

HOMEOWNER ASSISTANCE GUIDE

Care & Maintenance | Warranty Information



all about you.





Congratulations

Congratulations on your purchase of a Durabuilt™ windows & doors product! You have joined a valued group of homeowners who've chosen to make their homes more beautiful and comfortable. With proper care and maintenance your Durabuilt product will provide you with years of carefree use – and if you require warranty service we are ready and willing to lend assistance.

We're here for you today - and for years to come.

Content

CARE & MAINTENANCE

Cleaning Exterior and Interior surfaces	5
Screens	5
Glass Cleaning	6
Weatherstripping	7
Hardware.....	7
Weep holes	8
Door sills and sweeps	8
Condensation.....	9

WARRANTY INFORMATION

Window & door warranty information	10 - 17
Warranty claim process	18

YOUR ORDER INFORMATION

YOUR ORDER #

Please request your order number from your Durabuilt™ Design Gallery sales consultant, dealer, home builder or contractor. This will provide us quick access to your product information and enable us to lend our best service.

Care & Maintenance



Proper care of your windows and doors is important – and fortunately very little effort is required as Durabuilt's® products are designed for durability and low maintenance. Our all-PVC and clad-PVC windows and doors require regular care and maintenance and following our recommendations will ensure they perform their best for years to come.

Cleaning Exterior and Interior surfaces

PVC (vinyl) is a long lasting, low maintenance surface and contains ultraviolet (UV) inhibitors to minimize harm from sunlight. To keep clean, use a mild soap or diluted detergent solution with clean warm water and wipe surfaces gently using a clean cloth or a soft bristle brush. Rinse surfaces thoroughly with clean water to remove any soap residue – then wipe dry.

The same method can be used to clean **laminated finishes, co-extruded vinyl colour** and **painted aluminum clad surfaces**. After cleaning painted aluminum surfaces car wax can be applied to rejuvenate the colour and provide further protection.

On occasions when mild soap and water is not sufficient to clean vinyl surfaces consider using one of the following **recommended cleaners**; CLR, Fantastik®, Lysol All Purpose Cleaner, Pine-Sol, Simple Green, Meguiars Plastx™ Vinyl or ZEP™ Vinyl cleaner, Mr. Clean Magic Eraser Pad and Windex products. Please read the product specifications and usage carefully before use. Always test cleaners in an inconspicuous area first, wipe dry when finished.

Non acceptable cleaners for vinyl surfaces include acetone, lacquer thinner, ammonia, isopropyl alcohol and WD40™. Never use abrasive or acidic cleaners as they might cause permanent surface damage.

Screens

To clean your screens, carefully remove and gently spray with water and brush lightly with soft bristle brush until clean. A mild soap can be used for stubborn stains. Rinse and dry, then reinstall. Retractable screens need to be cleaned in place.

If your screen cloth is torn and needs to be replaced, contact a local supplier for repair or replacement information. Your local hardware store or lumber yard may also be a good source for your screen repair.



Glass Cleaning

Prepare a cleaning solution of 1 ½ cups of vinegar to one gallon of water.

1. Apply the cleaning solution with a sponge or a soft cloth and wipe with uniform pressure, horizontally and vertically.
2. Rinse the glass surface with clean water and dry with a lint-free cloth.
3. If necessary, repeat steps until clean.
4. Rinse and dry any run-down that may have occurred on any window or door component with a separate cloth.

To remove labels, start with slowly peeling from one corner. If the label tears or sticks, moisten with soapy water and gently scrape with plastic putty knife. Stubborn labels can be soaked with soapy water and covered overnight with plastic wrap – then gently removed with a plastic putty knife.

For paint removal, soak dried latex paint drips with warm water and baby shampoo solution (1 tsp to one gallon of water). Then wipe with damp cloth or sponge and if needed, scrape gently with plastic putty knife. For oil-based paint drips, consult your local paint professional.

