



Windows

LIMITED LIFETIME WARRANTY*

A. TERMS & CONDITIONS

The **Reflec** products are warranted against all manufacturing defects as conditions described above;

- 1- Products must be used under normal, non-abusive conditions and adequately maintained such as being washed periodically with a mild, non-abrasive soap, weather-strips and moving pieces being inspected and lubricated periodically.
- 2- Products must be properly installed according to **Reflec** instructions.
- 3- The warranty is transferable as long as the original owner provides details of the new owner to his distributor or to **Reflec** before the end of the first year following the delivery date.

Followings are not covered by this warranty:

Reflec is not responsible for:

- 1- Normal wear and tear to hardware due to mishandling.
- 2- Damage caused by chemical's products (solvents and abrasives).
- 3- Product failure due to misuse or abuse; damage caused by failure to provide maintenance, by alteration or modification to the window.
- 4- Glass breakage.
- 5- Improper installation, operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- 6- Screen damage due to normal wear and tear, misuse, abuse, or animal activity.
- 7- Condensation or damage as a result of condensation. Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure.

B. PVC AND HYBRID WINDOWS WARRANTY

PVC :

The raw material used for the PVC and aluminum profiles is warranted **for the life of the product** against all mixing and extrusion defects. The extruder warrantees that their profiles will not splinter, peel, mould,

disintegrate, corrode or unevenly fade under normal, non-abusive conditions.

Sunshine and regular atmospheric pollutants may cause a gradual change in colour, chalking or an accumulation of spots or surface dirt on all PVC products. These are natural occurrences, which are excluded from the warranty.

SEALED UNITS (Low emissivity glass (Low-e Argon))

The sealed units with low emissivity glass (Low-e Argon) are warranted **for the life of the product** against the formation of a film or the deposit of dust on the internal surfaces of the sealed window pane, caused by a break in the sealed joint. Interior glass accessories (grills) are warranted for a period of ten (10) years only. Between 10th & 20th years' period, it will be at the owner's charges.

Exception: If you wish to receive parts only without installation, freight and handling charges will apply.

* Freight, handling and administration charges may apply.

SEALED UNITS (Clear glass) (10 YEARS):

The sealed units manufactured with clear glass are warranted for a period of ten (10) years against the formation of a film or the deposit of dust on the internal surfaces of the sealed window pane, caused by a break in the sealed joint.

THERMAL BREAKAGE (1 YEAR):

The sealed units manufactured with clear glass or low emissivity glass (Low-e Argon) are warranted for a period of one (1) year against spontaneous breaking glass only and without any point of impact. Thermal breakage appears as a crack on internal surface of the sealed window pane. Note: no warranty for the exterior glass part.

No warranty for sealed unit sold separately.

HARDWARE:

Hardware component are warranted **for the life of the product** against defects based on normal use. This warranty does not cover oxidation, gradual fading and the exterior finish of the hardware.

FAKE MULLIONS:

Mullion adherence on glass is warranted for a period of two (2) years from the invoicing date and exceptionally includes labour.

LABOUR (1 YEAR):

Reflec will provide at no charge, for a period of one (1) year from the invoicing date, all labour required to repair, adjust or replace any component in its products deemed to be defective.

C. PAINTED WINDOW

- a) The painted windows manufactured by **Reflec** are warranted for a period of ten (10) years against lack of adherence causing splintering, blistering, peeling and flaking.
- b) The painted windows manufactured by **Reflec** are warranted for a period of five (5) years against lack of adherence of the color causing visible color change over 5 Delta E, especially on vertical exposure.

During the first three (3) years of the present warranty, the paint supplier responsibility's is limited to the reimbursement of the charges for repainting the broken PVC units relating to the paragraphs a) and b). Regarding the remaining years of the warranty, the supplier responsibility's is limited to the reimbursement of half charges for repainting or repairing the broken PVC units.

D. LIMITED WARRANTY

To take advantage of the warranty and so as not to invalidate it, the customer must :

1. Subject to the terms of the previous sections, and so as not to invalidate them, the customer must send the seller, within 30 days of discovering the defect, a written notice requesting that the seller inspect the alleged defect.
2. The written notice must clearly state the customer's name and address, the product installation date, and a brief description of the alleged defect.
3. The written notice must also include the original invoice and/or purchase order.

Our commitment if problems:

As soon as we will be informed of the problem, we will send you a confirmation within two (2) business days. If this product is not covered by this labour warranty, we will charge freight fees for the inspection that is required by us or asked by you.

Please be informed that as the manufacturing technology changes, it may be possible that the replacement part will not be as the original part.

The product and replacement parts will be warrantied for the remaining period of the original invoice or 90 days, whichever is longer.

Any flakes or scratches on door, door panel, sealed unit or moulding must be reported to **Reflec** within 48 hours delay following the delivery date. If such notice is not given within this delay, no customer service will be provided.

The present warranty becomes null and void if our products are not properly installed.

E. EXCLUSION

The conventional guarantee subject to the current agrees that **Reflec** shall not be responsible or liable for any loses, damages or injuries of any kind resulting directly or indirectly to any defective product sold.

F. PROPERTY

All defective product replaced according to the present warranty will be exclusive property of **Reflec** and must be promptly returned to **Reflec** at the customer's responsibility unless **Reflec** provides special instructions.

G. JURISDICTION

This warranty is subject to Quebec laws.

***Every effort has been made to ensure that all shown information is exact. Otherwise, **Reflec** cannot be responsible for any mistake or omission and keeps the right to review, adjust or replace any offered product without any other obligation. The warranty registered on the web site www.reflec.ca takes precedence over all others.

****This warranty is effective January 1st, 2016****

Limited*

Years	Fenestration Plus Windows Warranty	Customer's charges
0-20	100%	0%
20-25	25%	75%