



Subject to the conditions, limitations and exclusions set out in this document, Solaris Quebec inc. guaranties that the products sold are exempt of any defect of fabrication and that they will continue to perform efficiently as long as they are used and maintained under appropriate conditions in accordance with recommended usage and care procedures. The present guarantee applies to any order billed after April 1st 2011. It is entirely transferable without any additional cost. As for products sold before this date, only the guarantee in force at the date of billing is applicable.

## White PVC Extrusions

Solaris Quebec inc. offers a 20 year limited guarantee from the billing date on materials and workmanship for its white PVC extrusions. This includes chipping, cracking, corrosion or excessive or non-uniform discoloration.

Note: The co-extruded PVC weather-stripping on our casement windows is guaranteed for a period of five (5) years from the billing date against degradation that could cause loss of air-tightness of the window. The present guarantee does not cover regular wear and tear, ripping, or damage caused by misuse.

## Sealed Units (thermos)

**Windows**  
**Myriade doors**  
**Patio doors**  
**(Everest series)**

Solaris Quebec inc. offers a 15 year limited guarantee from the billing date on energy efficient argon filled sealed units, and a ten year limited guarantee on clear sealed units that have been factory installed in its windows, and in the following doors: Myriade doors and Everest series patio doors (PJS, PJC, PCT). This guarantee covers the formation of fog or the accumulation of dust on the interior surfaces of sealed units that are the result of a break in the seal, and cause appreciable loss of clarity in the window.

**Patio doors**  
**(Decko series)**

Solaris Quebec inc. offers a ten (10) year limited guarantee from the date of billing on sealed units (energy efficient or clear) installed in Decko series patio doors. This guarantee covers the formation of fog or the accumulation of dust on the interior surfaces of sealed units that are the result of a break in the seal, and cause appreciable loss of clarity in the window.

**Entry doors**  
**(steel and fiberglass)**

Solaris Quebec inc. offers a ten (10) year limited guarantee from the date of billing on sealed units (energy efficient or clear) regular or decorative (stained glass, serigraphy, intimacy, thermacrystal, thermoformed) installed in it's steel or fiberglass doors. This guarantee covers the formation of fog or the accumulation of dust on the interior surfaces of sealed units that are the result of a break in the seal, and cause appreciable loss of clarity in the window. Serigraphy-type units are guaranteed for a period of 5 years from the date of billing against discoloration.

**Sealed units**  
**sold separately**

Solaris Quebec inc. offers a ten (10) year guarantee from the date of billing on all sealed units sold separately, as long as they have been installed by a Solaris Quebec inc. certified technician. This guarantee covers the formation of fog (mist) or the accumulation of dust on the interior surfaces of sealed units that are the result of a break in the seal, and cause appreciable loss of clarity in the window.

**Thermal breakage**

Solaris Quebec inc. offers a one (1) year guarantee from the billing date on all its sealed units of all its products (excepting those sold separately that have not been installed by a Solaris Quebec inc. certified technician). This includes thermal breaking (spontaneous breaking of the glass). The thermal breaking of the glass is characterized by a crack in the interior of the sealed unit, caused by a difference in temperature. There must not be any impact point for this guarantee to apply.

All guarantees on sealed units are subject to the following limitations :

**Labor**

Solaris Quebec inc. shall replace any sealed unit judged to be defective during the first 12 months of service following the billing date, and will assume the costs of parts and labour. During the remainder of the guarantee, Solaris Quebec inc. will replace the sealed unit, but the cost of labour as well as delivery and installation costs will be the responsibility of the client.

## Factory applied paint on white PVC extrusions

Solaris Quebec inc. offers a limited ten (10) year guarantee from the billing date on paint applied on its white PVC extrusions. This includes chipping, cracking, excessive discoloration that is non-uniform (more than 5 Delta E units). This guarantee applies only to PVC extrusions painted in factory by Solaris Quebec inc.

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## Painting on aluminum part components of our hybrides windows

Solaris Québec offers a limited ten (10) years guarantee from the billing date on the aluminium extrusion painted components . This includes chipping, cracking, excessive discoloration that is non-uniform ( more than 5 Delta E units). This guarantee applies to all the standard colors of the hybride series.

NOTE : Natural aging of the finish of all paint that is caused by its exposure to the sun's rays, outdoor elements or to atmospheric pollutants is considered as a normal phenomenon and is therefore not covered by this guarantee.

