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1917

ROBERGE

PORTES & FENÊTRES // DOORS & WINDOWS

2026

Warranty

CERTIFICATE

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Roberge et Fils Inc. (hereinafter “ROBERGE”) grants the original purchaser, as well as any subsequent owner of the building where the product is installed, a limited twenty (20) years warranty on products manufactured at its La Sarre facility, provided that the building is used exclusively for residential purposes, all subject to the terms, conditions, and exclusions set forth herein. For any use other than residential, including commercial, industrial, or institutional purposes, the limited warranty shall be valid for a maximum period of ten (10) years, subject to the same terms, conditions, and exclusions.

ROBERGE warrants that its products are manufactured in accordance with industry’s standards and are free from manufacturing defects attributable to materials or workmanship, which could render them unfit for their intended use.

This warranty, including each of the specific limited warranties set forth below, takes effect on the date the product is delivered by ROBERGE to an authorized distributor.

The warranty does not apply to any product that has been repaired, pierced, or modified, nor to any product on which an attempted repair or modification has been carried out by anyone other than a repairer duly authorized by ROBERGE.

This warranty, effective as of January 1, 2026, is the sole valid and applicable warranty. Any other warranty or promise made by anyone (representative, retailer, distributor, contractor, installer, or other) shall not be valid, and ROBERGE shall not be obligated to honor it.

Products previously sold by ROBERGE are covered by the warranty applicable at the time of their sale.

ROBERGE reserves the right to modify this warranty at any time.

Any “clearance sale” product is considered a final sale and is not covered by this warranty.

WINDOWS

WHITE PVC - 20 years

White PVC extrusions (frames and sashes) are warranted against any material or manufacturing defects for a period of twenty (20) years.

ROBERGE guarantees white PVC extrusions against any manufacturing defects that could cause chipping, crazing, cracking, or blistering.

LAMINATED PVC - 20 years

ROBERGE warrants that the window profiles will be free from manufacturing defects that could cause rot, cracking, warping, pitting, corrosion, peeling, blistering, or uneven coloration for a period of twenty (20) years.

HYBRID - 10 years

Aluminum extrusions and profiled aluminum claddings used in the manufacture of hybrid windows are warranted against chipping, cracking, peeling, and splitting for a period of ten (10) years.

PAINT - 10 years

Painted PVC extrusions (frames and shutters), as well as aluminum extrusions used in the manufacture of hybrid windows, are warranted for a period of ten (10) years. Roberge guarantees painted PVC and aluminum extrusions against significant loss of adhesion on the surface, cracking, flaking, and blistering. A ten (10) year warranty is provided against excessive discoloration exceeding 5 Delta-E units for the first five years (according to ASTM D2244), and beginning in the sixth year, an additional 1 Delta-E unit per year.

DOORS

WHITE - 20 years

The steel door is warranted for a period of twenty (20) years against any manufacturing defects, major discoloration, chalking, warping, and damage caused by significant deformations such as sagging, swelling, twisting, or corrosion-related perforations (excluding rust that may occur as a result of openings made in the door panel).

PAINT - 10 years

A ten (10) years warranty is provided for all painted doors.

This warranty covers the paint on the door panel, side panel, and aluminum frame cladding against any manufacturing defects that could cause chipping, crazing, cracking, or blistering.

A ten (10) years warranty is also offered against excessive fading of more than 5 Delta-E units for the first five years (according to ASTM D2244), and from the 6th year onward, an additional 1 Delta-E unit per year.

For wood-grain paint, please refer to the “Other Manufacturers” section.

DECORATIVE GLASS - 10 years

Door windows are warranted for a period of ten (10) years, excluding spontaneous breakage. This warranty applies according to the specific terms set forth in the warranty of the authorized manufacturer.

DECORATIVE ACCESSORIES - 5 years

Door accessories, such as Prestige moldings, decorative shelves, and decorative accents, are warranted for five (5) years against any manufacturing defects that could cause breakage, malfunction, poor adhesion, or major discoloration. This warranty applies according to the specific terms set forth in the warranty of the authorized manufacturer.

OTHER SUPPLIERS

Products sourced directly from manufacturers or suppliers other than ROBERGE, such as patio doors, multipoint door handles, pull bars, decorative glass, wood-grain doors, or fiberglass doors, are warranted according to the specific terms of each manufacturer. Please refer to their respective warranty for more details.

HARDWARE & COMPONENTS

10 years

ROBERGE warrants the hardware used in the manufacture of its casement and awning windows, as well as the ball-bearing hinges installed on its doors, for a period of ten (10) years.

5 years

ROBERGE warrants the hardware used in the manufacture of its sliding and single hung windows, as well as the multipoint handle installed on its steel doors, for a period of five (5) years.

1 year

All ROBERGE door or window hardware or parts, such as standard hinges, spring hinges, weatherstripping, thresholds, thermal barriers, door bottom sweeps, screen rollers, astragal locks, panic bars, cylinders, PVC cladding, screens, opening limiters, and any other hardware or parts not specifically listed in this document, are warranted for a period of one (1) year.

The adhesion of simulated divided lite applied to the glass is also warranted for a period of one (1) year.

