



FAQ - About Service and Warranties

Dear Valued Customer:

Thank you for your long-term investment in Westeck Windows and Doors.

Westeck prides itself on delivering a premium product and all of our products are backed by extensive warranties.

Occasionally rectifying/remediating manufacturing errors or deficiencies is required. Here is a summary of key FAQ's regarding your recent purchase.

Insulated glass:

- 1) How long is the warranty for?
Limited warranty of ten years for replacement of units only.
- 2) Is replacement labour free?
Yes, labour is free during the first two years; after two years labour is charged.
- 3) Is there a warranty on sealed units in 3rd party windows (if the product is not manufactured by Westeck)?
No, the manufacturer is responsible for the sealed unit's warranty.
- 4) Are there other exclusions from the warranties?
Yes, paragraph one of the warranty provides a thorough description of all exclusions.
- 5) Some common exclusions include:
 - a. Scratched or broken glass not reported when delivered.
 - b. Units near saltwater- swimming pools and train tracks (too much vibration).
 - c. Sealed units where vinegar or another chemical was used to clean the window.
- 6) Insulated Glass is distorted, is this warrantied?
No, distorted or wavy glass occurs in safety glass on a regular basis, and the larger the unit, the more likely it will be distorted.
Read more here: http://www.cardinalcorp.com/source/pdf/tsb/ig/IG18_01-2016.pdf
- 7) There is condensation on my windows, why is that?
Please read here:
 - a. <http://www.westeckwindows.com/learn-about-condensation/>
 - b. <http://canadianhomeworkshop.com/4523/home-renovations/eliminating-winter-window-condensation>

Screens:

Our screens are damaged/missing, will you replace them?

As of December 2016, all screens are wrapped; therefore, damage should be minimal. If screens are missing/damaged, report it within 48 hours, and Westeck will replace them free of charge.

- a. Requests for missing screens after this period will not be honored.



FAQ - About Service and Warranties

Vinyl Windows

- 1) Is there a warranty on vinyl window extrusion?
Yes, please read the Energi Group's warranty here:
a. http://www.westeckwindows.com/pdf/vinyl_pvc_paint_warranty.pdf
- 2) When must I report vinyl frame damage?
At time of delivery or within 48 hours.
- 3) Is there a warranty for scratched or damaged windows?
Scratched window claims must be reported prior to window installation and before 48 hours has past. Please note that most damage and scratching occurs during installation.
- 4) Do I have a warranty on hardware?
 - a. Yes, provided the products are regularly oiled and well-maintained.
 - b. The hardware supplier extends a manufacturing defect warranty. Read more here:
 - i. For casement windows:
https://www.truth.com/technical-support/catalog/TruthHardwareWarranty_4-7-2010.pdf
 - ii. For Euro windows:
http://www.rotohardware.com/fileadmin/redaktion/english_us/downloads/roto-warranty.pdf
 - c. Corrosion and rust issues are caused improper maintenance of windows and are excluded from the warranty.
- 5) My windows/doors are painted, do I have a warranty?
Yes, please read the warranty details here:
http://www.westeckwindows.com/pdf/vinyl_pvc_paint_warranty.pdf
- 6) While Westeck service staff are visiting our home, can we ask them to look at other not previously reported issues?
 - a. Yes, to a maximum of fifteen minutes, so service staff can maintain their daily time commitments.
 - b. Follow-up visits can be arranged for an additional cost.
- 7) My windows and doors require adjusting; will you do that for us?
 - a. Windows and doors require adjustment from time to time, due to settling, incorrect installation, flashing, etc. Adjusting can be done by your contractor, installer, or finisher.
 - b. Please read the adjustment instructions for our products on our website:
http://www.westeckwindows.com/pdf/westeck_adjustment_part_id.pdf
 - c. Westeck can adjust your windows and doors for an additional cost.
- 8) My windows are leaking; can you fix them?
 - a. Our windows have been rigorously tested and leakage is rarely due to a window defect.



