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Cabinets, Countertops, Handles, Shelving, Windows & Doors



Designer's Choice (lloyd) Ltd.

www.designerschoicelloyd.com
780.875.0259
Countertop Care and Maintenance

We find that following certain steps in caring for your counter top can prevent 99% of the problems that occur.

- Do not place appliances of any type that produces heat on any seams or directly on you countertop. E.G. toaster, coffee pot, electric frying pan. If the small appliance is left on for a long period of time the glue beneath the countertop will soften and cause the countertop to expand and thus you get a bulge. We suggest you use a surface saver underneath your small appliances.
- Moisture around seams can become a problem if the moisture is left lying on the seam for an extended period of time. Homeowners are responsible to keep joint seam in laminate around sink sealed. Reseal as required to prevent moisture penetration under laminate.
- Do not put a hot dish or pot directly from its heat source onto the countertop. If you do you will end up with a possible scorch mark, a bulge in your countertop or both. Again we suggest that you use a surface saver to avoid damage to your countertop.
- If your house settles and your teleposts are not reset this can cause the backsplash edging to come away from the walls. This is not covered by warranty.
- Laminate can be scratched and should never be used as a cutting surface. Once again a surface saver would save damage to your **(1)** countertop.

- Make sure the stove is higher of even with the top of the countertop to prevent delaminating due to excessive heat in this area.

By following these steps you can keep your countertop looking its best. For cleaning off marks, etc., we stock a product called "Countertop Magic".

Special Cleaning Recommendations

Residual glue: Sometimes new laminate has streaky appearance caused by the protected contact adhesive used during shipping. Clean with a non-abrasive cotton cloth and an adhesive solvent such as Formica brand nonflammable contact adhesive solvent. Read and follow all instructions and warnings on the labels of all solvent products.

Window & Door Maintenance Check List

On windows with two locking levers make sure both locks are used when window is closed. This will ensure that the window will remain straight and continue to lock on both levers. If you are developing moisture or frost on the inside glass, check the condensation and relative humidity pamphlet for corrective measures you should take.

If you window opens with a crank be sure not to force window open, this will cause the gears to strip. Check to be sure that the locks are unlatched, if they are, check to see if you can tell if the window is frosted up. If it is, this may be causing the window problem. DO NOT thaw with heat as this can cause the glass to crack. Check the condensation and relative humidity pamphlet for solutions. If you have cold air coming through the bottom of your door check to see if the door sweep weather strip can be adjusted lower or if the door threshold is adjustable. It may be adjusted to allow a better seal to the door.

Condensation & Relative Humidity

Condensation of moisture on windows is a common occurrence in most **(2)** houses in winter.

However, it is a source of annoyance and if corrective measures are not taken at an early stage, serious damage from staining, rotting and mold can result. While the problem is more acute during the first winter when the house is "drying out" (many of the materials in construction contain moisture that must be dissipated) normal living habits are additional and continuing contributors to high Relative Humidity (R.H.) in many instances.

The problem is an old one and applies particularly to today's homes as they are tighter and better insulated than ever before due to a new and improved building practices, increased energy costs and comfort levels, commonly required by today's new home buyers. To quote from a National Research Council publication of 1963, "Humidity's should be controlled so that little or no condensation appears on the inside surface of the glass (windows)". With double glazing this still permits high R.H. except during the most severe weather as indicated in the following which shows the maximum R.H. that can be tolerated if condensation is to be avoided in cold weather.

Outside Air Temperature Celsius	Desirable Maximum Inside Relative Humidity (%) at an Indoor Temperature of 21 C
-29	20%
-24	25%
-18	30%
-12	35%
-7	40%

"The householder does not need to measure the R.H. directly; he can simply use the windows as a guide to the proper R.H. within the house (humidity indicators are readily available at hardware outlets and should be of good quality to assure an accurate reading). As soon as objectionable condensation occurs on inside window surfaces, steps should be taken to reduce the R.H. by controlling the moisture sources or by increasing ventilation. **(3-over)** There is no

conclusive evidence that either the health or the comfort of most people will be adversely affected if R.H. is kept at a level that will prevent excessive condensation on the interior surfaces of double windows. The homeowner frequently assumes that window condensation is a fault of construction. It is not readily appreciated that living habits are of prime importance, nor that a well-built house is often more vulnerable to excess moisture problems than one that is loosely constructed".

Supreme Window Warranty

Supreme window warrants that its product will be free from defects in material and workmanship, except as noted below, for 1 year after the date of manufacture. The glass in windows is also warranted to be free from material obstruction of vision caused by film formation or dust collection between the interior surfaces of the glass panels for 10 years after the date of manufacture. The Extrusion Manufacturer provides a limited 20-year warranty on PVC components. Supreme also warrants that fiberglass-screening cloth contained in Supreme windows is non-combustible and will not rust or rot for 10 years from the date of manufacture. This limited warranty does not cover broken glass, torn screening cloth, commercially acceptable flaws in standard window glass or, in the case of "Low-E" glass, claims that the glass windows, or any window grid-insert, frames, sashes or other parts are or appear faded, discolored, variably tinted or otherwise defective in appearance or other aesthetic qualities by reason of the "Low-E" glass.

This limited warranty extends only to the dealer, distributor, or other party which sells Supreme windows and to the ultimate owner at the original site of installation listed above, is non-transferable and does not cover normal wear and tear or damage caused by improper installation, maintenance or use. Furthermore, with respect to any glass in Supreme windows, this limited warranty does not cover any defect, malfunction **(4)** or failure to perform

resulting from damage in handling and installation, stresses from localized application of heat causing excessive temperature differentials over the glass surface or edges, or strains caused by movement of the building in which those windows are installed. Any defect, malfunction or failure to perform because of settlement or structural defects in the building in which Supreme windows are installed, fire, wind, hail, flood, lightning or other acts of god, intentional acts, accidents, negligence or other exposure to harmful chemicals or pollutants are also excluded from this limited warranty.

Any unauthorized modification, alteration, or change of or to the Supreme products purchased on the above order number voids the warranty set forth herein. Supreme makes no warranty with respect to parts it does not manufacture. The extent of any warranty for any such parts is limited to the warranty that is provided by the manufacturer(s) of such parts.

If Supreme windows fail to meet this Limited Warranty, Supreme will repair or replace, at its option, the defective part(s). Supreme will provide the repair or replacement part(s) free of charge. You must pay for the costs of making the repair or replacement, including the costs of removal, installation, or re-installation of Supreme Windows.

Supreme Windows (Calgary) Inc.

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Attention: Service Department



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