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## The "VERDUN Warranty"

Effective May 1st, 2022

We are proud to have been serving you for over 50 years and thank you for trusting us once again.

As distributors specializing in doors and windows, we offer you the widest range of products on the market, selected from the best manufacturers in the industry, in order to meet your needs and advise you objectively.

We have so much confidence in our manufacturing partners that we have decided to offer our clients an unequalled warranty, the "VERDUN Warranty".

This warranty ensures you have the best protection in the industry. **That is to say, between two warranties from different manufacturers, Portes & Fenêtres VERDUN always offers you the most generous one, ensuring you unmatched peace of mind.**

In this document, you will find all the information relating to the warranties offered on all products purchased from us and installed by our teams, if applicable. Please note that this warranty is transferable. In the event of the sale of the building where the work was done, we invite you to give the buyer this document along with the original invoice.

**As for the installation of your doors and windows, it will be done in accordance with regulations** (squaring, level and plumb, insulation) **by installation teams certified by Portes & Fenêtres VERDUN, and will be warrantied for a period of ten (10) years.** This warranty covers any product defect resulting from improper installation. The warranty applicable to labour will be of 12 months. As for the sealant joints' watertightness, since these must be inspected and maintained on an annual basis by the owner, the applicable warranty will be of 12 months following the date of installation.

The branch where you made your purchase will honor the warranties on the products purchased from us. If the manufacturer's intervention were to be necessary, we will coordinate everything with you. If you have any questions regarding our warranty, we invite you to contact your branch's customer service. Help us respond quickly and efficiently by providing the following information:

- a) a proof of purchase (i.e.: a receipt);
- b) the product's serial number, if available;
- c) contact details where we can reach you;
- d) the description of the problem and the product (pictures are useful);
- e) the address where we can inspect the product and find the problem.

Throughout this document, you will find recommendations for use and maintenance. We recommend that you refer to it as failure to comply with these recommendations could void the warranty. The VERDUN Warranty includes labour for the replacement of defective components for a period of **one (1) year**. If this period has expired, we may offer you the labour service for the applicable service charges.

## **WINDOWS**

### **PVC COMPONENTS**

VERDUN warrants for a period of **twenty-five (25) years white** PVC frames and shutters against decay, cracks and deformation.

VERDUN warrants for a period of **ten (10) years** PVC frames and shutters **painted in colors** against decay, cracking, deformation and uneven discoloration (more than five (5) Delta-E units) and disintegration.

### **ALUMINUM COMPONENTS**

VERDUN warrants for a period of **twenty-five (25) years** aluminum extrusions and profiled aluminum coatings against chipping, cracking, peeling and checking.

### **WOOD COMPONENTS**

On wooden doors and windows, the manufacturer's warranty will apply. The manufacturer's warranty documents can be found on the [www.pfverdun.com](http://www.pfverdun.com) website in the "Warranties" section.

For the purposes of this warranty, natural variation in the wood's color is not considered a defect.

This warranty becomes void if the windows, doors and wooden components are not regularly maintained and protected by the application, **at the latest thirty (30) days after the date of delivery to the client.**

Before painting or staining a wood product, please consult the manufacturer's documentation or contact a stain professional for recommendations.

Any piece of wood replaced during the repair of a defective product remains in its natural state. VERDUN is not responsible, throughout the warranty period, for paint, stain (or other coating) and its application. Certain conditions such as excessive

humidity or condensation may invalidate this warranty.

### **GLASS (SEALED UNITS OR THERMOS)**

VERDUN warrants for a period of **twenty-five (25) years** the double-sealed sealed glass units and the low emissivity sealed glass units (LOW-E) installed in its products. The warranty provides for the replacement of the thermos if there is a film formation on the surfaces of the thermo and this constitutes an appreciable obstruction to vision, due to a defect in the sealer which maintains the seal between the glass surfaces.

**From the tenth (10th) year** until the end of the warranty period, the consumer's share of responsibility for the cost of the replaced product is 75%, with the balance being assumed by VERDUN.

**Triple sealed** units and sealed units of any type larger than 30 square feet (**oversized**) are covered by the manufacturer's warranty.

**Thermal/spontaneous** breakage, which is characterized by a crack in the interior glass, is guaranteed for a limited period of **one (1) year**.

According to Canadian industry standards, all manufacturing defects invisible to the naked eye on the glass or moulding, and this, more than one meter (3 ft) away, will not be considered a defect in the sense of this warranty.

