The "VERDUN Warranty" - With Installation

EFFECTIVE NOVEMBER 10TH, 2026

We are proud to serve you for more than 50 years and we thank you for your trust, once again.

As specialized door and window distributors, we offer you the widest range of products on the market, selected among the best manufacturers in the industry to meet your needs and advise you in all objectivity.

We have so much confidence in our manufacturing partners and our installation teams that we have decided to offer our customers an unequalled warranty, the “VERDUN Warranty”—with installation.

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

You will find in this document all the information related to the warranties offered on all products purchased from us with our installation service. 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 according to trade practices (squaring, level and plumb, insulation) **by installation teams certified by Portes & Fenêtres VERDUN and will be guaranteed for a period of six (6) years.** This warranty covers any product defect resulting from an installation that does not conform to trade practices. As for the sealant joints’ watertightness, since they must be inspected and maintained on an annual basis by the owner, the applicable warranty will be for **twelve (12) months** following the installation date.

The branch where you made your purchase will honour the warranties on the products purchased from us. If the manufacturer’s intervention is necessary, we will coordinate it with you. If you have any questions regarding our warranty, we invite you to contact your local branch’s customer service department. Please help us respond quickly and efficiently by providing us with the following information:

a) proof of purchase (e.g., invoice);
b) the product serial number, if available;
c) contact information where we can reach you;
d) a description of the problem and the product (photos are helpful);
e) the address where we can inspect the product and determine the problem.

Throughout this document, you will find recommendations for use and maintenance. We recommend that you refer to these recommendations, as failure to do so may 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 can offer you labour services for the applicable service fees.

WINDOWS

PVC COMPONENTS

VERDUN warrants **white** PVC frames and panes against cracking and warping for a period of **twenty-five (25) years.**

VERDUN warrants PVC frames and panes **painted in colours** against cracking, warping and uneven discolouration (more than five [5] Delta-E units) and disintegration for a period of **ten (10) years.**

ALUMINUM COMPONENTS

VERDUN warrants for a period of **twenty (20) years** the aluminum extrusions and aluminum profile coverings against chipping, cracking, peeling, and splitting.

WOOD COMPONENTS

Verdun guarantees wood extension jambs against any manufacturing defect for a period of one (1) year.

For this warranty, natural colour variation in wood is not considered a defect.

This warranty becomes null and void if the windows, doors, and wood components are not regularly maintained and protected by the application of stain, **no later than thirty (30) days after the date of delivery to the customer.**

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

Any piece of wood replaced during the repair of a defective product remains in its natural state. VERDUN is not responsible, during 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 **ten (10) years** the double sealed glass units and the low emissivity (LOW-E) sealed glass units installed in its products. The warranty provides for the replacement of the thermos if a film forms on the thermos surfaces and this constitutes an appreciable obstruction to vision, due to a defect in the sealant that maintains the seal between the glass surfaces.

Triple sealed units and sealed units of any type larger than 30 square feet (**oversized**) are covered for a period of **ten (10) years.**

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

According to Canadian industry standards, any manufacturing defect invisible to the naked eye on the glass or the moulding, and this, at a distance of more than one (1) metre (3 feet), will not be considered as a defect within the meaning of this warranty.

A defect in the glass must be visible at a distance of one (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 in the products against any manufacturing defect and any defect in the materials making it unusable under normal conditions of use.

Hardware parts that have been painted, varnished, or coated with any substance void the present warranty.

SCREENS

VERDUN warrants that the screen frames supplied with the products will be free from manufacturing defects due to materials or labour for a period of **one (1) year.** This warranty does not apply to screen fabric that has been split, pierced, scuffed, or punctured after delivery. Depending on the size of the screen, the tension of the mesh and the frame may vary.

WEATHERSTRIPPINGS

VERDUN warrants the window weatherstrips against material defects under normal use for **ten (10) years**. Be sure to check that the weatherstrips retain their softness and flexibility. Make sure they are free of paint or stain, which affects the seal and overall performance of the product. This is a normal and necessary maintenance.

Weatherstrips that have been painted, varnished, or coated with any substance that may affect the proper operation of the product voids this warranty.

PAINT

VERDUN warrants for a period of **ten (10) years** the factory-applied paint against blistering, flaking, and significant discolouration (more than five [5] Delta-E) not caused by exposure to chemicals, corrosive products, or excessive weather conditions.

Upon receipt of a written claim in accordance with the terms of this warranty, Verdun will proceed with the application of a new paint on the job site. No other inconvenience or direct damage will be covered by the warranty.

A painted part found to be defective will be repainted to the colour originally ordered. It is possible that a variation in colour due to the passage of time may remain in comparison to the surrounding original elements.

Exposure to sunlight and common atmospheric pollutants may cause all PVC surfaces to gradually fade, chalking or accumulate stains or dirt on the surface, which is considered normal wear and tear.

STEEL DOORS

DOOR AND SIDE PANELS AND DECORATIVE PANELS

VERDUN warrants steel doors against manufacturing defects, delamination and warping for a period of **ten (10) years.** Warping in the panels, equal to or less than one-quarter inch (1/4'') or six (6) millimetres, is not considered a manufacturing defect for the purpose of this warranty.

