



DONAT FLAMAND® Warranty – OUR WARRANTY TO YOU...

Donat Flamand® products are designed to create lasting value for your home. This warranty is effective for all products manufactured by Donat Flamand on or after February 1, 2003 for use in the United States and Canada. Any previous warranties will continue to apply to products manufactured by Donat Flamand prior to this date. Call us for additional information, including care, maintenance, and installation instructions.

What This Warranty COVERS ...

Owner-Occupied Single-Family Residences

We warrant to the original owner for which the products and components as identified below are initially installed, they will be free from defects in materials or workmanship as described below. If any product or component provided by us is found to be defective, we will, at our option, either repair or replace the defective product or component. The warranty period begins as of the date of delivery of the product by us.

Limited Lifetime Warranty on Clear and Low-E Sealed Glazing Units/10 Year Warranty Steel Door Lites: Our Clear and Low-E insulating units will be free from loss of the hermetic seal for as long as you own and occupy your residence. Our Steel Door Lites (decorative or commodity) will be free from loss of the hermetic seal for ten years. For glass units associated with our other door systems, see door system glazing coverage noted below under Special Component Coverages.

Twenty Year White PVC Product Limited Warranty: Our white PVC products will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for twenty years.

Ten Year Wood, Steel, and Coloured PVC Product Limited Warranty: Our wood and steel door products will be free of defects, and coloured PVC products will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for ten years.

Labour: Labour necessary to replace the glass or steel door lite is provided for the first five years. Labour necessary to replace any other component is provided for one year. Labour is provided subject to the distance and accessibility limitation below.

TRANSFERABILITY: The above Owner-Occupied Single-Family Residence Warranties are transferable as follows. In the event you sell your residence or it becomes occupied by other than the original owner, the warranty is ten years from initial date of delivery by us.

(see Special Component Coverages)

Commercial Warranty (Other than Owner-Occupied Single-Family Residences)

We warrant the products and components as identified below will be free from defects in materials or workmanship as described below. If any product or component provided by us is found to be defective, we will, at our option, either repair or replace the defective product or component. The warranty period begins as of the date of delivery of the product by us.

Ten Year Limited Warranty on Clear and Low-E Sealed Glazing Units/5 Year Warranty Steel Door Lites: Our Clear and Low-E insulating units will be free from loss of the hermetic seal for ten years. Our Steel Door Lites (decorative or commodity) will be free from loss of the hermetic seal for five years. For glass units associated with our other door systems, see door system glazing coverage noted below under Special Component Coverages.

Ten-Year White PVC Product Limited Warranty: Our white PVC products will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for ten years.

Five Year Wood, Steel, and Coloured PVC Product Limited Warranty: Our wood and steel door products will be free of defects, and coloured PVC products will be free of holes, peeling, warping, blistering, splitting, and significant discoloration for five years.

Labour: Labour necessary to replace the glass or steel door lite or any other component is provided for one year. Labour is provided subject to the distance and accessibility limitation below.

(see Special Component Coverages)

What This Warranty Does Not Cover ...

We are not liable for:

- Damage or poor product performance resulting from improper installation, including installation under conditions that exceed or violate product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Repairs on product located more than 50 kilometers from an authorized distributor without prior agreement on travel costs and/or product not accessible by road. We will not be responsible for acquiring, erecting, or dismantling scaffolding.
- Normal wear and tear; and natural weathering of surfaces and/or hardware finishes (e.g. corrosion).
- Glass breakage (other than noted under Special Coverages above); failure due to misuse or abuse; and damage caused by failure to provide maintenance, by alteration or modification to the window (e.g. customer applied tints or films, paint finishes, security systems), or as a result of any cause beyond our control (e.g. fire, flood, earthquake, other acts of nature).

Special Component Coverages

(Applies to both Owner-Occupied Single-Family Residences and Commercial)

We warrant the components as identified below will be free from defects in materials or workmanship as described below. If any component provided by us is found to be defective, we will, at our option, either repair or replace the defective product or component. The warranty period begins as of the date of delivery of the product by us.

Hardware Mechanisms – Limited Lifetime Coverage: Any hardware mechanism provided by us will function as designed for the life of the product. Our liability is limited to the replacement value of the defective hardware.

Laminated Glass/Door System Glazing/Special Glazings: High-impact laminated glass, special glazings (glass options not listed in our product literature, e.g. decorative glass); and glass panes mounted in door systems (including sliding, patio door and entrance door systems, and attached sidelites and transoms) will be free from loss of the hermetic seal or other material and workmanship defects for five years.

Spontaneous Glass Breakage: Sealed glass units installed in windows (excluding laminated glass, door system glazing, and special glazings) will be free from spontaneous breakage for one year. Spontaneous breakage occurs when the glass develops a crack without sign of impact.

Aluminum and PVC Cladding: Factory applied painted aluminum and PVC cladding is warranted against splitting, peeling, and cracking for ten years. Note: this coverage does not extend to discoloration, polish, surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.

Labour: Labour necessary to replace any component specified in this section is provided for one year. Labour is provided subject to the distance and accessibility limitation below.

How to Get Assistance...

If you have a problem with your DONAT FLAMAND product, immediately upon discovery, contact the distributor from whom you purchased our product or contact us directly:

Mail: DONAT FLAMAND, Service Department
90, rue Industrielle, Saint-Apollinaire, (Quebec) Canada, G0S 2E0
Tel: (800) 463-1930 Canada • (800) 463-4269 USA
Fax: (888) 998-1599

We can respond quickly and efficiently if you provide the following: a) how to contact you, b) the address of where the product can be inspected, c) a description of the problem and the product (photographs are useful), d) proof of purchase (an invoice is helpful), and e) serial number of the product as indicated in the insulated glass unit.

What We Will Do...

Upon receiving your notification, we will send out an acknowledgement within three business days. We will investigate your claim and will take appropriate action within 30 days after notification. If it is determined that the product does not have a defect covered by the warranty, we may charge an inspection fee for any onsite inspection that is required or requested by you. Because manufacturing materials and techniques can change, replacement part(s) may not be an aesthetic match to the original and we, at our sole discretion and determination, reserves the right to discontinue, alter or replace its products (with equal value and/or quality). This guarantee gives you specific legal rights, and you may have other rights that vary from province or state.

- Improper installation not in conformance with our installation instructions; problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help).
- Labor and materials for repainting or refinishing activities.
- Product failure due to under/over sizing.
- Incidental or consequential damage. Some provinces and states do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

Note: Non-uniform PVC discoloration from unequal exposure to sunlight and the elements is not considered a defect.

Important Legal Information

This Warranty sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. In the event provincial or state law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein.

No distributor, dealer or representative of DONAT FLAMAND has the authority to change, modify or expand this warranty. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the product is installed.