A defect in the glass must be visible from 1 metre (3 feet) at all times of the day without direct sunlight and be within an oval representing 80% of the glass surface.

### **HARDWARE**

VERDUN warrants for a period of **ten (10) years** the hardware incorporated into the products against any manufacturing defect and any defect in the materials

rendering it unusable under normal conditions of use.

A video capsule on the use and handling of the different types of hardware can be found on the [www.pfverdun.com](http://www.pfverdun.com) website in the "Videos" section.

Hardware that has been painted, varnished or coated with a substance voids this warranty.

### **SCREENS**

VERDUN warrants that the screen frames supplied with the products will be free from manufacturing defects due to the material or the labour for a period of **one (1) year**. This warranty does not apply to the screen fabric that has been split, punctured, scratched or in which a hole has been ripped after delivery. Depending on the dimensions of the screens, the tension of the wick and the frame may vary.

### **WEATHERSTRIPPINGS**

VERDUN warrants for **ten (10) years** the window weatherstrippings against any defect in materials under normal conditions of use. Take care to verify that the weatherstrippings retain their softness and flexibility. Make sure they are free of paint or stain; this affects the seal and overall performance of the product. This is normal and necessary maintenance.

Weatherstrippings that have been painted, varnished or coated with a substance that could affect the proper functioning of the product void this warranty.

### **PAINT**

VERDUN warrants for a period of **ten (10) years** the paint applied in the factory against blistering, peeling and significant discoloration (more than five (5) Delta-E) which would not be due to exposure to chemicals, corrosives or excessive weather conditions.

During the first 10 years (beginning on the invoice date), upon receipt of a written complaint in accordance with the conditions of this warranty, Verdun will apply a new paint, on site. No other inconvenience or indirect damage will be covered by the warranty.

A painted part that turns out to be defective will be repainted in the color originally ordered. It is possible that there is a variation in color due to time compared to the other surrounding original elements.

Exposure to sunlight and common airborne pollutants can cause gradual fading, chalking or an accumulation of stains or dirt on all PVC surfaces, which is considered normal wear.

During the subsequent 10 years of the warranty, Verdun will supply its client with a sufficient quantity of paint to touch up damaged surfaces.

This warranty on paint specifically excludes all other damages, whatever they are, including labour costs, except for the first 10 years, direct and indirect damages, actual or foreseeable, present or future.

### **STEEL DOORS**

All doors used under normal conditions, i.e., residential use, are warranted (parts and labour) for a period of **one (1) year** against any manufacturing defect, from the product's invoice date.

During subsequent years, VERDUN undertakes, if necessary, to supply the defective component, labour costs will then be excluded.

Steel doors installed as the main access door to more than 2 dwellings in a rental building or a business cannot be covered by this warranty against manufacturing defects, their use not corresponding to a residential use.

### **DOOR AND SIDE PANELS AND DECORATIVE PANELS**

VERDUN warrants steel doors for a period of **fifteen (15) years** against all manufacturing defects, delamination and warping. Warping in the panels equal to or inferior to a quarter inch (1/4") or six (6) millimeters is not considered a manufacturing defect within the meaning of this document.

Any sign of water infiltration or traces of moisture must be reported immediately to identify and eliminate the cause and avoid further deterioration. Failure to report such a situation could result in exclusion of the warranty.

## **DOOR COMPONENTS**

VERDUN warrants for a period of **one (1) year** the components (frame, weatherstrippings, threshold, thermal breakage, door bottom brush, retaining type moulding, PVC coating and the hinges) against any manufacturing defect.

## **BUMPS AND SCRATCHES**

All bumps and scratches must be reported to us upon installation, before the installation team leaves the site.

This warranty does not apply to defects caused by improper installation, abusive use or during transportation.

## **PAINT**

VERDUN warrants for a period of **ten (10) years** the finish of panels and components painted in the factory against spontaneous flaking. Note that some signs of wear will be considered normal and are not covered by the warranty (mainly around the handles).

The flaking of the paint on the PVC parts (excluding door bottom brushes) is warranted for a period of **ten (10) years**.

The color of the replaced parts could be different due to a gradual discoloration caused by exposure to sunlight and common air pollutants, these are normal phenomena for which this warranty does not apply.

