



# RESIDENTIAL WARRANTY CERTIFICATE

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.

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.

The white steel door panels are guaranteed for 10 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.

Sealed glass panels used for patio doors are warranted for 10 years against seal failure.  
(Clear standard or Low-E Argon)

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.

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.

## 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.

This warranty cover the original owner of the products and is not transferable.

Replaced parts will be covered 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.

## 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.
  - The distributor has to make a written service request on the provided form.

Please advise your distributor or contractor to complete this form.

Distributors : \_\_\_\_\_ Date : \_\_\_\_\_

# of order : \_\_\_\_\_ # of invoice : \_\_\_\_\_

Distributor signature : \_\_\_\_\_

Customer signature : \_\_\_\_\_

# ABRITEK DOORS AND WINDOWS INC. RESIDENTIAL WARRANTY INFORMATIONS

PRODUCTS	PVC parts	Aluminum components	Hardware	Sealed units	Thermal Failure	Paint	Parts and labour time
Casement - Awning - Hung tilt and sliding Windows (full PVC)	20		10	10 std 20 low-e	1	10	1
Wood sliding PVC covered	1		1	10 std 20 low-e	1		1
Patiodoors	20		1	10	1	10	1
Hybrid Windows	20	20	10	10 std 20 low-e	1	10	1
Hybrid patio doors	20	20	1	10	1	10	1
Steel doors	20		1	5 std 10 low-e	1	10 / 20	1

**\*\* More informations:**

- If the sealed unit is sold by it self, the warranty does not cover thermal failure and will reduce to 10 years the sealing coverage.
- **Thermal failure:** Abritek will replace and install sealed units of there windows and patio doors for a limited time of one year, following the purchase date.  
All sealed units installed by other people than Abritek members will not be covered by the thermal failure warranty.  
Info : <http://www.nrc-cnrc.gc.ca/eng/idp/irc/dcc/digest-construction-129.html>
- **Fog caused by a sealed problem :** Standard unit = 10 ans  
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.

Replaced parts will be covered by the warranty till the end of the initial term.

This warranty cover the original owner of the products and is not transferable.

To honor the warranty, the customer has to showthe invoice or the order number

**PRODUCT 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**

29°C  
28°C to -23°C  
22°C to -18°C  
17°C to -12°C  
11°C to -7°C

**MAXIMUM RELATIVE HUMIDITY**

15%  
20%  
25%  
30%  
35%

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.