

PORTES & FENÊTRES ISOTHERMIC INC.
370, chemin du Mont Granit
Thetford Mines (Québec) CANADA G6G 5R7

RESIDENTIAL LIMITED WARRANTY

ISOTHERMIC DOORS & WINDOWS INC. grants to the original purchaser and to any subsequent purchaser of the building on which the product has been installed, as long as the building is used for residential purposes only (hereinafter collectively or individually referred to as "the purchaser"), a limited warranty, as described herein, on the products manufactured at its factory located in Thetford Mines.

The present warranty is only applicable to products that were bought by the original purchaser and that are intended to be used for residential purposes only and provided that said products were installed on a building used for this purpose only. For any commercial, industrial or institutional use warranty, contact ISOTHERMIC DOORS & WINDOWS INC. to obtain a limited warranty for such intended use of the products.

Subject to conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS & WINDOWS INC. warrants that its products are built according to industry standards, and are exempt from manufacturing defects due to material or workmanship which could make them unfit for their intended use.

The present warranty, including each of the specific limited warranties provided hereinafter, begins on the Date the product has been delivered by ISOTHERMIC DOORS & WINDOWS INC. to the authorized distributor of the products, to the authorized contractor or directly to the purchaser, whichever case comes first (hereafter referred to the "Beginning date of the warranty").

The present limited warranty provided by ISOTHERMIC DOORS & WINDOWS INC. does not apply to any product which has been repaired, punched or modified or on which a repair or a modification has been attempted, by any person other than an ISOTHERMIC DOORS & WINDOWS INC. duly authorized repairer.

By purchasing an ISOTHERMIC DOORS & WINDOWS INC. product, the purchaser recognizes that only the present warranty is valid and that no other representations, conditions or warranties, expressed or implied, legal or conventional, are applicable to the product. This warranty can only be modified in writing by a duly authorized officer of ISOTHERMIC DOORS & WINDOWS INC.

In addition to the herein conditions, limitations and exclusions, the present warranty granted by ISOTHERMIC DOORS & WINDOWS INC is subject to the conditions, limitations and exclusions stated hereinafter, which are an integral part of the present warranty.

- The products must have been installed according to industry standards and the installation instructions established by ISOTHERMIC DOORS & WINDOWS INC. as applicable;
- Products must have been used according to the use for which they have been normally intended for and have been exposed to normal conditions.
- This warranty does not apply to the problem that could occur and any damages resulting from any problem other than manufacturing defects due to material or to workmanship. Without limiting the generality of the foregoing, this warranty does not apply to defects caused by or related to atmospheric pollution, corrosive material, exposure to chemicals, abnormal weather situation, storms, tornados, hurricanes, hail, lightning, salt mist, the accumulation of snow or ice, floods, earthquakes and other natural disasters, fire, exposure to an excessive source of heat, explosions, smoke, war, rebellion, acts of terrorism, voluntary acts, vandalism, impacts and other accidents, lack of regular maintenance or cleaning, maintenance or cleaning of the products with maintenance equipment other than soft soap, warm water and soft linen or sponge, bad storing, handling or installation, movement of the ground or structure on which the product has been installed, normal wear, abuse or misuse of the product and/or other similar causes.
- The application of paint other than the brand name Royalbound™.
- Without limiting the generality of the foregoing, the application of varnish, solvent, abrasive scourers or strong cleaners, whether chemical or natural, or of any other substance which may risk altering the properties of the products, as well as any cleaning equipment that may scratch or damage the finish and gloss of the products, including polisher, sandblaster, metal brush and scouring pads.

In addition to the other conditions, limitations and exclusions set forth herein, the warranty granted by ISOTHERMIC DOORS & WINDOWS INC. expressly excludes:

- All shipping costs related to the replacement of the product or the component, as well as the shipping costs to return the defective product to ISOTHERMIC DOORS & WINDOWS INC.
- All installation, removal and labour costs related to the repair or replacement of the product or a component, except when expressly covered.
- In cases where the labour costs are expressly covered by one or the other specific limited warranties stated hereinafter, claims related thereto concerning a residential building on which the product has been installed located beyond ISOTHERMIC DOORS & WINDOWS INC.'s basic territory; the basic territory being defined as within a radius of one hundred (100) kilometres of the closest distributor of ISOTHERMIC DOORS & WINDOWS INC.

