

Mirage Windows Lifetime Warranty

VINYL WINDOWS AND PATIO
DOORS



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MIRAGE
WINDOWS

Quality | Style | Performance

The best products, followed by the best warranty.

Mirage Windows specializes in manufacturing premium quality windows and doors. We pride ourselves on offering the best quality products, with the best service. Mirage Windows has implemented a detailed, non-transferable warranty to guarantee our product's performance to ensure product functionality and longevity.

LIMITED LIFETIME WARRANTY ON WHITE VINYL FRAME AND VINYL SASH MEMBERS:

Mirage Windows Inc. products are manufactured from premium quality vinyl. Mirage Windows guarantees that the vinyl frame and sash members will not blister, peel, flake, corrode, contract or distort beyond general industry standards.

20-YEAR LIMITED WARRANTY ON PAINTED WINDOWS AND PATIO DOORS:

Mirage guarantees that our factory-applied paint finish on windows and patio doors will not blister, peel, or flake for a period of up to twenty (20) years from the date of purchase.

Please note:

- Normal colour fading or weathering over time is not covered, as this is expected with all painted surfaces exposed to the elements.
- Damage caused by the use of harsh or harmful cleaning solvents is not covered.
- Due to the fragile nature of painted and stained surfaces, minor nicks and scratches may occur during handling and installation. Touch-up paint is supplied with every order for homeowner use if required.
- Responsibility for ongoing touch-ups and maintenance rests with the homeowner.

LIMITED LIFETIME WARRANTY ON SEALED UNITS:

Mirage Windows provides a limited lifetime warranty against seal failure on all sealed glass units. A seal failure is defined as the loss of adhesion between the glass and the edge of sealant that results in moisture, dust or film appearing between the panes of glass.

Coverage Detail:

- First 2 years: Mirage will provide replacement glass and cover labour costs.
- After 2 years: Mirage will provide replacement glass only. Labour and shipping fees are the homeowner's responsibility.
- Oversized units (Over 60 sq. ft. or 65" in height or width): Warranty limited to 5 years.
- Specialty or non-Low-E units: Warranty limited to 2 years.
- Pressure cracks: Covered for 1 year (tempered glass excluded).
- Replacement units: Retain only the balance of the original warranty period.

Exclusions:

- Condensation on the inside or outside glass surfaces, as this results from humidity and temperature differences and is not a product defect.
- Minor glass imperfections or colour variations not visible from 6 feet away, as these do not affect the performance or structural integrity.

WARRANTY ON WINDOW HARDWARE:

- **Casement and Awning Operators (Opening Mechanisms):**
Covered by a Limited Lifetime Warranty. This warranty applies to the operator assembly and internal mechanical components responsible for opening and closing the window. Removable handles (cranks), operator covers, locks, and other hardware components are excluded from this warranty and are covered separately as outlined below.
- **All Other Hardware (Locks, Handles, Rollers, etc.)**
Covered by a 1-Year Warranty from the date of purchase.

Exclusions:

- No coverage for products that are abused, damaged, or tarnished.
- Coverage applies to normal residential use only.
- If an identical replacement part is not available, Mirage reserves the right to substitute with a compatible part of equal quality.

BOW AND BAY WIINDOWS:

- Proper installation and insulation are critical to performance.
- All bay and bow windows must be securely supported with a knee brace or a Mirage hanger support system.
- A roof or enclosure is required to protect the unit from the elements.
- Failure to follow these requirements will void the warranty.

LABOUR COVERAGE:

- Mirage will cover the cost of labor for the removal and/or repair of defective components for **2 years** from the date of purchase.
- After 2 years, warranty coverage applies to replacement parts only; **labor and shipping are the homeowner's responsibility.**

MATERIALS AND WORKMANSHIP:

- Mirage Windows warrants that its products will be free from defects in materials and workmanship under normal use and service.
- Any component found to be defective within 12 months of the original purchase date will be repaired or replaced at Mirage's expense.

- Coverage is subject to all conditions and limitations outlined in this warranty.

FACTORY FINISHING:

- Mirage Windows cannot guarantee an exact colour match if a component is repaired or replaced under warranty. Minor variations may occur due to differences in production runs or natural material changes.
- Normal fading, discolouration, or weathering of window finishes over time is not covered under this warranty, as these are expected results of environmental exposure and are not considered defects.

INSTALLATION:

- To ensure proper performance and maintain full warranty coverage, Mirage Windows products must be installed by a certified Mirage Windows Inc. installer.
- If products are installed by others, Mirage reserves the right to inspect and determine whether the warranty applies.
- Improper installation or failure to follow Mirage's installation requirements will void this warranty.

WARRANTY EXCLUSIONS AND LIMITATIONS:

This warranty covers only product defects as specifically described in this document. The following are not covered:

Aesthetic and Minor Issues:

- Minor scratches, blemishes, or imperfections that fall within Mirage Windows' product standards.
- Normal weathering, fading or colour changes due to environmental exposure.
- Grilles that touch the glass or rattle.

Improper Installation or Use:

- Faulty or improper installation, or installation not in compliance with Mirage standards or building codes.
- Products re-installed after removal from their original installation.
- Use of products for purposes other than normal residential applications.

Environmental and Structural Factors:

- Damage caused by fire, flood, accident, vandalism, riot, acts of God or other occurrences beyond Mirage's control.
- Exposure to extreme environmental conditions (salt spray, high humidity, acid rain, etc.)
- Building settlement, shifting foundations, or structural failures of surrounding walls.
- Excessive heat build-up due to insufficient ventilation or application of coatings/films.

Materials and Cleaning:

- Use of harmful solvents or chemicals on vinyl frames or finishes.
- Frames or sashes painted or coated in any way other than Mirage's factory process.
- Natural variations in wood components (e.g. bay/bow windows, jamb extensions).
- Tinted films applied to glass.

Hardware and Screens:

- Corrosion or tarnishing of hardware.
- Hardware supplied or installed by others.
- Screen damage due to normal wear, misuse, or abuse.

Glass:

- Normal condensation resulting from humidity and temperature differences (not a defect).
- Glass breakage or cracking (including pressure cracks, unless otherwise specified).
- Minor glass imperfections or colour variations not visible from 6 feet away.

Additional Limitations:

- Damage made worse by failure to take reasonable steps to mitigate issues or file a warranty claim promptly.
- Any refinishing, painting, removal, or modification of components performed by others.

Liability Limitation:

Mirage Windows Inc.'s obligation is limited exclusively to repairing or replacing products it deems defective. No compensation is provided for loss of time, inconvenience, commercial loss, or any special, consequential, or incidental damages.

TO MAKE A CLAIM:

Notify the original dealer or distributor in writing within 30 days of a defect appearing.

Be sure to include the following information:

- Name and address of the owner
- Date of installation
- Brief description of the defect
- Pictures of defect (if possible)

PLEASE NOTE: Please be sure to read the entire Mirage Windows Inc. Warranty and Limitation of Liability (Limited Warranty) before purchasing or installing our products. By installing and/or using our products, you are hereby acknowledging that this warranty is part of the terms of sale.

This lifetime limited warranty applies to the original purchaser only and is not transferable.

Thank you for choosing Mirage Windows!