Novatech patio doors (hereinafter “Novatech”) Warranty[1]

Canada

A. LIMITED WARRANTY ON PARTS ONLY OFFERED EXCLUSIVELY TO WINDOW AND DOOR MANUFACTURERS LOCATED IN CANADA

1. Specific warranty coverages

1.1 20-year limited warranty against yellowing, splitting, excessive warping, peeling, cracking or uneven discoloration on aluminum profiles.

1.2 20-year limited warranty against peeling, warping, blistering, splitting and major non-uniform discoloration on unpainted extruded PVC profiles.

1.3 Limited warranty on double or triple sealed units, with or without grids. More specifically:

1.3.1 10-year limited warranty in Canada on sealed units against the formation of films or dust deposits between the 2 sheets of glass caused by a lack of sealing of the unit.

1.3.2 10-year limited warranty on integrated blinds for unsealing and mechanism.

2. Limited warranty on paint against non-adherence, cracking and peeling

2.1 10-year limited warranty for PVC major discoloration (delta 8): AAMA 613-02.

2.2 5-year limited warranty for aluminum major discoloration (delta 5).

2.3 10-year limited warranty for AAMA 2605 (ref. Duranar).

2.4 5-year limited warranty for Anodizing.

3. Limited warranty on hardware

3.1 5-year limited warranty on the following hardware: tandem rollers, mortise mechanism, lift & slide door mechanism, screen rollers and screen hardware.

3.2 10-year limited warranty on coastal Kit: stainless rollers, stainless strike plate and stainless steel double point mechanism.

B. CASES NOT COVERED BY THIS WARRANTY

1. An installation that does not conform to the instruction sheets and/or does not meet the Canadian CSA A-440 standards.
2. A product installed in an environment that requires performances exceeding those specified in the order confirmation issued by Novatech.
3. Non-conformities due to on-site components assembly, such as transoms, sidelites, glazing and any other loose component shipped separately.
4. Film added on top of the thermos after it has been manufactured.
5. Spontaneous breakage and scratches on the exterior surface are not guaranteed after installation.
6. Any damage caused by abuse, neglect, accident, vandalism, natural disaster, act of God, improper maintenance and/or installation, third party, mishandling or any other similar causes beyond Novatech’s control.
7. Any aesthetic problem/surface breakage noticed prior to the installation is not guaranteed by Novatech if authorization to install was not obtained from Novatech prior to installation.
8. Water or air infiltration caused by any of the situations described in Section C of the present Warranty.
9. Defects or damage caused by poor heat or ventilation control.

[1] In force as of •, February 2024

10. Condensation caused by excess moisture in the building.

MAXIMUM HUMIDITY LEVEL IN RELATION TO EXTERIOR TEMPERATURE	
Exterior Temperature(°C)	**Relative Humidity**
-30°C and under	Maximum 15%
-30°C to -24°C	Maximum 20%
-24°C to -18°C	Maximum 25%
-18°C to -12°C	Maximum 30%
-12°C to -6°C	Maximum 35%
-6°C to 0°C	Maximum 40%

11. Any breakage caused by a faulty adjustment.
12. Discoloration or deformation of surfaces caused by: exposure to excessive heat sources, exposure to chemical or corrosive materials, use of inappropriate cleaners or solvents or exposure to aggressive environments (air pollutants and salt air).
13. Painted flexible surfaces such as co-ex or rubberized laminates.
14. Any product repaired, modified, painted or altered by someone other than Novatech or a third party approved by Novatech.
15. Any product sold “as is” or without warranty.
16. Integrated blinds: Novatech reserves the right to refuse a replacement unit if it has been used improperly or does not meet Novatech's quality standards.
17. Any non-conformity related to the screen mesh after installation of the product.
18. No service will be performed on a product deemed compliant by Novatech.

C. ADDITIONAL INFORMATION

1. Novatech reserves the right to refuse to provide labor if the service presents a real risk to the health and safety of the technicians.
2. It is the customer's responsibility to provide the necessary equipment to perform the service and to ensure accessibility to the door.
3. Novatech reserves the right to modify the design of any given product without being obliged to make said modification on such products already delivered. Said modification by Novatech shall not, in any circumstances, be construed as an admission by Novatech of a product design defect.
4. Repairs to the product must be done by or as directed by Novatech. Failure to follow Novatech's recommended repair method may result in the warranty no longer being applicable or in charges being imposed if Novatech has to redo or redirect repairs.
5. The warranty applies from the date of delivery only.
6. The warranty applies to residential and institutional uses only. It excludes any commercial and industrial uses.
7. In the event of a modification or discontinuation of a part/option, Novatech agrees to replace the part with its equivalent or superior part only. Novatech is not required to provide an identical part.
8. Novatech will not provide any financial compensation for installations, modifications, loss of time, work or any other reason not approved in advance by Novatech.

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