- All painting costs and related labour costs, in cases where the product has been painted by a person other than by ISOTHERMIC DOORS & WINDOWS INC. or its subcontractor.
- All other costs or expenses that may be incurred by the purchaser during the execution of the present warranty.
- All direct and indirect costs, expenses and other damages to persons or goods, other than those covered by the present warranty solely with regard to the defective product itself.
- Any liability of ISOTHERMIC DOORS & WINDOWS INC. in relation to changes to models, styles, building materials, colours, finish, gloss, etc., applied by ISOTHERMIC DOORS & WINDOWS INC. or its suppliers since the initial Date of purchase of the original product.

Any defective product that has been replaced following the application of the present warranty remains the property of ISOTHERMIC DOORS & WINDOWS INC. and must be immediately returned at purchaser's expense, unless expressly agreed to in writing by a duly authorized officer of ISOTHERMIC DOORS & WINDOWS INC.

In addition to the conditions, limitations and exclusions set forth in the present warranty, sections 1 to 8 inclusively provide for the specific terms of the present warranty.

1. ONE YEAR SPECIFIC LIMITED WARRANTY FOR WINDOWS, STEEL DOORS, PATIO DOORS AND FOR HARDWARE COMPONENTS OF A BRAND OTHER THAN TRUTH™

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS & WINDOWS INC. warrants its windows, steel doors, patio doors and hardware components of a brand other than TRUTH™, against manufacturing defects due to materials and workmanship, for a period of one (1) year starting on the Beginning date of the warranty, covering parts as well as labour costs deemed necessary for the repair or replacement, at the option of ISOTHERMIC DOORS & WINDOWS INC.

For all subsequent years, refer to sections 2 to 8, as the case may be, or the applicable specific limited warranty.

2. 20 YEAR SPECIFIC LIMITED WARRANTY FOR PVC EXTRUSIONS USED FOR STEEL DOORS, PATIO DOORS AND WINDOWS.

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS & WINDOWS INC. warrants its PVC extrusions, used for the manufacturing of doors, patio doors and windows for a period of twenty (20) years from the Beginning date of the warranty, against blistering, flaking, corroding or

abnormal discolouration of more than five (5) Delta-E units over a period of ten (10) years.

PVC extrusions must be regularly cleaned, at least once a year, with mild soap and warm water applied with a soft cloth or sponge.

For details on warranty terms specific to factory-applied colour on PVC extrusions, refer to section 8 of the present warranty.

3. 20 YEAR SPECIFIC LIMITED WARRANTY FOR ALUMINUM EXTRUSIONS FOR STEEL DOORS, PATIO DOORS AND WINDOWS.

Subject to conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS & WINDOWS INC. warrants its aluminum extrusions, used for the manufacturing of doors, patio doors and windows for a period of twenty (20) years from the Beginning date of the warranty, against perforation due to corrosion only.

For details on warranty terms specific to factory-applied colour on aluminum extrusions, refer to section 8 of the present warranty.

4. 10 YEAR SPECIFIC LIMITED WARRANTY FOR TRUTH™ BRAND HARDWARE USED FOR WINDOWS

Subject to conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS & WINDOWS INC warrants the TRUTH™ brand hardware components installed on its casement and awning windows for a period of ten (10) years from the Beginning date of the warranty against manufacturing defects of the mechanism due to material or workmanship.

5. 10 OR 15 YEAR SPECIFIC LIMITED WARRANTY FOR SEALED GLASS UNITS USED FOR WINDOWS AND PATIO DOORS

Subject to conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS & WINDOWS INC. warrants the sealed glass units built with the Intercept® spacer system supplied by Robover™ installed on its windows and patio doors for a period of fifteen (15) years from the Beginning date of the warranty, if the product includes energy efficient glass, and for ten (10) years if the product includes regular glass, against the formation of deposits, dust or mist on the inner surface of the sealed glass unit caused by seal failure and causing a significant obstruction of vision (see the LIMITED RESIDENTIAL WARRANTY ANNEX).

Insulating glass units sold separately or manufactured by any other supplier, whether they include regular or energy efficient glass, are warranted for ten (10) years under the same conditions from the Beginning date of the warranty.

The present specific limited warranty is applicable to sealed glass units and to related labour needed for the replacement, if the manufacturing defect appears during the first year of the present specific limited warranty. Afterwards, ISOTHERMIC DOORS & WINDOWS INC.'s sole obligation shall be limited to the replacement of the sealed glass unit, labour costs being at purchaser's expense.

Subject to the conditions, limitations and exclusions set forth herein, the sealed glass units installed on windows only, are in addition warranted for one (1) year from the Beginning date of the warranty against thermal breakage appearing as a crack on the interior (indoor) glass panel only and without any point of impact. The warranty then covers the replacement of the sealed glass unit and related labour costs.

