

LIMITED LIFETIME
RESIDENTIAL
WARRANTY

LIMITED LIFETIME RESIDENTIAL WARRANTY

EFFECTIVE DATE AND COVERED PRODUCTS

This warranty has been in effect since January 1, 2022 and covers all products sold and/or distributed by ISOTHERMIC DOORS AND WINDOWS INC. since that date.

CLARIFICATION

All products sold and/or distributed by ISOTHERMIC DOORS AND WINDOWS INC. prior to the establishment of this warranty are covered by the warranty that was applicable at the time of sale of said products.

ISOTHERMIC DOORS AND WINDOWS INC. grants the original purchaser, as well as subsequent purchasers of the building in which the product has been installed, provided that the building is used exclusively for residential purposes (hereinafter individually or collectively referred to as the "Purchaser"), a limited warranty as described herein on the products it manufactures at its Thetford Mines facility. For any warranty applicable to commercial, industrial, or institutional use, please contact ISOTHERMIC DOORS AND WINDOWS INC. to obtain a limited warranty specific to the intended use of the product.

ISOTHERMIC DOORS AND WINDOWS INC. warrants, subject to the conditions, restrictions, and exclusions provided in this warranty, that its products are manufactured according to industry standards and are free from manufacturing defects attributable to materials or workmanship that would render them unfit for their intended normal use.

This warranty, including each of the specific limited warranties provided below, begins on the date the product is delivered by ISOTHERMIC DOORS AND WINDOWS INC. to the authorized distributor, authorized contractor, or directly to the purchaser, whichever occurs first (hereinafter referred to as the "Warranty Start Date"). This warranty does not apply to any product that has been repaired, drilled, modified, or attempted to be repaired or modified by any person who is not a repairer duly authorized by ISOTHERMIC DOORS AND WINDOWS INC.

By purchasing a product from ISOTHERMIC DOORS AND WINDOWS INC., the purchaser acknowledges that this warranty is the only applicable warranty and that no other representation, condition, or warranty, whether express or implied, statutory or contractual, applies with respect to the product. This warranty may only be modified in writing by an officer duly authorized by ISOTHERMIC DOORS AND WINDOWS INC.

This warranty applies, in all cases mentioned above, subject to the conditions, restrictions, and exclusions outlined in the sections below, unless another limited warranty is specifically provided to the original purchaser at the time of the sales contract. In such a case, that specific warranty shall prevail over any other document, including this warranty.

01 GENERAL CONDITIONS, RESTRICTIONS AND EXCLUSIONS

In addition to the conditions, restrictions and exclusions stated herein, this warranty granted by ISOTHERMIC DOORS AND WINDOWS INC. is subject to the conditions, restrictions and exclusions below, which form an integral part hereof.

- The products must have been installed in accordance with installation standard A440 and in accordance with the installation instructions prescribed by ISOTHERMIC DOORS AND WINDOWS INC., where applicable.
- The products must have been used in accordance with their normal intended purpose and must have been exposed to normal conditions.
- This warranty does not cover corrosion or oxidation problems due to the use of any type of solvent, exposure to salt air, or excessively high ambient humidity levels.
- This warranty does not cover condensation or frost formation, nor discoloration, on the components of all products marketed by ISOTHERMIC DOORS AND WINDOWS INC.
- This warranty does not cover products sold at a discount by ISOTHERMIC DOORS AND WINDOWS INC. in its liquidation centre.
- This warranty does not cover noise produced by aluminum internal grilles in movable glass units such as those in windows and doors where such noise is caused by vibration from the surrounding environment.
- This warranty does not cover problems that may arise or any damages resulting from any issue other than a manufacturing defect attributable to materials or workmanship. Without limiting the generality of the foregoing, no warranty shall apply in the presence of any problem related to or caused by atmospheric pollution, corrosive substances, exposure to chemicals, abnormal weather conditions, storms, tornadoes, hurricanes, hail, lightning, salt fog, accumulation of snow or ice, floods, earthquakes and other natural disasters, fire, exposure to an excessive heat source, explosions, smoke, war, rebellions, acts of terrorism, intentional acts, vandalism, impacts and other accidents, lack of regular maintenance or cleaning, maintenance or cleaning of the products using products or equipment other than mild soap, warm water, soft cloth or sponge, improper storage, handling or installation, ground or structural movement on which the products have been installed, normal wear and tear, misuse or use contrary to the intended purpose of the product and/or other similar causes.
- The application of any paint other than that applied by ISOTHERMIC DOORS AND WINDOWS INC.
- Without limiting the generality of the foregoing, the application, regardless of trademark, of varnish, solvents, abrasive cleaners or strong cleaning products, whether natural or chemical, or any other substances likely to alter the properties of the products, as well as any cleaning equipment that may scratch or damage the finishes and lustres of the products, including but not limited to polishers, sanders, wire brushes and abrasive pads.

