

QUALITY ■ PRECISION ■ RELIABILITY



LIFETIME WARRANTY

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LIFETIME WARRANTY

FENÊTRE NORDIST warrants its products for defects in manufacturing or materials and will replace any part found to be defective under the following conditions:

PVC: Limited lifetime warranty

FENÊTRE NORDIST warrants PVC components on its doors and windows for the life of the product.

The PVC profile extrusions are warranted against defects in materials and manufacture from the date of purchase as specified in the chart below, under normal conditions of use and maintenance. Sunshine and regular atmospheric pollutants may cause a gradual change in colour, chalking or an accumulation of spots or surface dirt on all PVC products. These are natural occurrences, which are excluded from the warranty.

Insulating glass (I.G.) unit: Limited lifetime warranty

FENÊTRE NORDIST warrants the sealed units installed on its windows for the life of the product. This warranty applies to insulated glass units manufactured from clear or low emissivity glass (type low-E) only when used for the manufacture of complete products only and covers the formation of condensation or dust deposits between the two panes of glass caused by a break in the sealed joint, which results in noticeable reduction in visibility, according to the following chart.

All other decorative glass or sealed units with blinds between the panes of glass, coming directly from glass suppliers other than **FENÊTRE NORDIST** (Novatech, Masonite, Verre-Sélect, Vitre-Art, Garaga etc.) will be warranted based on the specifics of each manufacturers of these types of glass.

Note that insulated glass units sold alone (not sold as part of a window) are not covered by this warranty.

Spontaneous breakage of glass

Spontaneous breakage of glass will be covered for a period of **one (1) year**. Such breakage will typically be a crack on the inside part of the insulated glass. There must be no point of impact on the glass.

In the case of tempered glass used in sliding doors and garage doors directly from suppliers other than **FENÊTRE NORDIST** (Novatech Masonite, Glass-Select, Vitre-Art, Garaga, etc ...) will be guaranteed according to the specificities of each manufacturers of these types of glass.

**** The warranty of the sealed unit remains applicable only if the supplier of it, under all conditions, is always able to replace it without cost according to their guarantee****

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Hardware: Limited lifetime warranty

FENÊTRE NORDIST warrants the hardware installed on its doors and windows for the **life of the product**.

This warranty applies to hardware and covers any breakage occurring under normal conditions of use. This warranty does not cover oxidation, changes in colour, polish or finish of the hardware. This warranty does not cover and specifically excludes defects caused by corrosion if the hardware is used in a corrosive environment.

Table of proportion of coverage for PVC, sealed units and hardware

Years	FENÊTRE NORDIST warranty coverage	Consumer's share of liability
0-10	100%	0%
10 and more	25%	75%

Steel Doors - Specific Warranty Details

Door Panels— Front and Side Panels: 20 Year Warranty

All front and side panels are warranted against warping (exceeding 1/4 inch) and delamination. The finish on the steel doors is warranted against major discoloration and chalking.

Piece	Warranty	Description
Hinges	1 year	Regular ball bearings and decorative ball-bearings hinges, against rust.
Door sweep and weather stripping	1 year	

Paint

10 years*	For paint adherence
	For peeling and blistering
	For changes in colour and significant chalking

*Subject to the conditions specified below.

A. Exclusions from warranty

The following conditions are not covered by the "paint" warranty:

1. Defects resulting from:
 - aa) Abnormal atmospheric conditions, corrosive or harmful vapour or dust;
 - bb) Use of thinners, solvents or abrasive materials on the surfaces.

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2. If the surface has not been regularly maintained for at least one (1) year with a mild liquid soap and hot water applied with a soft cloth or a sponge.

3. If the defects are less than the specifications of the applicable standards: adherence (ASTM S-3359); concentration of heat, (ASTM 4803) and weather resistance (ASTM D 224), (ASTM D 523) and (ASTM D 4214).