## Entry Door panels ("slabs")

Solaris Quebec inc. offers a limited ten(10) year guarantee from the date of billing on steel door panels with a PVC "cap" (pvc border) as well as on the PVC panels of the Myriade doors series. It offers a five (5) year guarantee on regular steel door panels (wooden borders) as well as on fiberglass door panels. This guarantee covers distortion, delaminating, chipping, cracking, and excessive non-uniform discoloration (more than 5 Delta E units), perforation due to corrosion (excluding rust resulting from any opening or hole made in the door panel), as well as warping of more than 6mm (1/4 in.). This guarantee applies to white or coloured door panels as long as they've been factory painted by Solaris Quebec inc. or an authorized supplier.

## Door frames (100% PVC)

Please refer to "White PVC Extrusions" and "Factory applied paint on White PVC Extrusions"

## Glass door units

Please refer to the paragraph: "Entry Doors (steel and Fiberglass)" in the "Sealed Units (thermos)" section.

## Glass unit contour moulding and EVO

Solaris Quebec inc. offers a limited five (5) year guarantee from the date of billing on PVC or aluminium contour molding on its glass door units and its EVO panels. This guarantee covers distortion, delaminating, chipping, cracking, and excessive non-uniform discoloration (more than 5 Delta E units). This guarantee applies to white or coloured moldings as long as they've been factory painted by Solaris Quebec inc. or an authorized supplier.

## Parts and Hardware

Solaris Quebec inc. guarantee's the parts and hardware specifically listed in the following chart against manufacturing defects for a period of :

Five (5) year limited (from the date of billing)	ten (10) year limited (from the date of billing)
<ul style="list-style-type: none"> <li>- Spring hinges (doors)</li> <li>- Regular hinges (doors)</li> <li>- Counterweight systems ( hung windows)</li> <li>- Screen frames (doors and windows) (there is no guarantee against tearing or perforation of the screen material)</li> <li>- Sash bolt and housings (doors)</li> <li>- Electric strikes (doors)</li> <li>- Ferco door handles (Allegro and Capri)</li> </ul>	<ul style="list-style-type: none"> <li>- Adjustable hinges (Myriade doors)</li> <li>- Hinges with bearings (doors)</li> <li>- Patio door handles</li> <li>- Weiser handles (1 year on electronic parts)</li> <li>-Truth brand hardware (double hung, casement and awning)</li> </ul>

Any other component or part of the door or window that has not been specifically mentioned in this document is guaranteed for a period of twelve (12) months from the billing date against manufacturing defects.

## Installation

Solaris Quebec inc. offers a limited five (5) year guarantee against any defects in installation as long as its products have been installed by certified Solaris Quebec inc. technician.

## Labour

All guarantees having to do with any materials identified in the present contract are subject to the following limitations :

Solaris Quebec inc. shall replace any part or component judged to be defective during the first 12 months of service following the billing date, and will assume the costs of parts and labour. During the remainder of the different guarantees, Solaris Quebec inc. will replace the defective material or component, but the cost of labour as well as delivery and installation costs will be the responsibility of the client.



## Maintenance

- Solaris Quebec inc. recommends that its products be verified, cleaned, and lubricated at least once a year to ensure they continue to function properly and to increase their life span.
- Clean Solaris products using a solution of warm water and a mild soap (preferably detergent free) and a clean cloth so as to avoid damaging surfaces.
- It is recommended to use a silicone based lubricant for maintenance of the hardware, metallic pieces, and weather stripping.
- Avoid the use of abrasive cleansers or products containing acetone as well as ammonia or acid based products. These products will damage the texture of the surfaces whether they are white or coloured.
- Any wooden component must be painted or stained once the installation is complete.
- It is the client's responsibility to regularly verify the joints and to maintain them in good condition (by replacing or adding sealant when necessary) in order to prevent rotting inherent to water infiltration.

Respect the following recommendations as to relative humidity inside the property:

Exterior temperature in degrees Celsius	Interior recommended humidity in %
-30 degrees C	20%
-25 degrees C	25%
-20 degrees C	30%
-15 degrees C	35%
-10 degrees C	40%

## Claim Procedures

In order to obtain service on a guarantee accorded by Solaris Quebec inc., the holder of the guarantee must submit a written claim to one of our after-sales service offices.

### Montreal Region

770, Curé Boivin  
Boisbriand, Qc J7G 2A7  
Fax: (450) 434-4171  
mservice@solarisquebec.com

### Quebec Region

6150, boul. Ste-Anne  
L'Ange-Gardien, Qc G0A 2K0  
Fax: (418) 822-0482  
qservice@solarisquebec.com

### Gatineau Region

595, rue Vernon bureau 7  
Gatineau, Qc J9J 3K4  
Fax: (819) 770-0182  
gservice@solarisquebec.com

The claim must describe the product, and the nature of the alleged manufacturing defect. In addition the claimant must supply the sales contract number provided by Solaris Quebec inc.

The claim must be transmitted without delay and must reach Solaris Quebec inc. at the latest 20 days after the discovery of the defect by the holder of the guarantee. Failure to do so will be construed as the holder renouncing his right to any guarantee.

