

DOORS, WINDOWS & HARDWARE



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June 19, 2020

A & T Development Inc.
Suite 102 - 1339 McGill Road
Kamloops, B.C. V2C 6K7

Attention: Lindsay Stobb

Reference: V10737 Park House Building 1

As requested please find attached our Warranty Policy and Maintenance Schedules for the above project.

Regards,

A handwritten signature in black ink, appearing to read "Gerry Moerman", written over a white background.

Gerry Moerman
Sales Manager



WARRANTY POLICY

Date: June 19, 2020

Project: V10737 Park House Building 1
1087 6th Avenue Prince George, B.C.

Legal Address: Lot A, DL 343, Cariboo District Plan EPP81920, Except Plan EPP82382

Contractor/Owners: A & T Project Development Inc.
Suite 102 – 1339 McGill Road Kamloops, B.C. V2C 6K7

Architect/Consultant: Raymond Letkeman Architects Inc.
Suite 200 – 970 Homer Street Vancouver, B.C. V6B 2W7

Manufacturer: Starline Windows Ltd.
19091 36th Avenue Surrey, B.C. V3Z 0P6
Tel: 604-882-5100 Fax: 604-882-5102

Product: 7100 Series

WARRANTY IN EFFECT FROM DATE OF SUBSTANTIAL COMPLETION DATE:

All products manufactured and distributed by Starline Windows Ltd., are warranted and represent and warrant the work in a scope and for a duration equivalent to the home warranty insurance required by the Homeowner Protection Act and the regulations thereto irrespective of whether such legislation is applicable to the work. The following standards of warranty coverage apply under the Homeowners Protection Act.

A) Two (2) years for Labour and Materials:

Warranty includes:

- material and labour defects that occur from normal use.
- includes all parts of the assembled window only.

Five (5) years on hardware and weather-stripping from the date of substantial completion for replacement, repair of defective materials or workmanship, this warranty will not apply to:

- 1) Products which have not been installed in accordance with recommended procedure and good trade practices.
- 2) Products which have been damaged by other tradesmen or workers.
- 3) Products which have been damaged as a result of structural movement or structural settling.
- 4) Products which have been damaged as a result of cleaning by methods not recommended in the maintenance instruction accompanying this warranty.
- 5) Products which have been removed from the original installation location.

B) Ten (10) years Extended Warranty on Sealed Insulating Glass:

Insulating glass manufactured by Starline Windows Ltd., is warranted for a period of ten (10) years from the date of substantial completion. Starline will deliver, without charge, to the Starline warehouse nearest the installation, a comparable replacement for an insulating glass unit which develops, during the warranty period, any material visual obstruction between the interior glass surfaces. Starline reserves the right to determine what is material visual obstruction of the double glazed sealed unit and whether such obstruction is a result of the seal failure. However, this warranty does not apply to these products under the following conditions:

- 1) Units used outside of Canada or USA.
- 2) Units which are broken.
- 3) Units used in ships, vehicles, commercial refrigeration, or in close proximity to swimming pools.
- 4) Units which have not been handled and installed in accordance with recommended procedures and good trade practices.
- 5) Units which have been subjected to stresses caused by local application of heat.
- 6) Units which have been subjected to stresses caused by structural movement or structural settling.
- 7) Units which have been installed in such a manner that adequate allowance has not been made for the expansion and contraction of the unit and its supporting structure.
- 8) Units to which a liquid set film or plastic film had been applied.
- 9) Units which have been removed from the original ten (10) year period applying to the original unit.
- 10) Replacement units beyond the original ten (10) year period applying to the original unit.
- 11) Slight imperfections or distortions in the glass that don't impair structural integrity based on glass industry standards.
Note: distortions in the glass (e.g., related to laminate or tempered glass) are not considered a defect. Slight color variations in the glass are not considered a defect.
- 12) Damage caused by extreme temperature exposure (e.g., barbeques or reflective materials and/or surfaces).
- 13) Condensation or damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to humidity levels in a home).

Argon Gas:

No warranty or guarantee is implied or suggested on the argon gas itself. The only claim or assurance regarding argon filled I.G. Units is that the application during manufacture will meet standards outlined in B5-EN 1270-6:2002 and B5-EN 1270-3:2002

C) Ten (10) years Warranty on Envelope

Windows are warranted against any defect which could permit unintended water penetration such that it causes, or is likely to cause, material damage to the home. Starline Windows Ltd., will be responsible for the repair or replacement of that portion of the window which is determined to be defective and does not include any responsibility for replacement of other materials.

