

Novatech® STEEL DOOR WARRANTY



RESIDENTIAL



COMMERCIAL

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

PRODUCT

MATERIALS

*1

DOORS

STEEL

MANUFACTURING DEFECTS

- Rust
- Major discoloration ($\Delta E > 5$)
- Surface deformation > 0.010 po (> 0.25 mm)
- Chalking
- Warping / Flatness curvature $> \frac{1}{4}$ po (> 6.4 mm)

N600/N700/N900/NHP

N300



10 years transferable



5 years transferable



5 years non-transferable

HARDWARE AND ACCESSORIES

Prestige moldings, Decorative shelf,
Decorative accents

MANUFACTURING DEFECTS

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



5 years transferable



5 years transferable

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

Novatech guarantees that all steel door 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 which has been 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 on 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 properly¹ ;
- normally used ² ; and
- subject to the other conditions specified in this guarantee.

This Warranty applies to manufacturing defects that can be attributed to materials or labour as specified in this warranty with respect to the parts and components indicated below. It will be in effect for the specified period of time, 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 available depending on the materials for both residential or commercial market (*1).

Limitations

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

- Damages caused by the result of handling and abuse, improper installation or transformation, lack of maintenance, application of an inadequate finish or those caused by use harmful solvents to clean the components, or by the fact that they have been painted or coated with any material or paint, incompatible with the components; are not covered by this warranty.
- Warping less than 1/4", sagging or any other major permanent deformation not exceeding the criteria of CAN / CGSB-82.5-M88 will be considered acceptable.
- Any modification and / or installation of hardware, locks, doorglass or any other component must not cause water infiltration or any other damage to the door nor alter the initial properties of the door. Rust or other damage that may be the result of modification, drilling and / or installation of hardware, door window or any other component is not covered by this warranty.
- The use of a door behind an unventilated storm door ³ 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.

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 warranty⁴. Any repaired or replaced product will be guaranteed for the remaining period to elapse on the original warranty.

¹ See Novatech recommendations in the document: "Paint application on steel doors".

² Installation/use in a door system.

³ 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.

⁴ Refer to the "Price List" document, section: Merchandise Return Policy and the "Steel Door Inspection Guide" document.

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.

Recommendation

Doors awaiting use should be stored in a dry, clean, and well-ventilated place to avoid exposure to high humidity or excessive heat.

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 steel doors CS department:

- **By mail: Novatech 160, Murano St., Ste-Julie, Quebec, Canada, J3E 0C6.**
- **By email: customerservice@novatechgroup.com**