SEALED UNITS - WINDOWS

ROBERGE warrants the sealed units factory-installed in its windows against the formation of fogging or the accumulation of dust between the two panes of glass, caused by a loss of seal (and not by breakage) and constituting a significant obstruction to visibility, for a maximum period of 20 years.

ROBERGE undertakes to replace the sealed unit (installation costs excluded) according to the following schedule:

DURATION	UNIT TYPE	WARRANTY COVERAGE	CUSTOMER RESPONSIBILITY
0-20 years	Double clear, Double Low-E argon	100%	0%
0-20 years	Triple clear, Triple Low-E argon	100%	0%

1 year

A one (1) year warranty is provided against spontaneous breakage, including labor. Breakage is defined as a crack on the interior pane of the sealed unit, with no impact point on the glass.

SEALED UNITS - INDIVIDUAL

ROBERGE warrants sealed units sold separately (not factory-installed in its windows) against fogging or dust deposits between the glass panes caused by seal failure (not breakage) that materially obstructs visibility.

15 years

ROBERGE warrants sealed units sold separately and installed by one of its technicians in a Roberge window for a period of fifteen (15) years. Spontaneous breakage is covered during the first (1st) year, **including** labor.

10 years

ROBERGE warrants sealed units sold separately for a period of ten (10) years. Spontaneous breakage is covered during the first (1st) year, **excluding** labor.

TRANSFERABILITY

This warranty is transferable to any subsequent owner of the building in which the product is installed, without limitation as to the number of transfers. For a building used exclusively for residential purposes, the transferable warranty shall remain valid for the remaining portion of the twenty (20) year period.

For a building used for non-residential purposes, including commercial, industrial, or institutional uses, the transferable warranty shall remain valid for a maximum remaining period of ten (10) years, in both cases calculated from the date of delivery of the product to the authorized distributor, and always subject to the terms, conditions, and exclusions set forth herein.

We recommend that this document be provided to the purchaser along with the original invoice upon the sale of the residential building. To submit a warranty claim, the customer must provide a copy of the original invoice, including the original order's numbers. Failing this, the warranty will not be honored.

CONDITIONS

The **ROBERGE** warranty, as set forth in this document, is subject to the following conditions, which form an integral part thereof:

- Warranties are non-cumulative. Any repair or replacement of a defective product or part performed by ROBERGE does not extend the original warranty period. The original warranty remains in effect for the remaining duration.
- For certain geographic areas, ROBERGE reserves the right to provide parts only, excluding labor costs.
- The product and its location must be easily accessible so that the technician can perform the repair or replacement using the service vehicle.
- ROBERGE reserves the right to replace, modify, or discontinue any currently manufactured product, without any obligation to incorporate or apply these changes to units that have already been produced and delivered.
- If ROBERGE decides to replace a product covered by this warranty, or if a particular part is no longer available, ROBERGE may substitute one or more parts of equivalent quality.
- For a new window, the replacement of a defective sealed unit under warranty during the first twelve (12) months will be covered by ROBERGE, or may, at its discretion, be compensated by a lump-sum amount.

Expedition

- The distributor has 48 hours to report to ROBERGE any product damaged in transit or showing apparent defects at the time of delivery, including, but not limited to, dented, chipped, or scratched doors, and scratched, cracked, or broken sealed units.

- **Any non-compliant product must never be installed.** Failure to provide such notice within 48 hours of delivery will result in the product being irrevocably deemed to have been received in good condition by the distributor, who will be considered to have waived any claim request.

- Shipment of goods must be carried out by ROBERGE. Otherwise, any damage to goods transported by a third party will be the responsibility of the customer.

Standards, installation & compliance

This warranty becomes void if current installation standards are not followed, including CSA A440, as well as the requirements of the Québec Construction Code as enforced by the Régie du bâtiment du Québec (RBQ). It also becomes void if the product has been painted, varnished, or coated with any substance that could impair its proper operation.

The architect, contractor, distributor, or building owner is fully responsible for selecting ROBERGE products that comply with building codes, regulations, and ordinances to meet the required performance for their region. It is also the buyer's responsibility to ensure that the selected ROBERGE product is appropriate in terms of installation, style, and performance.

ROBERGE disclaims any liability regarding poor ventilation around finished products.

Use & maintenance

- For proper hardware operation, ensure it is free of dust and dirt. Cleaning should be done with a mild liquid soap, followed by a rinse with warm water, and applied using a soft cloth or sponge. Make sure to lubricate the hardware regularly.
- Use silicone-based products (e.g., Jig-A-Loo) or lithium grease. Do not use petroleum-based products such as WD-40 or other petroleum derivatives, as they may affect the rubber in weatherstripping. Using light oil or any other non-corrosive product is also recommended.
- For all ROBERGE products, it is the owner's responsibility to periodically inspect and maintain sealant joints (and apply new sealant when necessary). Cleaning the weatherstripping is also required to prevent rot caused by water infiltration.
- This warranty will be void in the event of failure to perform regular maintenance, which must be carried out at least once per year. ROBERGE shall not be held liable for any damages that could have been prevented as a result of these inspections.