The warranties described above are transferable, however, a transferee wishing to claim under the warranty must produce the original warranty contract. This Warranty is valid only if Materials and Labour are fully paid for.

This Warranty is only valid when a complete maintenance schedule has been adhered to.



Gerry Moerman
Sales Manager

June 19, 2020

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Projects: V10737 Park House Building 1
1087 6th Avenue Prince George, B.C.

MAINTENANCE OF PAINTS

Field touch up

1. Surface Procedures:

- a) Surface must be clean, dry and free of all foreign contaminates. Mask work area.
- b) Lightly scuff sand surface to be re-coated feathering edges at the damaged area.
- c) Remove sanding dusts and other contaminates with a solvent dampened, lint-free soft cloth.
- d) Areas of bare aluminum must be pre-treated with Amchem Alumiprep #33 and Alodine 1201 according to label directions on manufacturer's containers.
- e) Use acrylic Primer and Acrylic Top Coat. Apply as per manufacturer's instructions.

2. Application of the Air Dry Touch-up Enamel:

- a) Ambient air temperatures and surface temperatures should be above 50° (degrees Fahrenheit) for application of the paint and for a reasonable length of the initial drying period (24 hours maximum).
- b) Application is usually made with air spray equipment. Rolling and brushing does not provide a smooth film due to the drying speed of the touch-up type coatings.
- c) A multiple light pass technique to slowly build to the desired 1.0 minimum film thickness is recommended.

MAINTENANCE OF HARDWARE

Sliding windows and Patio Doors

Door and Window Tracks:

All tracks should be thoroughly cleaned as necessary. All accumulations in the track should first be removed using a soft, clean cloth or brush and the track should then be cleaned with a soft cloth and clean cold or lukewarm water. After cleaning, a light coating of WD-40 oil should be applied to the track.

Stainless Steel Ball Bearing:

These are self-lubricating and require no special maintenance other than the door track.

MAINTENANCE OF GLASS

Glass Cleaning:

Clean dust and mirror marks and deposits (i.e. finger marks) with clean cold or lukewarm water. It is permissible to add a half cup of vinegar to each gallon of water.

Remove grease and film deposits with a mild soap detergent (one part detergent to 2000 parts by volume of water) followed by a clean rinsing with cold or lukewarm water. After washing and rinsing, the glass should be dried with a clean squeegee, airflow or a clean soft cloth.

Do Not Use:

- Abrasives, alkaline salts, fluoride salt or hydrogen fluoride producing compounds, inorganic alkalines (other than ammonia), strong acids (less than pH9). Note: CGSP 2-GP-55m standard for glass cleaner sets an allowable PH range of 7.0 to 10.0 (pure water has a PH balance of 7.0).
- Water under high pressure, as this can cause leaks and damage to both the sealant in the sealed joints and the trim details on the window.
- Razor blades, scrapers, steel wool or abrasive cleaning pads

Refer to concrete and / or masonry stains, welding splatter or other stains not removed by normal cleaning to a professional window cleaner.

Cleaning of Frames:

The best method of cleaning is by regular washing of the coating using a solution of warm water and a non-abrasive, pH neutral detergent solution. Surfaces should be thoroughly rinsed after cleaning to remove all residues. All surfaces should be cleaned using a soft cloth or sponge or a soft natural brush bristle brush.

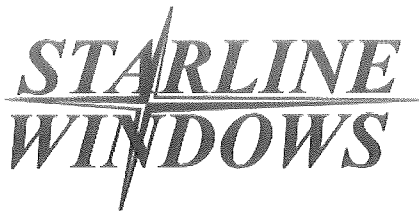
All windows and doors with sealants used to caulk corners and tee bars should be checked annually to ensure integrity of the sealant and its bond to the window frame.

Door Panel Adjustments:

1. Adjustment screws are located on front and rear vertical frames of panel.
2. Turn bottom screws clockwise to RAISE door panel.
3. Turn bottom screws counter-clockwise to LOWER door panel. Some adjustment screws are pre-concealed within frame member.
4. Adjust screws so door panels run with as little clearance as possible from sill member for more efficient weather protection.

