



PRESIDENT DOORS & WINDOWS

Totally brilliant!

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

CONGRATULATIONS ON THE REPLACEMENT OF YOUR DOORS 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 doors sold to you 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.

ENTRY AND SERVICE DOORS

President Doors and Windows guarantees that our entry and service doors are free from any defects related to material and construction based on the following terms:

- 1-Year Warranty on accessories, including weather stripping, thresholds, door sweeps, coverings, and hinges.
- 10-Year Warranty on the unsealing of any sealed pane, silkscreen or grooved unit.
- 5-Year Warranty on the unsealing of any commodity or single-hung unit.
- 5-Year Warranty on any severe discoloration of silkscreen, single-hung, Georgian, or PVC-mold units.
- 10-Year Warranty on any cracking, blistering, flaking, delamination, or severe discoloration of a white or painted panel.

Note that any wood around a door frame is not guaranteed against cracking, and that warping of up to a quarter inch (1/4") is considered normal wear and tear by industry standards.

Should any material be considered defective under the warranty period, and taking into account the limitations outlined in the "Limitations" section of this document, President Doors and Windows will repair or replace free of charge (materials) using identical or equivalent parts, at our discretion.

DOOR HANDLES AND LOCKS

President Doors and Windows guarantees that the door handles and locks installed on our entry and service doors are free from any defects related to material and construction based on the following terms:

- 5-Year Warranty on the functioning of mechanisms, locks and handles.
- 5-Year Warranty on finishings, so long as the product did not come into contact with any solvents, abrasives or inappropriate chemical products.

Should any material be considered defective under the warranty period, and taking into account the limitations outlined in the "Limitations" section of this document, President Doors and Windows will repair or replace free of charge (materials) using identical or equivalent parts, at our discretion.

PATIO DOORS

President Doors and Windows guarantees that our patio doors are free from any defects related to material and construction based on the following terms:

- 20-Year Warranty on white PVC extrusions. The defects covered under this warranty are exclusively limited to the following: peeling, buckling, blistering, cracking and major uneven discoloration. This warranty does not cover the chalking or natural discoloration of any product exposed to natural weather conditions.
- 10-Year Warranty for the paint on PVC extrusions. The defects covered under this warranty are exclusively limited to the following: non-adherence, cracking or peeling of the paint on the profiles and any excessive and uneven change in luster.
- 10-Year Warranty on sealed units against the formation of a film or dust deposits between two glass panes if caused by a badly sealed joint.
- 1-Year Warranty on spontaneous glass breakage (thermal glass) from their installation by our certified technicians.
- 1-Year Warranty on hardware and weather stripping.

Should any material be considered defective under the warranty period, and taking into account the limitations outlined in the "Limitations" section of this document, President Doors and Windows will repair or replace free of charge (materials) using identical or equivalent parts, at our discretion.

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 door 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 1 year following the installation of the door by its certified technicians, effect the required corrections for the normal performance of such door.

To seal the frame or trim against ingress of water or air, caulking may be required on some door installations. Caulking is not considered part of the product but is covered by this warranty for a period of 1 year 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 doors were installed by its certified technicians, President Doors and Windows will cover the labour and travel costs for any replacement, repair or correction of an item that falls under this warranty, based on the scales and percentages outlined in Table 1 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 1		
PERCENTAGE OF LABOUR AND TRAVEL COSTS ASSUMED BY PRESIDENT DOORS AND WINDOWS BASED ON THIS WARRANTY DETERMINED BY THE INVOICE DATE		
ENTRY AND SERVICE DOORS / PATIO DOORS / INSTALLATION	0 – 1 year	100 %
	After 1 year	0 %
DOOR HANDLES AND LOCKS	0 – 1 year	100 %
	1 – 5 years	50 %
	After 5 years	0 %

LIMITATIONS

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. Color variance may occur between replacement parts and weathered original material.

This warranty will remain valid under the condition that the doors are maintained yearly based on the methods outlined in the "Products Maintenance" section of this warranty. 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.

PRODUCTS MAINTENANCE

In order to keep doors in good working order, ensure their longevity and maintain this warranty, it is the consumer's responsibility to maintain these doors 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.
- Caulking must be inspected and reapplied or corrected locally if it is broken, sagged or damaged.
- Weather stripping must be cleaned with a mix of warm water and phosphate-free dish soap, then rinsed with warm water.
- 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 property owner 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 for the doors.
- 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 doors 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