4. Gradual and uniform change in colour as happens on all outdoor materials.

B. Warranty Procedures and Conditions

For the first 10 years (calculated from the invoice date), on receipt of a written claim respecting the conditions of this warranty, *FENÊTRE NORDIST* or a sub-contractor whose services it retains, will apply a new coat of paint on site, subject to the conditions of the warranty. This warranty does not cover any other incidental consequences or damages.

A defective part will be repainted in the colour originally ordered. It is possible that there could be a variation in colour versus the surrounding original components.

For the period of 10 years subsequent to the expiry of the first period of the warranty, the obligation assumed by *FENÊTRE NORDIST* will be limited to supplying a sufficient quantity of paint to touch up the damaged surfaces.

FENÊTRE NORDIST does not make any other warranty for paint and all other damage of any type whatsoever, including the cost of labour, except for the first period of 10 years, direct and incidental damage, real or foreseeable, present or future damage, are specifically excluded.

Labour:

FENÊTRE NORDIST will pay the cost of labour for the on site repair of the windows for a period of one year (see exclusions).

In subsequent years, *FENÊTRE NORDIST* will only supply replacement parts free of charge, FOB Cadiac. All expenses for labour, transportation, repair work, installation and/or finishing on site are excluded.

No labour will be allocated for the following parts:

- Screens.
- Hinges for steel doors
- Low sweep for steel doors
- Weather-stripping for steel doors

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Installation:

All our installations are guaranteed for 5 years under normal use. FENÊTRE NORDIST reserves the right to judge unacceptable conditions in which the products are exposed or used. No changes to the product or the installation must have been made other than by FENÊTRE NORDIST to validate this warranty.

Exclusions/Specific Clauses:

Any modification or attempt to modify any part of a window, as well as any part painted by anyone other than FENÊTRE NORDIST.

Any work performed by persons whose services were not retained by *FENÊTRE NORDIST*.

Any defect caused as a result of a falling object, an explosion, fire, vandalism or other similar event or in any case of natural superior force such as a hurricane, earthquake or natural catastrophe considered as unusual in Canada.

All regular maintenance work, replacement of normally maintained components such as weather-stripping, any product damaged by any occurrence of superior force, breakage of glass, tearing of screens and the formation of frost on PVC components when the percentage of indoor humidity is too high in relation to the outside temperature.

Conditions:

Products must be installed according to the state of the art, square and true, for this warranty to be valid. Minimum periodic maintenance must be performed (washing the profile extrusions, lubrication of the moving parts and weather-stripping).

Under the conditions of the above-mentioned warranty, any part repaired or replaced will be covered by the remainder of the original warranty.

If the place where the repairs must be performed is located farther than 50 km from the nearest *FENÊTRE NORDIST* authorized distributor, travelling costs will be charged. A prior agreement must be made. The site must be accessible by road. We are not responsible for acquiring, installing and dismantling any scaffolding.

The acquisition date is determined by the *FENÊTRE NORDIST* invoice date.

All repairs will be made during regular office hours.

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Claims:

All claims must be made to your *FENÊTRE NORDIST* distributor, enclosing the purchase invoice or original contract within 30 days after the appearance of the defect. In any case in which the distributor has ceased its operations, a written claim, precisely describing the defect, must be sent to *FENÊTRE NORDIST* to the attention of the After-Sales Service Department at 145, 10th St, Shippagan, N.-B., E8S 1B8.

FENÊTRE NORDIST reserves the right to discontinue production of any model of product presently manufactured or to make changes to such models. If it is impossible to obtain a part identical to one that *FENÊTRE NORDIST* considers must be replaced under this warranty, *FENÊTRE NORDIST* may replace it with one or more parts of equivalent quality.

During the installation or replacement of any window, sliding door or steel door, *FENÊTRE NORDIST* will in no case be held liable for any loss of income or other damages, whether direct, incidental, accidental or due to a defect of a *FENÊTRE NORDIST* product.

This warranty, which applies from January 1, 2015, is the only valid and applicable warranty.

No other warranty, oral or in writing, is valid. Products sold previously by *FENÊTRE NORDIST* are covered by the applicable warranty on the date they were sold.

This warranty is subject to Canadian and American legislation.



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