In addition to the conditions, restrictions and exclusions provided herein, the warranty granted by ISOTHERMIC DOORS AND WINDOWS INC. expressly excludes:

- All transportation costs for the product or a replacement component, as well as the costs of returning the defective product to ISOTHERMIC DOORS AND WINDOWS INC.
- All installation, removal and labour costs related to the repair or replacement of the product or a component, unless specifically covered.
- Where labour is specifically covered under one of the specific limited warranties reproduced below, claims relating to a residential building located outside the base territory of ISOTHERMIC DOORS AND WINDOWS INC.; the base territory being defined as within a radius of fifty (50) kilometres from the nearest ISOTHERMIC DOORS AND WINDOWS INC. distributor.
- All painting costs and the labour related thereto where the product has been painted by anyone other than ISOTHERMIC DOORS AND WINDOWS INC. or its subcontractor.
- All miscellaneous costs or expenses that the purchaser may incur in exercising this warranty.
- All costs, expenses and damages, direct or indirect, to property or persons, other than those covered under this warranty solely with respect to the defective product itself.
- Any liability of ISOTHERMIC DOORS AND WINDOWS INC. regarding changes in models, styles, materials, colours, finishes, lustres, etc., made by it or by its suppliers since the date of purchase of the original product.

Any defective product replaced pursuant to the application of this warranty shall remain the property of ISOTHERMIC DOORS AND WINDOWS INC. and must be returned to it without delay, at the purchaser's expense, unless a special written agreement has been entered into with a duly authorized officer of ISOTHERMIC DOORS AND WINDOWS INC.

Furthermore, in accordance with the terms of this Warranty, ISOTHERMIC DOORS AND WINDOWS INC. reserves the right to discontinue or modify any products currently manufactured or distributed. If a product replacement is required or if a particular component is no longer available, ISOTHERMIC DOORS AND WINDOWS INC. undertakes, at its sole discretion, to substitute the said product with one or more components of equivalent quality and price.

02 SPECIFIC WARRANTY OF ISOTHERMIC DOORS AND WINDOWS INC. PRODUCTS

In addition to the general conditions, restrictions and exclusions set out in this warranty, sections 1 to 8 inclusive set out the specific terms of this warranty.

2.1 WINDOWS, STEEL DOORS AND HARDWARE OTHER THAN THAT USED FOR CASEMENT AND AWNING WINDOWS: ONE (1) YEAR LIMITED WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, ISOTHERMIC DOORS AND WINDOWS INC. **warrants** its windows, steel doors and hardware other than that used for casement and awning windows against any manufacturing defect attributable to materials or workmanship for a period of **one (1) year** from the Warranty Start Date, covering both parts and the labour required for repair or replacement, at the option of ISOTHERMIC DOORS AND WINDOWS INC. For subsequent years, refer to the applicable specific limited warranty, where applicable, in paragraphs 2 to 8, depending on the case.

2.2 PVC EXTRUSIONS: LIMITED LIFETIME WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, ISOTHERMIC DOORS AND WINDOWS INC. **warrants** its PVC extrusions used in the manufacture of its doors and windows **for life** against blistering, peeling, corrosion or discoloration greater than five (5) Delta-E units, in accordance with the coverage proportions described in the table below.

PVC extrusions must be maintained regularly, at least once (1) per year, with mild soap and warm water applied with a soft cloth or sponge.

For a description of the specific warranty applicable to the paint coating of PVC extrusions, refer to Section 7 – Part II of this warranty.

2.3 ALUMINUM COMPONENTS: LIMITED LIFETIME WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, ISOTHERMIC DOORS AND WINDOWS INC. **warrants** its aluminum extrusions used in the manufacture of its doors and windows **for life** against perforation caused by corrosion only, in accordance with the coverage proportions described in the table below.

