



# Our Guarantee

## Support, Consideration and Service

Our warranty is the written proof of our commitment to quality. We know that the first step in having a credible warranty is the integrity of your products. The strength of a warranty is based on the quality of the windows and doors and the confidence of the company behind them. Loewen windows and doors are made to last, and we have always stood behind our product with unsurpassed support, followup, and service. We realize it is hard to understand what a warranty actually covers.



### Competition Warranties

- May promote a longer warranty even if it is limited or not inclusive for all parts.
- May be prorated warranties that reduce the manufacturer's liability as the product ages.
- Vinyl and wood fiber clad exteriors may carry a color fade only warranty or none at all.
- Warranties on paint that extend past those of the paint specifications will not extend the life of the paint finish and are always limited.
- Warranties that cover various distances from the coast often do not consider the specific effects of coastal weather conditions.
- Confusing language - for example: a lifetime warranty against corrosion for an exterior component that contains no metals really needs to cover against UV deterioration and chalking.

### The Loewen Advantage

- Full 20-year warranty on glass, wood components, and paint finishes on clad product.
- We guarantee our products for the full length of our warranty, meaning our support does not reduce over time.
- Complete coverage for all color finishes on our aluminum clad exterior including protection against fading and chalking for 20 years.
- Fully supported warranty service with our network of Loewen experts and regional dealer inspections.
- Full 10-year coastal warranty on painted finishes within one mile of the coastline.
- Full 2 years labor warranty.



It just makes sense:

## Better built windows & doors will perform better & last longer

When you start with a window that is “overbuilt”, customers are much less likely to experience a problem. That being said, customers should never expect to need a warranty. Customers deserve windows and doors designed to stay beautiful even in the harshest environments.



- Be sure to specify extruded aluminum. Roll formed aluminum is a common material that is thinner and has lap miter joints that are more susceptible to damage when exposed to the elements.
- Ensure that the pre-finished exterior paint actually meets an AAMA 2605 standard. This is the highest paint finish standard available, and is the only paint specification Loewen uses. AAMA 2605 ensures fade resistance and reduced chalking. Composite and PVC exteriors may have a greater tendency to chalk over time.
- Loewen uses anodized aluminum for the sill on doors, which adds strength and durability. Composite sill materials are more brittle and susceptible to damage. Anodized sills are also included in the Loewen coastal coverage.

Loewen provides one of the strongest warranties in the industry, because it is backed by years of experience, high quality products, and a dedicated network of qualified technical service professionals.

**Our windows & doors are in the most distinctive homes, they should be in yours.**

[loewen.com](https://loewen.com)