

Unless otherwise indicated, Abritek guarantees all parts and labour time on products for a limited period of one year. In accordance with the direct result of the manufacturing process for parts and components.

### WINDOWS

PVC and aluminum profiles are warranted from all fabrication defect imputable to the material that could lead to blistering, flake off, corrosion or excessive decolourization for a 20 years period.

Sealed glass panels used for windows are guaranteed for 10 years for clear units or 20 years for Low-E units against seal failure and with following conditions. The labour time is warranted 1 year.

The sealed units are warranted against the thermal failure for a period of 1 year for parts and labour time from the date of the delivery.

This warranty for the sealed units on windows covers a possible film or small dust deposit on the interior surface of the panel, caused by a possible leak of the jointing (not by the breaking of the glass). It must constitute an appreciable obstruction of the vision at 10 feet from the window.

### DOORS

The white steel door panels are guaranteed for 5 or 20 years as specified on the order form against flake off and excessive decolourization. Major deformations such as; sagging, inflating, torsion and perforation due to rust are covered for 5 years.

The Low-E designed glass and the clear glass used for steel doors are warranted for 5 years (clear) or 10 years (Low-E) against a seal failure.

### PATIO DOORS

Sealed glass panels used for patio doors are warranted for 20 years against seal failure (Low-E Argon). (10 years clear units)

### LIMITATIONS AND CONDITIONS OF THE WARRANTY

The delivered products must be inspected at the reception, **a period of 48 hours is allowed to report a damage or defect**. After this period, no claim can be accepted for damage caused by an external force such as broken parts, scratches, lumps or bumps. Damaged or non-compliant products must not be installed.

The warranty does not apply if the damages are the result of one of the following conditions:

- The installation is not according to the Canadian building code.
- Installation is not square at right angles and at level.
- The humidity rate inside the building is over the rate indicated in the annex.
- An abusive use.
- An abnormal atmospheric pollution.
- Non appropriate exposure to chemical products.
- A maintenance problem.
- Break and entry.
- An external cause such as: fire, flooding, earth quake, storm, tornado or all other acts of God.
- The thermal failure is not covered if the units is sold by it self or if it be installed by other people than Abritek members.
- Replaced parts will be cover by the warranty till the end of the initial term.
- When «No warranty» is mentioned on the order form, there is no warranty on the products.

### TRANSFERABILITY OF THE WARRANTY

The residential guarantee is transferable in the following condition: if you sell your home, the guarantee for the sealed units of the windows is complete for a duration of 10 years and covered up to 75% for the 5 following years as the original delivery date.

# RESIDENTIAL WARRANTY INFORMATIONS

Products	PVC parts	Aluminium components	Hardware	Sealed units **	Thermal Failure	Paint ***	Parts & labour time
(Full PVC) Casement Awning Sliding Hung tilt Tilt & turn (marquise)	20 years	-	Casement / Awning: Life-time Other: 10 years	10 years std 20 years low-e	1 year	10 years	1 year
Hybrid windows	20 years	20 years	Casement / Awning: Life-time Other: 10 years	10 years std 20 years low-e	1 year	10 years	1 year
Patio doors PVC + Hybrid	20 years	20 years	10 years : Casters & lock Other :1 year	10 years std 20 years low-e	1 year	10 years ***	1 year
Orchestra Lift & slide	20 years	20 years	10 years	10 years std 20 years low-e	1 year	10 years ***	1 year
Overture	20 years	-	10 ans : hinge & casters 5 ans : compression lever Autres : 1 an	10 years std 20 years low-e	1 year	10 years	1 year
Steel Doors * Fiberglass doors	20 years	1 year	1 year *** Abrisecur: Finish 5 years Mechanism 10 years	5 years std 10 years low-e	1 year	5 or 20 years white 10 years paint 5 years stain	1 year
Wood imitation interior Solid wood interior	20 years	20 years	10 years	10 years std 20 years low-e	1 year	10 years ***	1 year

\* Door steal panels are guaranteed 5 years against major deformations such as sagging, swelling, torsion and perforation due to rust.

\*\* Sealed units sold alone, warranty does not cover thermal breakage and the thermos is guaranteed for 10 years against fog.

\*\* **Thermal failure:** Abritek will replace and install the sealed units of theirs windows and patio doors for a period of 12 months from the date of purchase. Thermos installed by anyone other than a member of Abritek staff will not be warranted for thermal failure.

\*\* **Fog caused by a sealed problem:** Standard unit = 10 years // **Low-E Argon = 20 ans.** Abritek will accept to change defect sealed units on presentation of the invoice or order number. Installation price (+ of 12 months) is entirely covered by the costumer.

\*\*\* Painted interior hardware will not be cover by the warranty for color changing or paint scratch.

\*\*\* Corrosion are not covered on regular door hinges.

\*\*\* Hybrid patio doors are 10 years limited warranty. As of the invoice date, a 10-year warranty applies to aluminum extrusions (on adhesion, splitting and peeling of paint on the profiles). A 5 years warranty applies on excessive and non-uniform gloss change. For the next 5 years, if necessary, the paint will be provided and the labor time not included.

→ Replaced parts will be covered by the warranty till the end of the initial term. (Equivalent if parts are discontinued)

→ To honor the warranty, the customer has to show the invoice or the order number.

→ A MANAGEMENT FEE may apply for return or replacement of sealed units guaranteed (10 years and over only).

## APPLICATION PROCEDURE OF THIS WARRANTY

### The distributor has to make a first inspection of the defect product and insure himself:

- That the problem is not due to an inadequate installation or at one of the conditions that can limit warranty.
- To note the serial number of this product.

Distributor or contractor have to make a written service request on the provide form.

Distributor / contractor: \_\_\_\_\_ Date: \_\_\_\_\_

# of order: \_\_\_\_\_ # of invoice: \_\_\_\_\_

Distributor / contractor signature: \_\_\_\_\_

Customer signature: \_\_\_\_\_

## MAINTENANCE

The inside humidity level should be controlled to avoid surface condensation problems on the internal glass surface. Also, in winter, a high level of humidity with cold temperature outside could cause ice on glass surface. The Canadian Standards Association (CSA) suggests reducing humidity levels as indicated below:

OUTSIDE TEMPERATURE	MAXIMUM RELATIVE HUMIDITY
-29°C	15%
-28°C to -23°C	20%
-22°C to -18°C	25%
-17°C to -12°C	30%
-11°C to -7°C	35%
-6°C to + 4°C	40%

- Rooms should be aired regularly to maintain low humidity levels in the house.
- Paint only wooden or steel parts. Hardware, PVC and weatherstripping must not be exposed to paint, dye or solvents.
- The customer is responsible for changing, if necessary, weatherstripping and caulking. This is considered normal maintenance.