

2024



**DOORS & WINDOWS**

**WARRANTY**

# WARRANTY T-Rio Doors & Windows

T-RIO Doors & Windows, manufacturer and distributor, having its head office at 547 Tobique Road, in Grand Falls, province of New Brunswick, Canada, E3Y 1B5, guarantees its products against material or manufacturing defects, according to the conditions and exclusions specified below.

**This warranty came into effect on January 1<sup>st</sup>, 2024.**

Products sold and/or distributed prior to January 1<sup>st</sup>, 2024, are covered by the warranty applicable on the sale date of the said products. Please contact T-RIO Doors & Windows for warranty details applicable prior to January 1<sup>st</sup>, 2024.

All warranties are offered by the suppliers of the product concerned. All warranties come into effect as soon as the order is put into production.

All complaints are subject to acceptance by a T-Rio Doors & Windows representative.

## WINDOW WARRANTY

### **PVC AND ALUMINUM: Lifetime warranty**

T-RIO Doors & Windows offers a complete warranty for 20 years on PVC profiles and Aluminum components, against any manufacturing defect which results in peeling, deformation, corroding, chipping and against excessive uneven discoloration.

| Years                    | Percentage Covered |
|--------------------------|--------------------|
| <b>0 to 20 years</b>     | 100%               |
| <b>20 years and more</b> | 33%                |

### **PAINTED PVC AND ALUMINUM: 10 years warranty**

T-RIO Doors & Windows warrants for 10 years PVC frames and sashes, as well as color painted aluminum frames and sashes against peeling, bubbling, cracking and excessive uneven discoloration under normal conditions, that is, in an environment free of salt spray, smoke, toxic vapor or any corrosive materials.

This warranty does not cover gradual and uniform changes in color that may occur, such as on all other exterior materials caused by uneven exposure to sunlight. The use of thinners, solvents or abrasives on the surface completely voids this warranty.

### **HARDWARES: 20 years and 15 years warranty**

T-RIO Doors & Windows warrants for 20 years the hardware installed on its casement windows and 15 years on its hung and sliding windows against any manufacturing defect and all broken components under normal conditions of use. There should be no sign of abuse, alterations, neglect or mistreatment.

This warranty does not apply to hardware that has been painted, varnished or coated with a substance that may affect the proper functioning of the product; oxidation, fading, or finish of the hardware.

This warranty specifically does not cover and excludes corrosion-related defects if the hardware is used in a corrosive or salty environment.

**SEALED UNITS OF WINDOWS: Lifetime warranty**

T-Rio Doors & Windows offers a complete warranty for the sealed units which are installed in their products and built with the "low-emissivity" (LOW-E) or without "low-emissivity" (LOW-E) for a period of 20 years against the accumulation of humidity, dirt, film formation between interior glass surfaces or any glass defects that cannot be eliminated. However, the spontaneous breakage of the interior glass (thermal breakage) is warranted for a limited period of 1 year including labor.

All sealed units **not installed** by T-RIO Doors & Windows are warranted for a period of 20 years against the accumulation of humidity, dirt, film formation between the interior glass surfaces or any glass defects which cannot be eliminated. However, spontaneous breakage of the interior glass (thermal breakage) and labor is not covered by this warranty.

According to Canadian industry standards, all manufacturing defects invisible to the naked eye on glass or molding, more than one meter (3.28 feet), will not be considered a defect in the sense of this warranty.

Aftermarket films applied to thermos panes will void the glass manufacturing company's warranty.

| Years                    | Percentage Covered |
|--------------------------|--------------------|
| <b>0 to 20 years</b>     | 100%               |
| <b>20 years and more</b> | 30%                |

**FALSE MULLIONS: 1-year warranty**

The adhesion of false mullions to the glass comes with a one-year warranty. The warranty also covers labor for the same period of time.

**SCREENS: 1-year warranty**

T-RIO Doors & Windows warrants the screen frames supplied with the products will not contain any manufacturing defect attributable to materials or labor for a period of 1 year. This warranty does not apply to the screen cloth that has been torn, split, pierced, scratched or perforated.