Stubborn stains may require the use of a commercial glass cleaning product or higher strength cleaning solutions that contain active ingredient chemicals such as toluene, xylene, mineral spirits or naphtha. After use thoroughly rinse with clean water and dry with a lint free cloth. Special care must be taken when using these types of cleaners and avoid getting them onto vinyl surfaces. Always test cleaners in an inconspicuous area first.



NEVER use any of the following products as they may damage the glass surface or insulating seal.

- Petroleum based cleaners
- Caustic chemicals
- Razor blades, metal putty knives or abrasive pads
- High-pressure water hoses

Weatherstripping

Inspecting and maintaining your weatherstripping will help to protect against energy loss due to air and/or water infiltration. Weatherstripping can be wiped clean with a damp cloth, then rinsed and dry thoroughly. Do not use anything sharp near weatherstrip. If it is torn or not joining properly at the corners contact us for replacement.

Hardware

Regularly clean and lubricate hardware components to keep movable window and door part operating smoothly. For general cleaning use mild soap and water on a soft cloth or sponge, or a soft bristle brush for stubborn dirt; rinse and wipe dry. This will prepare the hardware for lubrication. To lubricate your hardware we recommend;

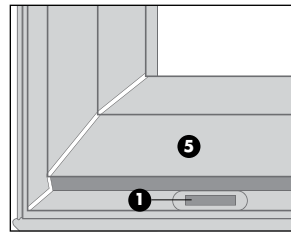
- Lithium Grease to protect metals surfaces and reduce friction and wear on moving parts. Use this for lubricating the gears on X-drive casement and awning rotogear hardware.
- Light Oil (such as 3-in-One® or WD-40) can be used for sliding or rotating joints.
- Graphite (spray powder) can be used for door lock keys and non-ball bearing hinges. Use care when applying graphite to prevent possible staining.
- Spray Silicone can be used for sliding tracks but refrain from directly spraying onto hardware surface - spray onto clean cloth to apply.

Most hard plastic hardware parts require periodic cleaning for smooth operation and do not require lubrication.

Weep Holes

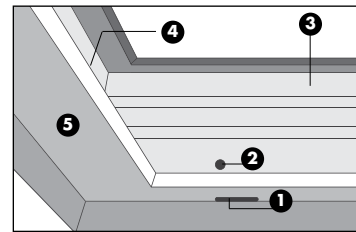
PVC (vinyl) window design incorporate weep holes to allow any moisture that makes it past the glazing or sash to drain to the exterior. Interior weep holes are usually a rectangular or round hole in the bottom of the sill track or in the face of a vertical wall of the sill near the bottom with our sliding window and patio doors. Exterior weep holes are usually a round or rectangular hole cut in exterior face and may have a flap covering the hole.

Regularly clean the sill track with a vacuum or wipe with a damp cloth to ensure all weep holes are unblocked and able to perform its proper function. Ensure exterior weep holes are inspected and kept clean and weep hole flaps are working correctly.



Slider Window
Exterior view

- ❶ Exterior Weep Hole
Featuring a release flap to control and prevent re-entry of water and debris.
- ❷ Interior Weep Hole
- ❸ Sash Track
- ❹ Screen Slot
- ❺ Frame



Slider Window
Top down view (screen removed)

Door sills and sweep

Entry and Garden door sills should be regularly cleaned with mild soap and water solution and rinsed with clean water. Your door sweep should be seasonal adjusted to ensure a proper seal and inspected to ensure weatherstripping fins are intact. In the event they are damaged, please contact us for a replacement part.

Condensation

During our cold winters there can be large temperature difference between the inside of a home and the outside. Warm moist air drops down when it gets close to a cool surface and when the temperature reaches its dew point moisture will occur. Insulating glass tends to have lower temperatures than other surfaces in your house and it is typically the first place that you'll notice condensation in your home. This is not due to any defect in your window or door it is simply a indication of high humidity in your home.

Causes of condensation can include humidity levels that are too high, uneven heat distribution throughout the home and poor circulation around your new windows and doors. To determine how much moisture is in your home you can purchase inexpensive hygrometer from your local hardware store. Place the hygrometer in your home for a few days and record the readings each day – then compare your data to the chart below.

