

# AMACON

Thursday, September 13, 2012

3525 Kariya Dr #3003  
Mississauga, Ontario  
L5B 0C2

**RE: Expired Warranty #3003**

---

Marwan Naoom,

We have received your service request regarding item(s) that are listed by you to be defective. The materials and workman ship coverage provided by Tarion warranty expired on **September 28<sup>th</sup>, 2011.**

ITEM	LOCATION	DESCRIPTION	REPORT BY AMACON
1	Bedroom	Bedroom Window glass broken from the balcony	This item only has a one year warranty, as per the closing date this item's warranty has expired. This item will not be repaired. Please see attached for the Tarion Construction Performance Guidelines.

For specific information on how to proceed, refer back to the Tarion Home Owner Manual or visit [www.tarion.com](http://www.tarion.com) Construction Performance Guidelines. As discussed in the Homeowner Manual, components of your home are listed it also includes guidelines on maintenance and repairs.

If after reviewing the information in the manual, you have any further questions please contact me, I'll be happy to discuss these maintenance tasks with you.

Sincerely,

Amacon Customer Care



Legend:

■ Revisions and/or New Items

3.6

[\(Back to Table of Contents\)](#)

## CONDITION

GLASS IS CRACKED

### Acceptable Performance/Condition

Windows shall be installed so that the glass does not crack due to unusual stress caused by movement or settlement of the building frame.

### Warranty

#### One-Year - Work and Materials

- Damage resulting from *normal* wear and tear is not covered by the statutory warranty.

### Action

Windows with glass showing stress cracks shall be *repaired*.

### Remarks

Stress cracks occur across corners of glass as a result of pressure being applied to the edge of the glass. If there is evidence of an impact, and the condition was not recorded on the PDI Form, it will be difficult to establish that the damage was caused by the *builder*.

### See also

[3.4 WINDOW GLASS AND/OR SCREEN IS DAMAGED](#)

[3.5 GLASS IS SCRATCHED](#)

[3.8 CONDENSATION FORMING BETWEEN INSULATING \(FACTORY SEALED\) UNITS](#)

[8.5 CONDESATION AND/OR FROST ON WINDOWS](#)

### Notes

Words in italics are defined in the "[TERMINOLOGY](#)" section on page 16.