

# WARRANTY & CARE



CANADA

# THANK YOU

At Kohltech, we know that success involves much more than a superior product. It requires a deeply rooted awareness and understanding of homeowners' needs and desires. We realize that durability and reliability are important and that forces of nature and time must be factored in during development and manufacturing. Listening to what you want has enabled us to craft our windows and entrances using industry-leading technology, uncompromising quality and unsurpassed performance. As years go by, our commitment to innovation, energy efficiency, value and exceptional service shines through everything we do.

When you decided to buy Kohltech, you bought peace of mind. It's a decision for which you will be thankful for many years. You will soon discover how Kohltech keeps the elements in their place while decreasing your energy costs and making your home a more comfortable place to be.

Thank you for choosing Kohltech.

Kevin Pelley, President

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# 1 | OUR WARRANTY

## ■ OUR PROMISE

Attention to detail and developing doors and windows that are long lasting is a pledge we make to every customer. To back that commitment, Kohltech Windows & Entrance Systems takes every measure possible, and then some, to make sure you are getting the very best.

Ensuring an unbiased opinion is key. To guarantee impartial judgment, Kohltech Windows & Entrance Systems sends its windows and entrance systems to be tested and certified by independent testing labs in both the United States and Canada. From these test results we are very pleased to report our windows meet or exceed published industry standards regulated by the Canadian Standards Association (CSA), ENERGY STAR, the National Fenestration Rating Council (NFRC) and the American Architectural Manufacturers Association (AAMA).

We know that success involves much more than a superior product. That's why we guarantee our hardware, window frames and sashes for a lifetime. Our dependable and secure insulated glass unit is also covered for up to a lifetime. Permafinished components are under warranty for 10 years.

Our vigorous product certification ensures our windows and doors meet or exceed CSA approved standards and are also NFRC and AAMA certified. Our in-house testing facility also ensures our products achieve benchmark performance ratings.

## ■ WARRANTIES

Please note the warranty information listed is relative to our current products. For detailed information on your specific product warranty, please contact your local dealer or call 1-800-565-4396.

Kohltech, subject to the conditions and limitations following, warrants its products to be free from manufacturing defects. This warranty includes, when subjected to normal and proper use, peeling, flaking, blistering and rot, on the following products.

Window Products	Supreme, Heritage <sup>™</sup> , Tilt & Turn, 6000 <sup>+</sup>	Select, Estate & 10000 <sup>+</sup>	Commercial <sup>++</sup>	Tribute (Atlantic Canada)
Insulated Glass	Lifetime	30 years	10 years	15 years
Hardware	Lifetime	30 years	1 year	15 years
Frame/Sash	Lifetime	30 years	10 years	20 years
Factory Applied Coating	10 years	10 years	10 years	10 years
Labour	Lifetime	30 years	1 year	5 years

\* All warranty coverage is applicable to the original homeowner.

\*\* Heritage wood surface warranty coverage is for 10 years.

+++ Stress crack warranty coverage is for 1 year.

Note: For subsequent owners, Supreme, Heritage, Tilt & Turn, Select and Estate products, the warranty reverts to 20 years from date of manufacture for insulated glass, hardware and frame/sash. Coating remains at 10 years from date of manufacture and labour reverts to 5 years coverage from date of manufacture.

## Patio & Entrance Door Products

	Select & Estate Patio Door <sup>+</sup>	Entrance Door <sup>++</sup>
Insulated Glass	30 years	10 years
Hardware	10 years	10 years
Slab	n/a	10 years
Frame/Sash	30 years vinyl	10 years
Factory Applied Coating	10 years	10 years
Wood Frame Primed	n/a	5 years
Vinyl Clad Frame	n/a	10 years
Cellular PVC Frame / 900 door frame (excluding wood sill)	n/a	Lifetime
Labour	30 years	2 years
Internal Mini Blinds	10 years	10 years
Internal Mini Blinds Labour	1 year	2 years

\* All warranty coverage is applicable to the original homeowner. No warranty for rusting of any hinges on doors that are not stainless steel.

++ Tribute, Commercial and Entrance Door product warranty is not transferable to subsequent homeowners.

+++ Stress crack warranty coverage is for 1 year.

Note: For subsequent owners, Supreme, Heritage, Tilt & Turn and Select and Estate window and patio door products, the warranty reverts to 20 years from date of manufacture for insulated glass, hardware and frame/sash. Coating remains at 10 years from date of manufacture and labour reverts to 5 years coverage from date of manufacture. Assisted living sills are not warranted against water leakage.

## ■ LIMITATIONS

Kohltech Windows & Entrance Systems is proud to offer a broad and comprehensive warranty. If any component of our windows or doors is found to be defective due to a manufacturing defect or due to a specific defective component during the warranty coverage period, Kohltech Windows & Entrance Systems will repair, provide a suitable replacement, or refund the purchase price at Kohltech's discretion.

