



RESIDENTIAL



COMMERCIAL

Any type of manufacturing defects, such as stains, scratches, dust, deformations, is subject to a one (1) month limited warranty.

PRODUCTS

MATERIALS

\*1

INSULATED GLASS | DOORGLASS | ACCESSORIES

### INSULATED GLASS

Clear & Grills, Stained Glass, V-Groove, Textured, Silkscreen

#### MANUFACTURING DEFECTS

- Seal failure
- Internal condensation (mist)
- Silkscreen discoloration ( $\Delta E > 5$ )



10 years transferable



5 years transferable



5 years non-transferable

### PLASTICS

PVC Extrusion, Unpainted Frame & Molded Part

#### MANUFACTURING DEFECTS

- Warping and deformation
- Cracking
- Major discoloration ( $\Delta E > 5$ )
- Non-uniform gloss change ( $\Delta E > 5$ )



10 years transferable



5 years transferable



5 years non-transferable

### ALUMINUM

Extrusion, Molded part

#### MANUFACTURING DEFECTS

- Surface flaking and cracking
- Major discoloration ( $\Delta E > 5$ )
- Non-uniform gloss change



10 years transferable



5 years transferable

### HARDWARE, MECHANISM & ACCESSORIES

Handle / Lock, Caster / Wheel, Opening / Closing mechanism, Screen, Weatherstripping, Prestige molding, Decorative shelf, Decorative accents

Venting unit mechanism

#### MANUFACTURING DEFECTS

- Breakages
- Defects
- Major discoloration ( $\Delta E > 5$ )



5 years transferable



10 years transferable



5 years non-transferable

\* Consult the respective sections of the detailed warranty for exclusions and recommendations.

**Novatech guarantees that all doorglass components supplied to manufacturers are of the highest quality.**

**General Terms and Conditions**

The Novatech warranty for the residential and commercial sector consists of the replacement of any component covered by this warranty and which it has deemed defective. The Novatech warranty does not cover labor, transport costs and work on the site.

If a Novatech product presents a defect covered by this warranty, Novatech's sole obligation is at its discretion to repair, replace or reimburse the defective product in exchange for the original product. In the event of a replacement, Novatech's liability is limited to delivering a new product to the original place of delivery. Any refund is made up to the current net price paid by the customer at the time of purchase.

This will come into effect on the delivery date noted on the purchase invoice or the manufacturing date of the products. The warranty remains in effect for the specified period of time, provided that the products have been:

- stored in a dry, clean and well ventilated place to avoid exposure to high humidity or excessive heat or cold;
- handled, maintained and painted properly;
- normally used;
- and subject to the other conditions specified in this guarantee.

This Warranty applies to manufacturing defects that can be attributed to materials or workmanship as specified in this warranty with respect to the parts and components indicated below. It will be in effect for the specified period, provided that the products to which it applies have been used normally and subject to the other conditions specified in this Guarantee.

**Refer to the summary table to find out the number of years of warranty given depending on the materials for each residential or commercial market (\*1).**

**Doorglass frames and components**

Frames and components are guaranteed against any manufacturing defect that can be attributed to material or labour.

**Integrated Miniblinds**

For insulated glass with integrated blinds, Novatech guarantees the frame, the mechanism operation, the blinds and the unit sealing for a limited period from the date written on the spacer. The insulated glass is guaranteed against condensation inside.

**Limitations**

The Guarantee is strictly subject to the limitations and conditions set out below, which form an integral part thereof:

- Damage caused by the result of improper use or installation<sup>1</sup>, lack of maintenance caused by the use of harmful solvents to clean plastic frames or components, or by the fact that they have been painted or coated with any material not compatible with the frames and components<sup>2</sup>.
- The formation of frost or condensation on glass, frames, or plastic components, subject to the provisions of the section on the sealed unit.
- Glass breakage including spontaneous breakage after installation, is not covered by this warranty.
- The use of a doorglass behind an unventilated storm door<sup>3</sup> also voids the warranty due to the risk of extreme heat build-up. The same is true for damage resulting from condensation caused by excess humidity in the building.