EXCLUSIONS

Notwithstanding the warranties set forth above, ROBERGE does not warrant under any circumstances:

Environmental conditions

- Any product damaged due to events beyond our control, such as natural disasters or accidents.
- Any gradual or uneven discoloration, chalking, or accumulation of surface stains or dirt resulting from exposure to sunlight or common atmospheric pollutants. These phenomena are considered normal and are not covered by this warranty.
- Damage resulting from exposure to hazardous vapors, chemicals, thermal stress or excessive temperatures, oxidation, extreme weather conditions, outdated ventilation, and/or excessive humidity.
- Failures of sealant or wooden components resulting from excessive moisture or condensation.
- Surface condensation appearing on the exterior of the glass, which may occur at night or in the early morning on well-insulated glazing, under clear skies and in the absence of wind. The primary cause is thermal heat loss to the clear sky. This phenomenon should not be considered a product defect but rather an indication of good thermal insulation.
- Interior condensation on the window surface. Condensation is caused by excessive indoor humidity and is not due to a defect in the sealed glass or window.

Wear, finish & appearance

Any discoloration, oxidation, rust, or alteration on various finishes and metal parts.

Normal wear and tear of products or components.

Any glass breakage, screen tears, or frost formation on aluminum or vinyl components.

The phenomenon of distortion, warping, or bowing that can occur in all glass products, particularly heat-treated glass (e.g., tempered), and is directly caused by the reflection and refraction of light during the rapid air-cooling process. It may appear as waviness, spots, blotches, indistinct lines, or bulges and cannot be considered a glass defect.

Use & maintenance

- Any defect or damage attributable to misuse, lack of normal maintenance, an accident, theft, minor scratches or other imperfections that do not affect the structural integrity, as well as excessive mechanical stress.

- Improper handling, transportation, or storage, including degradation of the profiles caused by ultraviolet (UV) exposure during storage.
- The use of solvents on the surfaces of our various profiles.
- Any situation where the product has been misused, improperly maintained, abused, repaired, or modified by any person other than ROBERGE.

Parts & Labor

- Labor costs after the first twelve (12) months (1 year) following the purchase. Beginning in the second year and for the remainder of the warranty period, ROBERGE will cover replacement materials and components only.
- Labor for the replacement of the following parts: screens and door sweep.
- The costs and installation of access equipment for work at heights, such as scaffolding or lift platforms.
- Transportation costs and all repair, installation, finishing or painting work performed on site.
- Door sweep for painted doors, as well as the costs associated with painting.

Limitations

- Any manufacturing defect that is not visible to the naked eye from a distance greater than one meter (3 ft), in accordance with Canadian industry standards.
- Noise from interior aluminum grilles caused by vibrations in the surrounding environment or within glass units that are movable, such as operating window sashes and doors.
- Any liability exceeding the original value of the product recognized as defective by ROBERGE. Under no circumstances shall ROBERGE be held liable or responsible, during the installation or replacement of a ROBERGE product, for any loss of profits or revenue, or for any direct, indirect, incidental, special, consequential, or punitive damages arising from a defect in ROBERGE products.
- Air and water infiltration for a door with a flat sill, which is designed for a specific application.
- Warping of door panels and sidelites cut in height, as well as any warping equal to or less than 1/4" (6 mm).
- Products whose ventilation holes have been covered or obstructed.
- Products not manufactured by ROBERGE. Only the warranties provided by the manufacturers or suppliers shall apply.

CLAIM PROCEDURE

The following information is **required**: the claimant's first and last name, home address, email address, telephone number, type of affected product, description of the issue, copy of the invoice, supporting photos, as well as the distributor's original order number. Any defective product replaced shall remain the property of ROBERGE and must be returned upon request within 30 days following delivery of the replacement part. Failure to comply with this deadline may result in additional charges. **If the claim is deemed unfounded, charges may also apply.**

Distributors:

Any claim covered by a warranty must be submitted in accordance with ROBERGE's current after-sales service policy, in a detailed manner, and must include the original invoice; otherwise, the warranty will not apply. Each claim must first be inspected by the distributor before submission. The distributor must verify the nature and validity of the claim in order to eliminate claims resulting from improper installation or inadequate maintenance.

Owners:

Any claim related to replacement insulated glass units only, covered by a warranty, must be submitted via our online after-sales service platform at sav.roberge1917.com, including all required information as listed above. Otherwise, the warranty will not apply.

SUMMARY

Windows

White PVC	20 years
Hybrid	10 years
Laminated PVC	20 years
Painted	10 years

Doors

White	20 years
Painted	10 years

Hardware & parts

Casement/Awning	10 years
Sliding/Double-hung	5 years
Other	1 year

Sealed Units

In a window	20 years
Sold separately	10 years
Sold separately and installed by a Roberge technician in a Roberge window	15 years

Transferable Warranty

Residential building	20 years
Non-residential building	10 years
Labor	1 year

Other Manufacturers*

Our products contain components from multiple manufacturers, and we also sell products from other suppliers. Warranties vary depending on the supplier and the product. Please refer to each supplier's specific warranty for more details.



www.roberge1917.com

A reflection of
100 YEARS of expertise