

Certificat de Garantie

## **Warranty Certificate**

### **T-RIO Windows & Doors shall be responsible to offer the residential property owner with the following warranty:**

#### **Steel Doors**

In collaboration with NOVADOOR, we are offering a *Limited Lifetime Warranty of 5 years on steel doors rated N300 and 15 years on steel doors rated N700*. This non-prorated warranty shall be valid against any defects in materials and manufacturing. The steel door finish is valid against major fading and chalking of the product. Warping greater than 1/4 " is eligible for the warranty. Warranties on steel doors are offered by Novatech Door Inc. and Masonite Corporation.

For all doors color painted by an authorized T-RIO Windows & Doors supplier, the same warranty applies, however painting cost will not be covered.

This warranty is valid only if these doors have been installed according to the requirements and procedures of T-RIO Windows & Doors.

#### **Door kit**

*Limited lifetime warranty of 10 years against seal failure*. This non-prorated warranty shall be valid on seal failure or vision obstruction defect in between the glass surfaces due to faulty manufacturing. This includes the formation of moisture, dirt or film deposit which cannot be touched or felt. This warranty does not cover thermal or sealed glass breakage. Warranties on door kits are offered by Novatech Group Inc. and Masonite Corporation.

#### **Windows Hardware**

*Limited lifetime warranty of 15 years*. This non-prorated warranty shall be valid against all manufacturing defects. There should be no signs of abuse, alteration, neglect or mistreatment. Warranties on windows hardware are offered by Lion Hardware Ltd.

#### **Labour**

Costs of labor and delivery on steel doors, door kit (insulated glass) and window hardware will only be covered to the purchaser for limited period of 5 years from the purchase date. However, if this is not the original purchaser of the doors, Costs of labor and delivery for the replacement will not be covered. Note that the warranty doesn't cover any installation and replacement cost for the doors.

#### **Restrictions**

- Any product exposed to sunlight, air pollutants or other atmospheric conditions can cause all surfaces to gradually fade, chalk or

accumulate dirt or stains. These common occurrences are not covered by this warranty.

- T-RIO Windows & Doors liability is limited only and exclusively to the replacement of the defective materials and must be approved by an authorized representative.

- In no case will the value exceed that of the original product.

- In no circumstances shall T-RIO Windows & Doors be held liable or accountable for any direct or indirect indemnities, including, but not limited to loss of income or profit due to any defect in any product covered by this warranty.

- T-RIO Windows & Doors reserves the right to modify or discontinue any of its products presently being manufactured and, where applicable, to substitute any component or parts of equal quality as its sole option

- The defective product must be located within a reasonable distance of the normal delivery path.

#### **Cleaning & Maintenance Requirements**

In order to ensure warranty coverage and proper operation, yearly cleaning and maintenance is required. All moving components should be lubricated with clear silicone spay. Dirt and dust build up should be removed using a clean cloth and mild soap in warm water. All glass surfaces can be cleaned with regular glass cleaner. For weather-stripping, normal wear can occur over a period of time. Deteriorated, torn or loose weather-strips can cause air infiltration or heat loss, the owner is responsible to make the replacement. All visible sealant should be inspected and replaced if they have been altered or damaged.

#### **Claims Procedure**

The installer must first be notified to verify that proper installation procedures were followed or if any other factors not related to the product may be at fault. In order for T-RIO Windows & Doors to ensure its obligations regarding the warranty, the property owner must notify the retailer or authorized representative within 30 days after the appearance of the defect along with the following information:

- Name, home address, email and phone numbers of owner.

- Copies of invoices, packing slips or purchase orders.

- Purchase and installation date of the original product.

- Precise explanation of the suspected defect.

- For a transferred warranty, details and references of the original owner/purchaser must be forwarded.

**G.R. THÉRIAULT LTD.**