Outside Air Temperature °C	Recommended Relative Humidity Inside Temperature of 20°C
-30° or below	15%
-30° to -24°	15% to 20%
-24° to -18°	20% to 25%
-18° to -12°	25% to 30%
-12° to -6°	30% to 35%
-6° to 0	35% to 40%

To help minimize condensation ensure your window weatherstripping is performing properly and locks are pulling the sash tightly to the frame. Keeping drapes and blinds open will help promote improved circulation around your windows, and reduce the potential of condensation.

For more information on humidity go online to Canadian Office of Energy Efficiency – www.oee.nrcan.gc.ca

Warranty Overview

Lifetime Warranty†

- PVC Extrusions – White & Beige
- Operating Hardware & Locking Mechanisms

Twenty Year Warranty†

- Sliding Patio Door Systems
- Glass Sealed Units

Ten Year Warranty†

- Painted aluminum extrusions and coloured PVC (vinyl)
- Exterior PVC (vinyl) and aluminum clad.
- Everlast Composite Door Frame System
- Fibreglass Doors - DuraGrain, DuraSmooth, Smooth-Star, Classic-Craft and Barrington Series

Five Year Warranty†

- DuraSteel Doors
- Lockmaster Multi-Point Lock System
- Door Hardware
- Replacement Labour (Supply and Install completed by a Durabuilt Replacement Expert within 70km of point of purchase)

Two Year Warranty†

- Wood door frames and interior wood components.
- Replacement Labour (Supply only within 70km of point of purchase)

†All warranties are limited and subject to the terms and conditions set out in our Original Consumer Warranty. Visit durabuiltwindows.com for more information.



General Terms

- (1) Durabuilt Windows & Doors Inc. (“Durabuilt”) warrant that certain products identified below “Product(s)” will be free from defects in materials and workmanship from the date of manufacture for the time periods described herein. The provisions of this consumer warranty agreement (hereinafter “Warranty”, and where “warranty” is used it shall apply to the warranty coverage for that specific Product referred to) apply to Durabuilt Products manufactured from and after including July 1, 2013. This Warranty shall apply to Products supplied for all residential and commercial projects, including new construction and renovation used in Alberta, Saskatchewan, Manitoba and certain areas of British Columbia unless specifically mentioned in the purchase contact.
- (2) This Warranty is subject to all terms, conditions, exclusions, limitations, disclaimers etc. contained herein.
- (3) This Warranty is for the benefit of the Original Consumer (original purchaser of the Product and the original owner of the building in which the Product is installed) of the Product (hereinafter the “Consumer”) when purchased from Durabuilt, an authorized Durabuilt dealer, distributor, contractor or builder and shall be made transferable from the Owner to the first subsequent transferee.
- (4) In this Warranty, “Claim” shall mean a request for replacement or repair of a defective Product submitted by a Consumer in accordance with section 4 herein.

THIS WARRANTY PROVIDES COVERAGE, AS DETAILED BELOW, FOR THE FOLLOWING PRODUCTS:

(1) ALL PRODUCTS

(a) Labour

Skilled labour required to replace or repair any defective Product or Product component ("Component") for Supply only is covered by this Warranty for two (2) years following the date of manufacture;

Supply and Install only: Skilled labour required to replace or repair any defective Product or Product component ("Component") is covered by this warranty for five (5) years in case of renovation job.

Subject to following : Durabuilt™ reserves the right to limit transportation and labor costs incurred where the defective Product or Component is located more than seventy (70) kilometers from the original point of purchase. Where Products are sold outside of the warranted area, the coverage is restricted to the supply of the defective Product or Component to the original Canadian point of purchase only.

(b) Window and Door Hardware

Durabuilt Window hardware products are warranted for life of the Product under normal circumstances and use. The coverage is limited to replacement value of the defective hardware. All Durabuilt Door hardware products are warranted for five (5) years from the date of manufacture. The warranty coverage is limited to the replacement value of the defective hardware. Regular lubrication following the initial installation is the responsibility of the Consumer.

