



VDK

windows & doors

TRANSFERABLE LIFETIME WARRANTY



WINDOWS & PATIO DOORS WARRANTY



VDK Windows & Doors is proud to offer a fully transferable lifetime warranty, giving homeowners lasting peace of mind. Each product is crafted with precision and care, ensuring durability and performance for years to come. This warranty adds value even when a home changes ownership, and all covered products meet the strict CAN-CSA A440 certification standards for quality and reliability.

Sealed Glass Units from VDK Windows and Doors are Protected by Lifetime Warranty

VDK Windows & Doors sealed glass units are protected by a lifetime warranty against seal failure; which is defined as the breakdown of the seal between the glass panes and spacer that allows moisture or dust to enter the space between the glass. Condensation that forms on the interior/exterior of the window surface is a natural result of indoor and outdoor humidity levels and temperature fluctuations; and it does not indicate a defective window. This warranty does not cover minor glass imperfections or slight color variations that do not affect structural integrity or hinder normal vision. Pressure cracks are covered for a period of 1-year from the date of installation; however, tempered glass is excluded from cracked glass coverage. Additionally, sealed units installed in non-VDK products are not covered for seal failure unless explicitly stated in your order. Sealed units are also not warranted against cracks or damage resulting from excessive pressure differences between the sealed airspace and the outside environment.

Sealed units purchased to repair VDK products carry a lifetime warranty against seal failure. While VDK strives for consistency; color and pattern matching cannot be guaranteed for specialty glass types such as Low-E coatings, tinted glass (including grey and bronze), or obscure glass types like pinhead, rain, or acid-etched glass.

Conditions Voiding Insulated Glass and Thermo Seal Warranties

This warranty is void if the insulated glass unit has been abused, tampered with, cracked, broken, improperly installed, exposed to excessive heat causing thermal stress, or if tinting or privacy film has been applied to the glass surface.

2-Year Labor Warranty

VDK Windows & Doors covers the cost of labor to remove and repair warranty parts, provided the work is performed by an authorized service technician and the claim falls within the applicable warranty period.



WINDOWS & PATIO DOORS WARRANTY

20-Year Warranty on Windows and Patio Door Hardware

All window hardware and patio door hardware is backed by a 20-year warranty. This warranty applies to normal use only and does not cover abuse or damage to the product. If an identical replacement part is unavailable, VDK reserves the right to substitute parts of comparable quality.

This warranty also excludes coverage for normal wear, finish discoloration, oxidation of metal parts, rust, or any product that has been improperly installed, as well as exposed to salt air or abnormally high humidity.

20-Year Warranty on Laminated Vinyl Surfaces

Every laminated window and patio door carries its own specifications and a 20-year warranty against blistering, fading, peeling, corrosion, warping, distortion, and/or flaking. Natural fading or damage caused by the use of harmful solvents to clean any laminated surface is not covered under this warranty. Due to the delicate nature of laminated finishes; minor nicks, scratches, or imperfections may occur and are considered normal. Glazing is excluded from this warranty.

Corner welds on colored windows may fade over time, and color touch-up is the responsibility of the homeowner. As colored vinyl products are subject to varying degrees of fading due to normal weathering, this natural fading is beyond VDK Windows & Doors control and does not constitute a defect. Therefore, we cannot guarantee an exact color match if a component or product requires repair or replacement.

VDK Windows & Doors warrants that the natural white frame and sash components will not blister, peel, flake, corrode, crack, or distort beyond recognized industry standards for as long as you own your home. This warranty does not apply to uniform fading or natural color changes that could occur through normal weather exposure.





WINDOWS & PATIO DOORS WARRANTY

Warranty Exclusions for Windows and Patio Doors

To ensure long-lasting performance, please note that the following conditions are not covered under the VDK Windows & Doors warranty:

Cosmetic Limitations

- Minor scratches or visual imperfections that fall within manufacturing standards.

Installation & Reinstallation

- Damage resulting from improper installation
- Products that have been removed and reinstalled, unless as part of timely maintenance.

External Causes

- Damage caused by accidents, fire, flood, severe weather, vandalism, or misuse.
- Issues resulting from exposure to harmful fumes, solvents, mildew, pollutants, or other environmental contaminants.
- Damage due to building settlement, structural failure, or any other condition beyond VDK's control.

