year.
- Sealed units with blinds between the glass are warranted for 10 years against seal failure and 5 years against mechanical failure.

LIFETIME WARRANTY ON HARDWARE

Window hardware is covered by a lifetime warranty. Patio door hardware is covered for a period of five (5) years.

WHAT YOU NEED TO KNOW

REPAIR OR REPLACEMENT

North Star's obligation is limited to repairing or replacing a product it deems to be defective. North Star shall have a reasonable time to remedy any defect and the owner will provide reasonable and friendly assistance. No compensation will be provided for loss of time, inconvenience, commercial loss, or special consequential or other damages. If an identical replacement part is not available, North Star may use parts of comparable or greater quality.

DATES AND TRANSFERS

This warranty takes effect on the date of the North Star invoice. The warranty is transferable to a second owner only. To activate the warranty for a second owner, the Certificate of Warranty Transfer must be completed and mailed to North Star with an administration fee of \$100.

BAY AND BOW WINDOWS

Proper installation and insulation are critical for ensuring proper performance. All bay and bow windows must be securely supported with a knee brace, or a North Star hanger support system. Bay and bow windows require a roof or enclosure to protect it from the elements.

GLASS

According to the Canadian Glazing Standards Board (CGSB) for glazing quality glass, defects such as minute bubbles, eyes, crystals, scratches are normal and inherent to any manufactured glass product. These minor defects are not warranted. North Star warrants that the glass utilized in its window and patio door products has been manufactured in accordance with the Canadian Glazing Standards Board for glazing quality glass.

COMMERCIAL APPLICATIONS

The warranty is limited to 10 years if North Star windows or doors are:

- Installed in buildings operated as multi-family dwellings
- Used for commercial purposes
- Used in rental properties, schools, churches, apartment complexes, government-owned structures or office buildings

WARRANTY EXCEPTIONS

NORTH STAR WILL NOT ASSUME LIABILITY FOR:

1. Labor costs of any kind, for any reason, including removal, replacement and/or reinstallation of any product which may require service
2. Defects or damage attributed to installation, normal weathering, accidents, fire, flood or other acts of God, vandalism, riot or civil disorder, misuse, abuse by harmful fumes, vapors or chemical pollutants in the atmosphere, mildew, building settlement or structural failure of walls or foundations
3. Stresses from localized heat that lead to excessive temperature differentials over glass or vinyl
4. Use of a door or window for a purpose not intended by the manufacturer
5. Damage from cleaning with harmful solvents
6. Painting or coating vinyl parts (the warranty will become void)
7. Warping, distortion or damage caused by placing plastic or polyfilm over windows or doors for any reason
8. Warping, distortion or damage that may occur if North Star products are stacked or leaned in the sun
9. Corrosion to metal parts in applications within two miles of a body of salt water
10. Condensation due to humidity within the structure, or resulting from interior or exterior temperature differentials (See our website or contact your dealer for information)
11. Use of non-North Star window accessories
12. Vent stops
13. Glass breakage or cracking
14. Natural variations in wood products such as those used in bay and bow windows, jamb extensions, etc.
15. Films applied to glass other than 3M Residential Window Film (Only 3M Window Film applied by an authorized 3M dealer is recommended for use on North Star products and is subject to the 3M Residential Window Film warranty provisions)
16. Tarnish on patio door hardware
17. Any occurrence beyond North Star's control

TO BE COMPLETED BY THE SECOND OWNER

TO BE COMPLETED BY THE FIRST OWNER

CERTIFICATE OF WARRANTY TRANSFER TO SECOND OWNER

This certificate must include the serial number found on the North Star / CSA Warranty Label affixed to the window, door or between the glass

(first 6 digits of the serial number imprinted on the window label)

This certificate is to be completed by the second owner, and mailed to North Star Manufacturing within thirty (30) days of transfer, along with a \$100.00 administration fee.

Second Owner _____

Signature _____

Property Address _____

City, Prov. / State _____

Postal / Zip Code _____

Home Phone () _____

Date of Transfer _____

Original Owner's Name _____

Date _____



CERTIFICATE OF COVERAGE

This certificate must include the serial number found on the North Star / CSA Warranty Label affixed to the window, door or between the glass

(first 6 digits of the serial number imprinted on the window label)

This certificate is to be completed by the dealer, signed by the purchaser, and mailed to North Star Manufacturing within thirty (30) days of completed installation.

Original Purchaser _____

Signature _____

Property Address _____

City, Prov. / State _____

Postal / Zip Code _____

Home Phone () _____

Date of Installation _____

Dealer Name _____

Date _____