(c) Exterior PVC (Vinyl) and Aluminum Components

Durabuilt provides a limited warranty of ten (10) years from the date of manufacture for factory applied, extruded paints and coatings on all colored PVC and aluminum Window Systems as well as all PVC and aluminum cladding and brickmould used in its window and door Products under normal service and environmental conditions in Canada. Non-factory applied, extruded paints are not covered.

(d) Wood Components

Interior wood-framed windows, offered with VG Fir, wood-PVC clad patio systems and Durabuilt Entry Door Systems jamb and frame Components will be protected against defects such as holes, blistering and cracking for a period of two (2) years from the date of manufacture provided they are protected from elements and finished with a good quality top coat paint or stain within 30 days of delivery and a clear sealer or varnish immediately following installation. The customer must provide proof that window has been stained/varnished within 30 days of delivery of the product as stated above .Failure to provide such proof shall void the warranty. Wood components must be stored in a covered, dry area and not be exposed to forms of moisture and high humidity accurate enough or reference maintenance guide.

(e) NO ASSIGNMENT

The warranties provided are made only to the Original Consumer as defined under Item 1 - "General".

If you are the original owner of the building in which the product is installed but were not the original purchaser of the product, you should note that it is the responsibility of the dealer representative or contractor or other person who supplied the product or that building to you to provide you with a copy of this warranty and the instructions for care and maintenance. Failure to do so will not subject Durabuilt Windows & Doors Inc. to any express or implied warranties, liabilities or remedies other than those that are expressly provided for in this document.

(f) Transferable: the warranty may be transferred, subject to below conditions

- This option is available only for single standalone family;
- Transferability of the warranty can be only exercised one time;
- Claimant must have purchased the house from original owner (customer), they must retain the original proof of purchase to be entitled in order to claim the warranty;
- The warranty in such a case will be honored only to a maximum of ten (10) years from the original date mentioned on the proof of purchase, provided that the owner is living in the single family residence

(2) WINDOW SYSTEMS

(a) Glass Sealed Units

Durabuilt provides for insulated glass units without capillary tubes, a limited warranty that the air seal will not fail due to defects in workmanship; for twenty (20) years (pro-rated) from the date of manufacture for its glass-sealed units. This coverage is subject to exclusions herein. If the air seal fails, Durabuilt will repair, replace or provide a pro-rated credit towards the replacement glass sealed unit as follows:

- (i) If Claim is made within ten (10) years from the date of manufacture, a credit of one hundred (100%) percent of the Durabuilt selling price of the replacement unit at the time that the Claim is processed;
- (ii) If Claim is made between the eleventh (11) and fifteen (15) years from the date of manufacture, a credit of fifty (50%) percent of the Durabuilt selling price of the replacement unit at the time that the Claim is processed;
- (iii) If Claim is made between the sixteenth (16) and twenty (20) years from the date of manufacture, a credit of twenty-five (25%) percent of the Durabuilt selling price of the replacement unit at the time that the Claim is processed.

Example – If product manufacture date is June 1, 2008, 100% product coverage will be provided up until midnight of May 31st, 2018.

- (iv) Broken sealed units are not covered under warranty unless reported within 72 hours from the time received.
- (v) Pressure cracks are covered for 90 days from the date of manufacture. In order to properly diagnose a pressure crack, the sealed unit must be inspected and confirmed by a Durabuilt Windows & Doors technician.

(b) PVC (Vinyl) Extrusions

Durabuilt warrants that the white and beige extruded vinyl Products including the core frame and structure of the window system will be free from significant discoloration, warping, pitting, and blistering for the lifetime of the Product under normal circumstances use and environmental conditions. Notwithstanding the foregoing, the coverage provided for in this subsection does not apply to colored extrusions.