For a description of the specific warranty applicable to the paint coating of aluminum components, refer to Section 7 – Part II of this warranty.

2.4 HARDWARE USED FOR CASEMENT AND AWNING WINDOWS: LIMITED LIFETIME WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, ISOTHERMIC DOORS AND WINDOWS INC. **warrants for life** the hardware components installed on casement and awning window models against any manufacturing defect, whether the hardware is stainless steel hardware or regular hardware,

in accordance with the coverage proportions described in the table below.

2.5 HARDWARE USED FOR DOORS: FIVE (5) YEAR LIMITED WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, ISOTHERMIC DOORS AND WINDOWS INC. **warrants for a limited period of five (5) years** the solid brass and stainless steel hinges installed on its doors against any manufacturing defect, in accordance with the coverage proportions described in the table below.

2.6 SEALED GLASS UNITS INSTALLED IN PRODUCTS MANUFACTURED BY ISOTHERMIC DOORS AND WINDOWS INC., EXCEPT PATIO DOORS: LIMITED LIFETIME WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, ISOTHERMIC DOORS AND WINDOWS INC. **warrants for life** the sealed glass units installed in the products it manufactures in its Thetford Mines plant, except patio doors, against the formation of deposits, dust or fog on the internal surfaces of the sealed glass caused by seal failure resulting in significant visual obstruction, in accordance with the coverage proportions described in the table below. (See the section “APPENDIX TO THE LIMITED LIFETIME RESIDENTIAL WARRANTY”.) All other sealed units sold by ISOTHERMIC DOORS AND WINDOWS INC., such as integrated blinds and all types of decorative glass (triple-glazed stained glass), are not covered by this warranty. (See the section “WARRANTY OF OTHER PRODUCTS AND COMPONENTS MARKETED BY ISOTHERMIC DOORS AND WINDOWS INC.”)

Spontaneous glass breakage

Subject to the conditions, restrictions and exclusions stated herein, the sealed glass units installed in windows only are also warranted for a period of **one (1) year** from the Warranty Start Date against thermal breakage manifested by a crack on the interior surface of the glass on the interior side of the residence only and not by an impact point. The warranty then covers the sealed glass units and the labour related to replacement.

2.7 PAINT: TEN (10) YEAR LIMITED WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, ISOTHERMIC DOORS AND WINDOWS INC. **warrants** its original paint coatings against peeling, blistering, excessive and permanent deformation of the PVC extrusion profile, significant chalking and discoloration greater than five (5) Delta-E units for a period of **ten (10) years** from the Warranty Start Date.

Conditions, restrictions and exclusions specific to paint

- If an accumulation of stains or dirt forms on painted surfaces due to non-uniform exposure to sunlight and atmospheric pollutants.
- If the surface has not been regularly maintained for at least **one (1) year** with mild soap and warm water applied with a soft cloth or sponge.
- If the variations are below the applicable standards, namely: adhesion (ASTM S-3359), heat accumulation (ASTM 4803) and resistance to weathering (ASTM D 224), (ASTM D 523) and (ASTM D 4214).

- During the **first five (5) years** following the Warranty Start Date, upon receipt of a written claim complying with the conditions of this specific limited warranty, ISOTHERMIC DOORS AND WINDOWS INC., directly or with the assistance of its subcontractors, shall proceed, at the location where the original product was installed, with the application of new paint.
- Beginning in the **6th year** following the Warranty Start Date and for each subsequent year of the warranty, ISOTHERMIC DOORS AND WINDOWS INC. will assess the repair costs and such costs will be covered in the following proportions:

6th year	80% by ISOTHERMIC DOORS AND WINDOWS INC. and 20% by the customer
7th year	60% by ISOTHERMIC DOORS AND WINDOWS INC. and 40% by the customer
8th year	40% by ISOTHERMIC DOORS AND WINDOWS INC. and 60% by the customer
9th year	20% by ISOTHERMIC DOORS AND WINDOWS INC. and 80% by the customer
10th year	10% by ISOTHERMIC DOORS AND WINDOWS INC. and 90% by the customer

2.8 TABLE OF COVERAGE PROPORTIONS FOR PARTS AND DIFFERENT MATERIALS

Years	% Coverage by ISOTHERMIC Warranty	% Purchaser Responsibility
0 to 20 years	100%	0%
20 years and over	25%	75%

03

WARRANTY OF OTHER PRODUCTS AND COMPONENTS MARKETED BY ISOTHERMIC DOORS AND WINDOWS INC.

