

Terms and Conditions

At its own discretion, for a 12-month period from the date of delivery of a defective product, Solensis Doors and Windows will, without charge, repair any original component found to be defective or replace it with or exchange it for a similar product, or will grant a credit of equal value to that of the product or the defective part. The replacement of defective parts only applies to components used by Solensis in the manufacturing of its products. After this 12-month warranty period, the responsibility of Solensis Doors and Windows will be limited to the supply of new components on presentation of the defective parts. The customer will be entirely responsible for any labour costs and other costs related to the installation of replacement parts.

Any part repaired, replaced or exchanged will be guaranteed for the remaining period according to the terms and conditions of the original warranty. Solensis will honour its warranty as long as the products have been used under normal conditions and not misused and have been properly installed and maintained. This warranty, effective since March 1st, 2016, is the only valid and applicable warranty. Any mention of warranties on our brochures or advertising is indicative only. No other warranty - written or verbal - is considered valid. Products sold previously by Solensis Doors and Windows are covered by the warranty applicable at the date of sale of such products. Solensis may make changes to its products without notice and defective parts may be replaced with new parts that differ from the originals. In such cases, Solensis is under no obligation to modify merchandise already delivered or to create new parts to a claim.

Claim Procedure

This non-transferable warranty applies solely to the original owner. The original owner or dealer must promptly report, during the warranty period, any defects observed. The original owner must send a written claim containing a detailed description of the product defect to the authorized dealer where the product was purchased. The warranty period begins on the date the goods were delivered by the manufacturer.

Proof of purchase indicating the production number must be provided with all claims for the warranty to apply. This warranty is subject to Canadian and U.S. laws.

SOLENSIS products are Energy Star® approved. Please refer to <http://www.oee.nrcan.gc.ca/energystar/> for building code compliance ratings.



THE IMAGE OF EXCELLENCE

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THE IMAGE OF EXCELLENCE

Doors and windows: for today, for tomorrow and forever. The exceptional quality of Solensis's doors has earned it an enviable reputation as door and window manufacturer in Quebec. With its remarkable attention to detail, Solensis has developed a range of PVC and hybrid windows to complement its entry door offering.

WARRANTY

Limited Warranty

Subject to the conditions and limitations described hereafter, Solensis Doors and Windows warrants that the products sold are free of all material or labour-related manufacturing defects.

PROTECTION AND DURATION

WHITE PVC EXTRUSION AND WHITE PVC CLADDING

Solensis Doors and Windows warrants PVC extrusions and PVC cladding against all manufacturing defects, peeling, corrosion and excessive fading and discoloration for a period of 20 years from the date of purchase (see condition 2).

FACTORY-PAINTED PVC OR ALUMINUM EXTRUSION

Solensis Doors and Windows guarantees the paint applied to its products against peeling, swelling, cracking, and excessive fading and discoloration on a prorated basis for a period of 10 years from the purchase date, based on the residual value of ten percent (10%) per year (see condition 2).

WOOD COMPONENTS

Solensis Doors and Windows warrants the wood components used in the fabrication of its products against manufacturing defects for a period of 5 years from the date of purchase. Rotting of any wood part used in the fabrication of our doors and windows is covered by this warranty for a period of 1 year (see condition 3).

HARDWARE

Solensis Doors and Windows warrants the crank handles installed on its products' mobile sashes for life. Sliding and hung window hardware is guaranteed for a period of 5 years. Patio door Tandem rollers are warranted for a period of 5 years. All other hardware is guaranteed for 1 year (see condition 4).

GLASS PANE (SEALED UNIT)

Solensis Doors and Windows warrants all sealed units against condensation, accumulation of dirt between two panes or glass defects for a period of 15 years from the date of purchase (see condition 5).

Solensis Doors and Windows warrants all its

sealed units, excluding steel door units, against spontaneous breakage of the interior glass (THERMAL BREAKAGE) for a period of 1 year from the date of purchase (see condition 6).

STEEL DOOR AND FIBREGLASS PANELS

Solensis Doors and Windows warrants its steel door panels against warping and delamination for a period of 25 years from the date of purchase (see condition 7). The M-50 finish is guaranteed against peeling, swelling, cracking and excessive fading and discoloration for a period of 20 years, based on a residual value of five percent (5%) per year from the date of purchase (see condition 2).

