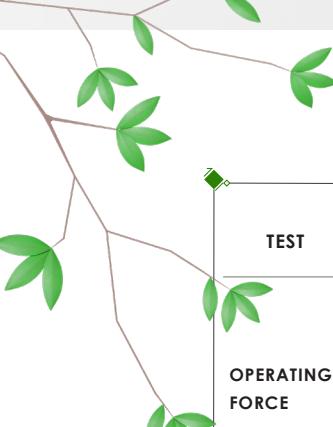
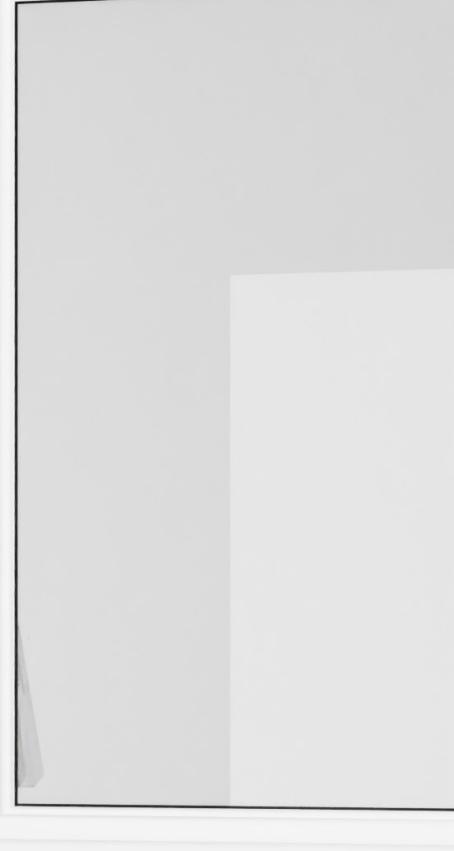
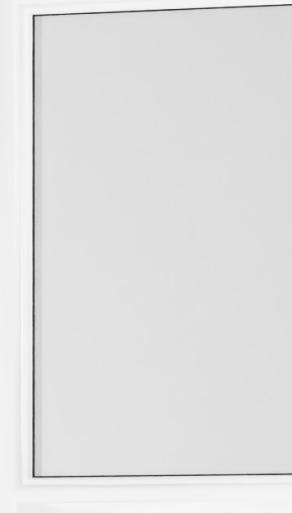




