



LIMITED
LIFETIME
RESIDENTIAL
WARRANTY



ENTRY INTO FORCE AND PRODUCTS COVERED

This warranty has been effective since the January 1st, 2022 and it covers all products sold and/or distributed by ISOTHERMIC DOORS AND WINDOWS since that date.

CLARIFICATION

All products sold and/or distributed by ISOTHERMIC DOORS AND WINDOWS prior to the establishment of this warranty, are covered by the warranty that was applicable at the time of sale of said products.

* Limited Lifetime Residential Warranty, all details in store and on isothermic.ca

LIMITED LIFETIME RESIDENTIAL WARRANTY

ISOTHERMIC DOORS AND WINDOWS 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. For any commercial, industrial or institutional use warranty, contact ISOTHERMIC DOORS AND WINDOWS to obtain a limited warranty for such intended use of the products.

Subject to conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS AND WINDOWS 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 AND WINDOWS 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 warranty provided by ISOTHERMIC DOORS AND WINDOWS 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 a ISOTHERMIC DOORS AND WINDOWS duly authorized repairer.

By purchasing a ISOTHERMIC DOORS AND WINDOWS 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 AND WINDOWS.

The present warranty provided by ISOTHERMIC DOORS AND WINDOWS is applicable for all the above mentioned cases, subject to conditions, limitations and exclusions set in the sections below, so long as no other specific limited warranty is provided to the original purchaser at the time of the sale contract. In such case only, the latter warranty shall prevail over all other documents, including the present warranty.

I. GENERAL CONDITIONS, LIMITATIONS AND EXCLUSIONS

In addition to the herein conditions, limitations and exclusions, the present warranty granted by ISOTHERMIC DOORS AND WINDOWS 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 the A440 installation standard and the installation instructions established by ISOTHERMIC DOORS AND WINDOWS as applicable;
- The products must have been used according to the use for which they have been normally intended for, and have been exposed to normal conditions.
- The present warranty does not cover corrosion or oxidation problems due to the use of any form of solvent, exposure to saline air or excessive ambient humidity;
- The present warranty does not cover condensation, frost formation or discoloration on the components of any product sold by ISOTHERMIC DOORS AND WINDOWS;
- The present warranty does not cover products sold at a discount by ISOTHERMIC DOORS AND WINDOWS in its liquidation centre;
- The present warranty does not cover the noise produced by the aluminum grills of movable glass units that are installed in windows and doors, which is due to vibration in the immediate environment;
- This warranty does not cover problems that may occur or damage of any kind arising from any problem other than manufacturing defects due to materials or workmanship. Without limiting the generality of the foregoing, no warranty shall apply in the presence of any problem related to or caused by air pollution, corrosive materials, exposure to chemicals, abnormal atmospheric conditions, storms, tornadoes, hurricanes, hail, lightning, salt fog, snow or ice accumulation, floods, earthquakes and other natural disasters, fire, exposure to excessive heat, explosions, smoke, war, rebellions, acts of terrorism, wilful acts, vandalism, impacts and other accidents, lack of regular maintenance or cleaning, maintenance or cleaning of the products with maintenance equipment other than mild soap, hot water, soft or sponge cloth, improper storage, handling or installation, movement of floors or structure on which the products have been installed, normal wear and tear, misuse or contrary to the use for which the product is intended and/or other similar causes.
- The application of paint other than that the one that has been applied by ISOTHERMIC DOORS AND WINDOWS.
- Without limiting the generality of the foregoing, the application, regardless of the brand name, of varnishes, solvents, abrasives or strong cleaners, whether natural or chemical, or any other substances that may alter the properties of the products, as well as any cleaning equipment that may scratch or damage the finishes and glosses of the products, including but not limited to polishers, sandblasters, wire brushes, abrasive pads.