6. 15 OR 20 YEAR SPECIFIC LIMITED WARRANTY FOR WHITE STEEL DOORS ONLY

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS & WINDOWS INC. warrants its white steel doors, against manufacturing defects hereafter mentioned, from the Beginning date of the warranty and for a specific period of time applicable to each model as follows:

HI-TECH™ DOOR: 20 year limited warranty

CLASSIC™ DOOR: 15 year limited warranty

The present specific warranty covers:

- Damage caused by major deformation such as sagging, swelling or warping, if over 1/4" (6mm) or perforation due to corrosion but does not cover surface rust or corrosion. The said defects must be the only defects showing on the door.
- Swells or splits, the formation of blisters and flaking of the finish.

The present specific limited warranty is under the condition that no storm door has been installed.

7. 10 YEAR SPECIFIC LIMITED WARRANTY FOR CLEAR AND STAINED GLASS UNITS AND FOR PVC FRAMES USED ON STEEL DOORS.

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS & WINDOWS INC. warrants the clear and stained glass units installed on its steel doors for a period of ten (10) years starting from the Beginning date of the

warranty, against manufacturing defects in materials or workmanship and against the formation of deposits, dust or mist on the inner surface of the panels of the sealed glass unit caused by seal failure and causing a significant obstruction of vision (see the LIMITED RESIDENTIAL WARRANTY ANNEX).

As for PVC frames of clear and stained glass units installed on steel doors, they are warranted against yellowing for the same period of time.

8. 10 YEAR SPECIFIC LIMITED WARRANTY FOR THE ORIGINAL FACTORY APPLIED PAINT FINISH ON STEEL DOORS, PATIO DOORS AND ON ALUMINUM & PVC EXTRUSIONS.

Subject to conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS & WINDOWS INC. warrants the original factory paint finish on its white steel doors, patio doors, PVC and aluminum extrusions, for a period of ten (10) years from the Beginning date of the warranty against flaking, blistering, loss of shape or warping of the PVC extrusion profile, important chalking and uneven discoloration of more than (5) Delta E units over a period of ten (10) years during the present specific limited warranty.

Specific conditions, limitations and exclusions:

- If the surface has not been regularly cleaned, for over one (1) year, with mild soap and warm water applied with a soft cloth or sponge.
- If variations are below the standards, being: adhesion (ASTM S-3359), heat build-up (ASTM 4803) and weather resistance (ASTM D 224) (ASTM D 523) and (ASTM D 4214).
- During the first five (5) years following the Beginning date of the warranty, upon receipt of a written notification in full compliance with the terms set forth in the present specific limited warranty, ISOTHERMIC DOORS & WINDOWS INC. will, either directly or with the help of its subcontractors, proceed with the application of a new paint finish on the product at the location where the original product has been installed. From the 6th year of the Beginning date of the warranty and for every subsequent year of the warranty, ISOTHERMIC DOORS & WINDOWS INC. will evaluate the costs of repair and the costs will be proportionally shared as follows:

- 6th year: 80 % by ISOTHERMIC DOORS & WINDOWS INC and 20 % by the purchaser;
- 7th year: 60 % by ISOTHERMIC DOORS & WINDOWS INC and 40 % by the purchaser;
- 8th year: 40 % by ISOTHERMIC DOORS & WINDOWS INC and 60 % by the purchaser;
- 9th year: 20 % by ISOTHERMIC DOORS & WINDOWS INC and 80 % by the purchaser.
- 10th year: 10 % by ISOTHERMIC DOORS & WINDOWS INC and 90 % by the purchaser;

9. WARRANTY CLAIM GENERAL PROCEDURE

In order to have the warranty executed by **ISOTHERMIC DOORS & WINDOWS INC.**, the purchaser must send a written claim to the distributor seller of the ISOTHERMIC DOORS & WINDOWS INC. product who will, in turn, request service from:

Isothermic Doors & Windows Inc
370 chemin du Mont Granit
Thetford Mines, Qc, Canada G6G 5R7
Fax.: 418-338-0347 • Toll free: 1-800-905-6201
email: service@isothermic.ca

The notification must describe the product and the nature of the alleged manufacturing defect and must be sent with a copy of the product's invoice and production order number. The purchaser must also provide to ISOTHERMIC DOORS & WINDOWS INC. good quality digital photographs showing the alleged manufacturing defect.

Except for claims where a shorter delay is provided, as set forth in the attached LIMITED RESIDENTIAL WARRANTY ANNEX, the written claim must be sent without delay and must have been received at the latest by ISOTHERMIC DOORS & WINDOWS INC. within thirty (30) days of the date on which the defect was discovered by the purchaser, failing which the purchaser shall be presumed to have waived his rights to any conventional or legal warranty whatsoever.