## **DOOR GLASS (SEALED UNITS OR THERMOS)**

VERDUN warrants for a period of **five (5) years** convenience-type door windows (sash, glass with tiling, clear glass and glass with integrated blind) are warranted for a period of **five (5) years** against fogging or the deposit of dust on internal surfaces, resulting from a lack of tightness of the joints and constituting a significant reduction in vision. However, spontaneous breakage is warranted for a limited period of **one (1) year**.

VERDUN warrants for a period of **ten (10) years** the sealed units with **decorative glass inserts installed** in the steel doors. The warranty provides for the

replacement of the thermos if there is a film on the surfaces of the thermo, if this constitutes appreciable obstruction to vision, due to a defect in the sealer which maintains the seal between the glass surfaces. However, spontaneous breakage is warranted for a limited period of **one (1) year**.

Given the specific and artisanal characteristics of the glasses used, there may be visible and acceptable imperfections. According to Canadian industry standards, all manufacturing defects invisible to the naked eye on glass or moulding, and this, more than one meter (3 ft) away, will not be considered a defect in the sense of this warranty.

According to Canadian standards CAN CGSB 12.3-M91, CAN CGSB 12.8 M97 visual defects are inspected on a black background with fluorescents on the rear sides and a 500-watt halogen light placed at the top so that the light is indirect. The unit is positioned at normal height when installed in a door. The unit is then inspected standing 3 feet away for TRIPLE GLASS models. For the other models, the center is inspected at 3 feet away and the edges at 5 feet away. The unit frame, will be inspected at 5 feet away because it is not in the direct field of vision. If the defect is not visible at these distances, the unit is considered as being in accordance with industry quality standards.

It should be noted that this inspection method and this glass quality standard are directly inspired by the quality verification criteria generally recognized in the industry.

Units with visual defects must be returned to us within one month of the unit's installation. Defects must be circled.

## **PVC MOULDING**

VERDUN warrants for a period of **ten (10) years** the white PVC mouldings used to retain the glass units sealed in steel doors against unwelding, excessive rippling, yellowing, cracking, and water infiltration. The warranty on painted PVC mouldings is covered for **one (1) year**.

## **HINGES:**

VERDUN warrants for a period **one (1) year** regular hinges, ball hinges and decorative ball hinges against rust. The finish on the stainless-steel ball hinges is

warrantied for life. Hinges on outward-opening doors that are not stainless steel are excluded from the warranty.

#### **MULTI-POINT HANDLE**

VERDUN warrants for a period of **one (1) year** the factory-installed multi-point handles against manufacturing defects, malfunction of the mechanism and finishes.

#### **COMMERCIAL THRESHOLD AND WHEELCHAIR THRESHOLD**

Given the design of these thresholds intended for particular uses, no warranty can be offered against water infiltration, condensation and the formation of frost.

### **PATIO DOORS**

#### **PVC AND ALUMINUM COMPONENTS**

VERDUN warrants for a period of **twenty (20) years** **white** frames and shutters against cracks and deformation.

VERDUN warrants for a period of **ten (10) years** frames and the shutters **painted in colors** against cracks and deformation.

#### **WOODEN COMPONENT**

On wooden doors and windows, the manufacturer's warranty will apply. The manufacturer's warranty documents can be found on the [www.pfverdun.com](http://www.pfverdun.com) website in the "Warranties" section.

For the purposes of this warranty, natural variation in the wood's color is not considered a defect.

This warranty becomes void if the windows, doors and wooden components are not regularly maintained and protected by the application, **at the latest thirty (30) days after the date of delivery to the client.**

Before painting or staining a wood product, please consult the manufacturer's documentation or contact a stain professional for recommendations.

Any piece of wood replaced during the repair of a defective product remains in its natural state.

VERDUN is not responsible, throughout the warranty period, for paint, stain (or other coating) and its application. Certain conditions such as excessive humidity or condensation may invalidate this warranty.

#### **SEALED UNITS**

VERDUN warrants for a period of **twenty-five (25) years** sealed units and aluminum tiles against the formation of films or dust deposits between the two sheets of glass caused by the lack of sealing of the joint and against spontaneous glass breakage which manifests itself by a crack in the glazing and not by a point of impact.

**From the tenth (10th) year** until the end of the warranty period, the consumer's share of responsibility for the cost of the replaced product is 75%, with the balance being assumed by VERDUN.

Sealed units with integrated blinds are warrantied for **five (5) years**.

#### **SCREENS**

Patio door screens are not covered by the VERDUN warranty.