In addition to the conditions, limitations and exclusions contained herein, the present warranty granted by ISOTHERMIC DOORS AND WINDOWS expressly excludes:

- All shipping costs related to the repair or replacement of the product or a component, as well as the cost of returning the defective product to ISOTHERMIC DOORS AND WINDOWS;

- All installation, removal and labour costs related to the repair or replacement of the product or component, unless specifically covered;
- In cases where the labour costs are expressly covered by one or the other specific limited warranties stated hereinafter, claims in this regard relating to a residential building on which the product has been installed, located outside the basic territory of ISOTHERMIC DOORS AND WINDOWS, the basic territory being defined within fifty (50) kilometres of the nearest ISOTHERMIC DOORS AND WINDOWS distributor;
- All painting costs and related labor, in cases where the product has been painted by a person other than by ISOTHERMIC DOORS AND WINDOWS or its subcontractor;
- Any miscellaneous costs or expenses that the purchaser may incur during the execution of the present warranty;
- All direct and indirect miscellaneous costs, expenses and damages to goods or persons, other than those covered under the present warranty solely with regard to the defective product itself;
- Any liability of ISOTHERMIC DOORS AND WINDOWS in relation to changes to models, styles, building materials, colours, finish, gloss, etc., applied by ISOTHERMIC DOORS AND WINDOWS or its suppliers since the initial Date of purchase of the original product.

Any defective product replaced under this warranty remains the property of ISOTHERMIC DOORS AND WINDOWS and must be returned to it without delay, at the purchaser's expense, unless a special written agreement is made with a duly authorized officer of ISOTHERMIC DOORS AND WINDOWS.

In addition, under the terms of the present Warranty, ISOTHERMIC DOORS AND WINDOWS reserves the right to discontinue or modify any products currently manufactured or marketed. If product replacement is required or a particular part is no longer available, ISOTHERMIC DOORS AND WINDOWS will, at its sole discretion, substitute such product with part(s) of equivalent quality and price.

II. SPECIFIC WARRANTY FOR ISOTHERMIC WINDOWS AND DOORS PRODUCTS

In addition to the general terms, conditions, limitations and exclusions of this warranty, sections 1 to 8 inclusively contain the specific terms of this warranty.

1. WINDOWS, STEEL DOORS HARDWARE OTHER THAN THOSE USED FOR CASEMENT AND AWNING WINDOW: ONE (1) YEAR LIMITED WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS AND WINDOWS warrants its windows, steel doors and hardware, other than that used for casement and awning windows, against defects in workmanship or materials for a period of **one (1) year** starting from the Beginning date of the warranty, covering both parts and labor required for the repair or replacement, at the option of ISOTHERMIC DOORS AND WINDOWS. For subsequent years, refer to the applicable specific limited warranty, if any, in sections 2 to 8, as applicable.

2. PVC EXTRUSIONS: LIMITED LIFETIME WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS AND WINDOWS warrants for life its PVC extrusions, used in the manufacture of its doors and windows, against blistering, chipping, corrosion or discoloration greater than five (5) Delta-E units, in the coverage ratios described in the table below.

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

For a description of the warranty specific to PVC extrusions paint coating, refer to section 7 - part II of this warranty.

3. ALUMINIUM COMPONENTS: LIMITED LIFETIME WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS AND WINDOWS warrants for life its aluminum extrusions, used in the manufacturing of its doors and windows, against perforation due to corrosion only, in the coverage ratios described in the table in section 8 below.

For a description of the warranty specific to aluminum component paint coating, refer to section 7 – part II of this warranty.

4. HARDWARE USED FOR CASEMENT AND AWNING WINDOWS: LIMITED LIFETIME WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS AND WINDOWS warrants for life the hardware components installed on casement and awning window models against manufacturing defects, whether stainless steel hardware or regular hardware, in the coverage ratios described in the table below.

5. HARDWARE USED FOR DOORS: FIVE (5) YEARS LIMITED WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS AND WINDOWS warrants for a period of **five (5) years** solid brass and stainless steel hinges installed on its doors to be free from defects in workmanship in the coverage ratios described in the table below.