(3) EXTERIOR DOOR SYSTEMS

(a) Glass Sealed Units

Durabuilt provides for insulated glass units without capillary tubes, a limited warranty that the air seal will not fail due to defects in workmanship; for twenty (20) years (pro-rated) from the date of manufacture for its glass-sealed units. This coverage is subject to exclusions herein. If the air seal fails, Durabuilt will repair, replace or provide a pro-rated credit towards the replacement glass sealed unit as follows:

- (i) If Claim is made within five (5) years from the date of installation, a credit of one hundred (100%) percent of the Durabuilt selling price of the replacement unit at the time that the Claim is processed;
- (ii) If Claim is made between the sixth (6) and eighth (8) years from the date of original installation, a credit of seventy-five (75%) percent of the Durabuilt selling price of the replacement unit at the time that the Claim is processed;
- (iii) If claim is made between the ninth (9) and tenth (10) years from the date of original installation, a credit of fifty (50%) percent of the Durabuilt selling price of the replacement unit at the time that the Claim is processed.

Example – If product manufacture date is June 1, 2008, 100% product coverage will be provided up until midnight of May 31, 2018.

- (iv) Broken sealed units are not covered under warranty unless reported within 72 hours from the time received.
- (v) Pressure cracks are covered for 90 days from the date of manufacture. In order to properly diagnose a pressure crack, the sealed unit must be inspected and confirmed by a Durabuilt Windows & Doors technician.

Excluding, the forcibly broken sealed units (as they are not covered under any warranty unless found on arrival or after installation, it must be reported within 72 hours from the time received), in order to properly diagnose a pressure crack, the sealed unit must be inspected and confirmed by a Durabuilt Windows & Doors technician.

(b) Wood grain and Dura-Smooth Fiberglass Door

Durabuilt provides, from the date of manufacture, a limited warranty of ten (10) years on Dura-Smooth, Wood grain Fiberglass and Classic-Craft® doors. This coverage states that these fiberglass systems will remain free of defects, warping, rusting or splitting and other excessive damage incurred in normal residential use provided the door has been painted or stained, on all six sides within ninety (90) days of receipt with Durabuilt's Do-it-Yourself Finishing System or a top quality paint or stain. The customer must provide proof that window has been stained/varnished within (90) days of delivery of the product as stated above. Failure to provide such proof shall void the warranty.

Door warpage is considered a defect when the deflection exceeds 8mm or 5/16", providing the door is manufactured with standard lock and hinge preparation. This warranty will cover doors with glazing units 21" X 65" or less. Door warpage is not covered by warranty when glazing units are greater than 21" X 65". This warranty covers door widths from 28" – 42" and heights from 79" – 96".

(c) Premium Steel Door

Durabuilt provides, from the date of manufacture, a limited warranty of five (5) years on Premium Steel entry door systems against warpage in excess of five sixteenths (5/16) of an inch or eight (8mm) millimeters in the plane of the door and bow or misalignment from the frame or jamb in which the door has been hung, provided that the door has been properly sealed and painted, on all six sides within ninety (90) days of receipt with an oil or exterior latex paint of good quality. The customer must provide proof that window has been stained/varnished within (90) days of delivery of the product as stated above. Failure to provide such proof shall void the warranty.

(d) Sliding Patio Doors

PVC (Vinyl) Sliding Patio Door Systems, warranty for twenty (20) years from the date of manufacture, Durabuilt warrants that its solid vinyl sliding patio doors (white and beige) shall have no finishing or paint defects causing blistering, peeling or flaking and will not show excess fading of door frame or sash members excepting discoloration and fading or chalk due to sunlight, air pollutants and other normal atmosphere conditions and provided normal cleaning practices are followed. This warranty does not cover painted vinyl doors or the screen mesh therein.

(4) REMEDIES / GENERAL EXCLUSIONS / LIMITATIONS ON LIABILITY

(a) Remedies

Where a Product or Component is covered by the Warranty, remedies are limited to the following, any of which may be chosen at the discretion of Durabuilt:

- (i) Repair the existing Product or Component. If Durabuilt elects to repair the Product, labor will be covered for up to two (2) years from the date of manufacture, subject to the exceptions detailed in the following subsection;
- (ii) Replace the damaged Product or Component. If Durabuilt elects to provide a replacement Product, the limited warranty on the replacement Product will last for the balance of the warranty on the original Product.