#### **HARDWARE**

VERDUN warrants for a period of **ten (10) years** the hardware incorporated in the patio doors against any manufacturing defect and any defect in the materials rendering it unusable under normal conditions of use.

### **GARAGE DOORS (if applicable)**

#### **DOOR PANELS**

VERDUN warrants for a period of **ten (10) years** against perforations due to rust as a result of cracks or detachment of the paint occurring under normal atmospheric conditions, against the loss of its structural quality due to the delamination of the insulating foam making the door inoperative and against any cracking.

## PAINT

VERDUN warrants for a period of **ten (10) years** the manufacturer's standard colors and **one (1) year** for non-standard colors.

VERDUN warrants for a period of **ten (10) years** the finish of panels and components painted in the factory in the manufacturer's **standard colors** against spontaneous flaking. Please note that some signs of wear will be considered normal and are not covered by the warranty.

VERDUN warrants for a period of **one (1) year** the finish of panels and components painted in the factory in the manufacturer's **non-standard colors** against spontaneous flaking. Please note that some signs of wear will be considered normal and are not covered by the warranty.

The color of the replaced parts could be different due to a gradual discoloration caused by exposure to

sunlight and common air pollutants, these are normal phenomena for which this warranty does not apply.

## SEALED UNITS

VERDUN warrants for a period of **ten (10) years** its sealed window units against the formation of condensation. However, spontaneous breakage is warranted for a limited period of **one (1) year**.

## HARDWARE, MOTORS AND ACCESSORIES

VERDUN warrants for a period of **one (1) year** garage door motors and accessories against any manufacturing defect making them unusable.

The VERDUN Warranty includes labour for the replacement of defective components for a period of **one (1) year**. If this period has expired, fees may be charged.

## TERMS AND CONDITIONS

The "VERDUN Warranty" stipulated in this document is subject to the conditions set out below, which are an integral part of it:

This document constitutes the entire warranty granted by VERDUN to the buyer and cancels any agreement, communication, verbal or written negotiation prior to or concomitant with the sale of the product by VERDUN or one of its representatives.

Any claim covered by the VERDUN warranty must be sent in writing, explaining in detail the reason for the claim to the VERDUN branch where you purchased the product with presentation of the **original invoice**. In the event that the client is unable to provide the original invoice, Verdun may perform searches in its computer systems and/or in the physical archives. In such cases, a search fee of \$ 50.00 will be required and payable before performing the search for contracts older than 10 years.

Any defect must be reported no later than **ten (10) days** following the discovery of the problem by its user.

This warranty applies to all **contracts signed after May 1<sup>st</sup>, 2022**. VERDUN reserves the right to modify the terms and conditions of this warranty in the future.

The warranty period takes effect from the date of the final payment of the order. Any overdue payment will result in the suspension of the VERDUN warranty.

The VERDUN Warranty includes labour for the replacement of defective components for a period of **one (1) year**. If this period has expired, we may offer you the labour service for the applicable service charges.

After this warranty period on labour, VERDUN will assume, at its discretion and following the inspection of the returned material, the repair, replacement or reimbursement of the defective part still covered by one of the warranties, limited to its supply only. If, during the initial period of **one (1) year**, a service call is not justified,

under the conditions of our warranty, a minimum travel fee of **\$ 150.00** may be charged. Travel costs are subject to change.

In no case, after the period of **one (1) year** of the warranty on labour, VERDUN will not be responsible for defraying the costs of building and/or dismantling of scaffolding or any other costs or related costs or necessary to access the defective product or resulting directly or indirectly from the removal and reinstallation of a product or part. Prior to any labour work covered by this warranty, the client must confirm to VERDUN that the client has provided, at his expense, a method that is safe and acceptable to VERDUN so that its representatives have access to the product.

Any product sold, transported or exported outside a radius of 100 km around the VERDUN branch where the product was purchased is in no way covered by the warranty, parts and labour, unless, beforehand, a written agreement is reached with VERDUN. In addition, in the absence of a specific agreement on travel and transportation costs, no labour service will be offered and only parts may be supplied to the client who purchased the products under the conditions of this warranty.

Any replacement or repair of parts will remain covered for the period of the initial warranty. If, however VERDUN proceeds to a refund, this will be limited to the product's initial purchase price, minus the applicable depreciation taking into account the age and wear of the product. If VERDUN makes a replacement, this will be done with a similar product.

