

WARRANTY



Abritek offers products designed for performance and durability. We manufacture the only tested window up to -30°C and anti-aging on the market.

Residential warranty effective June 04th 2018

Unless otherwise indicated, Abritek guarantees all parts and labour time on products for a limited period of one year. In accordance with the direct result of the manufacturing process for parts and components.

WINDOWS

PVC and aluminum profiles are warranted from all fabrication defect imputable to the material that could lead to blistering, flake off, corrosion or excessive decolourization for a 20 years period.

Sealed glass panels used for windows are guaranteed for 10 years for clear units or 20 years for Low-E units against seal failure and with following conditions. The labour time is warranted 1 year.

The sealed units are warranted against the thermal failure for a period of 1 year for parts and labour time from the date of the delivery.

This warranty for the sealed units on windows covers a possible film or small dust deposit on the interior surface of the panel, caused by a possible leak of the jointing (not by the breaking of the glass). It must constitute an appreciable obstruction of the vision at 10 feet from the window.

DOORS

The white steel door panels are guaranteed for 5 or 20 years as specified on the order form against flake off and excessive decolourization. Major deformations such as; sagging, inflating, torsion and perforation due to rust are covered for 5 years.

The Low-E designed glass and the clear glass used for steel doors are warranted for 5 years (clear) or 10 years (Low-E) against a seal failure.

PATIO DOORS

Sealed glass panels used for patio doors are warranted for 20 years against seal failure (Low-E Argon). (10 years clear units)

LIMITATIONS AND CONDITIONS OF THE WARRANTY

The warranty does not apply if the damages are the result of one of the following conditions:

- The installation is not according to the Canadian building code.
- Installation is not square at right angles and at level.
- The humidity rate inside the building is over the rate indicated in the annex.
- An abusive use.
- An abnormal atmospheric pollution.
- Non appropriate exposure to chemical products.
- A maintenance problem.
- Break and entry.
- An external cause such as: fire, flooding, earth quake, storm, tornado or all other acts of God.
- The thermal failure is not covered if the units is sold by it self or if it be installed by other people than Abritek members.
- Replaced parts will be cover by the warranty till the end of the initial term.
- When «No warranty» is mentioned on the order form, there is no warranty on the products.
- The client has the responsibility to carefully inspect all the products that Abritek manufactures and delivers. Following this, no warranty will be honoured caused by an exterior damage. Such as broken parts, scratches, lumps or bumps.

TRANSFERABILITY OF THE WARRANTY

The residential guarantee is transferable in the following condition: if you sell your home, the guarantee for the sealed units of the windows is complete for a duration of 10 years and covered up to 75% for the 5 following years as the original delivery date.

RESIDENTIAL WARRANTY INFORMATIONS

| Products | PVC parts | Aluminium components | Hardware | Sealed units ** | Thermal Failure | Paint *** | Parts & labour time |
|--|-----------|----------------------|--|-----------------------------------|-----------------|---|---------------------|
| (Full PVC) Casement Awning Sliding Hung tilt Tilt & turn (marquise) | 20 years | - | Casement / Awning: Life-time Other: 10 years | 10 years std 20 years low-e | 1 year | 10 years | 1 year |
| Patio doors | 20 years | - | 1 year | 10 years std 20 years low-e | 1 year | 10 years | 1 year |
| Hybrid windows | 20 years | 20 years | Casement / Awning: Life-time Other: 10 years | 10 years std 20 years low-e | 1 year | 10 years | 1 year |
| Hybrid patio doors | 20 years | 20 years | 1 year | 10 years std 20 years low-e | 1 year | 10 years *** | 1 year |
| Steel Doors * Fiberglass doors | 20 years | 1 year | 1 year *** Abrisecur: Finish 5 years Mechanism 10 years | 5 years std 10 years low-e | 1 year | 5 or 20 years white 10 years paint 5 years stain | 1 year |
| Wood imitation interior Solid wood interior | 20 years | 20 years | 10 years | 10 years std 20 years low-e | 1 year | 10 years *** | 1 year |

* Door steal panels are guaranteed 5 years against major deformations such as sagging, swelling, torsion and perforation due to rust.

** Sealed units sold alone, warranty does not cover thermal breakage and the thermos is guaranteed for 10 years against fog.

** **Thermal failure:** Abritek will replace and install the sealed units of theirs windows and patio doors for a period of 12 months from the date of purchase. Thermos installed by anyone other than a member of Abritek staff will not be warranted for thermal failure.

** **Fog caused by a sealed problem:** Standard unit = 10 years // **Low-E Argon = 20 ans.** Abritek will accept to change defect sealed units on presentation of the invoice or order number. Installation price (+ of 12 months) is entirely covered by the costumer.

*** Painted interior hardware will not be cover by the warranty for color changing or paint scratch.

*** Corrosion are not covered on regular door hinges.

*** Hybrid patio doors are 10 years limited warranty. As of the invoice date, a 10-year warranty applies to aluminum extrusions (on adhesion, splitting and peeling of paint on the profiles). A 5 years warranty applies on excessive and non-uniform gloss change. For the next 5 years, if necessary, the paint will be provided and the labor time not included.

→ Replaced parts will be covered by the warranty till the end of the initial term. (Equivalent if parts are discontinued)

→ To honor the warranty, the customer has to show the invoice or the order number.

→ A MANAGEMENT FEE may apply for return or replacement of sealed units guaranteed (10 years and over only).

APPLICATION PROCEDURE OF THIS WARRANTY

The distributor has to make a first inspection of the defect product and insure himself:

- That the problem is not due to an inadequate installation or at one of the conditions that can limit warranty.
- To note the serial number of this product.

Distributor or contractor have to make a written service request on the provide form.

Distributor / contractor: _____ Date: _____

of order: _____ # of invoice: _____

Distributor / contractor signature: _____

Customer signature: _____

MAINTENANCE

The inside humidity level should be controlled to avoid surface condensation problems on the internal glass surface. Also, in winter, a high level of humidity with cold temperature outside could cause ice on glass surface. The Canadian Standards Association (CSA) suggests reducing humidity levels as indicated below:

| OUTSIDE TEMPERATURE | MAXIMUM RELATIVE HUMIDITY |
|---------------------|---------------------------|
| -29°C | 15% |
| -28°C to -23°C | 20% |
| -22°C to -18°C | 25% |
| -17°C to -12°C | 30% |
| -11°C to -7°C | 35% |
| -6°C to + 4°C | 40% |

- Rooms should be aired regularly to maintain low humidity levels in the house.
- Paint only wooden or steel parts. Hardware, PVC and weatherstripping must not be exposed to paint, dye or solvents.
- The customer is responsible for changing, if necessary, weatherstripping and caulking. This is considered normal maintenance.