The deluxe paint finish is guaranteed for life against peeling, swelling, cracking and excessive fading and discoloration (see condition 2). This limited warranty excludes cases where a storm door has been added by the consumer.

DECORATIVE GLASS ON STEEL DOORS

Solensis Doors and Windows warrants its decorative glass (stained glass, screen-printed glass) against condensation, accumulation of dirt between two panes and glass defects for a period of 10 years from the date of purchase (see condition 5) and for a 5-year period, the discoloration of its screen-printed glass decorative glass.

WEATHERSTRIPPING

Solensis Doors and Windows warrants its weatherstripping against manufacturing defects for a period of 1 year from the date of purchase (see condition 8).

LABOUR

Solensis Doors and Windows covers the cost of labour for warranty repairs for a period of 1 year. After the one year period, the labour required to replace or repair any defective product will be charged at the current rate of a service call.

The warranties described in this certificate are strictly subject to the following conditions:

CONDITIONS

1. Solensis Doors and Windows will repair, replace any parts found to be defective with similar or equivalent products or parts or provide similar or equivalent replacement parts under the following conditions. These parts will be guaranteed for the remaining period of the initial warranty and Solensis Doors and Windows reserves the right to modify or cease production of any door or window model currently manufactured. Solensis Doors and Windows will not cover any other costs or liability.
2. Exposure to sunlight, pollutants and normal atmospheric conditions can result in gradual fading and discoloration, decreased windbreak capacity (PVC) or a buildup of stains or surface dirt on all surfaces. These are normal occurrences which are not covered by this warranty.
3. Any change in wood colour does not constitute a defect under this warranty. The warranty is void on wooden doors and windows that have not been protected against water and moisture with a coat of paint or stain within no later than thirty (30) days after the date of delivery from our factory.
4. The moving parts of the hardware must be lubricated at least once a year.
5. To be covered under this warranty, a glass defect must be visible one (1) meter away, at all hours of the day without direct sunlight and be within an oval area representing 80% of the glass surface.
6. Thermal breakage is characterized by a crack on the inner glass not resulting from a point of impact but directly caused by hot and cold temperature variations.
7. Warping of less than ¼ " does not constitute a defect under this warranty. Delamination is the detachment of the base surface from the insulating material.
8. Any modifications or repair attempts, any

components painted, varnished or coated with solvents or other products that might affect the PVC, aluminium, sealed glass, weatherstripping or hardware and all work done by the consumer rather than the manufacturer or authorized subcontractor will automatically void the warranty.

9. This warranty does not apply to normal maintenance, routine replacement of maintenance parts, screen damage and the formation of ice or surface condensation caused by high humidity.

10. The warranty does not apply if the defect or damage to a product or part of a product results from misuse, negligent maintenance, faulty installation, excessive thermal or mechanical stresses; or following any accident, fire, flood or any natural disaster or unforeseeable circumstances.

11. Upon delivery, you have 48 hours to notify us of any surface imperfections; bumps, scratches, perforations, etc. Imperfections caused by negligence after product delivery, are not covered under this warranty.

12. If the owner wishes to make a warranty claim, the owner must begin by notifying the distributor (see warranty period). The distributor must then apply the procedure prescribed by Solensis Doors and Windows (see Sales Terms and Conditions sheet).

13. Solensis Doors and Windows assumes no responsibility for any installation or reinstallation of a product resulting from after-sales service.

14. Solensis Doors and Windows assumes no further responsibility nor incurs no further obligation related to the condition of the Solensis brand products nor authorizes any other person to assume such responsibility, incur such obligation on its behalf or make any representation as to this warranty.

General Limitations

In no event shall the liability of Solensis Doors and Windows exceed the original value of the product found defective by Solensis. Under no circumstances will Solensis Doors and Windows be held responsible or liable for any direct or indirect damage, including but not limited to the loss of profit or income arising from or related to any defect in the products covered by this warranty or to any use of such products by the owner or any other person, or any coverage delay related to this warranty due to circumstances beyond the control of Solensis Doors and Windows. Solensis is not responsible for related costs such as transportation, painting, scaffolding, product finishing, repair, removal, reassembly, installation and reinstallation, etc.