All Novatech insulated glass are guaranteed under normal conditions against the formation of a film or dust deposit on the internal surfaces of the glazing caused by a lack of sealing of the gasket (and not caused by a broken glass) and constituting an appreciable obstruction to vision. This warranty is subject to the following conditions:

- the installation was in accordance with the CSA A440 standard;
- the glazing was not damaged during handling;
- the glazing has not been subjected to physical or thermal constraints;
- no film has been applied to the glazing;
- Novatech's conditions of sale have been fully respected.

<sup>1</sup> Any improper installation / use such as in greenhouses, saunas and around swimming pools are also not covered by this warranty.  
<sup>2</sup> Refer to the "Painting PVC frames" Guide.

<sup>3</sup> To be considered ventilated, the storm door must be made of a mosquito net that covers at least 50% of the height of the door. Due to its tightness when closed, a venting unit system does not meet this ventilation criterion.

### General Exclusions

This warranty is offered to Novatech customers, including manufacturers and pre-hangers. Novatech may require an inspection of the defective product by one of its representatives, in order to determine whether the warranty is applicable in whole or in part. This warranty cannot be amended, and it does not cover the cost of labor, transport, finishing and all other work that must be done to replace a product.

Any product with an easily identifiable defect that has already been installed will be excluded from the warranty<sup>4</sup>. Any repaired or replaced product will be guaranteed for the period remaining on the original warranty.

Note that some materials, such as glue chip glass, may by their nature appear to have flaws that are not.

The use on construction sites of plastic or any other covering material used to protect the product is prohibited and voids the warranty if these covering materials are left on the product once on the site. These materials absorb a lot of heat and can cause cosmetic and / or structural damage.

Exposure to pollutants and normal atmospheric conditions can cause progressive discoloration or yellowing of surfaces, chalking or build up of stains on surfaces. These effects are therefore not covered by the warranty. Damage caused by exposure of surfaces to chemicals, toxic fumes and acid rain is not covered by the warranty.

The warranty does not cover damage caused by any infiltration of water or air due to extreme weather conditions, vandalism or explosion.

This warranty excludes materials and modification to our products by the addition of other components that could have been supplied and / or installed, by another manufacturer, distributor, installer, retailer, contractor, consumer, etc. (water retention, humidity, etc.)

Any defect resulting from movement or from a defect in the structure or foundation of the building on which the product is installed is not covered by this warranty.

Under no circumstances can Novatech be held responsible for injuries and / or accidental damage caused indirectly to a building, property or a person, beyond the value of the initial purchase price of the product.

### Recommendations

In order to reduce the risks and avoid thermal breakage, it is recommended to maintain good air circulation around the glazing. Avoid leaving blinds, draperies, curtains or others closed in cold weather. Make sure that the glazing remains clear of any cardboard, paper, sign, panel or any other object and decoration, and never paint any of its surfaces to avoid any concentration of heat on it, especially on a small area.

The heat from the heating system must not be directed against the glazing. These precautions will be observed mainly for colored glass, which heats up significantly more than clear glass when exposed to the sun.

Condensation that forms on the surface of the glazing inside the room is caused by ambient humidity, which must be controlled in relation to the outside temperature. The humidity level can vary depending on the activities and the number of people who inhabit the place.

**Any claim must be reported within the warranty period, within 15 days of the date of defect discovery, in writing and accompanied by the original purchase invoice and contact details of the location where the door is installed for the attention of the doorglass CS department:**

- **By mail: Novatech 160, Murano St., Ste-Julie, Quebec, Canada, J3E 0C6.**
- **By email: [sac@novatechgroup.com](mailto:sac@novatechgroup.com)**

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<sup>4</sup> Refer to the "Price List" document, section: Merchandise Return Policy, and the "Quality criteria for integrated blinds" document.