6. SEALED GLASS UNITS INSTALLED IN PRODUCTS MANUFACTURED BY ISOTHERMIC WINDOWS AND DOORS *PATIO DOORS EXCLUDED: LIMITED LIFETIME WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS AND WINDOWS *PATIO DOORS EXCLUDED warrants for life the sealed glass units installed on its products,

manufactured at its factory located in Thetford Mines, against the formation of deposits, dust or fog on the internal walls of the sealed glass caused by a lack of seal tightness and causing significant visual disturbance, in the coverage ratios described in the table in section 8 below. (See the section named “LIMITED LIFETIME RESIDENTIAL WARRANTY ANNEX”). All other sealed units sold by ISOTHERMIC DOORS AND WINDOWS such as with internal mini-blinds and all types of decorative glass (triple glass stained-glass windows) are not covered by this warranty (See the section named “WARRANTY OF OTHER PRODUCTS AND COMPONENTS MARKETED BY ISOTHERMIC DOORS AND WINDOWS”).

Spontaneous glass breakage:

Subject to the conditions, limitations and exclusions set forth herein, sealed glass units, installed in windows only, are warranted for a period of **one (1) year** starting from the Beginning date of the warranty against thermal breakage characterised by a crack on the glass surface on the interior side of the residence only and not by a point of impact. The warranty then covers sealed glass units and replacement labor.

7. PAINT: TEN (10) YEARS LIMITED WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, ISOTHERMIC DOORS AND WINDOWS INC. warrants for a period of **ten (10) years** starting from the Beginning date of the warranty its original paint coatings against chipping, blistering, excessive and permanent deformation or warping of the PVC extrusion profile, substantial chalking and discoloration greater than five (5) delta-E units.

Conditions, restrictions and exclusions specific to paintings:

- If a build-up of stains or dirt forms on painted surfaces due to uneven exposure to sunlight and air pollutants.
- If the surface has not been regularly maintained for at least **one (1) year** with mild soap and warm water applied with a soft cloth or sponge.
- If the variations are below the relevant standards: adhesion (ASTM S-3359), heat accumulation (ASTM 4803) and weather resistance (ASTM D 224) (ASTM D 523) and (ASTM D 4214).
- During the **first five (5) years** from the Beginning date of the warranty, upon receipt of a written claim in accordance with the terms of this specific limited warranty, ISOTHERMIC DOORS AND WINDOWS will, directly or through its subcontractors, apply new paint at the place where the original product was installed.
- **As of the 6th year** from the Beginning date of the warranty and for each subsequent year of the warranty, ISOTHERMIC DOORS AND WINDOWS will evaluate the costs of repairs and cover them in the following proportions:

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

8. TABLE OF COVERAGE FOR PARTS AND DIFFERENT MATERIALS

YEARS	% OF COVERAGE BY THE ISOTHERMIC WARRANTY	% OF THE BUYER RESPONSIBILITY
0 to 20 years	100%	0%
20 years and more	25%	75%

III. WARRANTY OF OTHER PRODUCTS AND COMPONENTS MARKETED BY ISOTHERMIC DOORS AND WINDOWS

Steel doors, fiberglass doors, door handles, multi-point door handles, patio doors, garage doors and sealed clear glass units or decorative glass units and their frames, used for the steel doors listed herein that are marketed but not manufactured by ISOTHERMIC DOORS AND WINDOWS, are not covered by this warranty, but by the warranty of their authorized manufacturers or suppliers.

You will find below a brief summary of these warranties. Note that they are subject to change and that only their full versions, made available to the original purchaser by authorized manufacturers or suppliers, are valid.

