



WINDOWS

ESTABLISHED 1987 

WARRANTY

WARRANTY

MANUFACTURED PRODUCTS BY FCI WINDOWS

FCI Windows stands by its manufacturing processes with a commitment to quality, longevity and efficiency – offering a comprehensive warranty on all products and installations. Any manufacturing defects are warranted directly by FCI Windows. Please note that our guarantee does not cover any installation issues resulting from supply orders not installed by our teams. The following is a comprehensive outline of our warranty.

10 YEAR

SEALED GLASS

FCI Windows warrants that the insulating glass units contained in the windows will conform to the federal specifications for insulating glass units fabricated from select “A” quality glass and that under normal conditions there will not be an obvious obstruction of vision which is the result of moisture formation or dust collection on the interior glass surfaces. Any seal failure or defective glass unit will be replaced under warranty with no charge to the customer during the 10 year period. Pressure cracks on windows installed by FCI Windows’ teams will be fully warranted for 1 year from the date of purchase after which the customer must cover the cost of the replacement glass unit and installation. Exterior SDL (Simulated Divided Light) grills are not covered under the sealed unit warranty. Labor and material costs will apply to grill replacement when sealed units with SDLs are replaced.

FCI Installation Orders: Sealed units and Installation of the sealed unit will be covered by FCI Windows for 10 years (see effective date of warranty).

Supply Orders: Windows that are purchased Supply Only and are installed by the customer or contractor will be responsible for the installation of the sealed unit; FCI Windows will provide the sealed unit upon confirmation of seal failure. It is the responsibility of the customer to pick up the sealed unit from FCI Windows (Peterborough Factory). If the customer wants FCI Windows to install the unit, service/install charge will be applied.

HARDWARE

FCI Windows warrants that all hardware (handles, locks, and gears) shall remain in good operational condition for a period of 10 years from the date of purchase. We do not warrant hardware or accessories purchased through other suppliers.

FCI Installation Orders: Faulty hardware components and installation of the hardware will be covered by FCI Windows for 10 years (see effective date of warranty). If the hardware is damaged by excessive force or failure to clean, a service charge will be applied.

Supply Orders: Windows that are purchased Supply Only and are installed by the customer or contractor will be responsible for the installation of any faulty hardware; FCI Windows will provide the hardware unit free of charge. It is the responsibility of the customer to pick up the hardware unit from FCI Windows (Peterborough Factory). If the customer wants FCI to install the unit, service/install charge will be applied.

FACTORY PAINTED VINYL SURFACES

Every painted window and patio door carries its own specifications and guarantee which is for a period of 10 years against paint blistering, or peeling. Natural fading is not warranted. Damage from the use of harmful solvents to clean any painted voids warranty. Glazing coextrusions or caulked surfaces are excluded from this warranty. Corner welds on coloured windows may fade over time. Colour touch-up is the responsibility of the homeowner. Due to normal weathering, coloured vinyl products are subject to varying degrees of fading. This fading is beyond FCI Windows’ control and does not constitute a defect. Therefore we cannot guarantee an exact colour match in the event a component or product is repaired or replaced.

LIFETIME

VINYL FRAME & VINYL SASH

Our windows are warranted against such defects in material and workmanship that might result in blistering, peeling, and flaking of the window frame of sashes. This limited warranty shall be null and void if harmful solvents are used to clean the vinyl frame and/or sashes, or if the frame and/or sashes are painted or coated by an unauthorized agent.

TIMELINE

EFFECTIVE DATE OF LIMITED WARRANTY

FCI Installation Orders: Warranty will take effect upon completion of installation and full payment.

Supply Orders: Warranty will take effect when the product is complete, invoiced for pick-up or delivery and full payment has been received.

CONDITIONS

GENERAL

This warranty includes parts and labour for products manufactured by FCI Windows within the 10 year warranty period. The limited warranty stipulated in this document is the only warranty applicable to products manufactured by FCI Window products. We stand by our installation teams. We are not responsible for issues that arise from installations by outside contractors. A fee will be charged for our service team to inspect Supply Only orders. If upon inspection the issue is a result of malfunction due to manufacturing, the charge will be waived.

EXCLUSIONS

This warranty does not cover “Acts of God”, accidental damage, misuse of product damage caused by improper installation (unless installed by FCI Windows) or damaged hardware due to a failure of cleaning and maintaining hardware components. Holes and damage to screens are not covered under warranty.

MAINTENANCE

MECHANICAL

Tilt latches, multilocking cams, and strikers collect dirt and grime. Failure to clean and lubricate these parts on an annual basis with clear silicone will void the warranty on hardware.

CLEANING

A mild household cleaner or dishwashing detergent may be used.

Glass: Use any commercial glass cleaner available in the supermarket or a solution of vinegar and water.

Screen: A mild household detergent should be used to clean the aluminum frame applied with a soft cloth and rinsed off.