Steel doors, fiberglass doors, door handles, multipoint door handles, patio doors, garage doors and sealed stained glass units in clear or decorative glass and stained glass frames used for steel doors referred to herein and marketed, but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC., are not covered by this warranty, but by the warranty of their manufacturers or authorized suppliers.

Below is a brief summary of such warranties. Please note that these warranties are subject to change and that only their full versions, made available to the original purchaser by the manufacturers or authorized suppliers, are valid.

3.1 WHITE STEEL DOORS ONLY: TEN (10) YEAR LIMITED WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, white steel doors marketed by ISOTHERMIC DOORS AND WINDOWS INC., but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC., are **warranted** for a period of **ten (10) years** from the Warranty Start Date against manufacturing

defects such as sagging, swelling or warping, perforations due to corrosion (which are neither corrosion nor surface rust), bubbling or bursting, blistering and peeling of the coating.

This specific limited warranty applies in accordance with the specific clauses stipulated in the warranty of said manufacturer or authorized supplier.

Complete list of the clauses of said warranties:
www.grouenovatech.com

3.2 FIBERGLASS DOORS: SPECIFIC LIMITED WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, fiberglass doors marketed by ISOTHERMIC DOORS AND WINDOWS INC., but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC., are **warranted** against defects in workmanship and materials **for the lifetime of the products** that would render the products unsuitable for normal and recommended service and use.

This specific limited warranty applies in accordance with the specific clauses stipulated in the warranty of said manufacturer or authorized supplier.

Complete list of the clauses of said warranties:
www.verreselect.com

3.3 DOOR HANDLES: SPECIFIC LIMITED WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, door handles marketed by ISOTHERMIC DOORS AND WINDOWS INC., but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC., are **warranted** against defects in workmanship and materials for the mechanisms and finishes. Damage caused by improper handling and use of the product or normal wear and tear is not covered.

This specific limited warranty applies in accordance with the specific clauses stipulated in the warranty of said manufacturer or authorized supplier.

Complete list of the clauses of said warranties:
www.weiserlock.com
www.schlage.com

3.4 MULTIPOINT DOOR HANDLES: FIVE (5) YEAR LIMITED WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, multipoint door handles marketed by ISOTHERMIC DOORS AND WINDOWS INC., but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC., are **warranted** against defects in workmanship and materials for a period of **five (5) years** from the Warranty Start Date.

This specific limited warranty applies in accordance with the specific clauses stipulated in the warranty of said manufacturer or authorized supplier.

Complete list of the clauses of said warranties:
www.ferco.ca

3.5

PATIO DOORS: SPECIFIC LIMITED WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, patio doors marketed by ISOTHERMIC DOORS AND WINDOWS INC., but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC., are **warranted** against defects in workmanship and materials including seal failure of sealed units resulting in fogging or dust deposits, and excluding glass breakage causing visual obstruction.

This specific limited warranty applies in accordance with the specific clauses stipulated in the warranty of said manufacturer or authorized supplier.

Complete list of the clauses of said warranties:
www.groupenovatech.com

3.6

GARAGE DOORS: SPECIFIC LIMITED WARRANTY

Subject to the conditions, restrictions and exclusions stated herein, garage doors marketed by ISOTHERMIC DOORS AND WINDOWS INC., but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC., are **warranted** against damages such as perforations due to rust, cracks or peeling of the paint, loss of structural integrity or any other defect rendering the door inoperable, for a decreasing period calculated on a pro rata basis according to each product.

This specific limited warranty applies in accordance with the specific clauses stipulated in the warranty of said manufacturer or authorized supplier.

Complete list of the clauses of said warranties:
www.garaga.com
www.portesgarex.com

3.7

SEALED STAINED GLASS UNITS, DECORATIVE GLASS AND STAINED GLASS FRAMES: TEN (10) YEAR LIMITED WARRANTY

Sealed stained glass units in clear or decorative glass

Subject to the conditions, restrictions and exclusions stated herein, sealed stained glass units in clear or decorative glass marketed by ISOTHERMIC DOORS AND WINDOWS INC., but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC., are **warranted** against the formation of deposits, dust or fog on the internal surfaces of the sealed stained glass units caused by seal failure resulting in significant visual obstruction for a period of **ten (10) years** from the Warranty Start Date.