1. WHITE STEEL DOORS ONLY: TEN (10) YEARS LIMITED WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, white steel doors marketed by ISOTHERMIC DOORS AND WINDOWS but not manufactured by ISOTHERMIC DOORS AND WINDOWS are **warranted**, for a period of **ten (10) years** starting from the Beginning date of the warranty, against manufacturing defects such as sagging, swelling or twisting, perforations due to corrosion (which are neither corrosion nor surface rust), blisters or splinters, blistering and chipping of the coating.

This specific limited warranty applies in accordance with the specific terms set forth in the manufacturer's or authorized supplier's warranty.

Exhaustive list of the clauses of the said guarantee:

<https://www.groupenovatech.com>

2. FIBERGLASS DOORS: SPECIFIC LIMITED WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, fiberglass doors marketed by ISOTHERMIC DOORS AND WINDOWS but not manufactured by ISOTHERMIC DOORS AND WINDOWS are **warranted** against defects in material and workmanship **during the life of the products**, that would make them (the products) unsuitable for normal and recommended use.

This specific limited warranty applies in accordance with the specific terms set forth in the manufacturer's or authorized supplier's warranty.

Exhaustive list of the clauses of the said guarantee:

<http://www.verreselect.com>

3. DOOR HANDLES: SPECIFIC LIMITED WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, door handles marketed by ISOTHERMIC DOORS AND WINDOWS INC. but not manufactured by ISOTHERMIC DOORS AND WINDOWS INC. are **warranted** against defects in workmanship and materials for mechanisms and finish. Damages caused by improper handling and use of the product or normal wear and tear are not covered.

This specific limited warranty applies in accordance with the specific terms set forth in the manufacturer's or authorized supplier's warranty.

Exhaustive list of the clauses of the said guarantee:

<http://www.weiserlock.com>

<http://www.schlage.com>

4. MULTIPPOINT DOOR HANDLES: FIVE (5) YEARS LIMITED WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, multipoint door handles marketed by ISOTHERMIC DOORS AND WINDOWS but not manufactured by ISOTHERMIC DOORS AND WINDOWS are **warranted** against defects in workmanship and materials for a period of **five (5) years** starting from the Beginning date of the warranty.

This specific limited warranty applies in accordance with the specific terms set forth in the manufacturer's or authorized supplier's warranty.

Exhaustive list of the clauses of the said guarantee:

<http://www.ferco.ca>

5. PATIO DOORS: SPECIFIC LIMITED WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, patio doors marketed by ISOTHERMIC DOORS AND WINDOWS but not manufactured by ISOTHERMIC DOORS AND WINDOWS are **warranted** against defects in workmanship and materials, including leaks in the gasket of sealed units causing fogging or dust deposits and excluding glass breakage, causing obstruction to the vision.

This specific limited warranty applies in accordance with the specific terms set forth in the manufacturer's or authorized supplier's warranty.

Exhaustive list of the clauses of the said guarantee:

<https://www.groupenovatech.com>

6. GARAGE DOORS: SPECIFIC LIMITED WARRANTY

Subject to the conditions, limitations and exclusions set forth herein, garage doors marketed by ISOTHERMIC DOORS AND WINDOWS but not manufactured by ISOTHERMIC DOORS AND WINDOWS, are **warranted** against damages such as perforations due to rust, cracks or paint peeling, loss of structural quality or any other defect rendering the door inoperative, for a decreasing duration, calculated pro rata according to each product.

This specific limited warranty applies in accordance with the specific terms set forth in the manufacturer's or authorized supplier's warranty.

Exhaustive list of the clauses of the said guarantee:

<https://www.garaga.com>

<https://www.portesgarex.com>

7. SEALED STAINED GLASS, DECORATIVE GLASS AND STAINED GLASS FRAMES: TEN (10) YEARS LIMITED WARRANTY

Sealed stained glass in clear or decorative glass:

Subject to the conditions, limitations and exclusions set forth herein, clear or decorative stained glass windows marketed by ISOTHERMIC DOORS AND WINDOWS but not manufactured by ISOTHERMIC DOORS AND WINDOWS, are **warranted** against the formation of deposits, dust or fog on the inner walls of the sealed stained glass caused by seal failure and causing significant visual obstruction, for a period of **ten (10) years** from the Beginning date of the warranty.

