



Warranty information for products supplied and installed by Thermal Aluminum and Glass Ltd.

Labour and Installation

Thermal Aluminum and Glass Ltd offers a five (5) year warranty on installation labour; this warranty is transferrable. TAG's obligation under this period shall be limited to replacement of the defective components free of charge for a period of 5 years from the date of installation. The TAG warranty is strictly limited to contract work performed by Thermal Aluminum and Glass Ltd. Supplying replacement components does not extend the time period of the warranty. The replacement components shall be warranted only to the extent of the unexpired portion of the warranty period on the originally purchased unit or part.

Glass

Thermal Aluminum and Glass Ltd offers a ten (10) year warranty on premature seal failure from the date of manufacture. If a seal failure occurs within the ten (10) year period, TAG will replace the product with equal product available including labour. TAG reserves the right to substitute products as long as the performance specifications are equal (or better). TAG will take the greatest care to match the tint as close as possible but with different production runs and product availability, the tint maybe slightly different from the original manufacturing. Under no circumstances are breakages of glass covered under warranty or scratches, post installation.

Aluminum

Thermal Aluminum and Glass Ltd offers a ten (10) year warranty against flaking, peeling or blistering under normal conditions. TAG also warrants its products against: chaulking (in excess of ASTM D-4214 number eight (8) rating), fading (more than five (5) Delta-E Hunter units as determined by ASTM method). Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements, which is not considered a defect. Factory applied protective film on the exterior must be removed within 90 days of installation.

Hardware

Thermal Aluminum and Glass Ltd offers a ten (10) year warrants all hardware for a period of 10 years from the date of installation. During the first five (5) years TAG will repair or replace the defective hardware at no cost, including labour. After the five (5) year period, TAG will deliver the replacement components free of charge, however any installation or adjustments made by TAG will be billed at current rates. At its option, TAG may elect to refund the customer's purchase price of the product component(s).