FENÊTRES CONCEPT WARRANTY

PVC and Hybrid Windows

20 years on white PVC
Limited lifetime warranty on sealed units
10 years on aluminum
10 years on painted PVC & aluminum
20 years on hardware
1 year on the screen and weather stripping

5 years
on labour

CONDITIONS
Fenêtres Concept warrants to the original purchaser that its products are free from 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 if the original contract or purchase invoice is available.

PARTS AND LABOUR
The original purchaser benefits from a parts and labour warranty for one period of 5 years 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 period. Fenêtres Concept will replace the parts deemed defective with original or equivalent products, such as F.O.B. Terrebonne. Replacement parts are subject to warranties and conditions as set forth herein.

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. 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.

THE INVOICE NUMBER IS REQUIRED TO MAKE A CLAIM.

Additional travel charges will apply if the repair location is outside a 50 km radius from our distributor.

Replacement parts sent to distributors for repair will be invoiced and then credited upon return, after inspection. Parts must be returned to our factory within 90 days of delivery.

Exclusion: The screen is not warrantied against tearing or curling, nor is the weatherstripping. Fenêtres Concept does not cover related costs such as painting, scaffolding, product finishing, or product removal or reinstallation.

WHITE PVC COMPONENTS

These are warrantied for a period of 20 years against any manufacturing defect that could result in breakdown, chipping, cracking, corrosion or damage, under normal use and maintenance.

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

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Warranty in effect as of June 2023

HARDWARE

All hardware parts installed on our windows are 100% warrantied for a period of 20 years. Replacement will be made with original or equivalent products. When repairing, replacing or exchanging, the initial warranty applies (i.e. the warranty will end on the window's 20th year anniversary).

SEALED INSULATED THERMAL UNIT (THERMOPANE) LIMITED LIFETIME WARRANTY

Fenêtres Concept warranties the sealed units installed on its windows for the product's lifetime. This warranty applies to sealed units manufactured with low-emissivity glass (LOW-E Argon) when used in the manufacture of complete products only, against the formation of filming, fogging, or dust deposits between the two panels of glass caused by an improperly sealed joint and resulting in an appreciable reduction in visibility, according to the table below.

Table of coverage proportions of sealed units

Year	Fenêtres Concept warranty coverage	Consumer's responsibility
0 - 20*	100%	0%
20 or more	25%	75%

* The warranty period for a replaced sealed unit will end on the 20th year anniversary of the original window.

*The warranty will begin on the shipping date from Fenêtres Concept.
If a sealed unit becomes defective within the limited lifetime warranty, a Fenêtres Concept technician must perform the replacement work.

SUDDEN GLASS BREAKAGE (THERMAL BREAKAGE)
There is a 2-year warranty on sudden glass breakage following the delivery date.

Description: A crack on the inside of the sealed unit, at a 90-degree angle with the edge of the glass, with no point of impact.

Exclusion: This warranty does not cover sealed units sold alone (not installed at our factory).

SEALED INSULATED THERMAL UNIT (THERMOPANE) SOLD ALONE
The 10-year warranty applies against the formation of fogging or dust deposits between the two glass panels caused by a weak seal in the joint, resulting in an appreciable reduction in visibility if installed according to standard industry practices by a Fenêtres Concept-authorized technician. This does not cover thermal breakage. A copy of the installer's invoice is required when claiming the thermopane.

ALUMINUM COMPONENTS
All aluminum profiles are 100% warrantied for 10 years against any material or manufacturing defect, provided normal use and maintenance. This warranty does not cover window installation, discolouration, stain or dirt accumulation on the surface due to sunlight, bad weather or other pollutants.

PAINT
Painted windows are 100% warrantied for a period of 10 years. This warranty assures you that the paint will not peel, blister, crack or split under normal conditions. This warranty does not cover discolouration, stain or dirt accumulation on the surface due to sunlight, bad weather or other pollutants. 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.

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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