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Ten-year warranty on the steel panels of Novatech and Masonite doors

GENERAL RESTRICTIONS

1. This warranty is only offered to direct clients of ALUMICAN DOORS INC., namely authorized distributors and retailers, and excluding consumers.

2. This warranty excludes manufacturing and materials that were supplied, installed and warranted by other stakeholders, namely a manufacturer, distributor, installer, retailer or contractor.

3. This warranty does not cover damages sustained as a result of abusive handling, improper use, improper installation, inadequate maintenance, application of an unsuitable finish, an act of vandalism or an explosion.

4. Doors awaiting installation must be stored in a clean, dry, tempered and ventilated area. They must never be exposed to excessive humidity or extreme temperatures.

5. This warranty does not cover damages caused to steel surfaces following exposure to chemicals, air pollutants, toxic fumes, acid rain or salt fog.

6. This warranty does not cover water or air infiltration resulting from extreme weather conditions.

7. The steel panels **are warranted for ten (10) years** against warping **exceeding a quarter (¼) inch,** and delamination. Any collapse or major permanent distortion not exceeding the requirements of standard CAN/CGSB-82.5-M88 will be deemed acceptable under the terms of this warranty.

8. Changes made to a door, namely the installation of hardware, locks or other components, must not damage or affect the initial properties of the door. This warranty does not cover damages caused to the door, such as water infiltration and rust, resulting from the modification, drilling and installation of hardware, windows or other components.

9. This warranty does not cover damages caused by exposure to extreme heat, namely, if installed behind an unventilated storm-door exposed to sunlight, or in case of fire.

10. This warranty does not apply to a door deemed defective because of a faulty structure or foundation that leads to the displacement of the building in which it is installed.

11. This warranty cannot be modified and is not transferable.

12. ALUMICAN DOORS INC. can request the inspection of the defective door by one of its representatives to determine whether this warranty (or part of it) applies.

13. The multipoint locking system is mandatory for panels of 84 inches or more. If it is not installed on the door, the warping warranty becomes void.

Labour: two (2) years

Warranties for painted surfaces

The white finish of Novatech and Masonite is **warranted for twenty (20) years** against major discoloration and chalking.

The colour finish that is factory applied by ALUMICAN DOORS INC. is **warranted for life** against chipping, squaring, splitting, cracking, flaking and blistering, in normal wear conditions. It is important to note that some wear marks deemed normal, mainly around the handles, are not covered by this warranty. It is acknowledged and accepted that if surfaces are not exposed to sunlight or other elements evenly, the colour consistency may be affected and vary randomly. The colour of replacement parts may seem different when exposure to sunlight or common air pollutants led to the gradual discoloration of surfaces. The warranty does not apply in this case as these are normal phenomena.

Twenty-five-year warranty on fiberglass door panels

ALUMICAN DOORS INC. would like to inform you that this product will remain available; however, given its fragility, we do not provide customer service for it, but are committed to providing parts. You will be credited for the cost of the parts once our supplier approves the defect.

Labour: two (2) years

PVC thermopane mouldings

The white (unpainted) thermopane mouldings are **warranted for one (1) year** against any manufacturing defect and water infiltration.

Hybrid thermopane mouldings (PVC/aluminum)

The white or colored hybrid thermopane mouldings (PVC/aluminum) are **warranted for life** against any manufacturing defect and **for five (5) years** against water infiltration.

PVC retaining type moulding

The white (unpainted) PVC retaining type mouldings are **warranted for ten (10) years** against any manufacturing defect.

Aluminum retaining type moulding

The white or colored aluminum retaining type mouldings are **warranted for life** against any manufacturing defect.

Labour: two (2) years

Exterior PVC covering

The white exterior PVC covering is **warranted for ten (10) years** against any manufacturing defect.

Interior PVC covering

The white or colored interior PVC covering is **warranted for life** against any manufacturing defect (N.B.: the door must be removed to change this part).

Exterior aluminum covering

The white or colored exterior aluminum covering is **warranted for ten (10) years** against any manufacturing defect.

Interior aluminum covering

The white or colored aluminum covering is **warranted for life** against any manufacturing defect (N.B.: The door must be removed to replace this part).

Any covering exposed to sunlight or common air pollutants can suffer gradual discoloration, chalking or an accumulation of stains or dirt on the surface. The warranty does not apply in this case as these are normal phenomena.

Labour: two (2) years

Aluminum threshold

The threshold aluminum is **warranted for two (2) years** against any manufacturing defect.

Commercial threshold and threshold for people with reduced mobility

The commercial threshold and the threshold for people with reduced mobility are not warranted against any infiltration as they are not considered watertight components.

