CONCEPT WARRANTY

MÉLYMAX steel doors

20 years on white steel door
25 years on painted door
2 years on PVC or aluminum cladding
5 to 10 years on doorglass (depending on the supplier)
2 years on the door sweep, weather stripping and hinges

2 Years

on labour

CONDITION

Fenêtres Concept warrants to the original purchaser that its products are free from any material or manufacturing defects, subject to the conditions and limitations stipulated below, and agrees to replace any part deemed defective under the following conditions.

TRANSFERABLE WARRANTY

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

PARTS AND LABOUR

The original purchaser benefits from a parts and labour warranty for 24 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 expense. At the end of this period, replacement parts are subject to the warranties and conditions as stipulated in this document. Repaired or replaced parts will be warranted for the period remaining under the original warranty.

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

As an "Authorized Distributor," you must visit your customer's premises to validate their service request before sending us a service request**.** Repaired or replaced parts are warranted for the remaining warranty period.

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 to our factory F.O.B. within 90 days of delivery.

Exclusions:
The screen is not warrantied against tearing or curling. Tears on the weatherstripping, including the door sweep, are in no way warrantied.

Fenêtres Concept does not cover related costs such as painting, scaffolding, product finishing, or product removal or reinstallation. Storm doors installed in front of our steel doors automatically void any warranty. (Screen doors that are removed in the fall for the winter period do not affect the warranty in any way.)
The peephole is not warrantied against fogging.

DOOR OR SIDE PANEL
NOVATECH or Masonite steel is warrantied for a period of 10 years. Warping up to 1/4" is accepted industry-wide. In addition, the wooden surround that holds the steel panels may eventually crack, which in no way affects the proper functioning of the product. Edge or Climatec door or side panel are guaranteed for life. See www.verreselect.com.

Exclusions:
If you install an aluminum storm door, your warranty is automatically voided.
Streaking, discolouration, stain or dirt accumulation on the surface due to sunlight, bad weather or other pollutants. For a door of more than 84", multi-points are required, otherwise there is no warranty against warping.

PAINT
The supplier's white paint is guaranteed for 20 years.
Painted doors are warrantied for 25 years. This warranty assures you that the paint will not peel, streak or crack under normal conditions. A defective part will be painted in the original colour. However, it is possible that some colour variation may occur due to the time elapsed since the installation of the original components.

Exclusion: This warranty does not cover discolouration, stain or surface dirt accumulation due to sunshine, bad weather or other pollutants.
Wear marks around the handle are considered normal and will not be covered by this warranty.

BUILDING – **WOODEN FRAME AND ITS ASSEMBLY**

Warrantied for a period of 10 years against any manufacturing defect. We use kiln-dried, jointed pine that retains the proper level of humidity. When installing, make sure the frame is installed square and does not cause any twisting due to improper installation.

COMPONENTS

PRODUCTS	Labour warranty	Parts warranty	PRODUCTS	Labour warranty	Parts warranty
Paint colour	5 years	25 years	Sliding screen	2 years	2 years
White paint from supplier	2 years	20 years	MSA screen (door)	None	None
NOVATECH steel door	2 years	10 years	Retractable screen	2 years	10 years
Edge or Climatec door	2 years	Lifetime	PVC covering	2 years	2 years
Solid brass or stainless-steel hinge	2 years	Lifetime	Arcan aluminum cladding	2 years	Lifetime
Regular ball hinge and spring	2 years	2 years	Gentek aluminum cladding	2 years	2 years
Door sweeps, weather stripping and crowns	2 years	2 years	Aluminum sill	2 years	2 years
Flush bolt	2 years	2 years	Commercial sill	None	None
Door closer and panic bar	2 years	10 years	PVC or aluminum sash divider	2 years	2 years
Peephole (not guaranteed against fogging)	2 years	2 years	Resin frame for hung window	2 years	10 years
Multi-point lock (handle)	2 years	5 years	PVC frame for hung window	2 years	10 years
White PVC thermopane moulding	2 years	10 years	Painted for hung window	None	None
PVC painted thermopane moulding	2 years	2 years	Thermopane or doorglass	2 years	10 years
White/painted aluminum thermopane moulding	5 years	Lifetime	Sudden glass breakage (thermal breakage)	2 years	1 year
White PVC retaining moulding	2 years	2 years	Electric strike	2 years	2 years
Aluminum retaining moulding	5 years	Lifetime	Joint sealant	1 year	1 year
¾ ¾ moulding for full window side	2 years	2 years			

PVC AND/OR ALUMINUM COVERING

Warrantied for a period of 2 years against any material or manufacturing defect. This warranty does not cover installation, chalking, discolouration, stain or dirt accumulation on the surface due to sunlight, bad weather or other pollutants.

DOORGLASS

The doorglasses are subject to our suppliers' guarantees (hung windows: water infiltration 2 years, except painted hung windows).
Novatech www.novatechgroup.com // Verre Select www.verreselect.com // Masonite www.masonite.com

MAINTENANCE

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

UNMATCHED CONCEPT QUALITY

Warranty in effect as of February 2024.
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