



FENPLAST INC. GUARANTEES ITS PRODUCTS FOR DEFECTS IN MANUFACTURING OR MATERIALS AND WILL REPLACE ANY PART FOUND TO BE DEFECTIVE ON THE FOLLOWING CONDITIONS:

LIMITED LIFETIME PVC WARRANTY ⁽¹⁾

1. The PVC profile extrusions are guaranteed against defects in materials and manufacture from the date of purchase as specified in the chart below, under normal conditions of use and maintenance. Sunshine and regular atmospheric pollutants may cause a gradual change in colour, chalking or an accumulation of spots or surface dirt on all PVC products. These are natural occurrences, which are excluded from the warranty.

LIMITED LIFETIME WARRANTY ON INSULATING GLASS (I.G.) UNIT ⁽¹⁾

2. This warranty applies to insulated glass units manufactured from clear or low emissivity glass (type low-E) only when used for the manufacture of complete products only and covers the formation of condensation or dust deposits between the two panes of glass caused by a break in the sealed joint, which results in noticeable reduction in visibility, according to the following chart. Insulated glass units sold alone (not sold as part of a window) are not covered by this warranty. (See exclusions).

⁽¹⁾: PROPORTION OF COVERAGE ACCORDING TO THE FOLLOWING TABLE:

Years	Fenplast warranty coverage	Consumer's share of liability
0-20	100%	0%
20 and more	25%	75%

HARDWARE 10 YEARS.

3. This warranty applies to hardware for a period of 10 years and covers any breakage occurring under normal conditions of use. This warranty does not cover oxidation, changes in colour, polish or finish of the hardware. This warranty does not cover and specifically excludes defects caused by corrosion if the hardware is used in a corrosive environment.

4. Spontaneous breakage of glass will be covered for a period of 1 year. Such breakage will typically be a crack on the inside part of the insulated glass. There must be no point of impact on the glass.

Fenplast will pay the cost of labour for the on site repair of the windows for a period of one year (see exclusions).

In subsequent years, Fenplast will only supply replacement parts free of charge, FOB Delson. All expenses for labour, transportation, repair work, installation and/or finishing on site are excluded.

CONDITIONS:

- Products must be installed according to the state of the art, square and true, for this warranty to be valid. Minimum periodic maintenance must be performed (washing the profile extrusions, lubrication of the moving parts and weatherstripping).
- This warranty may be assigned entirely but only during the first year following the date of purchase.



LIMITED WARRANTY FOR FENPLAST PVC "PAINTED" WINDOWS

20* YEARS FOR PAINT ADHERENCE

20* YEARS FOR PEELING AND BLISTERING

20* YEARS FOR PVC DISTORTION OR WARPAGE

20* YEARS FOR CHANGES IN COLOUR AND SIGNIFICANT CHALKING

*Subject to the conditions specified below.

- Under the conditions of the above-mentioned warranty, any part repaired or replaced will be covered by the remainder of the original warranty.
- If the place where the repairs must be performed is located farther than 50 km from the nearest Fenplast authorized distributor, travelling costs will be charged. A prior agreement must be made. The site must be accessible by road. We are not responsible for acquiring, installing and dismantling any scaffolding.
- The acquisition date is determined by the Fenplast invoice /delivery date.
- All repairs will be made during regular office hours.
- All claims must be made to your Fenplast distributor, enclosing the purchase invoice or original contract within 30 days after the appearance of the defect. In any case in which the distributor has ceased its operations, a written claim, precisely describing the defect, must be sent to Fenplast Inc. to the attention of the after sales Service Department at 150 Brossard, Delson, Quebec, Canada, J5B 1X1.
- Fenplast reserves the right to discontinue production of any model of window presently manufactured or to make changes to such models. If it is impossible to obtain a part identical to one that Fenplast considers must be replaced under this warranty, Fenplast may replace it with one or more parts of equivalent quality.
- During the installation or replacement of any window, Fenplast will in no case be held liable for any loss of income or other damages, whether direct, incidental, accidental or due to a defect of a Fenplast product.

EXCLUSIONS:

- Removable grilles and screens.
- Sealed "stained glass" type units with lead or brass inserts between the panes are guaranteed for 10 years against the formation of film or the accumulation of dust between the panes, which are caused by a defect in the seal.
- Any modification or attempt to modify any part of a window, as well as any part painted by anyone other than Fenplast Inc.
- Any work performed by persons whose services were not retained by Fenplast Inc.
- Any defect caused as a result of a falling object, an explosion, fire, vandalism or other similar event or in any case of natural superior force such as a hurricane, earthquake or natural catastrophe considered as unusual in Canada.
- All regular maintenance work, replacement of normally maintained components such as weatherstripping, any product damaged by any occurrence of superior force, breakage of glass, tearing of screens and the formation of frost on PVC components when the percentage of indoor humidity is too high in relation to the outside temperature.

This warranty, which applies from January 1, 2004, is the only valid and applicable warranty.

No other warranty, oral or in writing, is valid. Products sold previously by Fenplast Inc. are covered by the applicable warranty on the date they were sold.

This warranty is subject to Canadian and American legislation.

A. EXCLUSIONS FROM WARRANTY

The following conditions are not covered by the "paint" warranty:

1. Defects resulting from:
 - aa) Abnormal atmospheric conditions, corrosive or harmful vapour or dust;
 - bb) Use of thinners, solvents or abrasive materials on the surfaces
2. If the surface has not been regularly maintained for at least one (1) year with a mild liquid soap and hot water applied with a soft cloth or a sponge.
3. If the defects are less than the specifications of the applicable standards: adherence (ASTM S-3359); concentration of heat, (ASTM 4803) and weather resistance (ASTM D 224), (ASTM D 523) and (ASTM D 4214).
4. Gradual and uniform change in colour as happens on all outdoor materials.

B. WARRANTY PROCEDURES AND CONDITIONS

- For the first 10 years (calculated from the invoice date), on receipt of a written claim respecting the conditions of this warranty, Fenplast Inc. or a subcontractor whose services it retains, will apply a new coat of paint on site, subject to the conditions of the warranty. This warranty does not cover any other incidental consequences or damages.
- For the period of 10 years subsequent to the expiry of the first period of the warranty, the obligation assumed by Fenplast Inc. will be limited to supplying a sufficient quantity of paint to touch up the damaged surfaces.
- Fenplast Inc. does not make any other warranty for paint and all other damage of any type whatsoever, including the cost of labour, except for the first period of 10 years, direct and incidental damage, real or foreseeable, present or future damage, are specifically excluded.

This warranty, which applies from January 1, 2004, is the only valid and applicable warranty.

No other warranty, oral or in writing, is valid. Products sold previously by Fenplast Inc. are covered by the applicable warranty on the date they were sold.

This warranty is subject to Canadian and American legislation.




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