



# Warranty Certificate



# ROBERGE

DEBUTS SINCE 1917

Roberge et Fils inc. (hereafter referred to as «ROBERGE») warrants to the original purchaser all its products from date of delivery against defects in material and workmanship. The warranty applies only to ROBERGE products which have strictly served for their intended purposes, under normal use and service, subject to the terms and conditions contained in this Warranty Certificate, and does not cover any products improperly installed.

During the first TWELVE (12) months following the purchase, ROBERGE will assume the costs for parts and labour. For the following years, ROBERGE will only supply the materials and/or the replacement components. The costs of workmanship, scaffolding, transportation, work repair, installation and the finishing off or the painting on the site are excluded, after the initial twelve-month period.

The ROBERGE warranty becomes null and void if the installation does not respect ROBERGE's recommended norms or standards or does not meet good practice or if the weatherstripping or hardware has been painted, varnished, or coated with any incompatible material which damages the product.

Under no circumstances shall ROBERGE be held liable or responsible, during the installation or the replacement of a ROBERGE's product, for any loss of profits or earnings, or for any other direct, indirect, incidental, special, consequential or accidental damages attributable to a defect in any ROBERGE's product.

Claims under this warranty must be detailed and reported in writing to the distributor or contractor who sold the ROBERGE's product with the original proof of purchase.

This warranty effective since January 1<sup>st</sup>, 2005 is the sole warranty valid and applicable.



### LIFETIME LIMITED WARRANTY: SEALED UNITS

This lifetime limited warranty applies to our new high-performance RLE-7138 "Low-E" double glazed sealed unit, with argon gas fill, INEX spacer, R-factor of 4.2; manufactured exclusively by COVER ABITIBI for our PCV windows, and purchased after JUNE 21, 2004.

Sealed units are warranted against film formation and dust deposits between the two panes of glass due to seal failure (not of glass breakage) and resulting in substantially impaired vision. In order for the warranty to apply, the sealed unit must be installed in a window. In cases where a sealed unit was purchased alone, the sealed unit shall not be covered by this warranty.

ROBERGE will provide a replacement sealed unit (installation costs are not included) on the following pro rata basis:

YEARS	WARRANTY COVERAGE	CUSTOMER RESPONSIBILITY
0-20	100 %	0 %
20 +	25 %	75 %

Our high-performance RLE-7138 "Low-E" triple glazed sealed unit (two "Low-E" glasses and one clear glass), with argon gas fill, INEX spacer, and R-factor of 8.1, shall not be covered by this warranty. ROBERGE warrants the triple glazed sealed unit for a period of TEN (10) YEARS.

The grills contained within a sealed unit are not warranted by ROBERGE and their replacement is at the customer's expense.

This warranty applies to the original customer on product installed in an owner occupied residence and is not transferable.

For a period of ONE (1) YEAR from the manufacturing date of the sealed unit, ROBERGE offers its clients a warranty covering spontaneous glass breakage (thermal breakage). For this period of one year only, ROBERGE assumes any related labour costs. The breakage is considered spontaneous when the glass on the inside surfaces of the sealed unit develops a crack, but shows no sign of impact.

During the first TWELVE (12) MONTHS of this warranty, ROBERGE will assume the cost of installation and/or allocate a lump sum for the replacement of the defective glass panel. During the subsequent years, ROBERGE will replace a faulty unit on the pro rata basis as indicated on the preceding chart. However, shipping, labour costs, etc. on the job site will not be included.

Any sealed unit, NOT manufactured by COVER ABITIBI, will be limited to the original manufacturer's warranty (5 YEARS).

ROBERGE offers a warranty of TEN (10) YEARS from the date of delivery on CLEAR DOUBLE GLAZED SEALED UNITS manufactured exclusively by COVER ABITIBI, and purchased after FEBRUARY 2<sup>nd</sup>, 1998.



### PCV WINDOWS AND ALUMINUM EXTRUSIONS

The polyvinyl chloride extrusions (frames and sashes) are warranted against defects in material and workmanship for a period of TWENTY-FIVE (25) YEARS from the date of delivery.

A TWENTY-YEAR (20) warranty applies on our aluminum extrusions.

PVC and aluminum extrusions are fully warranted by ROBERGE against peeling, flaking, corroding, and breaking. This warranty shall remain in effect only under conditions of normal use and care.

This warranty is for material only and does not include installation costs.

Exposure to sunlight, air pollutants, and to normal atmospheric conditions may cause all PVC and aluminum profile surfaces to gradually fade, chalk or suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered by this warranty.

This warranty shall be null and void if harmful solvents are used to clean the PVC and aluminum profile surfaces and/or if regular maintenance is not performed at least once a year. To wash your PVC or aluminum profile surfaces, use a mild solution of liquid soap, such as a dishwashing detergent in warm water and wipe down with a soft cloth, this should be done at least once a year.



### HARDWARE

For a period of TEN (10) YEARS, ROBERGE warrants that the hardware shall remain in good operational condition and that any defective parts shall be replaced by the same, or an equivalent product.

This warranty does not cover normal wear and tear, discoloration, rust, or any alterations to finishes.

The warranty becomes null and void if the product has been misused, abused, or altered. Our liability is limited to the replacement of defective products (installation costs are not included).



### STEEL DOORS

The Celcolor steel door, white factory painted, is warranted for a period of TWENTY (20) YEARS against major deformations caused by shrinkage, swelling, warping, or perforation due to corrosion (excluding corrosion likely to appear following a cut-out in the door panel).

Warping equal to or less than 1/4 inch, or 6 mm, does not constitute a defect within the meaning of this warranty. The installation of a storm door automatically voids this warranty.

This warranty does not apply on doors which have been painted dark colours.

Repaired, replaced, or credited doors are covered by this warranty for the remainder of the original warranty period.



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## **EXCLUSIONS**

The ROBERGE warranties do not extend or apply to:

A defect or breakage to a product or product component as a result of abusive use, faulty maintenance, accident, theft, minor scratches, other imperfections that do not impair structural integrity, an installation not in strict conformity with the construction standards or excessive mechanical or thermal stress.

Regular maintenance work; the replacement of normal wearing parts, such as the weatherstripping; any product damaged as a result of any acts of God or other unforeseeable circumstances; glass breakage, or screen tear; formation of frost on vinyl or aluminum section ; condensation on glass when the relative humidity inside is too high compared to the outside temperature; fading; oxidation of metal parts; and deterioration of lock finishes.

Damages resulting from exposure to harmful vapours, chemical products, excessive temperatures, oxidation, extreme climatic conditions, poor ventilation and excessive humidity.

Multiple failures of the silicone or wood components caused by exposure or excessive humidity, or condensation.

All damage to the transported merchandise or to any goods, or any person.

Scratches that could eventually be visible on the finish of the product are not considered defects in terms of this warranty.

Normal wear and tear of the ROBERGE products or components.

There is no warranty on a sealed unit made with one or two Lexan glasses.

The manufacturer's warranty does not cover aluminum grills between the glass rattling or causing noise due to vibrations in the immediate environment or inside mobile glass units (venting units), such as operating window sashes and doors.

This warranty does NOT cover condensation appearing in the interior glass surface. Condensation is a direct result of excessive humidity within the building and not a fault of either the sealed unit or the window.

[www.roberge1917.com](http://www.roberge1917.com)