**WEATHER-STRIPPING: 1-year warranty**

T-RIO Doors & Windows warrants for one-year, the window's weather-stripping against any defect of materials under normal conditions of use. Weather-stripping that has been painted, varnished or coated with a substance that could affect the proper functioning of the product voids this warranty. The warranty also covers labor for the same period.

**LABOR AND REPLACEMENT: 5 years warranty**

Subject to exceptions and / or exclusions set out in this warranty, for a period of 5 years, T-Rio will assume the labor costs for all repairs carried out under warranty during regular office hours. After the 5-year period, any labor required to repair or replace any product will be billed at the rate in effect for a service call.

## **SLIDING DOOR WARRANTY (Patio Doors)**

### **SLIDING DOOR (Patio door): Manufacturer's Warranty**

T-RIO Doors & Windows transfer to the purchaser the manufacturer's warranty for sliding doors (patio doors). This warranty may vary by model and supplier. For more information contact T-Rio Doors & Windows to get all the details.

### **LABOR AND REPLACEMENT: 5 years warranty**

Subject to exceptions and / or exclusions set out in this warranty, for a period of 5 years, T-Rio Doors & Windows will assume the labor costs for all repairs carried out under warranty during regular office hours. After the 5-year period, any labor required to repair or replace any product will be billed at the rate in effect for a service call.

## **ENTRY DOORS WARRANTY**

### **DOOR PANELS: 10 years warranty**

T-RIO Doors & Windows warrants for a period of 10 years (model N700 with white paint and PVC border) and of 5 years (model N300 with white primer and wooden border) the steel door panels used under normal conditions against sagging, swelling, twisting or punctures due to a natural phenomena such as corrosion, and these must be the only defects on the door. Warping in doors equal to or less than ¼ inch or 6 mm does not constitute a defect under this warranty.

Any door with wheelchair thresholds and double entry doors are not warranted against water and air infiltrations.

N-700 and N-300 door panels cut more than 4 "from the original height are not covered by this warranty.

All warranties are void if a storm door is installed on a door product, due to excessive heat which may occur between the two products.

### **PAINTED DOOR PANELS: 10 years warranty**

T-RIO Doors & Windows guarantees for a period of 10 years products that have been originally painted in color against peeling, swelling, cracking and excessive discoloration occurring under normal conditions, that is to say in an environment free from salt spray, smoke, toxic vapor or any corrosive material.

This warranty covers the paint color only and not the product if it is not defective. If the product is defective, but the color paint applied to the door is not defective, the customer will be responsible for the costs of reproducing the paint on the product replaced by the warranty.

This warranty does not cover gradual and uniform color variations that may occur, such as on all other exterior materials and caused by non-uniform exposure to sunlight. The use of thinners, solvents or abrasives on the surface completely voids this warranty.

Once accepted at delivery by the customer, this warranty does not cover a factory painted product that has been modified in any way, including a deadbolt hole.

To maintain the warranty on a fiberglass slab not finished from the factory, the customer must paint or stain the six sides of the slab within 45 days of installation. It will be necessary to repaint and recolor every 3 to 5 years depending on exposure to the weather.

**SEALED UNITS AND DECORATIVE GLASS PANELS IN DOOR SYSTEMS: 10 years warranty**

T-RIO Doors & Windows guarantees for a period of 10 years the sealed units and decorative glasses incorporated in its entry door systems and used under normal conditions against the formation of a film or a deposit of dust on the internal surfaces of the sealed unit of stained glass, caused by a seal failure and not by the breakage of the glass, as a whole creating a visible obstruction (the eye of the observer must be placed at 1 meter of the sealed unit).

Thermal or mechanical breakage of the glass unit is not covered by this warranty.

Decorative glass surround moldings installed on a steel door that are used under normal conditions are also covered by this warranty against weld breakage and rippling.

For any warranty other than Novatech, contact the customer service department at T-RIO Doors & Windows.