In the event of product replacement within the terms of this warranty, the warranty of that product will remain in effect for the balance of the warranty period from the original date of purchase.

Labour costs incurred during replacement of the parts or products will be covered by Kohltech Windows & Entrance Systems as per the respective labour coverage by product line.

In no event shall Kohltech Windows & Entrance Systems be liable for incidental damages of any kind, including damage to persons, the building, building components or its contents.

Kohltech Windows & Entrance Systems will not be liable if the product has not been handled or stored properly, not been maintained and has not been properly operated leading to product damage.

Kohltech Windows & Entrance Systems will not be liable if the product is not installed properly. Installation instructions are included with each product sold and can also be found on our website at [www.kohltech.com](http://www.kohltech.com). This includes product being installed square, plumb, properly sealed, properly shimmed and flashed, drainage clear of debris and rough openings properly insulated. It also includes sufficient clearance being allowed for expansion and contraction of various building components in close proximity to the windows and doors.

Impact of foreign objects, fire, earthquake, flood, lightning, hurricane, hail, tornado or other acts of nature causing damage will not be covered.

Damage to the wall caused by movement, distortion, cracking or settling of such wall or foundation, will void warranty coverage.

Kohltech Windows & Entrance Systems will not be held liable for discoloration or other damage caused by exposure to harmful chemicals. Kohltech will not be liable for normal fading due to aging that will occur with non-painted and painted PVC, steel, wood or fiberglass product.

The warranty will be void if painted product venting holes designed to cool the vinyl profiles are framed in or covered in any way.

Kohltech will not be responsible for coatings including paint not applied at the factory by Kohltech. Also, if a part not coated at the factory by Kohltech is replaced for a defect other than coating, Kohltech will not be responsible for re-coating or re-painting costs of the part.

Kohltech Windows & Entrance Systems product is not warranted against glass breakage, regardless of the reason or condensation resulting from humidity within the house or building area caused by changes in interior or exterior temperatures.

Any after-market product installed that could compromise the integrity of the window or door (i.e. window glass film, shutters and blinds) may void the warranty of that component. Kohltech will not be responsible to remove or re-install any aftermarket additions to the replaced product.

Screens, damaged or worn weather-stripping, door sweeps, door thresholds and rusty screws are not covered under warranty. Interior casings and rosettes are also not covered under warranty.

Normal wear of parts over prolonged usage are not covered under this warranty.

The Supreme, Heritage, Tilt & Turn, Select and Estate product warranties are applicable to the original homeowner. If the residence is transferred, refer to the respective warranty tables. It does not apply to windows or doors purchased for commercial use.

## OTHER CONDITIONS

This warranty is expressly in lieu of all other oral or written warranties, liabilities or obligations of Kohltech Windows & Entrance Systems. No representative of Kohltech Windows & Entrance Systems is authorized to make changes or modifications to this warranty.

## ■ MAKING A WARRANTY CLAIM

To obtain remedy under this warranty, it is the obligation of the homeowner to notify the Kohltech Windows & Entrance Systems dealer, where the purchase was made, as soon as possible. The dealer shall inspect the problem and inform Kohltech Windows & Entrance Systems in writing of any defect in a prompt manner. Kohltech Windows & Entrance Systems will investigate the claim and examine the product deemed to be defective. This inspection will determine the need for replacement product or components and Kohltech Windows & Entrance Systems shall, within a reasonable period of time, provide the necessary replacement.

# 2 | HARDWARE CARE & MAINTENANCE

Window and door hardware is expected to give trouble-free operation throughout the life of the product. All of the hardware is protected or enhanced by special coatings and lubricants. These protective coatings and lubricants can be damaged or removed by common household products.

Windows and doors are mechanical systems that need to be maintained. Moving parts need to be inspected for wear and cleaned and lubricated on an annual basis.

## ■ CLEANING

Due to the wide range of environments in which our hardware is used, some cleaning may be required. Windblown dust and dirt can cause the windows to be more difficult to operate, as well as cause the hardware to wear or corrode.

We recommend the window hardware be inspected once a year (more if necessary) and cleared of dirt and grime build up. Particular attention should be given to cleaning dirt from slides in hinges.



Clean water should be used when possible to flush the hardware clean. A mild dish soap and water mixture can be used to loosen stubborn dirt. Always rinse the hardware with clean water and allow the hardware to dry completely before lubricating.

**DO NOT use the following cleaners**

- Vinegar-based cleaners
- Citrus-based cleaners (lemon, etc.)
- Industrial-strength cleaners
- Abrasive cleaners

These types of cleaners will not only remove the lubricants from the hardware, they can also remove the corrosion-resistant coatings.