FAQ - About Service and Warranties

b. Some common causes for leakage include incorrect flashing, and water draining in from incorrect installation. Please review your window installation carefully before contacting Westeck.

- 9) My patio door foot lock does not line up with the hole, will you fix it?
- All sliding doors require adjustments. Adjustment can be done by your contractor, installer, or finisher.
 - Please read the adjustment instruction for patio doors on our website:
http://www.westeckwindows.com/pdf/westeck_adjustment_part_id.pdf
- 10) My patio door does not slide properly into the pocket cavity when closing, can this be fixed?
The door was likely not installed plumb and square. Please contact your contractor, installer, or finisher.

Swing Doors

- 1) My doors are out of square, who do I call?
- Westeck provides a door install service. If Westeck installed your doors and they are not correctly installed, please contact us within 48 hours.
 - If your doors were not installed by Westeck, please contact your installer.
- 2) My doors are damaged, who do I call?
Damaged door claims must be reported prior to door installation and before 48 hours has past. Please note that most door damage occurs by trades during the construction.
- 3) My door sills are damaged, is this a warranty issue?
Please see 2) above.
- 4) My doors are warped, cracked, or split, can they be replaced?
- Damaged door claims must be reported prior to door installation and before 48 hours has past. Storage, humidity or installation issues can all affect your doors. Also, if the door(s) are not finished on six sides, warpage may occur.
 - Any wood or wood-clad door located near bodies of water, or facades without or with minimal overhang are also very susceptible to warpage.
 - Please read the warranty carefully before contacting Westeck.
http://www.westeckwindows.com/pdf/westeck_door_warranty.pdf
- 5) My doors are leaking and swelling, what might be the reason?
- Location – close to ocean, lakes, swimming pool.
 - Overhang – no overhang, or minimal overhang.
 - Finishing – product not finished behind hinges, behind hardware, or on six sides.
 - Please read the warranty carefully before contacting Westeck.
http://www.westeckwindows.com/pdf/westeck_door_warranty.pdf
- 6) My door hardware is two years old (or more) and is now defective. Will you replace the hardware?



FAQ - About Service and Warranties

- a. Hardware warranties against defective workmanship for two years, excluding labor.
- b. Please read the supplier warranty carefully before contacting Westeck.

<http://emtek.com/warranty.php>

7) Why is the weather stripping missing from my door/frames?

- a. Missing weather stripping claims may be reported prior to door installation and before 48 hours has past.
- b. Please note, painters/finishers commonly take it out in order to paint the door/frame.

Site work during construction:

1) Will you prepare the openings before and/or after installation of the products?

- a. No, Westeck only installs the products. Openings must be fully prepared by the customer. Please also note that scaffolding or anything needed to perform the install is the responsibility of the customer.
- b. Rod, caulking and envelope sealing is the customer's responsibility.

2) Our job site is not fully backfilled and is not cleared of debris, will you install anyway?

- a. WorkSafeBC (or similar authority) prevents Westeck from carrying heavy products onto unsafe work sites.
- b. The average weight of a window is +/- 9 lbs per sq. ft. A 60"x60" window is +/- 225 lbs. Please ensure there is adequate accessibility for the manual transportation of your products.
- c. Our products are very heavy; will Westeck place them on the second floor?
 - i. Westeck provides tailgate delivery, or within 10 ft of the truck's location. A Moffitt forklift is available for elevating products to the second floor. Pre-arrangement is necessary at a cost \$150.00 per hour.

3) Who do I contact for Warranty or Service?

- a. While the home/building is still under construction, call your Product Consultant.
- b. If the home has been completed, please email your original invoice (proof of purchase) to warranty@westeckwindows.com
- c. If it's a non-warranty issue, email your original invoice (proof of purchase) to service@westeckwindows.com

For all warranty enquiries, please make sure you have a copy of your original invoice. We require it to look up your Westeck products.