



PRESIDENT
DOORS & WINDOWS
Totally brilliant!

LIMITED LIFETIME TRANSFERABLE WARRANTY CERTIFICATE – WINDOWS ISO-THERMA COLLECTION & ISO-CLASSIC COLLECTION WITH EXTENDED WARRANTY OPTION

CONGRATULATIONS ON THE REPLACEMENT OF YOUR WINDOWS WITH PRESIDENT DOORS AND WINDOWS!

President Doors and Windows guarantees that, with normal use by the occupying-owner of a single-family dwelling unit, the windows made at our factory and installed by our certified technicians are free from any defects related to installation, material and parts, as well as the quality of construction, on condition of the statements and limitations outlined in this warranty.

VINYL (PVC) / SEALED UNITS / HARDWARE / Limited Lifetime Warranty

President Doors and Windows guarantees that the PVC used to make the frames and shutters are free from any defects for the lifetime of the product. The defects covered by this warranty are limited exclusively to the following: blistering, peeling, stripping, corrosion, uneven discoloration, excessive shrinkage, and major distortion. This warranty does not cover the chalking or natural discoloration of any product exposed to natural weather conditions.

President Doors and Windows guarantees that the sealed units (thermos) in our windows will not come unsealed for the lifetime of this product. This warranty covers products only in the event that a sealed unit becomes obstructed by a film, residue or dust on the interior surface of the glass due to a break in the unit's peripheral seal resulting in noticeable reduction in visibility. A break in the seal of a sealed unit caused by a crack or mechanical break in the glass is not covered under this warranty. Mullion adherence on sealed units is warranted for a period of 5 years following the date of invoice of the window.

President Doors and Windows guarantees that the hardware used in our windows will remain sufficient and functional for the lifetime of the product. This warranty in no way covers defects related to the oxygenation, discoloration or finish of hardware parts.

Should any material be considered defective under the warranty period, and taking into account the limitations outlined in the "Limitations" section of this warranty, President Doors and Windows will repair or replace it free of charge using identical or functionally equivalent replacement components, at our discretion. President Doors and Windows will provide replacement components and assume responsibility based on the proportional liability limits outlined in Table 1 of this warranty.

PAINTED VINYL (PVC) / 10 years

President Doors and Windows guarantees that the painted window frames and shutters are free from any defects related to blistering, peeling, stripping, corrosion, excessive shrinkage, and major distortion for a period of 10 years following the date of invoice of the window. This warranty does not cover the gradual and uniform discoloration of any product exposed to natural weather conditions. Should any material be considered defective under the warranty period, and taking into account the limitations outlined in the "Limitations" section of this warranty, President Doors and Windows will do local touch-ups or apply a new coat of paint on site, of the color originally ordered free of charge, at our discretion.

SCREENS / 5 years

President Doors and Windows guarantees that the aluminum frames of screens used on our windows are free from defects such as stripping, blistering and corrosion for 5 years following the date of invoice of the window. Taking into account the fragility of the product, the mesh part of the screen is guaranteed against deformation and perforation for 30 days following the installation of the product by the certified technicians of President Doors and Windows. Should any material be considered defective under the warranty period, and taking into account the limitations outlined in the "Limitations" section of this warranty, President Doors and Windows will repair or replace it free of charge using identical or functionally equivalent components, at our discretion.

SPONTANEOUS GLASS BREAKAGE / 1 year

President Doors and Windows will replace for free any materials, for up to 1 year following the installation of the product by the certified technicians of President Doors and Windows, taking into account the limitations outlined in the "Limitations" section of this warranty, of a sealed unit (thermos) whose glass cracked or broke spontaneously without any visible reason. This warranty applies exclusively to units whose interior glass only has been broken where no impact point is visible.

TABLE 1			
LIMITED LIFETIME WARRANTY PROPORTION OF LIMITED COVERAGE			
	Period from the date of invoice	Percentage undertaken by President Doors and Windows	Percentage undertaken by the customer
VINYL (PVC)	0 – 20 years	100 %	0 %

	After 20 years	25 %	75 %
SEALED UNITS FAILURE	0 – 20 years	100 %	0 %
	After 20 years	25 %	75 %
HARDWARE	0 – 10 years	100 %	0 %
	After 10 years	25 %	75 %

INSTALLATION

President Doors and Windows guarantees that the installation made by its certified technicians will be according to the state of the art for square, true and insulation. Should a window failure to perform result from such a defective installation, and taking into account the limitations outlined in the "Limitations" section of this warranty, President Doors and Windows will, for a period of 10 years following the installation of the window by its certified technicians, effect the required corrections for the normal performance of such window.

To seal the frame or trim against ingress of water or air, caulking may be required on some window installations. Caulking is not considered part of the product but is covered by this warranty for a period of 2 years from the date of installation by the certified technicians of President Doors and Windows. During this time, and taking into account the limitations outlined in the "Limitations" section of this warranty, President Doors and Windows will apply local touch-ups without any cost of materials. Beyond this period, caulking maintenance is the homeowner's responsibility. See the "Products Maintenance" section for instructions.