Durabuilt is not responsible for paint or any other refinishing required after the remedial work is complete. Durabuilt reserves the right to investigate the reason for the Product failure after a Claim is made and if it is determined that the Product was damaged by negligence, misuse or willful misconduct on the part of the Consumer or any other person not associated with Durabuilt, no remedy under this Warranty shall be available to the Consumer. In the case of discontinued Products or Components, the closest available match will be used. Colors on replacement Products or Components may vary from the original.

(b) General exclusions / Limitations on Liability

All Warranty coverage provided for herein shall be valid only if the Products are properly handled, installed, finished and maintained. In addition to the foregoing and notwithstanding anything otherwise provided for herein, Durabuilt shall have no liability for Product damage or defects caused by:

- i. Accident, abuse, misuse or negligence in handling, installation or operation, finishing (or failure to provide proper finishing), operation, or maintenance (or failure to properly maintain);
- ii. Any Product, Component or hardware not manufactured by Durabuilt;
- iii. Modifications or attachments to Products or Components that are not authorized by Durabuilt;
- iv. Misapplication of the Product, faulty building construction or design, including but not limited to installation;
- v. Stress due to localized application of heat, movement of building or building components or expansion or contraction of building or building components;
- vi. Damage in transit after leaving Durabuilt's plant or fleet not caused by Durabuilt or anyone associated with Durabuilt;
- vii. Natural disasters and any other cause beyond the control of Durabuilt;
- viii. Tri-Bridex, Avalanche Sliding Patio Systems and frame Components of all Entry Door Systems where the wood portion is not properly sealed within 30 days;
 - a. Variations in the grain pattern and color of wood Products or Components;
- ix. Exposure to harmful chemicals or pollutants;
- x. The coverage provided for exterior PVC(vinyl) and Aluminum Components and PVC (Vinyl Excursions) does not extend to discoloration, polish, surface damage or alteration caused by the use of natural or chemical solvents or unique environmental factors (including salt spray, acid rain, etc.) or other similar potential causes of such damage. This coverage does not extend to deoxidization of metal, fading or minor color variations caused by exposure to the elements, the installation environment or normal weathering conditions.
- xi. Water damage to wood Products or wood Components that are installed in enclosed, high-humidity areas without proper ventilation and any other water damage to any Product resulting from prolonged condensation or frost exposure as a result of installation in an area or structure of high humidity;
- xii. Excess debris and direct rain exposure during construction, extreme build-up of dirt and grime in track, drain hole and other key window and door components that cause malfunction in the Product's performance;
- xiii. Cash & carry products purchased through Durabuilt or a distribution partner that are deployed outside of the warranted area will not be covered under the general warranty;

- xiv. 'As Is' product sold out of the Edmonton Durabuilt Design gallery(Renovation Centre) are not covered by the original consumer warranty as they have been discounted accordingly;
- xv. Subsequent damages and repair work not covered in this warranty. Warranty is limited to the replacement value of the Product or Component only;
- xvi. Removal of Product, shipping costs, painting and refinishing, installation or restoration or other similar costs and the responsibility for those costs shall be Consumer's;
- xvii. Insulated glass units over 8' x 5' (ft.) in area, regardless of height or width; Insulated glass units, both Doors and Windows, that have had secondary film applied; Insulated glass units installed in window and door products not manufactured by Durabuilt™ Windows and Doors Inc.;
- xviii. Cracked or shattered glass by any physical cause whatsoever; Failure of insulated glass units, both Doors and Windows, due to obstruction of engineered drain holes by foreign debris build-up or misapplied finishes; or insulated glass units which are installed higher than 5000 feet above sea level;
- xix. Doorlites that are not properly maintained;
- xx. Durabuilt reserves the right to limit transportation and labor costs incurred where the defective Product or Component is located more than seventy (70) kilometers from the original point of purchase. Where Products are sold outside of the warranted area, the coverage is restricted to the supply of the defective Product or Component to the original Canadian point of purchase only.