VERDUN reserves the right to modify its product's design and to make changes to them, at any time, without thereby incurring any obligation to incorporate or make said modifications or improvements to units already manufactured and delivered.

Any clause or part of a clause contained in this warranty, which would be considered illegal in whole or in part, or would be declared void to the extent that it contravenes a law or a regulation applicable in Canada will not affect the validity of this warranty and its other clauses or other parts of clauses. This warranty does not have the effect of depriving the purchaser of any warranty which he may claim under a law applicable in Quebec.

## **EXCLUSIONS**

Condensation or the formation of frost on the exposed surfaces of doors and windows, resulting from excess humidity;

Non-uniform discoloration resulting from uneven surface exposure to the sun or the elements is not covered by this warranty. We can see, over the years, a change in the product's luster.

The VERDUN warranty does not apply to any product that has been repaired or modified or attempted to be repaired or modified by anyone other than authorized VERDUN staff;

Possible seepage of the wood. Wood is a natural element that we cannot prevent from seeping.

A variation in the color or texture of the wood is an inherent quality of natural wood and should not be considered as a defect under this warranty.

Installation on an unfinished building or under construction, without heating or air conditioning will void any warranty on windows if this building remains without heating and humidity control for a period greater than **ten (10) days** after the installation;

This warranty will become void if the product is used in an abusive manner, has been in contact with solvents or corrosive agents, such as chemicals or sea salt, or if the product has been painted or coated with any substance after purchase contrary to VERDUN's recommendations in this warranty.

The defect or breakage of any product or one of its components which is due to abusive use, lack of normal maintenance, accident, theft, minor scratches, or other imperfection not affecting the entire structure or installation that does not comply with the rules of the construction industry or excessive thermal or mechanical constraints. Any damage to doors and windows caused by sagging or construction defects of the building in which they are installed is not covered by the VERDUN warranty.

A problem arising from or resulting from the impact of any foreign object, structural movement, distortion or failure of the foundation walls, disasters such as: fire, accumulation of heat caused by an obstruction to air circulation (blinds, curtains, cardboard, wood panels, blankets, etc.), explosion, excessive temperature, exposure to harmful chemicals, climatic conditions such as: tornado, hurricane, earthquake, flood, landslide, the effect of pollution, mold or other alterations caused by climatic elements, or any other natural disaster;

In no case can VERDUN be held responsible or liable, during the installation or replacement of a VERDUN product, for any loss of profits or income or for any direct, indirect, fortuitous, special, secondary or accidental damage due to a defect in VERDUN products.

## **RECOMMENDATIONS**

PVC and aluminum extrusions must be maintained. Cleaning should be done using a mild detergent such as that used for washing dishes and hot water. Clean with a soft cloth or sponge that is not harder than a natural bristle brush.

For the proper functioning of the hardware, make sure that it is free of dust and dirt. Cleaning should be done with a mild soap followed by a water rinse. Be sure to lubricate the hardware at least once a year; this is normal and necessary to keep the VERDUN warranty in effect. Use silicone-based products (JIG-A-LOO) or lithium grease (do not use petroleum-based products (WD-40) or petroleum derivatives which can affect the rubber of weatherstrippings). The use of a light oil, or any other non-corrosive product, is also recommended.

If a glass storm door is installed in front of a steel door, it is important to allow air circulation to avoid overheating between the steel door and the storm door.

A visual inspection should be made annually to detect any missing or broken products. Normal maintenance, hardware lubrication, and maintenance of sealant joints should be performed annually. VERDUN cannot be held responsible for damage which could have been avoided following these inspections.

The best way to prevent condensation is to control the humidity level in your home. Adequate ventilation and good air circulation are normally sufficient to resolve this problem. The chart below indicates the correspondence between the outside temperature and the relative humidity rate recommended by the Canada Mortgage and Housing Corporation. If you can reduce the indoor humidity to the levels shown below, this can help resolve surface condensation problems.

<b><u>Exterior temperature</u></b>	<b><u>Maximum indoor humidity</u></b>
<b>-30 °C</b>	<b>15%</b>
<b>-30 °C to -25 °C</b>	<b>20%</b>
<b>-25 °C to -18 °C</b>	<b>25%</b>
<b>-18 °C to -12 °C</b>	<b>30%</b>



-12 °C to -5 °C	35%
-5 °C to +5 °C	40%

(Source: CMHC: Canada Mortgage and Housing Corporation)

\* Note : In the event of any discrepancy between this and the original French version, the original language shall prevail.