Sweep, thermal breakage and weather stripping

The sweep and thermal breakage on the door bottoms are **warranted for one (1) year**, in normal use conditions **(N.B.: A door that is not installed level and square will eventually lead to the tearing of the door sweep. The warranty will not apply in this case)**.

The weather stripping is **warranted for one (1) year.** It must be cleaned and lubricated after installation and as required thereafter (every 6 months). **(N.B.: To lubricate, use a dry silicone-based lubricant.)**

Labour: one (1) year

Multipoint Ferco hardware

The Ferco hardware sets are **warranted for five (5) years** against any manufacturing defect. **For the warranty to apply, all mechanisms must be lubricated every six (6) months with a dry silicone-based lubricant.**

Labour: two (2) years

Door hinges

The door hinges are **warranted for ten (10) years** against any manufacturing defect. **For the warranty to apply, the hinges must be lubricated every six (6) months with a dry silicone-based lubricant**. The finish is **warranted for one (1) year. S**olid brass hinges are **warranted for life**. **This warranty only applies if there is no sign of moisture or frost on the door.**

Labour: one (1) year

Astragals

The astragals are **warranted for two (2) years** against any manufacturing defect, and their hardware as well. **(N.B.: The warranty does not apply if there is air or water infiltration. To prevent this problem, the door must be installed level and square by a specialist.)**

Door viewer

The door viewer is **warranted for two (2) years**; however, it is not warranted against fogging.

Labour: two (2) years

Screens

The screens are **warranted for two (2) years** against any manufacturing defect.

Labour: two (2) years

Éléments Déco PVC or aluminum half beams or appliqués

The Éléments Déco half beams and appliqués are **warranted for one (1) year** against disbonding.

Labour: one (1) year

Resin or PVC guillotines

As mentioned in the Novatech Group warranty, the guillotines are **warranted for ten (10) years** against any manufacturing defect and **for two (2) years** against water infiltration.

Thermopanes and stained-glass windows

All sealed glazing panels are **warranted for ten (10) years** from the manufacture date. This manufacturer's warranty on sealed units protects you against film formation and dust deposit on the internal surfaces between glasses.

Any manufacturing defect invisible to the naked eye on the glass or moulding, at a distance of (1) meter (3 feet), will be deemed normal and consequently, inadmissible to free replacement. This inspection method complies with the quality standards of thermopane manufacturers, in compliance with standard CAN CGSB 12.3-M.

IMPORTANT NOTE

Textured glasses used to produce our decorative units can have an uneven "pattern", such as small bubbles or streaks, which are an integral part of this raw material.

The oxidation process used to darken the lead rods to give them a vintage look is hand-made and leads to variations in the finish and colour, which are part of the process. Reddish areas resembling rust can appear occasionally and randomly and cannot be considered defects.

Labour: two (2) years

OTHER IMPORTANT POINTS:

ALUMICAN DOORS INC. recommends that all doors be installed level and square by a specialist.

The responsibility of ALUMICAN DOORS INC. is limited to the replacement of defective parts on a door that has been removed. The client is responsible for prior removal of the door and for reinstalling it once the parts have been replaced by ALUMICAN DOORS INC.

It is important to warn ALUMICAN DOORS INC., within 48 hours of the date written on the delivery note, of the presence of irregularities or scratches on the doors, panels, windows and mouldings, as well as on the exterior covering of the framings. The products must be inspected by the client, either in his warehouse, or directly on the delivery site, prior to the installation, otherwise ALUMICAN DOORS INC. shall not be required to respond to any service call.

This warranty does not apply if frost or condensation forms on the inside or outside of a door because of strong moisture and reduced airflow inside the residence in which it is installed. Air humidity that is too high causes condensation on the interior surface of the glass, a phenomenon that leads to hardware deterioration. For more information, please visit the Canadian Mortgage and Housing Corporate website at: http://www.cmhc-schl.gc.ca.

Once the door is installed, claims to ALUMICAN DOORS INC. must be made within fifteen (15) days if the door has a defect, within the limitations of the warranty.

This warranty applies to doors opening inwards. Doors opening outwards are not covered against water infiltrations.

It is strongly advised that the distributor or contractor verify the problem before calling ALUMICAN DOORS INC. Not doing so may lead to additional fees. This warranty applies to defective parts and not to problems resulting from a faulty installation.

Requests must be sent by email (sav@alumican.ca) to the Customer Service Department at ALUMICAN DOORS INC. and include the original bill and door installation site details. Service will be provided during business hours.

ALUMICAN DOORS INC. products have been evaluated by CLEB Laboratories according to their heat transfer rate, energy rating and air and water tightness. Our doors are certified ENERGY STAR, a symbol for energy efficiency.

Client _____

Date _____

I agree to sell products manufactured by ALUMICAN DOORS INC. and acknowledge having read, understood and accepted the warranties mentioned above.