(5) ADDITIONAL PROVISIONS

- (i) No distributor, dealer or representative of Durabuilt shall have the authority to change, modify or expand this Warranty and any purported modification to this Warranty shall be of no force and effect;
- (ii) The remedies provided for in this Warranty are the only remedies Durabuilt will provide with respect to any of its Products.
- (iii) This Warranty shall be construed in accordance with and governed by the laws of the Province of Alberta.
- (iv) The invalidity or unenforceability of any provision or provisions of this Warranty shall not affect the validity or enforceability of any other provision hereof, which shall remain in full force and effect.
- (v) This Warranty constitutes the entire agreement between the parties with respect to the subject matter contained herein.
- (i) Edmonton Supply & Installation: For supply and installation orders purchased from Edmonton Durabuilt Design Gallery (Renovation Centre) or Head Office Renovation Sales Department Durabuilt offers a five (5) years limited warranty from the date of installation on renovation job. This coverage includes skilled labor required to replace or repair any defective product, product component or defect in workmanship from the initial installation. General exclusions specified above apply.

PROCESS FOR WARRANTY CLAIM

In order to make a Claim under this Warranty:

(1) As soon as possible upon discovery of a defective Product, contact either the Dealer, Distributor or Builder from whom you purchased your Product, or, contact Durabuilt directly;

By Mail at: Durabuilt Windows & Doors Inc.
10920 178 Street
Edmonton AB T5S 1R7
Attention: Warranty Claims

By Phone at: (780) 577-2049 or toll-free at 1-844-577-2049

By E-mail at: warranty@durabuiltwindows.com

(2) You will be required to provide the following information to make a Claim:

- (i) Model, Product description and Product number or the Window Care and Maintenance Guide with all info;
- (ii) Proof of place and price of Product purchase;
- (iii) Verification of date of manufacture, if indicated on product;
- (iv) Detailed description of the Product defect(s);
- (v) Full name, address and phone number(s) of Consumer; and
- (vi) Date of installation and installer's name.

(3) After submitting a Claim, Durabuilt will review the Claim and contact the consumer within a reasonable time thereafter.

(4) Durabuilt shall have the right to charge a reasonable fee to cover its expenses in the event that an on-site inspection is required or requested by the Consumer. Durabuilt shall reimburse the Consumer for the full amount of the fee if the Claim is determined to be covered by this Warranty upon investigation of the defect.

CONTACT US

Your complete satisfaction is importance to us. If you have any questions or concerns or would like to learn more about your Durabuilt products help is as close as your local Durabuilt Design Gallery or local dealer. You can also contact our service department directly at **1-844-577-2049**, or you can visit us at **www.durabuiltwindows.com**.

DESIGN GALLERY LOCATIONS

CORPORATE OFFICE Edmonton – Westend

10920 - 178 Street
Edmonton, AB T5S 1R7
Tel: 780.455.0440
Toll Free: 1.800.544.3815
Fax: 780.455.5775

Edmonton – Southside

8605 Argyll Road
Edmonton, AB T6E 0E8
Tel: 780.463.4466
Fax: 780.461.4969

Calgary

2105, 6027 - 79 Avenue SE
Calgary, AB T2C 5P1
Tel: 403.464.4000, 403.723.0410
Toll Free: 1.877.464.4699
Fax: 403.724.0234

Lethbridge

1350 - 39 Street N
Lethbridge AB T1H 6X3
Tel: 403.320.8201
Toll Free: 1.888.320.8201
Fax: 403.320.8324

Saskatoon

3247A Millar Avenue
Saskatoon, SK S7K 5Y3
Tel: 306.665.0870
Fax: 306.978.2152

Winnipeg

72 Durrand RD
Winnipeg, MB R2J 3T2
Tel: 204.415.4351
Toll Free: 1.866.348.1837
Fax: 204.415.4347





DURABUILT

WINDOWS & DOORS

30 YEARS | BUILT ON
VALUES

all about you.