In executing its obligations in accordance with the present guarantee, and if the claim is accepted, Solaris Quebec inc. can at its sole discretion, either repair or replace the defective product or component covered by the guarantee with a similar product or component of equivalent quality, or it can issue a credit equal to the maximum price of the defective product or component. This is subject to the conditions, limitations and exclusions provided by the present guarantee.

## Conditions and limitations

The guarantees stipulated in the present document are subject to the conditions and limitations that follow and are an integral part of the guarantee:

- The present guarantee is complete and exclusive. Solaris Quebec inc. does not offer any other guarantee than those specifically written in the present contract.
- The guarantees are non cumulative. The replacement of any and all defective parts, products or components by Solaris Quebec inc. according to the terms of the present guarantee will not prolong the period of the original guarantee. The present guarantee remains in effect with full force for the rest of the time of the initial limited guarantee.
- Solaris Quebec inc. reserves the right to modify or to discontinue any product currently being manufactured. If Solaris Quebec inc. decides to replace a product that falls under the present guarantee, or a particular part is no longer available, Solaris can substitute the defective part with one or more parts of equal quality.







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- The phenomenon of distortion of glass, particularly tempered glass is a normal phenomenon and is therefore not considered as a manufacturing defect under the terms of the present guarantee.
- The vibration of glass panes inside sealed units caused by environmental noise or by the slamming of a door is not considered as a defect of manufacturing under the terms of the present guarantee.
- The present guarantee shall be null and void if the purchaser has not fully paid his bill to Solaris Quebec inc. or if he refuses access to the defective products by Solaris Quebec inc. representatives for verification and corrective purposes.
- All defective parts that are replaced under this guarantee must be returned to Solaris Quebec inc. after replacement. Failure to do so will result in the replacement parts being billed to the client. In the case of sealed units that are fogged, they must be returned without cracks or fissures.
- The billing date for purposes of this guarantee corresponds to the date which Solaris Quebec inc. delivered the merchandise to the client whose name appears on the Solaris Quebec inc. sales contract.
- The purchaser has a delay of 48 hours to report to Solaris Quebec inc. any product that has been broken in transit, or which shows an apparent defect upon its delivery, notably; dented doors, chips or scratches, sealed units showing scratches, fissures, or that are broken. After the 48 hour delay, if nothing is heard from the buyer, the product shall be irrevocably deemed to have been received in good condition by the buyer, and he/she shall be deemed to have renounced any claim on the guarantee.
- All orders that are accepted are subject to delays caused by strikes, fires or floods, lack of materials, delay in transport, acts of god, delay or fault caused by the shipper or our suppliers or by any and all other causes that are out of our control.
- Solaris Quebec inc. cannot be held responsible or liable, outside the terms of the present guarantee, for any and all loss of earnings or revenue or for all other direct or indirect damage, whether it will be secondary or accidental which is imputable to a defect in Solaris Quebec inc. products.
- The present guarantee is regulated, interpreted and executed in accordance with the laws in vigour in the Province of Quebec.

### Total Exclusions

Notwithstanding the above guarantees, Solaris Quebec inc. does not in any way guarantee:

- A defect in a product resulting from exposure to salt air.
- Any defect in a product resulting from negligence or from lack of maintenance (please refer to the "maintenance" section).
- All damage to doors and windows caused by the collapse or construction defects of the building in which they are installed.
- A product which has been repaired, modified or otherwise altered by the client or any other person besides personnel authorized by Solaris Quebec inc.
- Products having been used abnormally (abusive use) or which have been used for purposes other than those for which they were designed.
- Regular maintenance, breakage on the worksite, the replacement of parts as a result of normal wear and tear over time. Products damaged by any unforeseen occurrence or act of god, tears in screen fabric, the formation of frost or condensation on different components of the doors and windows and on the surface of the sealed unit as well as the discoloration, corrosion and oxidation of metallic pieces.
- The failure of sealant or of the product following exposure to humidity or excessive condensation (please refer to the "maintenance" section).
- Any claim resulting from the wrong use of products or use that is not conformed to the construction code and laws.
- Labour, installation and delivery costs longer than 12 months after the billing date for the product.
- At all times the labour, installation and delivery costs for geographical destinations situated in an area outside a 125 km radius of a branch office of Solaris Quebec inc.
- A sealed unit sold separately and not installed by a Solaris Quebec inc. certified technician.
- A defect of the product if a storm door/screen door has been installed by the client.
- A defect in a product caused by bad installation or installation that doesn't meet industry norms (except if it has been installed by a Solaris Quebec inc. certified technician).

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Buyer's name

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Buyer's signature

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Seller's signature

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Date

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Contract or bid no.



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