Awning and Casement Windows - Cam Handles:

Cam handle holdings screws should be checked periodically and if necessary, tightened. All hinges and friction stays should be oiled at least twice annually with WD-40 Penetrating Oil.



CARE & MAINTENANCE WINDOW & DOOR PRODUCTS

Starline Windows requires that the following maintenance schedule be followed, in order for the warranty on your windows to be honoured. The windows, like other components in your home, will require routine maintenance throughout their life cycle. In the case of multiple units, the Property Manager should have a maintenance plan that must include window maintenance as described below. If your windows are in a building that is within 1.5 km of the ocean we recommend that the service frequency should be doubled.

Annual Maintenance:

1. Conduct a visual inspection of the inner and outer frame to look for physical damage, watermarks or stains that may indicate potential problems to be addressed.
2. Clean and lightly oil all hinges and rollers. Check drainage holes as well to ensure they are clear.
3. Mechanical joints on both aluminum and PVC windows have factory-applied sealants. When cleaning the windows, insure the caulking is not damaged. The window frame should be inspected annually to check for cracks, continuity and adhesion of the caulking.
4. A simple way to check plugged drain holes is to fill the track with water and check water retention. If the water dissipates and does not go through the drain hole, then the sealant at the joints should be carefully cleaned and re-caulked. Vacuum water out through outer drain holes to clean the drainage system.
5. Check with the builder as to what sealants were used between the window frame and other structural elements. Inspect gaskets and seals to see if they are continuous and in good shape, replace with the same type and style of material.
6. Check all handles and latches for proper movement and function, adjust if necessary and clean regularly.
7. Check flashings to insure they are in good shape and all drainage slots are clear.
8. Clean window frames with lukewarm water, a mild detergent and a soft cloth. Conduct on an as needed basis.
9. Never use a pressure washer on any window or patio door. Doing so may result in a water ingress or damage to the exterior finish of the window or door frame.
10. Avoid using razor blades, or other sharp objects and abrasive cleaners. They can damage window surfaces, scratch glass.
11. Some cleaners or solvents can damage vinyl surfaces and may cause discoloration. Immediately rinse or dry.
12. After market films are not recommended, as they may cause damage to the sealed unit and will void any warranty.

Rev. 09-27-2012

*Quality,
Comfort &
Peace of Mind*



CARE & MAINTENANCE VINYL WINDOW & DOOR PRODUCTS

Durable vinyl windows and doors are designed to require less maintenance than other options; however it is important that a regular maintenance schedule still be followed. A heavy rainfall is often sufficient to clean the exterior of these products, but due to weather and environment or atmospheric conditions, they may become dirty over time and require cleaning.

In reference to vinyl windows specifically, airborne debris and UV radiation from the sun will ultimately cause minor to extreme cases of oxidation, resulting in a faded chalky appearance (this will be more apparent on all vinyl products, other than white). Higher amounts of oxidation are directly attributed to lower humidity and higher UV exposure. The sooner the oxidation is dealt with, the easier it is to remove*

Over time, all vinyl material will accumulate a layer of oxidation and foreign debris, such as dirt, dust, pollen, etc. It is generally recommended that you wash all vinyl surfaces at least once, but preferably twice, per year. Routine cleaning with readily accessible products will remove common household dirt and grime from the interior. Cleaning the exterior will remove the accumulation of both oxidation and foreign debris, which will aid in restoring the appearance of the vinyl. To preserve your warranty, regular maintenance and cleaning of all vinyl products is necessary.

Please see step-by-step instructions below for the best method to clean vinyl windows and retain as part of your regular home maintenance schedule:

1. Rinse off the vinyl with a garden hose and a standard nozzle. Avoid pressure washers as they may supply too much force and can lead to water ingress.
2. Mix a reasonable amount of a mild liquid dish soap into a gallon of hot water (use sparingly, to avoid residue after rinsing). Apply the solution to the wet vinyl with a soft, non-abrasive sponge, cloth or nylon scrub brush. Any soft-bristled brush will help dislodge stubborn dirt and clean between ridges and textured surfaces. Avoid using a metal brush, because it may scratch the vinyl.
3. Rinse again with water once you have washed with the detergent. Repeat the steps until all oxidation is removed and the vinyl is restored. Many professional window cleaners suggest adding a few drops of white vinegar to help with stubborn stains and avoid residue on frames, as well as, glass.

*For more information & video demonstration, please **Google Search** "What is oxidation" and "How to clean oxidized PVC windows".