



# DIBA WINDOWS WARRANTY & CARE GUIDE

(Version V-2025.02)

## Introduction

At Diba Windows, we are committed to delivering premium-quality aluminum doors and windows that meet the highest standards of design, durability, and performance. This document outlines the full warranty coverage for our products and services, including terms, exclusions, and required maintenance.

## 1. Warranty Overview

The following warranty coverage applies to products and services supplied and/or installed by Diba Windows:

- Fabricated Products: 10 Years
- Painted Aluminum Profiles (Powder-Coated): 20 Years
- Accessories (Handles, Rollers, Locks, etc.): 5 Years
- Insulated Glass Units: 5 Years (Seal Failure Only)
- Installation (by Diba Windows): 10 Years
- After-Sales Service Support: Lifetime

## 2. Detailed Coverage Description

### 2.1 Fabricated Products – 10 Years

Covers manufacturing and structural defects such as misalignment, faulty corner assemblies, or fabrication errors.

### 2.2 Painted Aluminum Profiles – 20 Years

Covers peeling, flaking, excessive fading, or corrosion due to coating failure under normal environmental conditions.

### 2.3 Accessories – 5 Years

Covers functional failures in original hardware components such as handles, rollers, and locks.

### 2.4 Insulated Glass Units – 5 Years

Covers fogging or condensation between panes due to seal failure. Excludes scratches or breakage.



### **2.5 Installation – 10 Years**

Covers defects related to alignment, sealant application, or drainage setup when installed by Diba Windows.

### **2.6 After-Sales Services – Lifetime**

Includes ongoing product support, maintenance advice, and access to replacement parts (when available).

## **3. Warranty Limitations & Exclusions**

This warranty does not apply to the following situations:

### **3.1 Normal Wear and Tear:**

Minor cosmetic issues such as fading, scratches, or scuffs that develop from everyday use or environmental exposure.

### **3.2 Glass Breakage:**

Any damage resulting from accidental impact, improper handling, or external stress not caused by product defects.

### **3.3 Improper Installation:**

If products are installed by a party other than Diba Windows or an authorized installer, this warranty is void for installation-related issues.

### **3.4 Lack of Maintenance:**

Failure to follow routine maintenance guidelines may result in corrosion, drainage blockage, or operational failure that voids warranty claims.

### **3.5 Third-party Modifications:**

Unauthorized alterations, including drilling, cutting, painting, or hardware changes, will invalidate this warranty.

### **3.6 Environmental Damage:**

Damage caused by natural disasters such as earthquakes, storms, floods, or fire.

### **3.7 Chemical Exposure:**

Corrosion or surface damage due to exposure to harsh chemicals, cleaning agents, or coastal salt air (unless marine-grade finish is specified and maintained).

### **3.8 Structural Movement:**

Cracking, shifting, or misalignment caused by building foundation movement, settlement, or design flaws.

### **3.9 Improper Use:**

Misuse of operable elements, forced openings, or overloading beyond intended function.

### **3.10 Unauthorized Repairs:**

Any attempt to repair or replace components by unapproved parties will void the warranty for those parts or systems.

## **4. Maintenance Requirements**

To ensure the long-term performance of Diba Windows products and to maintain warranty coverage, the following maintenance tasks are required:

### **4.1 Aluminum Frames (Every 3–6 Months)**

- a. Clean all exposed aluminum surfaces with a soft cloth, warm water, and a mild detergent (pH-neutral).
- b. Rinse thoroughly with clean water to remove any soap residue.
- c. In coastal or industrial areas, cleaning should be done every 3 months or more frequently due to exposure to salt or pollutants.
- d. Avoid using abrasive pads, steel wool, acid-based cleaners, or solvents that may damage the powder-coated surface.

### **4.2 Hardware (Annually)**

- a. Inspect all operable hardware such as handles, hinges, locks, and rollers for signs of wear or misalignment.
- b. Lubricate moving components with a silicone-based or manufacturer-approved lubricant to ensure smooth operation.
- c. Tighten any loose screws or fittings to prevent damage during use.
- d. Replace worn or damaged components promptly to avoid voiding the warranty.

### **4.3 Glass Surfaces (As Needed)**

- a. Clean glass with a soft, lint-free cloth and a non-abrasive commercial glass cleaner.
- b. Never use sharp tools, scrapers, or strong chemicals like ammonia or acid-based solutions, as these can scratch or etch the surface.
- c. Inspect regularly for seal damage, chips, or cracks and report any concerns immediately.

