



# Solaris

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PORTES ET FENÊTRES inc.



Subject to the conditions, limitations and exclusions set out in this document, Solaris Quebec Portes et Fenêtres inc. guarantees 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 January 1st, 2017. 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 Portes et Fenêtres 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, swelling 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 deterioration that may cause a loss of weather tightness of the window. The present guarantee does not cover wear, tearing or damage as a result of misuse.

## Sealed Units (thermos)

### Windows Patio doors

Solaris Quebec Portes et Fenêtres inc. offers a 10 year limited guarantee from the billing date on sealed units that have been factory installed in its windows, and in the following 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 Portes et Fenêtres inc. offers a 10 year limited guarantee from the billing date on sealed units, clear glass or decorative (stained glass, silkscreen, textured, thermocrystal, cast glass), that have been factory installed in its 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 glass. Decorative units made with silkscreen glass are guaranteed for a period of five (5) years from the billing date against excessive discoloration.

### Sealed units sold separately

Solaris Quebec Portes et Fenêtres inc. offers a ten (10) year guarantee from the billing date on all sealed units sold separately, as long as they have been installed by an authorized Solaris Quebec Portes et Fenêtres inc. 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 Portes et Fenêtres inc. offers a one (1) year guarantee from the billing date on all sealed units of all its products that have been factory installed or installed by one of its service technicians (excluding sealed units sold separately). 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.

### Labor

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

Solaris Quebec Portes et Fenêtres inc. shall supply any sealed unit judged to be defective during the first 12 months following the billing date, and will assume the costs of parts and labor. During the remainder of the guarantee, Solaris Quebec Portes et Fenêtres inc. will supply the sealed unit, but the cost of the labor, installation and shipping will be the responsibility of the client.

## Finishes

### Factory applied paint on white PVC extrusions

Solaris Quebec Portes et Fenêtres inc. offers a limited ten (10) year guarantee from the billing date on the paint applied in factory at Solaris Quebec Portes et Fenêtres inc. to its white PVC extrusions. This includes chipping, cracking, swelling, excessive or non-uniform discoloration. (more than 5 Delta E units)

### Painted aluminum components on our hybrid windows

Solaris Quebec Portes et Fenêtres inc. offers a limited ten (10) year guarantee from the billing date on the Acrynor finish paint applied to standard color hybrid windows and Acrythane finish paint used for optional colors on our hybrid windows. A limited five (5) year guarantee from the billing date applies to the anodized finish on our aluminum extrusions.

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

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## Entry Door ("slabs")

Solaris Quebec Portes et Fenêtres inc. offers a limited ten (10) year guarantee from the billing date on steel door slabs with PVC "cap" (PVC door edge) as well as a limited five (5) year guarantee from the billing date for regular steel door slabs with a wood edge and fiberglass door slabs. This includes deformation, de-lamination, chipping, cracking, excessive non-uniform discoloration (more than 5 Delta E units), perforations due to corrosion (excluding rust coming from the edges of a hole made in the slab) and warping of more than 6mm (1/4"). This guarantee applies to white slabs and slabs painted either in factory by Solaris Quebec Portes et Fenêtres inc. or by an authorized sub-contractor.

## Molded frames for door glass or Executive panels (EVO)

Solaris Quebec Portes et Fenêtres inc. offers a limited five (5) year guarantee from the billing date on PVC molded frames or aluminum frames for door glass and Executive panels. This includes deformation, chipping, cracking and excessive non-uniform discoloration. This guarantee applies to white frames and frames painted either in factory by Solaris Quebec Portes et Fenêtres inc. or by an authorized sub-contractor.

## Parts and Hardware

Solaris Quebec Portes et Fenêtres 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 loaded 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>- Locking rods and casings (doors)</li> <li>- Electric door release (doors)</li> <li>- Ferco door handles (Allegro and Capri)</li> </ul>	<ul style="list-style-type: none"> <li>- Ball bearing hinges (doors)</li> <li>- Patio door handles</li> <li>- Weiser handles (1 year on electronic parts)</li> <li>- Truth brand hardware (casement and awning)</li> </ul>

Any other component or part of a 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 Portes et Fenêtres inc. offers a limited five (5) year guarantee from the billing date on installation defects providing that the products were installed by one of the Solaris Quebec Portes et Fenêtres inc. installation experts.

## Labor

All guaranties for the products stipulated on the present contract are subject to the following limitations :

For the first twelve (12) months from the date of billing parts or components deemed defective will be replaced by Solaris Quebec Portes et Fenêtres inc. at its expense. During the time remaining on the subsequent guarantees the company will supply the parts free of charge but all fees incurred for shipping, labor, installation and finishing touches (painting) will be at the client's expense.