Exhaustive list of the clauses of the said guarantee:

<http://www.verreselect.com>

<https://www.groupenovatech.com>

<http://www.vitre-art.com>

(See also the

"LIMITED LIFETIME RESIDENTIAL WARRANTY ANNEX" section).

Sealed glass units sold alone:

Sealed glass units sold alone, with regular or energy-efficient glass, are **warranted** under the same conditions as sealed glass units installed in products manufactured by ISOTHERMIC DOORS AND WINDOWS for a period of **ten (10) years**, and for a period of **one (1) year** against spontaneous glass breakage, from the Beginning date of the warranty.

This specific limited warranty applies in accordance with the specific terms set forth in the manufacturer's or authorized supplier's warranty.

Exhaustive list of the clauses of the said guarantee:

<https://www.groupenovatech.com>

8. GENERAL CLAIM PROCEDURES

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 AND WINDOWS product who will, in turn, request service from:

ISOTHERMIC DOORS AND WINDOWS

370, Mont-Granit West road, Thetford Mines (Quebec) G6G 5R7

Phone: 418 338-4628 • Toll free: 1-800-905-5234

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 AND WINDOWS 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 LIFETIME RESIDENTIAL WARRANTY ANNEX, the written claim must be sent without delay and must have been received at the latest by ISOTHERMIC DOORS AND WINDOWS 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 AND WINDOWS reserves the right to inspect the alleged defected product prior to allow the claim. The purchaser must fully collaborate with ISOTHERMIC DOORS AND WINDOWS 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 AND WINDOWS 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 AND WINDOWS opt to repair or replace the defective product or component and should labor be covered under the present warranty, the purchaser must then fully collaborate with ISOTHERMIC DOORS AND WINDOWS 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 AND WINDOWS 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 AND WINDOWS.

ISOTHERMIC DOORS AND WINDOWS reserves the right to discontinue, modify or replace its products, including styles, models, materials, colors, finish and gloss. In the event that the products or components covered by the present warranty are no longer available, ISOTHERMIC DOORS AND WINDOWS 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, colors, finish or gloss, in comparison with the original products or components. Regarding colors, 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 AND WINDOWS 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 AND WINDOWS, 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.

9. GOVERNING LAW

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

IV. LIMITED LIFETIME REDISENTIAL 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 units 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 AND WINDOWS any product damage that occurred during transport or that shows apparent defect upon its delivery by ISOTHERMIC DOORS AND WINDOWS, including, and without limiting the foregoing, broken parts, bruises, flakes or scratches on doors, scratches, cracks or breakage on the outer surface of units 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 AND WINDOWS by the distributor or the authorized contractor, as the case may be.

As for the purchaser, he/she has a **48-hours delay** to report to ISOTHERMIC DOORS AND WINDOWS any product that has been damaged during transport or that shows an apparent defect upon its delivery by ISOTHERMIC DOORS AND WINDOWS, including, and without limiting the foregoing, broken parts, bruises, flakes or scratches on doors, scratches, cracks or breakage on the outer surface of the units 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 AND WINDOWS 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 AND WINDOWS 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 AND WINDOWS.

ISOTHERMIC DOORS AND WINDOWS 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.

V. QUALITY STANDARDS FOR SEALED GLASS UNITS AND STAINED GLASS UNITS

Introduction

This document was prepared to provide information to the purchaser on the inspection methods used by ISOTHERMIC DOORS AND WINDOWS 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.

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 units and stained glass units in the same way and by using the same acceptable criteria. References: CAN CGSB 12.3-M, CAN CGSB 12.8-M, National building code.