#### **4.4 Drainage Systems (Quarterly or After Storms)**

- a. Ensure that all weep holes, drainage channels, and sill pans are free from dirt, leaves, or debris to allow proper water evacuation.
- b. Use a soft brush or compressed air to clean blocked weep holes.
- c. Blocked or clogged drainage systems can cause water infiltration and void installation warranty coverage.

#### **4.5 General Practices**

- a. Do not apply tape or adhesives directly to the aluminum surface or glass for long periods, as they may cause staining or damage.
- b. Avoid slamming or forcing doors and windows beyond their designed limits.
- c. For automated or motorized systems, consult the specific maintenance manual or request guidance from Diba Windows.

### **5. Filing a Warranty Claim**

If you believe a product or installation issue is covered under warranty, please follow the steps below to submit a claim:

#### **5.1 Contact Information**

To initiate a warranty claim, contact Diba Windows Inc. through one of the following methods:

- Email: [info@dibawindows.com](mailto:info@dibawindows.com)
- Phone: +1 (778) 802 5333

Please ensure all communications are made by the original purchaser or authorized representative.

#### **5.2 Required Information**

Include the following details to help us process your claim efficiently:

- Customer Name and Contact Information
- Project Address (where the product is installed)
- Invoice Number and Purchase Date
- Detailed Description of the Issue
- Photos or Videos clearly showing the problem area(s)

Incomplete information may delay the assessment process.

#### **5.3 Claim Review Process**

- a. Once your claim is submitted, our service team will acknowledge receipt within 2–3 business days.

- b. A technician or customer service representative may request additional information or schedule an inspection, either on-site or virtually.
- c. If the issue is determined to be covered under the warranty, corrective actions (such as repair, replacement, or service visit) will be scheduled promptly.

#### **5.4 Response Time**

We strive to resolve warranty claims as quickly as possible. Typical response times vary depending on the nature of the issue, part availability, and location, but our goal is to complete most warranty resolutions within 15–30 business days from the time of confirmation.

#### **5.5 Important Notes**

- a. Warranty services are only provided to the original purchaser and are non-transferable. However, in case of property sale, the remaining warranty may be transferred to new owner, provided Diba Windows is formally notified prior to the sale and approves the transfer in writing.
- b. Diba Windows reserves the right to reject claims arising from excluded causes, such as misuse, environmental damage, improper use (see Section 3) or failure to maintain the products as outlined in section 4.
- c. Any unauthorized repairs, modifications, or alterations made before submitting a warranty claim may result in partial or full loss of warranty coverage.

### **6. Final Notes**

- 6.1 This warranty applies exclusively to products and services supplied or installed by Diba Windows.
- 6.2 Warranty coverage is valid only when products are properly maintained as outlined in Section 4.
- 6.3 All warranty services must be performed by Diba Windows Inc. or its authorized personnel.
- 6.4 The warranty becomes void if any unauthorized modifications, repairs, or alterations are made to the product.
- 6.5 Warranty terms do not limit or exclude any rights you may have under applicable consumer protection laws.
- 6.6 For best results and ongoing performance, we strongly recommend scheduling periodic professional inspections, especially for high-value or high-exposure installations.

### **7. End of Warranty Instructions**

When your warranty period expires, waived or cancelled, Diba Windows remains committed to supporting you with the same level of quality and service. Here's what you need to know:



**7.1 Ongoing Support**

While warranty coverage ends, our team is still available to provide technical advice, product guidance, and paid service options.

**7.2 Replacement Parts**

If components need replacement beyond the warranty period, Diba Windows can supply original or compatible parts where available.

**7.3 Maintenance Services**

We offer professional maintenance and inspection services to extend the lifespan and performance of your products.

**7.4 Post-Warranty Assistance**

If an issue arises with your products due to any of the conditions listed in Section 3 (Warranty Limitations & Exclusions) or because of insufficient maintenance described in Section 4, Diba Windows may still assist with repairs or service at the customer's expense, if support is possible and parts are available.

**7.5 Upgrade Opportunities**

If you're considering renovating or upgrading, we can provide consultations and discounts on new systems as a valued past client.

We value your trust in Diba Windows and are here to support your investment long after the warranty period. Our goal is to ensure your purchased products continue to perform beautifully and reliably for years to come. Please don't hesitate to reach out if you have any questions or require further assistance.

Sincerely,

DIBA Windows BC INC.