**DOORS HANDLES: Manufacturer warranty**

T-RIO Doors & Windows transfers to the purchaser the manufacturer's warranty for the locksets and its components and for the various pieces of hardware used under normal conditions. The parts will only be replaced if no abuse or improper installation has been found. Please note that no labor is included, the handles must be returned to the store in order to have the replacement product.

**OTHER COMPONENTS: 1-year warranty**

T-RIO Doors & Windows guarantees for a period of 1 year all the other components supplied with the products against manufacturing defects (door brushes, hinges, caulking and weather stripping (compression, magnetic and dust blocks) does not apply to discoloration of the finish, normal wear and tear, forced entry and corrosion or oxidation. It also does not apply to rust due to the use of any type of solvent, exposure to salt air or excessive humidity.

**LABOR AND REPLACEMENT: 5 years warranty**

Subject to exceptions and / or exclusions set out in this warranty, for a period of 5 years, T-Rio Doors & Windows will assume the labor costs for all repairs carried out under warranty during regular office hours. After the 5-year period, any labor required to repair or replace any product will be billed at the rate in effect for a service call.

## **CONDITIONS AND EXCLUSIONS**

**RESPONSIBILITY**

The responsibility of T-RIO Doors & Windows is limited to the amount of the original purchase price of the order and will not cover the labor costs for the removal and / or installation of any replacement. In any case, T-RIO Doors & Windows cannot be held responsible or liable for any direct, indirect, incidental, special, secondary or accidental damage attributable to a defect in T-RIO Doors & Windows products of any kind.

Including but not limited to loss of profits or income due to defects in the products covered by this warranty.

The use of these products by the owner or any other, T-RIO Doors & Windows cannot be held responsible for any damage to the person, the building or its content, resulting from defects in the T-RIO Doors & Windows product, or delay in the fulfillment of the warranty due to circumstances beyond the control of T-RIO Doors & Windows.

T-RIO Doors & Windows is not responsible for costs related to shipping, scaffolding or any other material or equipment required to repair, replace or exchange the original product deemed defective by T-Rio Doors & Windows representatives.

### **EXCLUSION OF WARRANTY**

- ❖ The T-RIO Doors & Windows warranty does not apply when a defect or breakage of the product or one of its components is attributable to improper use, abuse, negligence in terms of cleaning and maintenance, alterations, modifications of any kind or if the product has been attempted to be repaired by a person not authorized by T-Rio Doors & Windows.
- ❖ Installation not in accordance with T-RIO Doors & Windows installation guides, air and water leaks due to incorrect building design or structural defects.
- ❖ Does not apply to broken glass or tearing of screens caused by an impact point.
- ❖ Condensation problems caused by excessive humidity and insufficient ventilation. Indoor / outdoor temperature changes can cause condensation and do not indicate a manufacturing defect. Exterior/interior condensation on a window is a common occurrence in high performance glass. It is the result of a natural phenomenon and not the result of a manufacturing defect. In case of frequent condensation inside, consultation with a ventilation specialist is recommended.
- ❖ Paint or stain applied on any product, including doors, frames or windows by the client or a third party. With The exception of recommended stains applied on fiberglass doors.
- ❖ Impact of all natural phenomena, such as storms, fire, wind, lightning, earthquakes and floods.
- ❖ The noise produced by the aluminum interior grills in the sealed unit of a door or window, which is caused by the vibration of the immediate environment or others, such as the door slam, is not covered by warranty.

### **TRANSFERABILITY OF THE WARRANTY**

This warranty is transferable provided that the owner of the product covered by this warranty conforms to all the terms and conditions of this warranty.

### **MODIFICATION**

T-RIO Doors & Windows reserves the right to modify the design of its products and to make improvements therein, at any time, without thereby incurring any obligation to incorporate or make modifications or improvements to the units already manufactured and delivered.

All warranties are subject to the conditions, exclusions and limitations defined in this document. This warranty was valid at the time of printing, but may be changed without notice.

### **REQUIRED MAINTENANCE**

Surface cleaning and parts maintenance should be done at least once a year. Dirt and dust inside and outside the product should be removed with a clean cloth. All moving components must be lubricated with a clear aerosol "silicone" spray.



