

WARRANTY

Limited warranty, as long as you are the first purchaser of the product(s) manufactured by Elite.

We guarantee that, if a **complete Elite product**, or a product distributed by Elite, has a defect of manufacturing or materials, we will repair or replace the defective part or product, at our discretion, all subject to the durations mentioned below in the section “*Warranty Duration (Purchase of complete products)*”.

Labour on a complete product being purchased, when we have determined it to be necessary for repair or replacement of any part or complete product, is covered by the total warranty, all subject to the durations mentioned below in the “*Warranty Duration (Purchase of complete products)*”. If the distance from the nearest retailer is more than 150 kilometers, travel costs will apply.

For purchasing of parts, see below in the section “*Warranty Duration (Purchase of a part)*” to be aware of what is covered by the current warranty and applicable durations.

The labour on the purchase of a part is not guaranteed in the event of replacement, even under the application of this warranty.

DAMAGE ON DELIVERY

Elite must be notified in writing of any damage upon delivery, within **three (3) working days** following the delivery of a complete product, prior to its installation, such notice being accompanied with pictures showing evidence of the damage(s). Failure to notify Elite within the prescribed period, will render the warranty null and void regarding this damage.

TRANSFERABILITY

The warranty applicable to a single-family residence occupied by the homeowner is transferable according to the following terms and conditions:

- If you sell your residence, or if it is rented to someone other than the original owner, the warranty is then reduced to ten (10) years from the original delivery date, for materials that were previously guaranteed for a period exceeding ten (10) years. For example, in case of the sale of your residence, the warranty related to the frame of a PVC window will be reduced to ten (10) years for the new homeowner.

However, if the windows or doors are resold for installation on another residence, this warranty becomes null and void.

**WARRANTY DURATION
(Purchase of complete products)**

This section sets out the duration of the warranty applicable depending on the part presenting a manufacturing or material defect. All deadlines mentioned below begin from the date of delivery of the complete product.

a) Complete product: PVC or Hybrid windows

Limited warranty	Warranty duration for part	Warranty duration for labour on part replacement
Glass unit – Appearance of a film or dirt deposit on internal surfaces (condensation, fog)	20 years	2 years
Glass unit – Spontaneous breakage (ex. : thermal break)	2 years	2 years
PVC frame, sash and accessories (cracking and uneven discoloration)	20 years	2 years
Aluminum cladding of frame, sash and accessories – Rust, corrosion	10 years	2 years
Hardware – mechanism, lock, hinges, rail, weatherstrip (manufacturing defect only)	15 years	2 years
Hardware – rust, corrosion, yellowing	2 years	2 years
Exterior painted finishes: major discolouration (measurable by colourmeter), adhesion, cracking, peeling, powdering	10 years	0 to 5 years : 100 % warranty 5 to 10 years : warranty at 50% fees 10 years and over: no warranty (100% fees)

a) Complete product: Steel and fiberglass doors

Limited warranty	Warranty duration for part	Warranty duration for labour on part replacement
Sealed or decorative glass - unsealing	10 years	2 years
Sealed or decorative glass – spontaneous breaking (interior glass)	2 years	2 years
Door frame (wooden components) – against manufacturing defect	5 years	2 years
PVC and aluminum sealed glass framing – against manufacturing defect	10 years	2 years
Door panel – steel	10 years	2 years
Multipoint locking mechanism	5 years	2 years
«Ferco» handles (sold by Elite)	5 years	2 years
Rust (Steel panel, hinges)	10 years	2 years
Surface deformation (steel and fiberglass panel)	10 years	2 years
Warping > 1/4 inch (steel and fiberglass panel)	10 years	2 ans
Exterior painted finishes: major discolouration (measurable by colourmeter), adhesion, cracking, peeling, powdering	10 years	0 to 5 years : 100 % warranty 5 to 10 years : warranty at 50% fees 10 years and over: no warranty (100% fees)
NOTICE – Fiberglass panel : The product must be finished (stained or painted) within six (6) months following the date of installation, failing to comply will void the guarantee.		

a) Complete product: PVC or Hybrid Patio door (sliding doors)

See applicable warranties from the following manufacturers	
Portes Decko Inc.	https://www.portesdecko.com/wp-content/uploads/2023/05/Warranty.pdf
Novatech Canada Inc.	https://www.groupenovatech.com/media/wysiwyg/Garantie/2022/2022_Patio_door_warranty_Canada_EN.pdf

**WARRANTY DURATION
(Purchase of a part)**

a) Purchase of parts only

Limited warranty	Warranty duration for part	Warranty duration for labour on part replacement
Glass unit – Appearance of a film or dirt deposit on internal surfaces (condensation, fog)	10 years	0 year
Glass unit – Spontaneous breakage	0 year	0 year
Hardware, accessories, etc.	90 days	0 year

Transport costs can be applied subject to reservation.

EXCLUSIONS

This warranty does not cover the following situations:

Exclusions applicable
Resale of a complete product (excess inventory, “second hand”, etc.)
Purchase of a “second hand” product, or product from a showroom (sample).
Supply of scaffolding, lift, or any other special equipment required for part replacement.
Damages caused by installation of finishing materials, chemical products (solvent, abrasive, brick/stone cleaner, etc.), abuse, neglect, accident, vandalism, natural cause, poor heat/ventilation control.
Scratches/minor imperfections (<i>defects must be visible to the naked eye from a minimum distance of 3 feet according to industry criteria, otherwise they are not guaranteed</i>).
Failure to comply with product installation and maintenance. Example: not square, not level and not plumb
Exterior scratches once installed.
Normal wear of parts.

Damages reported on products after installation.
If decorative glass is discontinued, the selection of an equivalent replacement product will be offered.
Scratches on the <u>exterior</u> surface of glass.
3M or any type of film applied on glass.
Glass broken by impact.
Condensation, or damages caused by condensation <ul style="list-style-type: none"> o Visit the APCHQ website for the relative humidity rate chart to limit condensation and find out how to resolve the situation. (1) https://www.trouverunentrepreneur.com/conseils/la-condensation-probleme-esthetique-ou-reelle-problematique o We also recommend that you contact a heating specialist for assistance, if necessary.
Desiccant deposit between panes of glass in sealed units
Vibration of internal grills causing audible noise
Wear or breakage of hardware due to improper handling or lack of maintenance.
Any collateral damage suffered due to a defect in a part or complete product.
Screen – Mesh breakage, frame deformation, due to handling.

- (1) APCHQ website is only in French! This link connects to a chronicle where a recommended humidity rate chart on exterior temperatures is shown.