



# 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 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.

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.