CONCEPT WARRANTY

DECKO patio doors

20 years on white PVC
5 years on hardware (1 year on the handle and its finish)
10 years on the sealed unit
10 years on aluminum
10 years on painted PVC & aluminum
5 years on excessive fading of the paint
1 year on the screen and its hardware

1 Year
on labour

CONDITIONS

Fenêtres Concept warrants to the original purchaser that its doors are free from manufacturing defects in materials, subject to some conditions and limitations. In addition, the product must not have been modified and/or repainted for or by the consumer.

TRANSFERABLE WARRANTY

The warranty is transferrable to another owner as long as the original purchase invoice is available.

PARTS AND LABOUR

The original purchaser benefits from a parts and labour warranty for 12 months following **the date of delivery to our distributor**. During this period, Fenêtres Concept agrees to replace and install the defective parts (excluding the screen) at its own expense.

Labour is no longer covered at the end of this 12-month period. Replacement parts are subject to warranties and conditions as set forth herein. Fenêtres Concept will replace parts deemed defective with original or equivalent products.

HARDWARE

A 5-year warranty applies to the hardware from the date of delivery.

- It is limited to the tandem, mortise, and multipoint mechanism.
- There is a 1-year warranty on the handle and its finish.

SCREEN

Note: This warranty does not cover the screen. There is a 1-year warranty on the screen hardware.

INSTALLATION

The product must be installed according to standard industry practices. It must be installed square and level. Third parties are not permitted to make modifications or attempt repairs without Fenêtres Concept's prior approval.

IMPORTANT – INSPECTION BY OUR DISTRIBUTOR

You must inspect the product upon receipt and report any imperfections to us. Improper installation, misuse or your shipping carrier's negligence voids any liability on our part.

WARRANTY CLAIM & SERVICE CALLS

Before sending us a service request, as an "Authorized Distributor," you must visit your customer's premises to validate their request**.**

THE INVOICE NUMBER IS REQUIRED TO MAKE A CLAIM.

If our technician travels and determines that we are in no way responsible, you will be billed a minimum of $225 for our travel costs.

Replacement parts sent to distributors for repair will be invoiced and then credited upon return, after inspection.

Parts must be returned F.O.B. to our factory within 90 days of delivery.

EXCLUSION: The screen is not warrantied against tearing or curling.

Fenêtres Concept is not responsible for related costs, such as painting, scaffolding, product finishing, or product removal or reinstallation.

WHITE PVC

There is a 20-year warranty from the date of delivery against any manufacturing defect that could result in cracking and uneven discolouration, subject to normal use and maintenance.

ALUMINIUM

There is a 10-year warranty from the date of delivery against any manufacturing defect that could lead to rust, corrosion or cracking, subject to normal use and maintenance.

EXCLUSION: This warranty does not cover installation, chalking, discolouration, stain or surface dirt accumulation due to sunlight, bad weather or other pollutants. The warranty does not cover the formation of frost on PVC components (this is caused by a humidity level that is too high compared to the outside temperature).

PAINTED PVC & ALUMINIUM

o 10-year warranty: Peeling, cracking and blistering.
o 5-year warranty: Excessive and uneven discolouration.

SEALED INSULATED THERMAL UNIT (thermopane)

There is a 10-year warranty from the date of delivery against any manufacturing defect:
o Attributable to the materials used that cause fogging or dust infiltration on the internal surfaces of the doorglass.

o On aluminum grids and integrated blinds.

If a sealed insulated thermal unit is defective within the 10-year warranty, a Fenêtres Concept technician or one authorized by Fenêtres Concept must perform the replacement work. The warranty for this replaced unit will end on the 10th year anniversary of the delivery date of the original patio door.

SUDDEN DOORGLASS BREAKAGE (thermal breakage)

There is a 10-year warranty from the date of delivery against sudden breakage of doorglass on the internal sides of the sealed insulated thermal unit.

ACCESSORIES

Accessories, such as rollers, locks and handles, as well as the operation of the screen, are warrantied for a period of 1 year without labour.

MAINTENANCE

Do not apply any chemicals to the PVC. For cleaning, use water and mild soap only (use a clear soap that does not contain dye).

UNMATCHED CONCEPT QUALITY

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Warranty in effect as of August 2023.