Complete list of the clauses of said warranties:
www.verreselect.com
www.groupenovatech.com
www.vitre-art.com

(See also the section "APPENDIX TO THE LIMITED LIFETIME RESIDENTIAL WARRANTY").

Sealed glass units sold separately

Sealed glass units sold separately, whether regular or energy-efficient glass, are **warranted** under the same conditions as sealed glass units installed in products manufactured by ISOTHERMIC DOORS AND WINDOWS INC., for a period of **ten (10) years**, and for a period of **one (1) year** against spontaneous glass breakage, from the Warranty Start Date.

This specific limited warranty applies in accordance with the specific clauses stipulated in the warranty of said manufacturer or authorized supplier.

Complete list of the clauses of said warranty:
www.groupenovatech.com

3.8

GENERAL CLAIM PROCEDURE

In order to obtain the execution of the warranty granted by ISOTHERMIC DOORS AND WINDOWS INC., the purchaser must submit a written claim to the distributor who sold the ISOTHERMIC DOORS AND WINDOWS INC. product, who will subsequently forward the request to:

ISOTHERMIC DOORS AND WINDOWS INC.

**370, chemin du Mont-Granit Ouest, Thetford Mines
(Québec) G6G 0P6**

Tel.: 418 338-4628 • Email: service@isothermic.ca

The claim must describe the product and the nature of the alleged manufacturing defect and must be accompanied by a copy of the purchase invoice for the product and the production number. The purchaser must also send ISOTHERMIC DOORS AND WINDOWS INC. good quality digital photographs showing the alleged manufacturing defect.

Except for claims for which a shorter period is provided in the attached "APPENDIX TO THE LIMITED LIFETIME RESIDENTIAL WARRANTY", the written claim must be sent without delay and must be received by ISOTHERMIC DOORS AND WINDOWS INC. no later than **thirty (30) days** after the defect is discovered by the purchaser, failing which the purchaser will be deemed to have waived any conventional or legal warranty whatsoever.

ISOTHERMIC DOORS AND WINDOWS INC. reserves the right to inspect the product that is the subject of a claim before accepting it. The purchaser must fully cooperate with ISOTHERMIC DOORS AND WINDOWS INC. and its designated subcontractors in order to provide access to the product and its components for the purpose of the inspection required to process the claim. ISOTHERMIC DOORS AND WINDOWS INC. will have a period of thirty (30) days from receipt of the claim at its address to accept or reject the claim.

For the performance of its obligations under this warranty, if the claim is accepted, ISOTHERMIC DOORS AND WINDOWS INC. may, at its discretion, either repair the defective product covered by the warranty, replace the defective product or, as the case may be, the defective component, with a similar product or component of equivalent quality, or issue a credit or proceed with a refund in an amount not exceeding the price paid by the purchaser for the defective product or component, all subject to the conditions, restrictions and exclusions set out in this warranty.

If ISOTHERMIC DOORS AND WINDOWS INC. chooses to repair or replace the defective product or component and labour is covered by this warranty, the purchaser must fully cooperate with ISOTHERMIC DOORS AND WINDOWS INC. and its designated subcontractors in order to provide access to the product and its components for the purpose of carrying out the repair or replacement work, as the case may be. Any costs and expenses incurred by ISOTHERMIC DOORS AND WINDOWS INC. and its designated subcontractors as a result of a delay or failure in this regard attributable to the purchaser or the occupants of the building will be borne by the purchaser and may be immediately claimed from the purchaser by ISOTHERMIC DOORS AND WINDOWS INC.

ISOTHERMIC DOORS AND WINDOWS INC. reserves the right to discontinue, modify or replace its products, including styles, models, materials, colours, finishes and lustres. In the event that products or components covered by this warranty are no longer available, ISOTHERMIC DOORS AND WINDOWS INC. will have the right to replace them with products which are, at its sole discretion, of equivalent value or quality.

Replacement products and components may vary, particularly in models, styles, materials, colours, finishes or lustres, compared with the original products and components. It is normal that colours, finishes and lustres of replacement products and components may differ from the original products and components, which have been exposed, among other things, to weather conditions and normal wear since their installation by the purchaser.