Care & Maintenance

- Use of harsh solvents, paints, coatings, or aftermarket films on vinyl components will void coverage.
- Routine maintenance items (hinges, dust plugs, sweeps, weather stripping, etc.) are considered normal wear and require periodic replacement.
- Delayed action on damage or failure to file claims within the warranty period may void coverage.

Environmental Conditions

- Natural effects from salt spray, high humidity, acid rain, or other environmental factors.
- Consistent cleaning is required to minimize impact and preserve finishes.

Hardware & Accessories

- VDK-supplied hardware is warranted for durability but not natural tarnishing and discoloration over time.
- Hardware provided or installed by third parties is not included under this warranty.

Grilles Between Glass

- Covered under a limited warranty.
- Natural movement, slight rattling, or minor glass contact does not indicate a defect.
- Oversized grille coverage will be defined at the time of order approval and stated in the confirmation or quote.

Heat & Ventilation

- Warping, distortion, or other damage caused by extreme heat sources, poor ventilation, or aftermarket films/coatings applied to vinyl are not covered.



WARRANTY BREAKDOWN

Product	Warranty Period	Coverage Details	Exclusions/Notes
Sealed Glass Units (Windows/Patio Doors)	Lifetime	Seal failure (moisture/dust entry)	Minor imperfections, pressure cracks after 1-year, When films or tint is applied
White Frames & Sash (Windows/Patio Doors)	Lifetime	Blistering, peeling, flaking, cracking, corrosion & distortion	Uniform fading or natural color changes from weather
Composite Door Frames (Exterior Doors)	Lifetime	Blistering, peeling, flaking, corrosion and uneven discoloration	Uniform fading or natural color changes from weather
Laminated Vinyl Surfaces (Windows/Patio Doors)	20-Years	Blistering, fading, peeling, cracking, corrosion, warping and distortion	Minor nicks, scratches, imperfections; natural fading and damage from harmful solvents
Hardware (Windows/Patio Doors)	20-Years	Normal use; replacement with comparable parts	Abuse, oxidation, rust, salt air exposure
Hardware (Exterior Doors)	20-Years	Door hinges, adjustable thermally broken sill riser	Normal wear and intentional damage from misuse or impact by people or pets
Fiberglass and Steel Door Panels (Exterior Doors)	10-Years	Warping, rust, cracking and buckling	Normal wear and tear, discoloration, scratches
Factory Finishes (Exterior Doors)	10-Years (painted) 5- Years (stained)	Peeling, blistering, flaking and discoloration	Uniform fading or natural color changes from weather
Built-In Blinds	5-Years	Defects in materials and workmanship affecting operation	Minor discoloration, breakage issues
Decorative Door Lites	5-Years	Seal failure causing visible obstruction	Minor discoloration, breakage issues
Labor (All Products)	2-Year	Removal/repair by authorized technician	Beyond 2-year



EXTERIOR DOOR WARRANTY

Comprehensive Warranty Coverage

VDK Windows & Doors backs its products with strong warranties, giving homeowners added confidence and peace of mind. Fiberglass and steel door panels are each covered by a 10-year limited warranty against defects such as warping, rust, cracking, or buckling, when properly installed. Factory-stained fiberglass panels include a 5-year finish warranty against peeling or blistering, while factory-painted finishes on both fiberglass and steel doors are protected for 10-years against peeling, flaking, blistering, or uneven discoloration. Natural variations in stain and grain are considered part of the door's unique character.

5-Year Warranty on Decorative and Clear Door Lites

VDK Windows & Doors provides warranty protection on glass, specifically against seal failure that causes visible obstruction as defined by industry standards. While minor coming discoloration and glass breakage are not covered, custom sealed units (e.g. shaped, grille, or mirrored glass) carry a 5-year limited warranty due to their specialized design. This program highlights VDK's commitment to quality and craftsmanship, with coverage applicable when products are properly installed, maintained, and remain within manufacturer specifications.

Additional Warranty Protection

VDK composite door frames are backed by a Lifetime Limited Warranty against material defects such as blistering, peeling, flaking, corrosion, uneven discoloration, and water-related damage like rot, ensuring long-term durability in all environments. In addition, VDK provides a 2-year labor warranty from the date of installation, covering any service work required for manufacturing defects at no cost to the homeowner. After this period, service or maintenance fees become the homeowner's responsibility. To protect your investment, VDK recommends gentle cleaning with mild soap and water, avoiding abrasives or harsh chemicals to maintain both appearance and warranty coverage.