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

DOOR COMPONENTS

VERDUN warrants for a period of **one (1) year** the components (frame, weatherstrips, threshold, thermal breakage, bottom door sweep, retaining mouldings, PVC cladding and hinges) against any manufacturing defect.

DENTS AND SCRATCHES

All dents and scratches must be reported to us upon installation before the installation crew leaves the job site.

This warranty does not apply to defects caused by improper use.

PAINT

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

Paint flaking on PVC parts (excluding bottom brushes) is warrantied for a period of **ten (10) years.**

The colour of replaced parts may be different due to gradual discolouration caused by exposure to sunlight and common atmospheric pollutants, these are normal phenomena for which this warranty does not apply.

GLASS (SEALED UNITS OR THERMOS) DOOR

VERDUN warrants for a period of **five (5) years** the convenience type door windows (sash, glass with tiling, clear glass and glass with integrated blinds) against the formation of fog or the deposit of dust on the internal surfaces, resulting from a lack of sealing of the joints and constituting an appreciable reduction of vision. However, spontaneous breakage is warrantied 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 steel doors. The warranty provides for the replacement of the thermos if a film forms on the thermos surfaces, if this constitutes an appreciable obstruction to vision, due to a defect in the sealant that maintains the seal between the glass surfaces. However, spontaneous breakage is warrantied for a limited period of **one (1) year.**

Due to the specific characteristics and craftsmanship of the glass used, there may be visible and acceptable imperfections. According to Canadian industry standards, all manufacturing defects invisible to the naked eye on the glass or the moulding, and this, at a distance of more than one (1) metre (3 feet), will not be considered as a defect within the meaning of this warranty.

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

It should be noted that this inspection method and glass quality standard is based directly on generally accepted industry quality verification criteria.

Units with visual defects must be returned to us within one month of 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 the steel doors against weld failure, excessive cocking, yellowing, cracking, and water infiltration. The warranty on painted PVC mouldings and false side panels is **one (1) year.**

HINGES:

VERDUN warrants regular hinges, ball hinges and decorative ball hinges against rust for a period of **one (1) year**. Stainless steel ball hinges are guaranteed for life. Hinges on outward opening doors that are not made of stainless steel are excluded from the warranty.

MULTIPOINT MECHANISMS

VERDUN warrants for a period of **five (5) years** the factory installed multipoint handles against manufacturing defects.

MULTIPOINT HANDLES

Finishes are, however, guaranteed for **one (1) year.**

STEEL DOOR HANDLES

VERDUN will honour each manufacturer's warranty.

COMMERCIAL THRESHOLD AND FLAT THRESHOLD

Due to the design of these special purpose thresholds, no warranty can be given against water infiltration, condensation, and frost formation.

EXCLUSION

Steel doors installed as the main access door to more than 2 units in a rental building or business cannot be covered by this warranty against manufacturing

defects, as their use does not correspond to a residential use.

PATIO DOORS

PVC AND ALUMINUM COMPONENTS

VERDUN warrants white frames and panes against cracking and warping for a period of **twenty (20) years.**

VERDUN warrants for a period of **ten (10) years** frames and panes painted with colours against cracks and deformation.

WOOD COMPONENT

Verdun guarantees wood extension jambs against any manufacturing defect for a period of one (1) year.

For the purpose of this warranty, natural colour variation in wood is not considered a defect.

This warranty becomes null and void if the windows, doors, and wood components are not regularly maintained and protected by the application of stain, **no later than thirty (30) days after the date of delivery to the customer.**

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

Any piece of wood replaced during the repair of a defective product remains in its natural state. VERDUN is not responsible, during 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** the sealed units and aluminum tiles against the formation of films or dust deposits between the two sheets of glass caused by the lack of a seal and against the spontaneous breakage of the glass which manifests itself by a crack in the glass and not by an impact point.

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

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

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 materials making it unusable under normal conditions of use.

VERDUN warrants tandem bearings for a period of **five (5) years.**

SCREENS

Patio door screens are not covered by the VERDUN warranty.

GARAGE DOORS (if applicable)

DOOR PANELS

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

PAINT

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

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

VERDUN warrants for a period of **one (1) year** the finish of factory-painted panels and components painted with the manufacturer's **non-standard colours** against spontaneous flaking. It should be noted that some wear and tear is considered normal and is not covered by the warranty.

The colour of replaced parts may be different due to gradual discolouration caused by exposure to sunlight and common atmospheric pollutants, these are normal phenomena for which this warranty does not apply.

SEALED UNITS

VERDUN warrants its sealed window units against condensation for a period of **ten (10) years**. However, spontaneous breakage is guaranteed 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 that renders 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" set forth in this document is subject to the terms and conditions set forth below, which form an integral part hereof:

This document constitutes the entire warranty given by **VERDUN** to the purchaser and supersedes any verbal or written agreement, communication, or negotiation prior to or concurrent with the sale of the product by **VERDUN** or any of its representatives.