Check that the drain holes are free of obstructions and draining properly.  
Screens should be removed and washed with mild soap and rinsed with a garden hose.  
All visible caulking or sealant should be inspected and replaced if damaged.

## SUMMARY WARRANTY

|   | Product   | Description  | Since January 1 <sup>st</sup> , 2024  |
|---|---|--|---|
| <b>Windows</b>  | White P.V.C. & Aluminium Window Components  | Against flaking, corrosion, blistering and peeling   | <b>Lifetime warranty</b><br>(100% covered for 20 years & 33% when more than 20 years) |
|   | <b>Color</b> P.V.C. & Aluminium Window Components   | Against flaking, corrosion, blistering and peeling   | Limited Warranty of <b>10 years</b>   |
|   |   | <i>Important: For all products of color exposed to the sun and elements, the possibility of fading or discoloration is considered a normal occurrence.</i> |   |
|   | Insulated Window Glass (Thermos)  | Seal Failure & Manufacturing defect  | <b>Lifetime warranty</b><br>(100% covered for 20 years & 30% when more than 20 years) |
|   |   | Thermal Break (Interior glass only)  | For a period of <b>1 year</b> ,<br>Including labour                                   |
|   | Casement & Awning Window Hardware   | Manufacturing defect   | Limited Warranty of <b>20 years</b>   |
| Hardware Hung & Slider Windows  | Manufacturing defect  | Limited Warranty of <b>15 years</b>  |   |
| <b>Doors</b>  | Steel Doors White <b>N-300</b>  | Finish and Warping of more than ¼"   | Limited Warranty of <b>5 years</b>  |
|   | Steel Doors White <b>N-700</b>  | Finish and Warping of more than ¼"   | Limited Warranty of <b>10 years</b>   |
|   | Steel Doors <b>Black/White</b>  | Finish and Warping of more than ¼"   | Limited Warranty of <b>10 years</b>   |
|   | Door Sealed Units   | Seal Failure & Manufacturing defect  | Limited Warranty of <b>10 years</b>   |
|   |   | Thermal Break  | No Warranty   |
|   | <b>Color</b> on Door & Components   | Against flaking, corrosion, blistering and peeling   | Limited Warranty of <b>10 years</b>   |
| <i>Important: If the original paint is defective, the paint will be covered by the warranty. The costs to reproduce the paint on any defective products will shall be at the customer's own expense unless the paint is also defect. For all products of color exposed to the sun and elements, the possibility of fading or discoloration is considered a normal occurrence.</i> |   |  |   |
| <b>Insulating Glass</b>   | Insulated Window Glass (Thermos)<br>Installed by T-RIO  | Seal Failure & Manufacturing defect  | <b>Lifetime warranty</b><br>(100% covered for 20 years & 30% when more than 20 years) |
|   |   | Thermal Break (Interior glass only)  | For a period of <b>1 year</b> Including labour  |
|   | Insulated Window Glass (Thermos)<br><b>Not</b> Installed by T-RIO   | Seal Failure & Manufacturing defect  | <b>Lifetime warranty</b><br>(100% covered for 20 years & 30% when more than 20 years) |
|   |   | Thermal Break  | No Warranty   |
| <b>Others</b>   | Labour  | Labour & Installation Costs  | For a period of <b>5 years</b>  |
|   | <i>Important: Labour is not included on products that have not been originally installed by a T-RIO representative.</i> |  |   |
|   | Patio Doors   | Any Manufacturing defect   | Supplier's Warranty   |
|   | Screens   | Any Manufacturing defect   | For a period of <b>1 year</b>   |
|   | Other Components  | Any Manufacturing defect   | For a period of <b>1 year</b>   |
| <i>Important: All materials, labour and shipping costs to reproduce the defective product shall be covered by this warranty.<br/><b>Replacement and installation costs are not covered by this warranty.</b></i>  |   |  |   |
| <i>*** Attention: The warranty is valid on the purchase date of the concerned products. Some limitations and restrictions apply.<br/>For more information, please consult the warranty certificate or contact one of our representatives.</i>   |   |  |   |





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