# INSTALLMASTERS UPVC WINDOW

## TESTING AND EVALUATION RESULTS



TEST	CLASS: CW SPECIFICATIONS	TEST RESULTS	GRADE OR COMMENT
<b>OPERATING FORCE</b>	Canadian requirements: Force to initiate motion: Normal uses $\leq$ 155N Force to maintain motion:Normal uses $\leq$ 135N  AAMA/WDMA/CSA 101/1.S.2/A440-17, clause 9.3.1 & ASTM E2068-00 (Reapproved 2022)	Measured to initiate:80N Measured to maintain:65N	Passed
<b>AIR LEAKAGE RESISTANCE</b>	$Q_{inf} & Q_{ext} \leq 0.5 \text{ L}/(\text{s} \cdot \text{m}^2)$ @ 75 Pa  AAMA/WDMA/CSA 101/1.S.2/A440-17, clause 9.3.2 & ASTM E283/283M-19	$Q_{inf} = 0.027 \text{ L}/(\text{s} \cdot \text{m}^2)$ @ 75 Pa $Q_{ext} = 0.036 \text{ L}/(\text{s} \cdot \text{m}^2)$ @ 75 Pa	Passed
<b>WATER PENETRATION RESISTANCE</b>	Water-spray rate:3.4 L/(m <sup>2</sup> ·min) Including 4 cycles(Each consists of 5 minutes with the pressure applied and 1 minutes with the pressure released) No water infiltration under a minimum pressure differential of 220 Pa  AAMA/WDMA/CSA 101/1.S.2/A440-17, clause 9.3.3 & ASTM E547-00(2016)	No water infiltration under a pressure differential of 540 Pa	PG 75
<b>UNIFORM LOAD DEFLECTION</b>	Deflection at $\pm 1440 \text{ Pa}$ (Design Pressure)  AAMA/WDMA/CSA 101/1.S.2/A440-17, clause 9.3.4 & ASTM E330/E330M-14(2021)	Net deflection measured on the mullion 8.09 mm@+1440 Pa -8.39 mm@-1440 Pa Deflection limit: 1590/175=9.09mm	PG 30
<b>UNIFORM LOAD STRUCTURAL</b>	Permanent deformation $\leq 0.3\%$ of the member span at $\pm 2160 \text{ Pa}$ (Structural Test Pressure)  AAMA/WDMA/CSA 101/1.S.2/A440-17, clause 9.3.4 & ASTM E330/E330M-14(2021)	Maximum permanent deformation measured on the mullion: 0.18 mm@+2160 Pa -0.21 mm@-2160 Pa Allowed $\leq 1590 \times 0.3\% = 4.77 \text{ m}$	PG 30
<b>FORCED ENTRY RESISTANCE</b>	All windows shall be tested according to ASTM F588-17(Grade 10,minimum)  AAMA/WDMA/CSA 101/1.S.2/A440-17, clause 9.3.5	Grade 10 T1=5min,L1=667N,L2=333N	Grade 10
<b>AWNING, HOPPER, PROJECTED HARDWARE LOAD</b>	Load 140N Deflection limit:: 38.3 · A  AAMA/WDMA/CSA 101/1.S.2/A440-17, clause 9.3.6.5.5	Deflection =3.720mm Deflection limit: 38.3 $\times$ 0.966=37.00mm	Passed
<b>THERMO-PLASTIC CORNER WELD</b>	The break shall not extend along the entire weld line  AAMA/WDMA/CSA 101/1.S.2/A440-17, clause 9.3.6.2	Load to cause breakage: Frame : 965N Sash : 780N	Passed
<b>FORCED ENTRY RESISTANCE</b>	All windows shall be tested according to ASTM F588-17(Grade 10,minimum)  AAMA/WDMA/CSA 101/1.S.2/A440-17, clause 9.3.5	Grade 10 T1=5min	Grade 10

### CONCLUSION

The G72 Series Window Class CW tested and described herein achieved the overall performance requirements of PG 30 when tested in accordance with NAFS-17.



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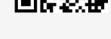
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**DO NOT REMOVE UNTIL FINAL INSPECTION/NE PAS RETIRER AVANT L'INSPECTION FINALE**

**Energy Performance Ratings**  
**Évaluation des propriétés énergétiques**

U-Factor Facteur-U <b>1.18</b> W/m <sup>2</sup> *K	Solar Heat Gain Coefficient Coefficient de gain de chaleur solaire <b>0.14</b>
Energy Rating Rendement énergétique <b>22</b>	Visual Transmittance Transmission visible <b>0.23</b>

**InstallMasters Corporation**

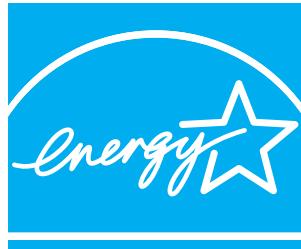
Triple X Operable Awning  
Vinyl frame, triple glaze, Low-e coating (e=0.022, S3, S5)  
Krypton/air lled (both cavities)  
NR14216-47598879-ES5



Energy performance and visual transmittance ratings certified to **CSA A440.2-19**. Ratings are determined for a fixed set of environmental conditions and a specific product. Certification agency does not recommend or warrant product for any specific use.

Les taux de performance énergétique et de transmission visible sont certifiés **CSA A440.2-19**. Les taux sont déterminés selon une série de conditions environnementales fixes et une taille de produit particulière. L'agence de certification ne recommande ni ne garantie le produit aux fins d'utilisation particulière.