ISOTHERMIC DOORS & WINDOWS INC. reserves the right to inspect the alleged defected product prior to allow the claim. The purchaser must fully collaborate with ISOTHERMIC DOORS & WINDOWS INC. and its designated subcontractors by giving access to the product and its components for the inspection necessary for the processing of the claim.

ISOTHERMIC DOORS & WINDOWS INC. will have a thirty (30) day time period from the date of the receipt of the claim, at its address, to accept or refuse the claim.

In order to fulfill its obligations under the present warranty, once the claim has been accepted, ISOTHERMIC DOORS & WINDOWS INC. may, at its discretion, repair the defective product or component covered by this warranty or replace the defective product or component, as the case may be, with a similar or an equivalent quality product or component, or grant a credit or refund a maximum amount equal to the price paid by the purchaser for the defective product or component, all of which are subject to the conditions, limitations and exclusions set forth in the present warranty.

Should ISOTHERMIC DOORS & WINDOWS INC. opt to repair or replace the defective product or component and should labour be covered under the present warranty, the purchaser must then fully collaborate with ISOTHERMIC DOORS & WINDOWS INC. and its designated subcontractors by giving access to the product and its components for the necessary repair or replacement work, as the case may be. All expenses and costs sustained by ISOTHERMIC DOORS & WINDOWS INC. and its designated subcontractors, due to delay or failure of the purchaser and the occupants of the building, will be at purchaser's expense and may be immediately claimed from the purchaser by ISOTHERMIC DOORS & WINDOWS INC.

ISOTHERMIC DOORS & WINDOWS INC. reserves the right to discontinue, modify or replace its products, including styles, models, materials, colours, finish and gloss. In the event that the products or components covered by the present warranty are no longer available, ISOTHERMIC DOORS & WINDOWS INC. shall have the right to substitute them with ones that are, at its sole discretion, of equivalent value or quality. The replacement products and components may vary, including in styles, models, materials, colours, finish or gloss, in comparison with the original products or components. Regarding colours, finish and gloss, it is normal that the replacement products or components differ from the original products and components, having been exposed to, among others, weather conditions and normal wear and tear since installation by the purchaser.

ISOTHERMIC DOORS & WINDOWS INC. shall not be responsible for such variations and will not be obligated to supply identical or similar replacement products or components, and may simply fulfill its warranty obligations under the terms of the present warranty by granting a credit or refund a maximum amount equal to the price of the defective product or component paid by the purchaser, all of which are subject to the conditions, limitations and exclusions set forth in the present warranty.

No replacement of a defective product or component, done by ISOTHERMIC DOORS & WINDOWS INC, at its sole discretion and in accordance with the present warranty, shall have as an effect the extension of the original warranty time period, the present warranty continuing to be fully effective for the remaining time period of the initial limited warranty regarding the replacement product or component.

10. GOVERNING LAW

This warranty shall be governed by, interpreted and executed in accordance with the laws in force in the province of Quebec, Canada.

HI-TECH™ and CLASSIC™ are trademarks of ISOTHERMIC DOORS & WINDOWS INC.

TRUTH™, ROYALBOND™, INTERCEPT™ and ROBOVER™ are trademarks of their respective owners.

LIMITED RESIDENTIAL WARRANTY ANNEX

Seal failure on sealed glass units and stained glass units

To be covered by the applicable specific limited warranty, the ring must be permanent, be inside the panels of the sealed glass unit or stained glass unit, as the case may be, must result from a seal failure and must cause a significant obstruction of vision.

Breakage of products during transport or installation and other apparent damages

Subject to the conditions, limitations and exclusions set forth in the present warranty, the distributor and authorized contractor, as the case may be, have a 48 hour delay to report to ISOTHERMIC DOORS & WINDOWS INC. any product damage that occurred during transport or that shows apparent defect upon its delivery by ISOTHERMIC DOORS & WINDOWS INC., including, and without limiting the foregoing, broken parts, bruises, flakes or scratches on doors, scratches, cracks or breakage on the outer surface of panels of the sealed glass units or stained glass units. If no such notice is given within said 48 hours delay, the product shall irrevocably be deemed to have been received in good condition from ISOTHERMIC DOORS & WINDOWS INC. by the distributor or the authorized contractor, as the case may be.

As for the purchaser, he/she has a 48 hour delay to report to ISOTHERMIC DOORS & WINDOWS INC. any product damage that occurred during transport or that shows an apparent defect upon its delivery by ISOTHERMIC DOORS & WINDOWS INC., including, and without limiting the foregoing, broken parts, bruises, flakes or scratches on doors, scratches, cracks or breakage on the outer surface of the panels of the sealed glass units or stained glass units. If no such notice is given within said 48 hours delay, the product shall irrevocably be deemed to have been received in good condition from ISOTHERMIC DOORS & WINDOWS INC by the purchaser.

