



AFTERCARE

Maintenance plans for *high-performance* glazing

Lift-and-slide and minimal sliding doors, folding and pocket doors, pivots, tilt-turn windows, curtain wall, glass railings and shower enclosures all need regular service to keep working the way they did on handover day. Every visit is done by an experienced European fenestration technician, with your floors protected and every unit logged, photographed and reported.

Rollers and carriages

A lift-and-slide sash can weigh 400 kg. Grit in the track grinds the rollers flat. Replacement carriages come from Europe, and a seized one can mean weeks with a door that will not open.

Drainage and gaskets

Blocked weeps and dried gaskets are how water gets past a sill. A leak inside a wall is found late and fixed at great expense.

Hardware and alignment

European hardware is adjustable for a reason. A sash that drops a few millimetres wears its gaskets and locks every time it closes.

The plans

Estate

WHITE-GLOVE, SPRING AND FALL

Signature, plus glass cleaning and \$650 Estate service

- Everything in Signature
- Glass cleaned inside and out once a year
- 48-hour breakdown response
- One emergency call-out a year included (up to 1 hr)
- 15% off parts
- Same technician every visit
- Digital unit register for insurance, strata and resale

Example home, page 3

\$3,797 a year, or \$332 a month

Signature

SPRING AND FALL

Two visits a year, 10% off

- Everything in Essential, twice a year
- Spring visit clears winter grit and checks drainage
- 10% off two single visits
- Priority booking inside 5 business days
- 10% off parts
- Catalyst installs: workmanship warranty extended from 2 to 5 years

Example home, page 3

\$2,727 a year, or \$239 a month

RECOMMENDED

Essential

ONE VISIT A YEAR

One visit a year: visit fee \$345 plus your unit rates

- Fall visit before the rains
- Detail clean of tracks, sills and weep paths
- Lubrication to manufacturer spec
- Hardware and alignment adjustment
- Gasket inspection and conditioning
- Photo condition report, unit by unit
- Repairs at the member rate of \$145/hr, no call-out fee

Example home, page 3

\$1,515 a year, or \$133 a month

Bespoke Estates with guest houses, strata buildings, owners with several properties and commercial buildings. Quarterly or custom schedules, one report across every building, quoted after a walk-through.

1 Baseline

We count, tag, test and photograph every unit. Free on homes we installed; open to any home.

2 Your plan

Unit rates are on page 2, minimum \$695 a visit. Your price is fixed for 12 months.

3 Visits

We book your visits around you and send a report after each one.



Unit rates, per visit

Your plan price is the visit fee plus each unit in your home at these rates. We count every unit at the first visit and fix the price for the year.

Unit	What we do	Counted	Rate
Fixed window or fixed lite	Seal and fog check, weeps, gasket and sealant inspection	per unit	\$10
Operable window, any type	Tilt-turn, casement, awning, hopper, sliding, hung. Hardware adjust, lubricate, gaskets	per unit	\$45
Hinged door	Entry, French and terrace doors. Hinges, locking points, threshold, sweeps	per leaf	\$55
Pivot or offset pivot door	Closing speed and damping, floor pivot, latch alignment	per door	\$80
Lift-and-slide door	Running track and drainage, carriages, lift gear, interlocks	per moving panel	\$95
Minimal panoramic sliding door	Flush tracks, drainage channels, brush seals, rollers, alignment	per moving panel	\$105
Folding door	Hinges and pins, top hanger, bottom guide, stacking alignment	per panel	\$50
Pocket door	Pocket cavity clean, track and carriages, panel travel	per moving panel	\$125
Door automation	Function test, safety sensors, parameter review	per operator	\$80
Shower enclosure	Hinge and clamp torque, seals and sweeps, silicone, alignment	per enclosure	\$80
Glass railing	Clamp, spigot and base shoe torque, glass edges, cap rail	per 10 LF	\$15
Curtain wall or storefront	Caps, gaskets, weeps and perimeter sealant, from grade or inside	per 100 SF	\$25

Travel from Maple Ridge

Zone	Per visit	Route day
Zone 1 Home zone Metro Vancouver, North Shore, Richmond, Delta, Surrey, White Rock, Langley, Maple Ridge, Pitt Meadows, Mission, Abbotsford, Chilliwack	Included	Included
Zone 2 Howe Sound Lions Bay, Squamish, Bowen Island (ferry included)	\$245	\$135
Zone 3 Resort Whistler, Pemberton	\$395	\$195
Zone 4 Rest of B.C. Vancouver Island, Gulf Islands, Sunshine Coast, Okanagan, Interior, North	Quoted: \$0.73/km, ferries, lodging	

Route days are scheduled days when we service several homes in the same area. Book your visit on one and the travel charge roughly halves.



Worked example

A Lower Mainland home	Qty	Rate	Per visit
Visit fee	1	\$345	\$345
Operable window, any type	14	\$45	\$630
Fixed window or fixed lite	10	\$10	\$100
Hinged door	2	\$55	\$110
Lift-and-slide door	2	\$95	\$190
Shower enclosure	1	\$80	\$80
Glass railing	40 LF railing	\$15	\$60
One visit			\$1,515
Essential, 1 visit			\$1,515
Signature, 2 visits less 10%			\$2,727
Estate, Signature + 30 panes cleaned + Estate service			\$3,797

Baseline assessment

Homes we did not install start with a baseline visit: \$450 for up to 30 units, \$8 per unit above that. We count and tag every unit, test it, photograph it and hand you a written condition report. The fee is credited in full to a first-year Signature or Estate plan signed within 30 days. Homes we installed skip it.

