

MANUFACTURER'S WARRANTY PROVIDED BY:



DIONNE ARCHITECTURALE guarantees to the initial buyer or user, subject to the terms and limitations set forth hereinafter, that products sold are free from any manufacturing defects due to materials or labour.

WINDOWS - RAW MATERIALS

DIONNE ARCHITECTURALE guarantees against break, insofar it is caused by normal use, for a period of **twenty (20) years**, the extrusions of windows, frames, and shutters, for aluminum extrusions, thermal barriers, weather-strips, as well as all assembly components.

WINDOWS - HARDWARE

DIONNE ARCHITECTURALE guarantees for a period of **five (5) years** all hardware parts of windows.

DURACRON PAINT

DIONNE ARCHITECTURALE guarantees Duracron paint against peeling, fissuring, and cracking for a period of **five (5) years** from the date of installation for a change or colour of more than eight (8) E units, when calculated according to procedures stipulated in the ASTM Standard D-224 4-85 by comparing a non-exposed sample from which we removed dirt and chalking, for a period of three (3) years from the time of installation of the covered metal substrate of the product, or four (4) years from the application of the product on the metal substrate, whichever occurs first.

DURANAR PAINT (Institutional)

DIONNE ARCHITECTURALE guarantees Duranar paint against peeling, fissuring, and cracking for a period of **twenty (20) years** from the date of installation of the covered metal substrate of the product for chalking exceeding the point rate of eight (8), measured according to the procedures stipulated in the ASTM Standard D4214-89 (method D-659): a discolouration or change in colour of more than five (5) E units, when calculated according to the procedures stipulated in the ASTM Standard D-2244-85 when comparing a non-exposed sample panel to an exposed panel from which we have removed dirt and chalking.

ANODISED FINISH

DIONNE ARCHITECTURALE guarantees the anodized finish for a period of **ten (10) years** from the date of delivery. Adonisation is a treatment of the aluminum surface that converts the surface layer to aluminum oxide, imparting protection against corrosion.

CROSS-BEAMS

DIONNE ARCHITECTURALE guarantees all cross-beams of windows for a period of **five (5) years**.

UNITS OF SEALED GLASS

DIONNE ARCHITECTURALE guarantees units of sealed glass for a period of **ten (10) years** against internal condensation or dust deposited inside the sealed unit, resulting from seal failure.

THERMAL BREAK

DIONNE ARCHITECTURALE guarantees units of sealed glass against thermal break for a period of **one (1) year**. Thermal break is characterized by a crack on the interior part of the glass, without there being any point of impact on the pane. The labour required to replace a unit in the event of thermal break will be billed to the buyer by DIONNE ARCHITECTURALE according to the current rate for a service call.

LABOUR

DIONNE ARCHITECTURALE will assume labour costs for any repair under guarantee for a period of **one (1) year**, except as specified for thermal break. After the period of **one (1) year**, the labour necessary for the replacement or repair of any defective product will be billed to the buyer by DIONNE ARCHITECTURALE according to the current rate for a service call.

TERMS

The guarantees stipulated in this certificate are subject strictly to the terms stipulated hereafter.

1. The duration of the guarantees mentioned in the paragraphs in the previous sections will commence as per the date inscribed on the interleaf of the sealed glass or on the date indicated on the window. In the absence of such date, the guarantee will begin from the delivery of the products from our factory.
2. Once the guarantee period in relation to labour has expired, only supply of materials or replacement parts will be carried out by DIONNE ARCHITECTURALE or by the manufacturers, and costs for labour, transportation, as well as repair,



installation and finishing work completed onsite will be excluded.

3. Any repair or modification carried out by a person other than the technicians from DIONNE ARCHITECTURALE or authorized personnel from manufacturers will render the guarantee null and void.
4. Repairs under guarantee will be carried out using parts or similar or equivalent products, and these will remain under guarantee for the duration of the initial guarantee.
5. The present guarantee will become null contingent to or the installation of the windows was not executed according to industry standards and in the event that weather-strips or hardware have been painted, varnished or coated with a substance that may hinder the proper operation of the product.
6. DIONNE ARCHITECTURALE reserves the right to modify the design of its products, and to make improvements at any time, without incurring the obligation of incorporating or applying said modifications to units already manufactured and delivered.
7. The present guarantee is complete and expressly in lieu of all guarantees or terms otherwise specified by law.
8. The application of any solvent on products sold by DIONNE ARCHITECTURALE will render the guarantee null and void.
9. Exposure to sun, to normal atmospheric pollutants, can gradually change the colour of any aluminum or vinyl surface, cause efflorescence, spots or cause an accumulation of dirt. These are normal phenomena not covered by the guarantee of DIONNE ARCHITECTURALE.
10. The present guarantee does not cover damages to products sold by DIONNE ARCHITECTURALE that could result from structural collapse or defects of the building in places where products are installed.
11. The present guarantee does not cover damages caused by wind, hail, lightning or any other force majeure, intentional act, vandalism, accident, negligence, or exposure to pollutants or harmful chemical products.
12. The present guarantee does not apply to any broken glass, door sweep or ripped

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screen for any reason whatsoever.

13. All complaints will have to be addressed to the contractor and/or distributors and/or representatives of DIONNE ARCHITECTURALE.
14. The written notice must include your name and address, your home and work telephone numbers, the invoice number, as well as a brief description of the defect.
15. A visual and mechanical inspection must be made before installing the products. Any defect noted by the consumer during the delivery must be reported to DIONNE ARCHITECTURALE before the installation.
16. The guarantee is not applicable if payment in full for the products has not been made.
17. Within a standard timeframe, DIONNE ARCHITECTURALE will make repairs according to the terms outlined in the guarantee.
18. The present guarantee does not apply to products sold by DIONNE ARCHITECTURALE "as is" or "in the state", or without guarantee.
19. Are excluded from the guarantee any defects or breaks in the product sold by DIONNE ARCHITECTURALE or any of its components that is rendered as such due to improper use, lack or absence of normal maintenance, or to an installation non-compliant to industry standards, or to excessive thermal or mechanical stresses.
20. The responsibility of DIONNE ARCHITECTURALE will be limited to the replacement costs of the product or one of its components and labour, if such is the case, DIONNE ARCHITECTURALE being in no way responsible for all losses of benefits or revenues or all other direct or indirect damages attributed to a defect of DIONNE ARCHITECTURALE products.
21. The DIONNE ARCHITECTURALE guarantee does not apply to usual maintenance work, nor to the replacement of regular maintenance parts, nor to condensation on aluminum or vinyl components of aluminum, or condensation on glass, nor to the discolouration, nor oxidation or corrosion of metal parts, nor to the deterioration of the finishing of locks.
22. The warping of a door or a window, equal or less than ¼ inch (6 mm) does not constitute a defect in the context of the present guarantee.

23. The DIONNE ARCHITECTURALE guarantee does not apply to normal variations in the colour.

24. Not covered by the guarantee are damages resulting from exposure to excessive humidity or condensation.

Not covered by the present guarantee are deformations of PVC components resulting from the application of paint on their surfaces.