ISOTHERMIC DOORS AND WINDOWS INC. shall not be responsible for such variations and shall not be required to provide an identical or similar replacement product or component, and may instead satisfy its obligations under this warranty by issuing a credit or refund not exceeding the price paid by the purchaser for the defective product or component, all subject to the conditions, restrictions and exclusions set out in this warranty.

No replacement of a defective product or component made by ISOTHERMIC DOORS AND WINDOWS INC. at its sole discretion and in accordance with this warranty shall have the effect of extending the original warranty period, this warranty remaining in full force and effect for the remainder of the initial limited warranty period with respect to the replaced product or component.

3.9 JURISDICTION

This warranty shall be governed by, interpreted and enforced in accordance with the laws in force in the Province of Québec, Canada.

04 APPENDIX TO THE LIMITED LIFETIME RESIDENTIAL WARRANTY

Fogged sealed glass units and sealed decorative glass units

The ring must be permanent, must be located inside the sealed glass units or sealed decorative glass units, as applicable, must have been caused by a seal failure and must cause significant visual obstruction in order to be covered by the applicable specific limited warranty.

Products broken during transportation or installation and other visible damages

Subject to the conditions, restrictions and exclusions set out in the limited warranty, the distributor and the authorized contractor, as applicable, have a **period of forty-eight (48) hours** to report to ISOTHERMIC DOORS AND WINDOWS INC. any product broken during transportation or presenting an apparent defect at the time of its delivery by ISOTHERMIC DOORS AND WINDOWS INC., including, without limiting the foregoing, broken components, dented, chipped or scratched doors, scratched, cracked or broken exterior sealed glass units or decorative glass units. Failing such notice **within forty-eight (48) hours**, the product shall be irrevocably deemed to have been received in good condition from ISOTHERMIC DOORS AND WINDOWS INC. by the distributor or the authorized contractor, as applicable.

The purchaser also has a **period of forty-eight (48) hours** to report to ISOTHERMIC DOORS AND WINDOWS INC. any product broken during transportation or presenting an apparent defect at the time of its delivery by ISOTHERMIC DOORS AND WINDOWS INC., including, without limiting the foregoing, broken components, dented, chipped or scratched doors, scratched, cracked or broken exterior sealed glass units or decorative glass units. Failing such notice **within forty-eight (48) hours**, the product shall be irrevocably deemed to have been received in good condition from ISOTHERMIC DOORS AND WINDOWS INC. by the purchaser.

Without limiting the foregoing, if the transportation of the product has been carried out by the distributor, the authorized contractor or their carrier, as applicable, ISOTHERMIC DOORS AND WINDOWS INC. shall not be responsible for breakage during transportation or other visible damages, and the purchaser must therefore contact the distributor or the authorized contractor who received the product in good condition from ISOTHERMIC DOORS AND WINDOWS INC.

ISOTHERMIC DOORS AND WINDOWS INC. shall not be responsible for any damages caused during the installation or storage of the product after its delivery to the distributor, the authorized contractor or the purchaser, as applicable. Furthermore, the product reported as damaged must not have been installed, failing which any warranty shall be terminated.

05 QUALITY CRITERIA FOR SEALED GLASS UNITS AND DECORATIVE GLASS UNITS

Introduction

This document has been prepared in order to provide the purchaser with information regarding the inspection methods for products of ISOTHERMIC DOORS AND WINDOWS INC. and to identify the various industry acceptance criteria and, consequently, the reason why certain defects or imperfections are not covered by the limited warranty.

Quality standards for sealed glass units and decorative glass units (inspection)

This method has been summarized from Canadian standards and the Building Code. According to Canadian standards, certain defects are acceptable according to the inspection method described below. This method allows all concerned parties to inspect sealed glass units and decorative glass units in the same manner and using the same acceptance criteria. References: CAN CGSB 12.3-M, CAN CGSB 12.8-M, Building Code.

06 GLASS DEFECTS

Seed or bubble

Gaseous inclusion in the glass, appearing as an air bubble in the glass.

Scratch or abrasion

Any damage on the surface that appears to have been caused by a sharp or rough instrument.