Warning: glass cleaners and brick/siding washes with the above ingredients, must not come in contact with the hardware for the reasons listed above.

**■ LUBRICATION**

After the hardware is clean and dried it must be lubricated to restore the smooth operation, and, in some cases, corrosion resistance. Use a silicone lubricant spray to lubricate all moving parts. Avoid using a grease-based lubricant as these lubricants can pick up dust and dirt over time and negatively impact the smooth operation of the window. Care must be used when applying any lubricant to avoid staining and/or damage to window parts. Since lubricants wear away over time, periodic checks should be done to ensure the hardware is functioning smoothly.

# 3 | PREVENTING WINDOW CONDENSATION

Window condensation is a frustration for homeowners, especially if their windows are new. Immediate thoughts are of mould, water damage, peeling paint and reduced energy savings. To help our customers prevent window condensation, we need to understand why condensation occurs and how to prevent it.

## ■ HUMIDITY AND CONDENSATION

Condensation occurs when there is a reduction in the rate of air exchange (i.e. closing windows in winter) and there is excess humidity in the home. Humidity is the amount of moisture or water vapour in the air. People and pets produce moisture when they breathe or perspire. Even indoor plants produce moisture. We add water vapour to indoor air through everyday household activities: cooking, showering, bathing and doing laundry. Every time you run the dishwasher, you add 5 lbs of moisture to your home. We need humidity for our comfort and health. But too much or too little humidity can produce a host of difficulties in homes. Some of the problems are just nuisances like condensation on windows and musty smells. Others can be more serious such as wet stains on walls and ceilings, mouldy bathrooms and allergic reactions. Humidity hassles often occur during the colder months when windows are closed and indoor air circulation is reduced.

## ■ HUMIDITY LEVELS

Experts have developed rules of thumb to help homeowners make decisions regarding humidity levels in their homes. The limits should be used as guides only. Acceptable or comfortable humidity levels will vary from season to season, from house to house, and even between rooms in the same house. To measure the indoor humidity in a home, you can purchase a small inexpensive tool called a hygrometer that measures relative humidity (RH). The recommended indoor relative humidity (RH) is 30-45 per cent, to better prevent interior condensation. *\*Source: CMCH*

## ■ HOW OUR WINDOWS HELP

We use warm edge technology on all our windows and doors, creating an insulated air space between the glass units. Warm edge spacers also keep the edges of your window glass warmer, reducing condensation. Double and triple-glazed windows ensure the humidity inside the room can be higher than a room with ordinary single glazing before condensation occurs. Because the units are sealed at the factory, condensation between the panes of glass does not occur.

The first step of preventing condensation is controlling humidity. Begin with installing new energy-efficient windows with a high performance rating. High-efficiency windows may not solve all condensation concerns, but properly installed, sealed and insulated windows are the first step towards eliminating humidity issues. Although excessive humidity shows up as condensation on the cold surface of a window, the window is probably not the source of the condensation problems.

Further reducing humidity in homes is not difficult. Begin by remembering to open or close doors and windows on a periodic basis to exchange air in the house. Exhaust fans may have to be installed in bathrooms and kitchens and seal up the house with weatherstripping and caulking. Humidifiers, both stand-alone or attached to furnaces, can be sources of excessive moisture and mould, so ensure they are not overused.

## ■ TIPS TO PREVENT WINDOW CONDENSATION

- Install an air exchange unit or a humidity control device to maintain the proper level of humidity.
- Insulate water pipes.
- Ensure hot air from registers does not flow directly on to the interior surface of the glass.
- Turn furnaces with humidifiers off until condensation reduces.
- Ensure the exhaust from the clothes dryer is vented outside.
- Cover crawl spaces with 0.15 mm (6 mil) polyethylene.
- Ensure gutters drain water away from the house.
- Avoid drying firewood in the house.
- Waterproof damp basement walls and floors.
- Use exhaust fans while cooking.
- Open a window when doing laundry.
- Close the bathroom door and open a window after baths and showers.
- Ventilate the home at least once a day.

## ■ EXTERIOR CONDENSATION\*

Condensation on the outdoor surface of an insulating unit is not an indication that the glass or insulating unit is defective. Under the right set of atmospheric conditions it is possible to get condensation on the exterior glass surface of an insulating glass unit. Specifically, the following conditions:

- Glass temperature below dew point temperature
- Clear night sky
- Still air
- High relative humidity
- Well-insulated glazings

Exposed to these conditions, the exterior surface of the glass can radiate heat away to the night sky such that the glass temperature falls below the dew point of the ambient air. When this occurs, moisture from the air condenses on the glass surface. Only when the glass temperature rises above the dew point will the condensation evaporate back into the air. Dew formation on grass, car hoods and roofs, and building roofs and walls is common and accepted as a fact of nature.

