



H & H Patio Enclosures

Div. of H&H Aluminum Structures Inc.

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H&H Patio Enclosures Warranty

The H&H Patio Enclosures (H&H) warranty applies to the original owner (s) and is NOT TRANSFERABLE.

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Product Warranty

(a) Railings

H&H warrants the aluminum parts of all railings for 3 years against blistering, peeling, or flaking under normal use and service conditions. Please note that we cannot guarantee colour match (due to normal weathering) if a part needs to be replaced.

Should the necessary building permits not be obtained by H&H Patio then the customer will be responsible for ensuring that all necessary permits are acquired and that they comply with building codes in their area. A copy of the building permit will then be submitted to H&H Patio before construction begins.

If another person and/or company are installing any of H&H product/s, any defect in the product must be reported to H&H prior to it being installed. H&H will not be responsible for any cost/s, defects, or damages after installation either by the customer, company or third party.

H&H cannot warranty any glass in the railings against scratches, cracking or breaking after initial installation. *

(b) Windows

H&H warrants the aluminum frame from blistering, peeling, or flaking under normal use for 3 years.

The original window manufacturer warrants thermal sealed windows against seal failure for 5 years based on their discretion.

H&H cannot warranty against any screens, scratches, cracking or breaking of glass in the windows after initial installation. *

(c) Vinyl Extrusions

H&H warrants its vinyl extrusions against blistering, peeling, or flaking under normal use for 3 years. *

(d) Doors

H&H warrants any doors used in its products against blistering, peeling, or flaking under normal use for 3 years. In the case of doors with thermal sealed glass, the original manufacturer of the glass door warrants against seal failure for 5 years base on their discretion.

H&H cannot warranty any glass in the doors against scratches, cracking or breaking after initial installation. *

(e) Roof Panels

H&H warrants its insulated roof panels against any manufacturing defects for 2 years from date of installation under normal use. Manufactures warranty is based on the supplier's discretion. H&H cannot guarantee colour match on replaced components (due to weathering or aging of existing components.) *

(f) Vinyl Siding

H&H warrants vinyl siding used in its products against blistering, peeling, or flaking under normal use for 3 years. H&H cannot guarantee colour match on replaced vinyl (due to normal weathering or aging of existing vinyl).

*H&H does not provide a warranty for any products against damage resulting from exposure to harmful chemicals.

(g) Hardware

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The warranty for any hardware is provided by the original manufacture. H&H does not provide any additional warranty.

Installation

We reserve the right to decline installation without building permits (if required).

H&H warrants any defects resulting from installation workmanship by them for "One Year" from date of the installation.

H&H reserves the right to inspect any repair requests prior to any work being completed and to charge a service fee if in their sole discretion it is determined that the issue is not as a result of installation or product provided by H&H.

Labour Warranty

Labour Warranty is covered for "One Year" from date of installation*

*Unless the Warranty Exclusion Policy is determined to be the cause of the repair.

Repair Warranty

Any repair work done by H&H has a warranty of 30 days following the completion of work. Any repairs shall not renew the warranty period.

How to Make a Claim Under Warranty

Any claim under warranty must be done in writing to H&H or if purchased through a dealer then addressed to the dealer. Claims must be submitted within 30 days of any defect becoming apparent and include:

- (a) the name and address of the owner,
- (b) the date of installation, and
- (c) a brief description of the defect which is being claimed under warranty.

After review of the claim the owner will be notified as to whether the claim will be covered.

Warranty Exclusion Policy

The following are not considered deficiencies and are not covered by any Warranty or may void the warranty altogether.

- A) Normal wear and tear including, fading, staining, or abrasions.
- B) Environmental effects including mildew, mold or water from flooding, spills, or any other natural disasters.
- C) Separation, leaks, or gapping caused from expansions, contractions, ice, snow build up, de-icing chemicals and any damages as a result of negligence.
- D) Panels that have been painted, varnished, or otherwise coated.
- E) Damage resulting from repairs (including the movement of any components) done by customer or any other third-party person.
- F) Any damage from power washing, use of chemicals or solvents on vinyl siding, accidents, abuse of materials, neglect, vandalism, lightning, wind, earthquake, hail, or any other acts of God
- G) Settling, any movement, shifting of support structure and structural defects to the existing building, caused by the environment and frost in the ground.
- H) Glass warranties do not cover weathering, staining, or scratching of the glass surfaces, oxidation, accidental damages, windblown objects, shifting and settling of the building structure.
- I) A failure to perform regular maintenance.
- J) Material/s that are not supplied by H&H will void the warranty.
- K) Damage caused by improper handling or installation by customer or any other third-party person.

The warranty stipulated in this document is the only warranty applicable to the product of H&H. No agent, or employee of H&H has the authority to increase or alter the obligation of the warranty.

H&H reserves the right to change this warranty without notice.