

Total Exclusions

- Damages caused by atmospheric pollution, conditions caused by atmospheric anomalies, storms, tornados, hurricanes, grail, lightning, freezing rain, ice or snow accumulations, floods, earthquakes, any other natural catastrophies, fire, smoke, explosions, war, acts of terrorism, vandalism, and exposure to sources of excessive heat.
- 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
- Water infiltration on doors with handicapped sills.

Conditions and limitations

Certain products sold by Solaris Quebec Portes et Fenêtres inc. may have been manufactured by a third-party supplier and in no case may our specific limited warranty exceed that of said manufacturer or supplier. As an example, all entry door glass inserts, white entry doors, or patio doors manufactured by an external supplier.

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

- The present warranties are complete and exclusive. Solaris Quebec Portes et Fenêtres inc. does not offer any other warranty than those specifically written in the present contract.
- The warranties 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 warranty will not prolong the period of the original warranty. The present warranty remains in effect in full for the rest of the time of the initial limited warranty.
- 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 warranty, or a particular part is no longer available, Solaris can, upon it's sole decision, 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.
- Cracking due to the installation or replacement of a door handle is not covered under the terms of this warranty.
- 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 warranty.
- 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 warranty.
- The present warranty 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 warranty 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 warranty 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.
- 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 warranty.
- 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 warranty, 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.
- In case of a misunderstanding of this warranty the French version will prevail.
- This warranty is governed, interpreted and enforced under the current laws in place in the Province of Quebec.

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 warranties or limitations cannot substitute this present warranty.

Janvier 2024

WARRANTY

Subject to the conditions, limitations and exclusions set out in this document, Solaris Quebec Portes et Fenêtres inc. warranties 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 warranty applies to any order billed after January 1st, 2024. It is entirely transferable without any additional cost. As for products sold before this date, only the warranty 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 form the billing date against deterioration that may cause a loss of weather tightness of the window. The present warranty 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 warranty from the billing date on sealed units that have been factory installed in its windows and patio doors. This warranty 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 of vision.

Entry doors

Solaris Quebec Portes et Fenêtres inc. offers a 10 year limited warranty 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 entry 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 of vision in the glass. Certain limitations may apply, refer to the "Conditions and limitations" section on page 4

Sealed units sold separately

Solaris Quebec Portes et Fenêtres inc. offers a ten (10) year warranty 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 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 of vision in the glass

Thermal breakage

Solaris Quebec Portes et Fenêtres inc, offers a one (1) year warranty 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 that have not been installed by Solaris Québec Portes et Fenêtres inc.). 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 warranty to apply. Please note that the exterior surface of the glass is not covered under this warranty.

Finishes

Factory applied paint on white PVC extrusions

Solaris Quebec Portes et Fenêtres inc. offers a limited ten (10) year warranty from the billing date on the Acrythane 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). This warranty covers only PVC extrusions painted in our factory.

Painted aluminum components on our hybrids (windows and patio doors)

Solaris Quebec Portes et Fenêtres inc. offers a limited ten (10) year warranty from the billing date on the Acrynor finish paint applied (standard colors) and Acrythane finish paint (optional colors). A limited five (5) year warranty from the billing date applies when applicable to the anodized finish on our aluminium extrusions. The Duracron finish offers a limited warranty from the billing date for a maximum of 5 years. This includes chipping, cracking, swelling, excessive or non-uniform discoloration (more than 5 Delta E units).

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 warranty.

Entry Door ("slabs")

Solaris Quebec Portes et Fenêtres inc. offers a limited ten (10) year warranty from the billing date on steel door slabs as well as a limited five (5) year warranty for 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 steel panels

Solaris Quebec Portes et Fenêtres inc. offers a limited five (5) year warranty from the billing date on PVC molded frames or aluminum frames for door glass and steel panels. This includes deformation, chipping, cracking and excessive non-uniform discoloration. This warranty 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. warranty's the parts and hardware specifically listed in the following chart against manufacturing defects for a period of:

Ten (10) year limited (from the date of billing)	Five (5) year limited (from the date of billing)	One (1) year limited (from the date of billing)
- Ball bearing hinges (doors) - Casement and awning	-- Spring loaded hinges (doors) - Counterweight systems (hung windows) - Locking rods and casings (doors) - Multipoint Roma door handles	- Regular hinges (doors) - Screen frames (doors and windows) (There is no warranty against tearing or perforation of the screen material) - Electric door release (doors) - Magnetic and compression weather strips for entry doors - Door sweeps - Patio door handles as well as their finishes. - Flush-bolts

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

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 re-lubricated annually. 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

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

Exterior temperature in degrees Celsius	Interior recommended humidity in %
Under -31°C	No more than 15%
-30°C to -26°C	No more than 20%
-25°C to -19°C	No more than 25%
-18°C to -11°C	No more than 30%
-10°C to -5°C	No more than 35%
-4°C to +6°C	No more than 40%

Labor

All warranties 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, sealed units (thermos) or components deemed defective will be replaced by Solaris Quebec Portes et Fenêtres inc. at its expense. During the time remaining on the subsequent warranties 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.

A practicable road must be available so that Solaris Quebec Portes et Fenêtres inc. can access the site for repairs. The site and products must be easily accessible and free of obstacles. If not then additional fees to the consumer may apply for equipment rental, scaffolding, transportation, and labour. We cannot be held responsible for the removal of obstacles and our delivery and service personnel have the right to refuse to travel if they deem the work area un-safe for them or may risk damage to their vehicles or the merchandise being carried.

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, Boul. du Curé Boivin
Boisbriand, Qc J7G 2A7
Tél: (450) 434-6223 or
Tél: (514) 875-0708
savboisbriand@solarisquebec.com

South Shore of Montréal

3400, Boul. Matte, local G
Brossard, Qc J4Y 2Z2
Tél: (450) 984-8080
savbrossard@solarisquebec.com

Head Office Quebec Region

6150, boul. Ste-Anne
L'Ange-Gardien, Qc G0A 2K0
Tél: (418) 822-0643
savquebec@solarisquebec.com

Gatineau Region

278, Ch. Industriel, local A
Gatineau, Qc J8R 3V8
Tél: (819) 770-0643
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. Close-up and global photos may be required.

The claim must be made as soon as the alleged defect has been found and this within the allotted warranty time frame. Otherwise the claimant will be considered to have forfeited his right to the said warranty. However if the claim is made within 3 months of the end of the warranty period for certain components such as sealed units (thermos), the claim could possibly be refused due to the lack of time available for us to return the product to our supplier.

In the execution of its obligations toward this warranty, 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 warranty.
- 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.

Total Exclusions

Notwithstanding the above warranties, Solaris Quebec Portes et Fenêtres inc. does not in any way warranty:

- A defect in a product resulting from exposure to salt air or excessive humidity (see Maintenance section)
- 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 including any ground movement or instability.
- A product which has been repaired, modified, painted or otherwise altered by the client or any other person besides personnel authorized by Solaris Quebec Portes et Fenêtres inc.
- Improper storage, handling, or installation.
- 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 fortuitous event or force majeure, 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, rust 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.