The presence of moisture indicates that a specific set of atmospheric conditions exist and that the insulating glass is indeed doing its job – that of insulating the building from the environment. In this case, that insulation capability is what retards the flow of building heat through the glass and prevents warming of the exterior above the dew point.

If exterior condensation occurs on insulating glass, there is little or nothing that can be done to prevent its reoccurrence. Draperies should be open to allow as much heat transfer through the glass as possible. Trees or buildings can block the radiation view to the sky. Shrubbery immediately adjacent to the glass can increase the local humidity and may need to be moved. The exterior surface of the glass will warm and the condensation will evaporate when either the heat loss to the sky is blocked (i.e. clouds), the wind picks up or sunlight is absorbed on the glass surface.

*\*Source: Cardinal Glass*

## 4 | SEAL MAINTENANCE

Visible exterior and interior sealed joints on windows and doors should be checked yearly. Inspect the caulking, ensuring that all caulking is still in contact with both adjoining surfaces and has not shrunk, cracked or fallen out. If so, clean off the old caulking as well as possible and apply a good quality, silicone-based, outdoor-grade sealant (i.e. caulking).

## 5 | STAIN REMOVAL

### **STAIN TYPE:**

Heavy grease, caulking compound, wax, crayon, asphalt and tars

**Cleaning Agents:** Mineral spirits, auto tar remover, all purpose liquid cleaners or rubbing alcohol.

**Preparation:** Remove excess with a plastic or wood scraper.

**Cleaning Procedures:** Use soft cloth to apply cleaning fluid and avoid polishing stained area by using too much pressure. After removing stain, rinse area with water.

### **STAIN TYPE:**

Inks, nail polish, paint, gum and lipstick

**Cleaning Agents:** Petroleum jelly, denatured alcohol or hairspray.

**Preparation:** Remove excess with a plastic or wood scraper. Chill gum to remove excess.

**Cleaning Procedures:** Use soft cloth to apply cleaning fluid and avoid polishing stained area by using too much pressure. After removing stain, rinse area with water.

Wood stain and Permafinish™ components can be wiped with a cloth dampened with a mixture of 1 quart of warm water and 3 or 4 drops of dishwashing liquid, then rinse and buff dry.

## 6 PERMAFINISH™ & FACTORY STAINED FIBERGLASS SLABS

At Kohltech we pride ourselves on producing top quality door systems that provide beauty, performance and exceed your expectations. Our in house stain process is applied by hand with attention to detail by our trained artisans who have many years of experience.

Please keep in mind the following facts when applying stain to your door system and we encourage you to use the Kohltech system to ensure your door performs for a long time:

- At Kohltech we use a specially formulated stain on our fiberglass slabs to ensure a proper bond. When necessary, a fiberglass primer is used to help match to other components (trim rings, frame, etc). This promotes a more uniform process across all the various substrates.
- We thoroughly clean all materials before the stain process.
- We stain in a humidity-controlled, clean environment. This is important to ensure a nice, even coating and better cure process.
- We stain before assembly to treat all grooves, contours and voids that may not be accessible after assembly.
- We have a curing area with infrared lights to allow for a consistent curing time.
- All stained systems have a clear-coat polyurethane applied as the final process. This is very important to ensuring long life and durability of the finish.
- Coating textured doors is more of an art than a science and requires unique skill to properly stain a fiberglass door. Kohltech's process is done by specialists, with years of experience, who are trained in the art of fiberglass staining.

*Please Note:* All Kohltech fiberglass slabs need to be painted/stained and sealed on all 6 sides within three months of installation, failure to do so will often lead to warpage and will not be warranted. If you choose to paint your own system, an exterior latex can be applied. Failure to clear-coat on an annual basis will result in the warranty being void (for stained doors).

To maintain finishes, re-apply a clear top coat. Do this when the surface becomes dull or rough. Clean first with household detergent and water, rinse and let dry. Re-apply the topcoat approximately every 1-2 years or when gloss fades. Fading will vary. More severe climates and exposures will require more frequent maintenance.

Kohltech offers a 10-year warranty against fading, peeling, wearing, cracking and blistering on all factory-applied, coated-door systems.

## ESSENTIAL INFORMATION

To help Kohltech provide service on your newly purchased windows and doors, please record the following information:

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Original Customer Name

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Original Customer Address

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Order Number

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Delivery Date

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Authorized Dealer

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Debert, Nova Scotia, Canada B0M 1G0  
Tel: (902) 662-3100 | Toll Free: 1-800-565-4396

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Effective September, 2017 (replaces July, 2015 edition)

[www.Kohltech.com](http://www.Kohltech.com)