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**DO NOT REMOVE UNTIL FINAL INSPECTION/NE PAS RETIRER AVANT L'INSPECTION FINALE**

**Energy Performance Ratings**  
**Évaluation des propriétés énergétiques**

U-Factor Facteur-U <b>0.91</b> W/m <sup>2</sup> *K	Solar Heat Gain Coefficient Coefficient de gain de chaleur solaire <b>0.26</b>
Energy Rating Rendement énergétique <b>35</b>	Visual Transmittance Transmission visible <b>0.44</b>

**InstallMasters Corporation**

Triple X Fixed Window  
Vinyl frame, triple glaze, Low-e coating (e=0.022, S3, S5)  
Krypton/air lled (both cavities)  
NR14216-47598879-ES5



Energy performance and visual transmittance ratings certified to **CSA A440.2-19**. Ratings are determined for a fixed set of environmental conditions and a specific product. Certification agency does not recommend or warrant product for any specific use.

Les taux de performance énergétique et de transmission visible sont certifiés **CSA A440.2-19**. Les taux sont déterminés selon une série de conditions environnementales fixes et une taille de produit particulière. L'agence de certification ne recommande ni ne garantie le produit aux fins d'utilisation particulière.



# InstallMasters UPVC Windows Warranty Guide

## 1. Introduction

Welcome to the InstallMasters Warranty Guide. At InstallMasters, we believe in delivering superior quality and service, which is why we provide a comprehensive warranty for all our UPVC windows. This document outlines the various terms of our warranty, including the coverage, limitations, and steps to ensure your windows perform optimally for years to come. We aim to give our clients peace of mind, knowing that their investment is protected.

## 2. Contents

1. Introduction
2. Contents
3. Our Mission
4. Warranties
5. Limitations
6. Other Conditions
7. How to Make a Warranty Claim
8. Care and Maintenance
9. Cleaning
10. Lubrication
11. Window Condensation
12. Tips to Prevent Window Condensation
13. Exterior Condensation
14. Seal Maintenance
15. Stain Removal

## 3. Our Mission

At InstallMasters, our mission is to ensure the highest quality from production to installation. We meticulously craft our windows using premium materials, following stringent quality control processes to meet your needs. Every window we install is designed for longevity, energy efficiency, and aesthetics. Our team of experienced professionals is committed to providing exceptional installation services to ensure the product performs at its best in your home or business.

Our attention to detail continues beyond installation. We offer a robust warranty program to guarantee that your windows are covered should any issues arise. We stand by our products and workmanship, ensuring that your experience with InstallMasters is as seamless and worry-free as possible.

## 4. Warranties

InstallMasters offers a comprehensive warranty for our UPVC windows, providing you with confidence in your investment. The following warranty periods apply to different components of the windows for residential and commercial installations:

Component	Residential Warranty Period	Commercial Warranty Period
Insulated Glass Hardware	20 years	10 years
Frame/Sash	10 years	5 years
Factory Applied Coating	10 years	5 years
Labor	1 years	1 years

## **Insulated Glass Hardware**

This warranty covers issues such as seal failure or the formation of condensation between the panes of glass, ensuring that your windows remain energy-efficient.

## **Frame/Sash**

Our UPVC window frames are warranted against cracking, warping, or discoloration due to manufacturing defects for the duration of the warranty period.

## **Factory Applied Coating**

We provide coverage for factory-applied coatings, ensuring that they maintain their integrity and appearance under normal conditions.

## **Labor**

Labor for installing the windows is covered under our warranty, ensuring that any defects due to improper installation are addressed.

## **5. Limitations**

While InstallMasters provides an extensive warranty, certain conditions are not covered under our warranty policy. It is important to understand these limitations to ensure the longevity and optimal performance of your windows.

### **Exclusions:**

- Improper Installation by Third Parties:** Our warranty does not cover any defects or issues arising from installations not performed by InstallMasters professionals.
- Normal Wear and Tear:** Natural aging of materials, such as fading or slight discoloration due to prolonged exposure to sunlight, is not considered a defect.
- Environmental Damage:** Damage caused by extreme weather conditions, such as hurricanes, tornadoes, flooding, or excessive exposure to chemicals or pollutants, is not covered.
- Improper Maintenance:** Neglecting proper window maintenance, such as failing to clean or lubricate moving parts, may void the warranty. Additionally, the use of harsh cleaning chemicals may lead to deterioration, which is also not covered.
- Alterations or Modifications:** Any unauthorized modifications, such as painting or altering the frame/sash, will void the warranty.
- Condensation Due to Excessive Humidity:** While our windows are designed to reduce condensation, problems arising from excessive indoor humidity are not covered. Humidity control measures should be taken by the homeowner.
- Impact or Physical Damage:** Scratches, dents, or other physical damage caused by misuse or accidental impact are not covered.