Any claim covered by the VERDUN warranty must be addressed 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 customer is unable to provide the **original invoice**, Verdun may search its computer systems and/or physical archives. In such cases, a **$50.00** search fee will be charged and payable prior to conducting the search for contracts older than 10 years.

Any defect must be reported by the user no later than ten **(10) days** after delivery or installation.

This warranty applies to all **contracts signed after May 1, 2023.** VERDUN reserves the right to modify the terms and conditions of this warranty in the future.

The warranty period shall begin on the date of 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 can offer you labour services for the applicable service fee.

After this labour warranty period, VERDUN will, at its option and upon inspection of the returned equipment, repair, replace or reimburse the defective part still covered by one of the warranties, limited to its supply only. If, during the initial **one (1) year** period, a service call is not justified under the terms of our warranty, a minimum travel fee of **$150.00** may be charged. Travel costs are subject to change.

In no case, after the **one (1) year** period of the labour warranty, VERDUN will be held responsible for paying the costs of scaffolding assembly and/or disassembly or any other costs or fees related 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 customer shall confirm to VERDUN that the customer has provided, at their expense, a safe method acceptable to VERDUN for its representatives to access the product.

Any product sold, transported, or exported outside of a 100 km radius from the VERDUN branch where the product was purchased is not covered by the labour warranty, only the defective parts will be covered by the present warranty and delivered to the branch of purchase.

Any replacement or repair of parts will remain covered for the remainder of the original warranty period. If VERDUN proceeds with a refund, it will be limited to the original purchase price of the product, with deduction of the applicable depreciation due to the age and wear of the product. If VERDUN proceeds with a replacement, it will be for a similar product.

VERDUN reserves the right to modify the design of its products and to make changes at any time, without incurring any obligation to incorporate or make such modifications or improvements to units already manufactured and delivered.

Any provision or part of a provision contained in this warranty which is held to be illegal in whole or in part, or which is held to be invalid to the extent that it contravenes any law or regulation applicable in Canada shall not affect the validity of this warranty and its other provisions or parts. This warranty does not deprive the purchaser of any warranty they may have under any law applicable in Quebec.

This version of the warranty is a translation from the original French version. In the event of any discrepancy between this and the original French version, the French version shall prevail.

EXCLUSIONS

Condensation or frosting on exposed window and door surfaces resulting from excess moisture.

Non-uniform discolouration resulting from uneven exposure of surfaces to sunlight, or the elements is not covered by this warranty. Over the years, a change in the product's lustre may be noticed.

The VERDUN warranty does not apply to any product that has been repaired or altered or attempted to be repaired or altered by anyone other than authorized VERDUN personnel.

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

Variation in the colour or texture of wood is an inherent quality of natural wood and should not be considered a defect under the terms of this warranty.

This warranty will be void if the product is abused, 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.

Defects or breakage of any product or component thereof due to misuse, lack of normal maintenance, accident, theft, minor scratches, or other imperfections not affecting the entire structure, or installation not in accordance with good building practice or excessive thermal or mechanical stress. Any damage to the 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 originating or resulting from the impact of foreign objects of any kind, structural movement, distortion or failure of the foundation walls, disasters such as fire, heat build-up caused by obstruction to air circulation (blinds, curtains, cardboard, wood panels, blankets, etc.), explosion, excessive temperature, and exposure to harmful chemicals, etc. Weather conditions such as tornadoes, hurricanes, earthquakes, floods, landslides, the effect of pollution, mould or other weathering, or any other natural disaster.

Damage caused directly or indirectly by an *Act of God* is **not covered by our warranty.** These events do not indicate poor product quality or a defective installation.

In no event shall VERDUN be liable or responsible, upon installation or replacement of a VERDUN product, for any loss of profits or revenues or for any direct, indirect, incidental, special, consequential, or accidental damages, attributable to a defect in VERDUN products.

RECOMMENDATIONS

PVC and aluminum extrusions must be maintained. Cleaning should be done with a mild detergent such as that used for dishwashing and warm water. Clean with a soft cloth or sponge no harder than a natural bristle brush.

For proper operation of the hardware, make sure 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 (e.g., JIG-A-LOO) or lithium grease (do not use petroleum jelly-based products [e.g., WD-40] or petroleum derivatives that may affect the rubber of the weatherstrips). 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 done annually to detect any missing or broken products. Normal maintenance, lubrication of hardware and maintenance of seals should be done annually. VERDUN cannot be held responsible for damages that could have been avoided following these inspections.

The best way to prevent condensation is to control the humidity level in your home. Proper ventilation and air circulation are usually sufficient to solve this problem. The chart below shows the relationship between the outside temperature and the relative humidity level recommended by the Canada Mortgage and Housing Corporation. If you can reduce the indoor humidity to the levels shown below, it may help solve surface condensation problems.

Exterior temperature	Maximum indoor humidity
-30 °C	**15%**
-30 °C to -25 °C	**20%**
-25 °C to -18 °C	**25%**
-18 °C to -12 °C	**30%**
-12 °C to -5 °C	**35%**
-5 °C to +5 °C	**40%**

(Source: CMHC: Canada Mortgage and Housing Corporation)