

Warranty



20
years

Solaris Quebec inc. warrants that the PVC component of its products will be free of manufacturing defects for up to 20 years from the date of delivery. Solaris Quebec inc. will repair or replace PVC parts proven defective free of charge.

Workmanship and transportation costs are covered by Solaris Quebec inc. for the first 12 months only from the date of delivery. Thereafter, and until the end of the warranty period, only parts will be replaced at no charge.

10
years

The insulated and sealed unit with Low-E coating and Argon gaz is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the air space of the sealed unit. If such defects occur, Solaris Quebec inc. will provide only the insulating glass unit free of charge for up to 10 years from the date of delivery.

Workmanship and transportation costs are covered by Solaris Quebec inc. for the first 12 months only from the date of delivery. Thereafter, and until the end of the warranty period, only parts will be replaced at no charge.

Solaris Quebec inc. offers a full ten year warranty from the date of delivery that no appreciable color fading (no more than delta E=3) and no significant lost of gloss (no more than 20%) and no important chalking (no more than on no. 4 of reference standard) will occur on its painted products.

The ten year warranty from the date of delivery on all Solaris Quebec inc. steel door extends to damages caused by shrinkage, swell, wrap or perforation caused by corrosion (under normal conditions, exempt of salt fog, toxic fumes or corrosive covers substance) and such damages must be the sole defect in the door. This warranty also covers blisters and peeling of the coating occurring under normal environmental conditions. Corrosion occurring due to product alteration by the client is not covered under this warranty.

5
years

The clear insulated and sealed unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the air space of the sealed unit. If such defects occur, Solaris Quebec inc. will provide only the insulating glass unit free of charge for up to 5 years from the date of delivery.

Workmanship and transportation costs are covered by Solaris Quebec inc. for the first 12 months only from the date of delivery. Thereafter, and until the end of the warranty period, only parts will be replaced at no charge.

Hardware on all Solaris Quebec inc. products is warranted against manufacturing defect for up to 5 years from the date of delivery.

The above warranty applies only under normal use and service or the products.

20
years

10
years

5
years

Warranty

Total exclusions

Notwithstanding the above-mentioned warranty, the Solaris Quebec inc. warranty does not extend to:

- Glass breakage;
- Glass failure;
- Condensation on the glass surface;
- Any damage to the products sold, if products are installed inappropriately, or such installation does not conform to applicable regulations;
- Any product which is repaired or modified by any personnel other than the personnel authorized by Solaris Quebec inc.;
- Routine maintenance of the Solaris Quebec inc. products, such as lubrication of hardware, adjustments and replacing of the weather stripping, damage caused by an act of God or other force majeure, tearing of the mesh in the screens, formation of frost or ice on aluminum or vinyl components, discoloration, oxidization of metal parts; natural weathering or exterior finishes, or to corrosion in highly corrosive environments;
- Variation in the color or texture of the wood (which is a quality inherent in the natural wood);
- Warping in the steel door equal to or less than ¼ of an inch;
- Painting or other protective coating of the natural wood and application of the coating; all wood parts replaced, in the case of repair, are in their natural state;
- Any failure of the sealed units (thermo glass) or of the wooden pieces due to exposure to humidity or to excessive condensation.

Conditions of application of warranty

All warranties stipulated above are totally excluded if any of the following circumstances occur:

- The buyer does not pay the entire balance of his contract;
- The buyer does not advise within ten (10) days from delivery of any visible defects in the products;
- The buyer does not advise within a reasonable time of any hidden defects discovered in the products;
- The buyer refuses access to its premises to a representative of Solaris Quebec inc. for verification and inspection of products claimed to be defective;
- The abnormal use of the product (abusive use, negligence in maintenance) by the buyer or any third parties;

All orders which are accepted are subjected to delays which could be caused by strikes or walkouts, fire, flooding, shortage of materials, delays in transport, acts of God, delays or default of suppliers, or by all other acts beyond the control of Solaris Quebec inc.

Important

In no case will Solaris Quebec inc. be held responsible or accountable for all or any loss of benefits or revenues or any other damages, direct or indirect, fortuitous, special, secondary or accidental, imputable to a defect in the products supplied by Solaris Quebec inc.

The present warranty shall be completely null and void to the extent it constitutes a breach of applicable law.

Solaris Quebec inc. reserves the right to modify the design of its products, and to make improvements, at any time, without incurring any obligation to incorporate or to perform the modifications or improvements to the products already manufactured or delivered.

Exclusion

The foregoing constitutes the entire warranty provided by Solaris Quebec inc. All other warranties, express or implied, are specifically excluded.