LABOUR AND TRAVEL COSTS

When the windows were installed by its certified technicians, President Doors and Windows will cover the labour and travel cost for any replacement, repair and/or correction of an item that falls under this warranty, based on the scales and percentages outlined in Table 2 of this warranty. Hourly labour costs as well as travel costs are updated annually in the document titled "Price List – Labour and Travel Costs."

TABLE 2		
PERCENTAGE OF LABOUR AND TRAVEL COSTS ASSUMED BY PRESIDENT DOORS AND WINDOWS BASED ON THIS WARRANTY DETERMINED BY THE INVOICE DATE		
VINYL (PVC) AND SEALED UNITS FAILURE	0 – 10 years	100 %
	> 10 – 20 years	50 %
	After 20 years	0 %
HARDWARE AND PAINTED VINYL (PVC)	0 – 5 years	100 %
	> 5 – 10 years	50 %
	After 10 years	0 %
GLASS BREAKAGE	0 – 1 year	100 %
	After 1 year	0 %
SCREEN (Frame only)	0 – 5 years	100 %
	After 5 years	0 %
INSTALLATION	0 – 10 years	100 %
	After 10 years	0 %

LIMITATIONS

General

President Doors and Windows's liability is exclusively limited to the supply of replacement components free of charge FOB Longueuil. President Doors and Windows is in no way responsible for labour, travel and delivery costs associated with the replacement, repair and/or correction other than as explicitly outlined in the "Labour and Travel Costs" section of this warranty. The entry into force of this warranty is suspended pending the receipt in full by President Doors and Windows of the invoice amount.

Any alteration, reinstallation or repair attempt by anyone else will render this warranty null and void. President Doors and Windows assumes no responsibility for any work done by outside sources or without prior consent. When the installation has not been effected by the certified technicians of President Doors and

Windows, the products must be installed according to the state of the art, square and true for this warranty to be valid. No distributor, associate or representative has the right to change and/or enhance this warranty, whether verbally or in writing.

President Doors and Windows cannot be held responsible for any loss of benefits or income or any other direct, incidental or accidental damage, such as caused to the surrounding area (furniture, floors, etc.) during the installation, replacement or as a result of a default in one of our products.

This warranty will be considered null and void if the windows have come unduly into contact with solvents, abrasive or corrosive materials or inappropriate chemical products. Any sealed unit on which a protective or anti-reflection film was added following the installation will have its warranty null and void. Color variance may occur between replacement parts and weathered original material.

This warranty does not apply in the case of any excessive thermal or physical stress, unstable structures, construction defects, fire, vandalism, gross negligence, or similar events nor in the case of natural phenomenon such as violent wind, earthquakes, lightning, tornadoes, ingress of water not caused by a defect in the product or floods or other events of force majeure.

Maintenance condition and condensation

This warranty will remain valid under the condition that the windows are maintained yearly based on the methods outlined in the "Products Maintenance" section of this warranty. Condensation may form on windows due to humidity in the house or changes in indoor / outdoor temperature. This is a natural phenomenon that is not indicative of a product defect. This warranty does not cover condensation nor frost nor freezing from condensation on the windows. Refer to the information sheet "Controlling condensation on the inside of windows" published by President Doors and Windows for solutions to reduce condensation.

PRODUCTS MAINTENANCE

In order to keep windows in good working order, ensure their longevity and maintain this warranty, it is the consumer's responsibility to maintain these windows yearly using the following methods and materials:

- PVC pieces must be cleaned with a soft cloth and a mix of warm water and phosphate-free dish soap.
- Glass must be cleaned with a mix of warm water and phosphate-free dish soap. Products containing ammonia should not be used.
- Weather stripping must be cleaned with a mix of warm water and phosphate-free dish soap, then rinsed with warm water.
- Caulking must be inspected and reapplied or corrected locally if it is broken, sagged or damaged.
- Mechanisms and hardware must be lubricated ever year using a silicone-based product, such as Jig-A-Loo. No lubrication should be applied to any NEAT glass surface.
- Abrasive or alcohol-based lubricants should not be used on our products.

TRANSFERABILITY

This warranty is transferrable by the initial purchaser for the residual warranty period if the following conditions are met:

- The new owner of the property where the windows were installed must register his warranty with President Doors and Windows at the below address within 30 days of acquiring the property.
- The new owner must occupy the property.
- The warranty registration must include proof that the property was transferred as well as the original purchase order or invoice of the windows.
- The labor and travel costs coverage specified in this warranty is for the exclusive benefit of the initial purchaser and does not transfer to the new owner of the property.

USE OF THE WARRANTY

All service requests related to this warranty must be made in writing, by phone or via email to President Doors and Windows. The original purchase receipt, installation date and a brief description of the issue, including pictures where possible, must accompany the request. Any repairs or corrections to products under warranty will be undertaken during regular office hours. The residual warranty period will prevail in the event of a replacement, repair or correction. This warranty applies to windows of the ISO-Therma collection and of the ISO-Classic collection with extended warranty purchased from June 1st, 2019. This warranty does not in any way modify any previous warranties offered by President Doors and Windows, which will continue to honor them.

PRESIDENT DOORS AND WINDOWS
2292 de la Province street, Longueuil (Quebec) J4G 1G1
Phone : 450-670-4777
Fax : 450-670-9995
Email : service@pfpresident.com

Updated : June 1st, 2019