We strongly advise following our Care and Maintenance guidelines to ensure your windows remain in the best condition and to avoid voiding the warranty due to improper upkeep.

## **6. Other Conditions**

In addition to the warranty limitations, there are other conditions that apply to ensure that your warranty remains valid:

- 1. Timely Registration:** The warranty must be registered within 30 days of the window installation to be considered valid.

**2. Non-Transferable:** This warranty is non-transferable and applies only to the original purchaser of the windows. If the property is sold, the warranty does not extend to the new owner.

**3. Proof of Purchase:** Always retain your original receipt or proof of purchase, as it will be required when making a warranty claim.

**4. Compliance with Local Building Codes:** Our windows are warranted for compliance with local building codes at the time of installation. Any subsequent changes to codes are not covered by the warranty.

## 7. How to Make a Warranty Claim

To make a warranty claim, follow these steps:

**1. Document the Issue:** Take clear photographs of the defect or issue with your windows.

**2. Contact InstallMasters:** Email or call our customer service department to report the problem. Be sure to provide the following information:

- Your name and contact details
- Date of installation
- Description of the issue
- Photos of the defect

**3. Schedule an Inspection:** InstallMasters will arrange for an inspection to assess the problem. If the issue falls under warranty coverage, we will either repair or replace the window components as necessary.

**4. Processing Time:** Claims are typically processed within 30 days of submission. Depending on the issue, repair or replacement times may vary.

## 8. Care and Maintenance

To ensure that your UPVC windows maintain their performance and appearance, it is important to follow regular care and maintenance practices. This includes cleaning, lubricating moving parts, and inspecting seals to ensure everything is functioning properly. Proper maintenance will not only extend the life of your windows but also help you avoid problems that could lead to unnecessary repairs.

## 9. Cleaning

UPVC windows are designed to be low-maintenance, but periodic cleaning is essential. Use a mild detergent and water to clean the window frame and glass. Avoid using abrasive materials or harsh chemicals that may damage the surface of the windows. For stubborn stains, a non-abrasive cleaner may be used.

## 10. Lubrication

To ensure smooth operation of your windows, regularly lubricate the moving parts such as hinges and locks. A silicone-based lubricant is recommended to avoid any damage to the window components.

## 11. Window Condensation

Controlling humidity is the first step to preventing condensation. Installing energy-efficient windows is an effective way to reduce condensation issues, but managing indoor humidity is key. Condensation occurs when warm, moist air comes into contact with a cold surface, such as a windowpane. While energy-efficient windows help, the window itself is not the source of condensation. Proper humidity control is crucial to minimizing condensation problems.

## 12. Tips to Prevent Window Condensation

- Install a humidity control device to maintain appropriate humidity levels.
- Ensure hot air from vents is not directed towards windows.
- Use exhaust fans when cooking or bathing.
- Vent the dryer exhaust outside.
- Avoid drying clothes or firewood indoors.
- Insulate water pipes and damp basement areas.
- Ventilate your home daily, especially after cooking or using hot water.

## 13. Exterior Condensation

Exterior condensation typically forms on the outside of energy-efficient windows in the early morning when the outside temperature is cooler than the glass. This is a normal occurrence and does not indicate a problem with the windows. Exterior condensation usually evaporates on its own as the temperature rises.

## 14. Seal Maintenance

Regularly inspect the seals around your windows for any signs of wear or damage. Damaged seals can compromise the energy efficiency of your windows. If you notice any gaps or damage, contact Install-Masters for a replacement.

## 15. Stain Removal

For stubborn stains on UPVC frames, use a specialized UPVC cleaner. Avoid using abrasive materials or cleaners that could damage the surface. For glass stains, use a glass cleaner and a soft cloth. Regular cleaning and maintenance will prevent the build-up of dirt and grime.



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