VI. GLASS DEFECTS

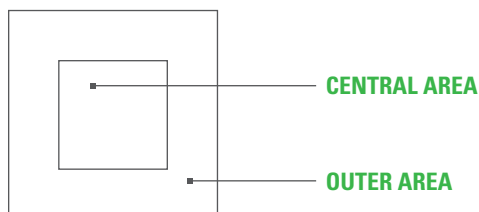
Chip or bubble: Gaseous inclusion appearing as a round or elongated air bubble in the glass.

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 units of the sealed glass unit or stained glass unit.

Visual inspection procedure: 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.

DEFECTS	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 to form, in the centre of sealed glass units and sealed stained-glass, a surface which does not exceed 80% of the total surface area. The remaining part is considered as the outer zone.

Quality standards for doors, aluminium windows and PVC windows (inspection)

These standards have been summarized on the basis of norms provided by various suppliers of ISOTHERMIC DOORS AND WINDOWS 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.

VII. VISIBLE DEFECTS

DEFECTS	NON VISIBILITY
Bruises	Non visible at 5 feet
Distortion	Non visible at 5 feet
Scratch	Non visible at 5 feet
Touch up or paint defects	Non visible at 5 feet
Others defects	Non visible at 5 feet

OUR WARRANTY SUMMARY

Herein, below, a summary of our warranty and, for information purposes, an outline of the contents from the various warranties offered by the manufacturers and/or authorized suppliers of other products and components that are marketed by ISOTHERMIC DOORS AND WINDOWS but not manufactured by ISOTHERMIC DOORS AND WINDOWS.

Please note that the information in the tables underneath does not constitute a warranty. Only complete versions containing the exhaustive list of ISOTHERMIC DOORS AND WINDOWS INC. and each authorized manufacturer and/or supplier general conditions, limitations and exclusions are valid.

SPECIFIC WARRANTY FOR ISOTHERMIC WINDOWS AND DOORS PRODUCTS

PRODUCT	WARRANTY
Parts and labour of the windows, steel doors hardware other than those used for casement and awning window	1 year limited warranty
PVC extrusions	Limited lifetime warranty
Aluminium components	Limited lifetime warranty
Hardware used for casement and awning windows	Limited lifetime warranty
Hardware used for doors	5 years limited warranty
Hardware used for patio doors	5 years limited warranty
Screen	1 year limited warranty
Sealed glass units used for windows	Limited lifetime warranty
Sealed glass units used for patio doors	10 years limited warranty
Spontaneous glass breakage	1 year limited warranty
Paint	10 years limited warranty

TABLE OF COVERAGE FOR PARTS AND DIFFERENT MATERIALS

YEARS	% OF COVERAGE BY THE ISOTHERMIC WARRANTY	% OF THE BUYER RESPONSIBILITY
0 to 20 years	100%	0%
20 years and more	25%	75%

WARRANTY OF OTHER PRODUCTS AND COMPONENTS MARKETED BY ISOTHERMIC DOORS AND WINDOWS

PRODUCT	WARRANTY	
White steel doors only	10 years ¹ – NOVATECH	
Sealed stained glass, decorative glass and stained glass frames	10 years ¹ – NOVATECH / VERRE SELECT / VITRE-ART	
Sealed glass units sold alone	10 years ¹ – NOVATECH / ROBOVER	
Multipoint door handles	5 years ¹ – FERCO	
Fiberglass doors	Limited warranty ² – VERRE SELECT	
Door handles	Specific limited warranty ³	
Patio doors	NOVATECH White PVC and aluminium extrusions	20 years ¹
	Sealed units	10 years ¹
	Hardware	5 years ¹
	Labour and manufacturing defects	1 year ¹

¹ Limited warranty in accordance with the manufacturer's or authorized supplier.

² Limited warranty during the life of the products.

³ For the door handles, excluding multipoint door handles, marketed or distributed by ISOTHERMIC WINDOWS AND DOORS.