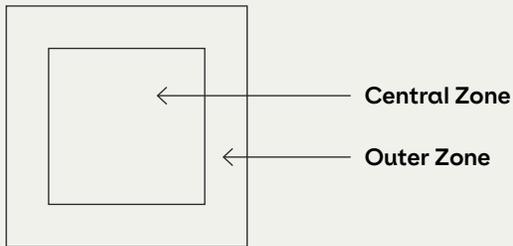
Dirt

Deposit of foreign material on the interior surface of sealed glass units or decorative glass units.

Visual inspection method

If a defect is present, observe the sealed glass units and decorative glass units in a vertical position in daylight without direct sunlight or under indirect lighting conditions allowing each imperfection to be observed. Defects must not exceed the dimensions indicated in the table and scratches must not be detectable at the distances indicated in the table.

Defects	Central Zone	Outer Zone
Seed or bubble	Maximum 1.5 mm	Maximum 2.5 mm
Scratch	Not visible at 3 feet	Not visible at 5 feet
Dirt	Not visible at 3 feet	Not visible at 5 feet
Other	Not visible at 3 feet	Not visible at 5 feet



The central zone is defined as the area forming, in the center of sealed glass units and decorative glass units, a surface not exceeding eighty percent (80%) of the total surface area. The remaining portion is considered the outer zone.

Quality standards for aluminum and PVC doors and windows (inspection)

This standard has been summarized from the standards of the various suppliers of ISOTHERMIC DOORS AND WINDOWS INC. According to these standards, certain defects are acceptable according to the inspection method below. This method allows all concerned parties to inspect doors and windows in the same manner and using the same acceptance criteria.

07 VISIBLE DEFECTS

Defects	Non-visibility
Dents	Not visible at 5 feet
Depression	Not visible at 5 feet
Scratch	Not visible at 5 feet
Touch-up or paint defect	Not visible at 5 feet
Other defects	Not visible at 5 feet

SUMMARY OF OUR WARRANTY

Below is a summary of our warranty and, for information purposes, a recap of the contents of the various warranties offered by the manufacturers and/or authorized suppliers of other products and components marketed by ISOTHERMIC DOORS AND WINDOWS INC., but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC.

Please note that the information contained in the tables below does not constitute a warranty. Only the full versions containing the exhaustive list of conditions, exclusions and limitations of ISOTHERMIC DOORS AND WINDOWS INC. and of each manufacturer and/or authorized supplier are valid.

SPECIFIC WARRANTY OF ISOTHERMIC DOORS AND WINDOWS INC. PRODUCTS

Product	Warranty
Parts and labour for windows, steel doors and hardware other than that used for casement and awning windows	1 year limited
PVC extrusions	Limited lifetime
Aluminum components	Limited lifetime
Hardware used for casement and awning windows	Limited lifetime
Hardware used for doors	5 years limited
Hardware used for patio doors	5 years limited
Screens	1 year limited
Sealed glass units used for windows	Limited lifetime
Sealed glass units used for patio doors	10 years limited
Spontaneous glass breakage	1 year limited
Paint	10 years limited

TABLE OF COVERAGE PROPORTIONS FOR PARTS AND DIFFERENT MATERIALS

Years	% Coverage by ISOTHERMIC Warranty	% Responsibility of Purchaser
0 to 20 years	100%	0%
20 years and over	25%	75%

WARRANTY OF OTHER PRODUCTS AND COMPONENTS MARKETED BY ISOTHERMIC DOORS AND WINDOWS INC.

Product	Warranty	
White steel doors only	10 years ¹ – NOVATECH	
Sealed decorative glass units and frames	10 years ¹ – NOVATECH / VERRE SELECT / VITRE-ART	
Sealed glass units sold separately	10 years ¹ – NOVATECH / ROBOVER	
Multipoint door handles	5 years ¹ – FERCO	
Fiberglass doors	Limited warranty ² – VERRE SELECT	
Door handles	Specific limited warranty ³	
Patio doors	NOVATECH PVC and aluminum extrusions (white)	20 years ¹
	NOVATECH Sealed units	10 years ¹
	NOVATECH Hardware	5 years ¹
	NOVATECH Labour and manufacturing defects	1 year ¹

¹ Limited warranty according to the warranty of the manufacturer or authorized supplier.

² Limited warranty for the lifetime of the product.

³ For door handles, excluding multipoint door handles, marketed or distributed by ISOTHERMIC DOORS AND WINDOWS INC.