WARRANTY LIMITATIONS FOR EXTERIOR DOORS

Warranty Limitations for Exterior Doors

- Coverage is limited strictly to repair or replacement of the product at VDK's sole discretion.
- VDK is not liable for incidental, indirect, or consequential costs or damages, including:
 - Labor, service calls, refinishing, repainting
 - Removal or reinstallation of products
 - Transportation or temporary accommodations
 - Damage to personal property or injuries related to the product
 - Any unauthorized modifications, alterations, or adjustments
- VDK reserves the right to alter, discontinue, or improve products without notice.
- For discontinued or modified products, approved claims may be fulfilled with a replacement of equal or comparable quality, though design or appearance may vary.

Exclusions from Warranty Coverage for Exterior Doors

- Installing a storm door voids the warranty due to excessive heat buildup that can cause lite failure or peeling paint.
- Repairs, modifications, or painting not done by a VDK authorized representative.
- Damage from installation conditions that exceed design standards or violate building codes.
- Warping up to 3/16", bowing, frame misalignment, or structural issues from improper hardware fitting, incorrect sizing, or mishandling during shipping.
- Water or air infiltration caused by poor installation or building design.
- Condensation or ice buildup from high indoor humidity.
- Normal wear and tear, weathering, fading, or discoloration from sun or pollutants.
- Economic losses, misuse, abuse, accidental damage, or negligence.
- Scratches leading to rust or finish failure.
- Failure to follow care and maintenance instructions.
- Exposure to harsh chemicals or pollutants.

What VDK Will Do

Your claim will be investigated and the appropriate action taken within thirty days after VDK receives all the information noted below. If it is determined there is a defect, your door system will either be repaired or replaced.

When properly maintained and operated, mini-blind systems are designed for long-lasting functionality and performance.

Warranty Coverage for Built-In Blinds

- VDK provides warranty protection against defects in materials and workmanship under normal conditions.
- Internal mini-blind sealed units are covered for up to 5-years.
- Coverage applies to defects affecting the operation or integrity of the blinds within the sealed glass unit.
- Labor for service or replacement of internal mini-blind units is covered for 2-year from installation.
- After the warranty period, maintenance and service become the homeowner's responsibility.



What's not Covered for Built-In Blinds

- Breakage due to accidents, extreme temperatures, natural disasters, or misuse.
- Normal wear and tear is not covered, including:
 - Condensation
 - Fading
 - Minor color variations
 - Natural weathering
- Labor costs not authorized by VDK Windows & Doors, as well as shipping or removal expenses.
- Accessories or components not manufactured by VDK are outside warranty coverage.

Caution

VDK's responsibility under this warranty is limited to the repair or replacement of products determined to be defective. VDK will have a reasonable period of time to address the issue, and the warranty holder is expected to provide reasonable cooperation to facilitate service. This warranty does not include compensation for time or any incidental or consequential damages. In the event that an identical part is not available, VDK reserves the right to supply a replacement of equal or comparable quality.

To Make a Claim

- Include the following information:
 - Date of purchase and/or installation
 - Your name and telephone number
 - Address for product inspection
 - Original invoice or quote number
 - Identify specific product, provide description of defect, and include photo(s)


Please Note:

No warranty work will be performed if account is not in good standing with VDK Windows & Doors.




CANADA LOCATION

VDK Windows & Doors
773451 Oxford 59,
Norwich, ON NOJ 1P0

 (519) 424-2233

USA LOCATION

VDK Windows & Doors
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 (616) 320-0375

EMAIL & WEBSITE:

service@vdkgroup.com
www.vdkgroup.com



CERTIFICATE OF COVERAGE

Original Owner Certificate of Coverage

This certificate must include the serial number found on a sticker on the hinge side of the door slab edge, or the window serial number etched in the bottom corner of the glass.

This certificate is to be completed by the dealer, signed by the purchaser and mailed or submitted online to VDK Group within thirty (30) days of completed installation.

Original Purchaser: _____

Email: _____

Date: _____

Dealer Name: _____

Phone Number: _____

Date of Install: _____

Property Address: _____

Signature: _____

Second Owner Certificate of Coverage

This certificate must include the serial number found on a sticker on the hinge side of the door slab edge, or the window serial number etched in the bottom corner of the glass.

This certificate is to be completed by the second owner, and mailed or submitted online to VDK Group within thirty (30) days of transfer.

Original Owners Name: _____

Email: _____

Second Owners Name: _____

Phone Number: _____

Date of Transfer: _____

Current Date: _____

Property Address: _____

Signature: _____