## Maintenance

- Solaris Quebec Portes et Fenêtres 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 mild soap (preferably detergent free) and a clean cloth so as to avoid damaging surfaces.
- It is recommended that the operating hardware be flushed with fresh water and re-lubricated annually. After the hardware is clean and dried it must be lubricated to restore smooth operation. Lithium grease is recommended for all gear drives such as operators and locks (silicone based lubricants are not recommended).
- Avoid using ammonia or acid (such as vinegar or citrus) based cleaners or industrial strength and/or abrasive cleaners containing acetone. These products damage both white and painted surfaces.
- Any wooden component must be painted or stained once the installation has been completed.
- It is the owners responsibility to regularly verify the joints and to maintain them in good condition (by replacing or adding sealant when necessary) in order to prevent damages inherent to water infiltration

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

Exterior temperature in degrees Celsius	Interior recommended humidity in %
Under -31°C	15%
-30°C to -26°C	20%
-25°C to -19°C	25%
-18°C to -11°C	30%
-10°C to -5°C	35%

## Claim Procedures

In order for a Solaris Quebec Portes et Fenêtres inc. guarantee to be honored a written claim must be made to one of our After Sales Service offices

### Montreal and North shore

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

### South Shore of Montreal

3400, boul. Matte  
Brossard, Qc J4Y 2Z2  
Fax: (450) 444-0482  
savbrossard@solarisquebec.com

### Quebec Region

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

### Gatineau Region

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

The claim must describe both the product in question and the alleged defect. The claimant must also supply his sales contract number with Solaris Quebec Portes et Fenêtres inc.

The claim must be made as soon as the alleged defect has been found and this within the allotted guarantee time frame. Otherwise the claimant will be considered to have forfeited his right to the said guarantee.

In the execution of its obligations toward this guarantee, should the claim be accepted as valid Solaris Quebec Portes et Fenêtres inc. reserves the right to either:

- Repair the defective product covered by the guarantee.
- Replace the defective component or product by one of similar type and quality.
- Provide a refund not exceeding the price paid for the defective product or component.

## 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 guarantees are complete and exclusive. Solaris Quebec Portes et Fenêtres 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 Portes et Fenêtres 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 Portes et Fenêtres inc. reserves the right to modify or to discontinue any product currently being manufactured. If Solaris Quebec Portes et Fenêtres 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.
- To be considered an aesthetic defect the flaw must be reasonably visible from a distance of at least ten (10) feet.
- 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 grill bars inside sealed units caused by environmental noise or by the slamming of a door is not considered as a manufacturing defect 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 Portes et Fenêtres inc. or if he refuses access to the defective products by Solaris Quebec Portes et Fenêtres inc. representatives for verification and corrective purposes.
- All defective parts that are replaced under this guarantee must be returned to Solaris Quebec Portes et Fenêtres inc. otherwise they will be billed to the client. Fogged sealed units must be returned in one piece without any cracks in the glass.
- The billing date for purposes of this guarantee corresponds to the date which Solaris Quebec Portes et Fenêtres inc. delivered the merchandise to the client whose name appears on the Solaris Quebec Portes et Fenêtres inc. sales contract.

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- The purchaser has a delay of 48 hours to report to Solaris Quebec Portes et Fenêtres 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, cracks, or that are broken. After the 48 hour delay, if nothing is reported, 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 accepted orders are subject to possible 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 Portes et Fenêtres 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 damages, whether it will be secondary or accidental which is imputable to a defect in a Solaris Quebec Portes et Fenêtres inc. product.
- This Guarantee is governed, interpreted and enforced under the current laws in place in the Province of Quebec.

### Total Exclusions

Notwithstanding the above guarantees, Solaris Quebec Portes et Fenêtres 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 Portes et Fenêtres 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 any surface sealant (please refer to "maintenance" section).
- Any claim resulting from improper use or use of products that does not conform with the construction code and laws.
- Labor, installation and shipping fees after the 12 month period following the billing date.
- Under no circumstances for any labor, installation and shipping fees for products installed more than 125km from a Solaris Quebec Portes et Fenêtres inc. branch office.
- A sealed unit sold separately and not installed by a Solaris Quebec Portes et Fenêtres inc certified technician.
- Product failure following the installation of a storm door by the client.
- Product failure following improper installation or an installation that does not meet industry standards (unless installed by a member of the Solaris Quebec Portes et Fenêtres inc. installation team).
- Water infiltration on doors with handicapped sills.

It is understood that no Solaris Quebec Portes et Fenêtres inc. agent, employee or representative is authorized to modify this document and subsequently any modifications made by any Solaris Quebec Portes et Fenêtres inc agent, employee or representative with the intent of increasing the present intended guarantees or limitations cannot substitute this present guarantee.



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 Tél.: (418) 822-0643  
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 www.solarisquebec.com  
 January 2017

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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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