Without limiting the foregoing, if transport of the product has rather been done by the distributor, the authorized contractor or their chosen carrier, as the case may be, ISOTHERMIC DOORS & WINDOWS INC. is then not responsible for product breakage occurring during transport nor for other apparent damages and the purchaser must therefore refer to its distributor or authorized contractor having received the product in good condition from ISOTHERMIC DOORS & WINDOWS INC.

ISOTHERMIC DOORS & WINDOWS INC. is neither responsible for any damage that occurred during the installation or the storage of the product once it has been delivered to the distributor, the authorized contractor or the purchaser, as the case may be.

Furthermore, the product reported as damaged must not have been installed, or the warranty will be voided.

SECTION 2: QUALITY STANDARDS FOR SEALED GLASS UNITS AND STAINED GLASS UNITS.

1-INTRODUCTION

This document was prepared to provide information to the purchaser on the inspection methods used by ISOTHERMIC DOORS & WINDOWS INC. on its products and to provide knowledge on different industry criteria of acceptance, thus explaining why certain defects or imperfections are not covered by the limited warranty.

2- Quality standards for sealed glass units and stained glass units (inspection)

This procedure has been summarized on the basis of Canadian standards and of the National Building Code. According to Canadian standards, certain defects are acceptable upon using the inspection method below. This method allows all concerned persons to inspect the sealed glass panels and stained glass panels in the same way and by using the same acceptable criteria.

Références: CAN CGSB 12.3-M, CAN CGSB 12.8-M, National building code.

GLASS DEFECTS

Chips or bubbles: gaseous inclusion appearing as a round or elongated air bubble in the glass.

Scratch or scrape: any mark or crack on the glass surface that seems to have been caused by a sharp or rough object.

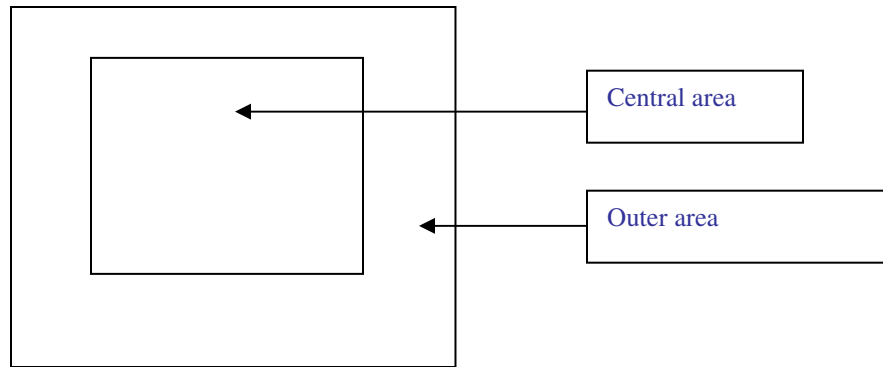
Dirt: Deposit of a foreign matter on the inner surface of the panels of the sealed glass unit or stained glass unit.

Visual inspection method:

If there is a defect, place the glass in a vertical position and exposed to daylight without direct sunlight or to any other indirect light enabling to observe all imperfections. Defects must be inferior to the dimensions specified in the following table and scratches must not be detectable at the distances specified in the said table.

Defect	Central area	Outer area
Chip or bubble	Maximum of 1,5 mm	Maximum of 2,5 mm
Scratch or scrape	Non visible at 3 feet	Non visible at 5 feet
Dirt	Non visible at 3 feet	Non visible at 5 feet
Other	Non visible at 3 feet	Non visible at 5 feet

The central area is considered as forming, in the center of the sealed glass unit panel or stained glass unit panel, a surface not exceeding 80 % of the total surface. The remaining area is considered the outer area.



Quality standards for doors, aluminum and PVC windows (inspection).

These standards have been summarized on the basis of norms provided by various suppliers of ISOTHERMIC DOORS & WINDOWS INC. According to their norms, certain defects are acceptable upon applying the inspection method below. This method allows all concerned persons to inspect the doors and windows in the same way and by using the same acceptance criteria.

VISIBLE DEFECTS

Bruises: Non-visible at 5 feet.

Scratch: Non-visible at 5 feet.

Paint defects or retouch: Non-visible at 5 feet.

Distorsion: Non-visible at 5 feet.

Other defect: Non-visible at 5 feet.