

## What You Need To Know

1. **Hardware Problems:** All products are shipped and inspected with all hardware in place, in the unlikely event that the hardware is “missing” it must be reported within two days – (so we can track it!) 2 Months later will not be accepted.
2. **Broken Hardware:** Locks, glass hinges, balances, scratches etc. not reported within 2 days will not be the companies responsibility and the customer must agree (in writing) to the service cost(s).
3. **Casement window hardware** requires special attention. This is especially true if larger units (vents) are involved. Most windows that are “tight” in closing or “do not close” are not installed plumb or square (again, be advised that this is a chargeable service). Even if casements are installed true and square, some minor adjustments by be required by the customer.
4. **Glass Problems:** Westeck offers a Limited Lifetime Warranty on Superspacer sealed units (see warranty) all original invoicing etc. must be submitted by the original customer in order for the warranty to be valid. Service requests without documents will not be processed. As noted earlier, slight imperfections are allowed.
5. **Broken or Damaged Glass** is the responsibility of the client. Glass and labor costs are payable by the client.
6. **Condensation on the #4 Surface:** Westeck is not responsible for condensation on the inside (#4) surface.
7. **Screens:** Screens will not be shipped separate, although a storage bag may be provided so that the client may remove and store the screen. Following service calls for shortages or damage will not be honored unless such shortage or damage is reported within the 2 day limit.
8. **Patio Doors:** Both rollers and handles need to be adjusted on site, by the customer. Westeck will not perform on-site adjustments.
9. **Frames:** As with all other items damage needs to be reported within two working days. With this product especially, many other trades cause damage to frames, not in the least-the installer who installed the windows! **Note:** Gyproc and gyproc dust may cause hardware problems and cause bulb seal(s) to leak!
10. **Identification and Stickers:** The building code requires that all windows are identified with temporary stickers and lifetime identification. We have no choice in this matter. Westeck will also not perform a cleaning job. If this is an issue, please contact the local building inspector.
11. **Pre inished Wood Products:** In all cases products are finished to the customers color samples. The company takes no responsibility for the final result. Also in case of wood products, the customer must always apply the final coat!!
12. **Door Warranties:** Please read the door warranties carefully. Westeck does not produce the door(s) and only the manufacturers warranty applies. Inspection of the problems are chargeable and only refunded if found to be a manufacturing default.