

# **BOSTON SASH & MILLWORK**

## **LIMITED PRODUCT WARRANTY**

### **GENERAL PROVISIONS**

The express warranties set forth, herein, are in lieu of all other warranties, express or implied, to include, without limitation, any warranty of merchantability or fitness for a particular purpose.

BS&M shall not be liable for any other costs incidental to the repair or replacement of any of its products, including any consequential damages arising directly or indirectly from the use of its products.

To make a claim under this Limited Warranty, you must contact the contractor who installed the product or the dealer from whom the product was purchased. If neither the contractor nor dealer is known, call: Customer Service at (508) 880-8808 or write to Boston Sash & Millwork, P.O. Box 345, No. Dighton, MA 02764

Some products being generic and/or custom made to specifications supplied to BS&M may not be clearly distinguishable from products produced by other manufacturers and may require proof of being purchased from BS&M.

### **MILLWORK (WOOD PARTS) & HARDWARE (METAL, NYLON AND VINYL PARTS)**

BS&M warrants its millwork workmanship and materials to be of high quality and free from defects which may render it unserviceable, for a period of two years from date of shipment from factory. We agree to repair or replace any defective factory items and to deliver to our original point of delivery, at no charge. Natural variations in color or texture are not considered defects.

### **INSULATING GLASS**

BS&M warrants against failure of the air seal for a period of ten years, from date of shipment from factory. We agree to replace either the glass or both the sash and glass, at our option, and deliver to the original point of delivery, at no charge.

### **CONDITIONS**

All wood surfaces must be kept properly protected with paint or varnish, with the first top coat being applied within the shortest practicable period of time, after receipt of products.

Wood defects, in units having stain applied over any prime coat, are subject to exclusion from coverage under this warranty, as some stains are not compatible with some or all primers.

### **EXCLUSIONS FROM COVERAGE**

- ◇ Cracked or broken glass
- ◇ Damage caused by improper installation, use, or maintenance; accident; Act of God; or any other circumstances beyond the control of Boston Sash & Millwork.
- ◇ Damage caused by water leakage or high humidity, other than as a result of a defective product or glass.
- ◇ Damage caused by airborne pollutants.
- ◇ Minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision.
- ◇ Performance of finish paints
- ◇ Labor or other charges incurred or claimed by customer.

# BOSTON SASH & MILLWORK

## WINDOW INSTALLATION PROCEDURES

### PRE-INSTALLATION

- ◇ Store window units and/or replacement sash in a clean, dry, well ventilated building in the geographic area of the job site to allow acclimating to the relative humidity of the area. Allow job site concrete floors, foundations and plaster walls to dry, thoroughly, before installing units and/or replacement sash.
- ◇ Check rough opening dimension, assure that opening is plumb, level and square.

### UNIT INSTALLATION

- ◇ Center window in opening, block sill at side jamb area, check sill to assure it is level.
- ◇ Shim behind jamb at mid height point where sash checkrails meet when sash are closed. Do not force jamb to bow.
- ◇ Check unit to assure that it is plumb, level and square. Nail through exterior casing to secure unit to wall.
- ◇ When insulating between jamb and rough opening, take care not to cause the jamb to bow by overpacking the insulation or using expandable type foam.

### REPLACEMENT SASH & BALANCE INSTALLATION

Inspect the side stops to ascertain if they are nailed or screwed to the jamb (screws are more commonly associated with older style weight and sash cord installations).

The head and side stops may be reused if carefully removed by using a stiff blade putty knife.

If the existing units used sash pulleys and weights, remove them and insulate the cavity between the jamb and studs.

Install new balances and sash according to instructions.

When both sash are working properly, reinstall head parting bead and side stops.

### FINISHING PROCEDURES

Remove sash completely from frame before finishing. **Do not allow** tilt sash to hang by the bottom pins when tilted out of the jamb liner track as it will damage the liner.

Paint or stain pine surfaces as soon as possible in accordance with the paint/stain manufacturer's instructions.

For cedar component surfaces, allow to weather for 30 days before applying any finish.. Oil based stains are acceptable. Read the paint/stain manufacturers recommended application instructions for cedar.

Care should be taken **not to** paint or stain the weather stripping or the edge of the stile that contacts the balance, as this will cause the sash to stick to the balance.