Add-ons

Glass cleaning, inside and out	\$14 per pane up to 30 SF, \$28 per pane over 30 SF
Perimeter sealant renewal	\$16 per LF, joints up to 1/2 in., reached from grade or ladder
Shower enclosure silicone renewal	\$165 per enclosure
Gasket and brush seal replacement	Parts plus labour at your plan rate
Rollers, carriages and hardware	Parts plus labour at your plan rate, quoted after inspection
Automation reprogramming	Labour at your plan rate, manufacturer software or licence at cost plus 15%
Lifts, scaffold and access equipment	At cost plus 15%
Hard water and mineral staining	Quoted after inspection

Repairs and call-outs

Service rate, non-member	\$165 per hour, 1 hour minimum, plus \$175 call-out
Service rate, plan member	\$145 per hour, no call-out fee
After hours, weekends, holidays	1.5 times the applicable rate
Parts	List price. Signature 10% off, Estate 15% off



What a visit covers

Every visit

- Shoe covers, floor runners and drop cloths before any tool comes out
- Every unit opened, closed, locked and logged with photos
- Weep paths and drainage flushed and tested
- Tracks, sills and frames detail cleaned
- Gaskets inspected and conditioned
- Hardware lubricated to the manufacturer's spec
- Hinges, fasteners and fittings checked for torque
- Perimeter sealant inspected
- Written report: what we did, what needs attention, in priority order

Lift-and-slide and minimal sliders

- Running tracks and drainage channels vacuumed and detailed
- Carriages and rollers inspected for wear and flat spots
- Lift gear and handle mechanism lubricated
- Panel alignment, interlock and brush seals checked
- Threshold drainage water-tested

Folding and pocket doors

- Hinges, pins and hangers lubricated
- Top track and bottom guide checked
- Stacking and panel alignment set
- Pocket cavity cleaned, track and carriages inspected

Tilt-turn and operable windows

- Sash adjusted for even gasket compression
- Locking points and scissor stays lubricated
- Restrictors and child safety devices checked

Pivot and automated doors

- Closing speed, damping and latch set
- Floor pivot and top pivot inspected
- Operator function, safety sensors and parameters checked

Fixed glazing, curtain wall, railings and showers

- Sealed units checked for fogging and edge seal failure
- Caps, gaskets and weeps inspected
- Railing clamps, spigots and base shoe checked for torque
- Shower hinges, clamps, seals and sweeps checked

Plan terms

1. Plans run 12 months from the first visit and renew automatically. Cancel any time with 30 days notice; visits already delivered are paid at single-visit prices.
2. Pay annually up front, or monthly by pre-authorized payment over the 12 months at 5% more.
3. Prices are in Canadian dollars and exclude GST.
4. Homes we did not install start with a baseline assessment. The fee is credited in full to a first-year Signature or Estate plan signed within 30 days. Catalyst installations skip it.
5. Plans cover maintenance labour and consumables. Parts, glass breakage, sealed unit failure and damage from misuse, weather or other trades are not covered.
6. Glass cleaning: we clean glass that is free of heavy debris, construction residue, concrete splatter or other foreign matter that could scratch it. We may decline to clean any glass where cleaning puts it at risk. We never use blades on tempered or coated glass.
7. Automation: we service and reprogram operators from established manufacturers when the supplier details are available. Operators from defunct or unsupported makers are excluded.
8. Work at height beyond ladder reach needs a lift or scaffold, charged at cost plus 15%.
9. Visits fall between 8 am and 5 pm, Monday to Friday. Zone 2 and 3 visits are cheaper on scheduled route days.
10. On homes we installed, an active Signature or Estate plan extends our workmanship warranty from 2 to 5 years from completion. If the plan lapses, the warranty returns to its standard term. Manufacturer warranties generally exclude wear caused by missed maintenance, and our dated reports are your maintenance record.



START YOUR PLAN

Book your *first visit*

Fill this in, or call and we will do it with you. We confirm your unit count at the first visit, then send your plan price for the year before anything is charged.

Your home

NAME	PHONE
EMAIL	PROPERTY ADDRESS
PROPERTY MANAGER OR CONTACT ON SITE	INSTALLED BY CATALYST? YES / NO / NOT SURE

Plan

☐ Estate ☐ Signature ☐ Essential ☐ Bespoke

Payment

☐ Annually, up front ☐ Monthly, pre-authorized payment (plus 5%)

What you have

Unit	Approx. count	Unit	Approx. count
Fixed window or fixed lite		Operable window, any type	
Hinged door		Pivot or offset pivot door	
Lift-and-slide door		Minimal panoramic sliding door	
Folding door		Pocket door	
Door automation		Shower enclosure	
Glass railing		Curtain wall or storefront	

Acceptance

I accept the plan selected above and the plan terms on page 4.

CLIENT SIGNATURE	FOR CATALYST GLASS & ALUMINUM LTD.
DATE	DATE