



**VAILLANCOURT**  
DOORS AND WINDOWS



**LIFETIME WARRANTY**



# LIFETIME WARRANTY



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Vaillancourt Inc., manufacturer and distributor, having its head office at 252 boulevard Industriel, in Saint-Germain-de-Grantham, province of Québec, Canada, J0C 1K0, guarantees its products against material or manufacturing defects, according to the conditions and exclusions specified below.

**This warranty came into effect on July 5, 2017**  
and applies to products sold and/or distributed after that date.

Products sold and/or distributed prior to that date are covered by the warranty applicable on the sale date of said products.

## **TRANSFER OF WARRANTY**

This warranty is transferable provided the owner of the product covered by this warranty complies with all conditions specified in this warranty.

# LIMITED LIFETIME WARRANTY



## POLYVINYL CHLORIDE (PVC) PROFILES, ALUMINIUM DOOR AND WINDOW COMPONENTS

Vaillancourt Inc. offers a **lifetime warranty** on the PVC profiles and/or aluminium door and window components, which it manufactures and/or which bear the Vaillancourt Inc. brand, against rot, rust, cracking, warping, corrosion, and non-uniform discolouration, provided the doors and windows are uniformly exposed to the sun and the elements, the whole according to the coverage proportions and share of responsibility between Vaillancourt Inc. and the owner/claimant, described in greater detail in the table below, subject to the conditions and exclusions mentioned below.

The PVC profiles and/or aluminium door and window components distributed and/or sold by Vaillancourt Inc., but not manufactured by Vaillancourt Inc. or bearing the Vaillancourt Inc. brand, are not covered by this warranty. Please refer to the warranties offered by the manufacturers and/or distributors of such PVC profiles and/or aluminium door and window components in effect at the time of purchase.

## SEALED WINDOW UNITS

Vaillancourt Inc. offers a **lifetime warranty** on sealed window units that were originally installed in Vaillancourt Inc. brand products against the formation of a film or a layer of dust on the inner surfaces of the sealed window unit, caused by a leak in the seal (as opposed to a break in the glass), which visibly obstructs the view (at one [1] metre away from the observer), the whole according to the coverage proportions and share of responsibility between Vaillancourt Inc. and the owner/claimant, described in greater detail in the table below, subject to the conditions and exclusions mentioned below.

## PAINT FOR DOORS AND WINDOWS

Vaillancourt Inc. offers a **lifetime warranty** against non-uniform discolouration (not exceeding five [5] delta units) on **high-quality paints applied in the plant by Vaillancourt Inc.**, namely, two-component acrylic polyurethane paints (according to standard AAMA-2604), provided they are uniformly exposed to the sun and the elements. Exceptionally in this case, labour will be covered for the first ten (10) years, after which Vaillancourt Inc. will provide the paint needed to perform touch-ups, the whole according to the coverage proportions and share of responsibility between Vaillancourt Inc. and the owner/claimant, described in greater detail in the table below, subject to the conditions and exclusions mentioned below.

Vaillancourt Inc. offers a **five-year warranty** against non-uniform discolouration (not exceeding eight [8] delta units) on **Duracron or equivalent paints** (according to standard AAMA-2603), as well as products treated with anodized finishes (according to standard AAMA 611-12), provided they are uniformly exposed to the sun and the elements, subject to the conditions and exclusions mentioned below.

[ADDING MAY 12TH, 2019] Vaillancourt Inc. offers a **ten-year warranty** against non-uniform discolouration (not exceeding eight [8] delta units) on **Durastar or equivalent paints** (according to standard AAMA-2604) provided they are uniformly exposed to the sun and the elements, subject to the conditions and exclusions mentioned below.

## WINDOW HARDWARE

Vaillancourt Inc. offers a **lifetime warranty** against any manufacturing defect in its window hardware, the whole according to the coverage proportions and share of responsibility between Vaillancourt Inc. and the owner/claimant, described in greater detail in the table below, subject to the conditions and exclusions mentioned below.

## WINDOW WEATHER-STRIPPING

Vaillancourt Inc. offers a **lifetime warranty** against any manufacturing defect in its weather-stripping on casement, sliding, and hung windows, the whole according to the coverage proportions and share of responsibility between Vaillancourt Inc. and the owner/claimant, described in greater detail in the table below, subject to the conditions and exclusions mentioned below.

## DOOR HARDWARE

Vaillancourt Inc. offers a **lifetime warranty** against any manufacturing defect in its ball-bearing (solid brass) and stainless steel hinges, the whole according to the coverage proportions and share of responsibility between Vaillancourt Inc. and the owner/claimant, described in greater detail in the table below, subject to the conditions and exclusions mentioned below.

Door sweeps, galvanized steel hinges, and weather-stripping (compression, magnetic, Polyflex, and dust blockers) are guaranteed for **one (1) year**. This warranty excludes labour and replacement costs, the whole according to the conditions and exclusions specified below.





# LIMITED LIFETIME WARRANTY



### GRILLES

The adhesion of grilles to the glass comes with a **five-year** warranty, exceptionally including labour for the same period, the whole according to the conditions and exclusions specified below.

### MOULDINGS AROUND GLASS PANELS ON DOORS

The mouldings around glass panels on doors come with a **five-year** warranty against weld cracking or rippling, exceptionally including labour for the same period, the whole according to the conditions and exclusions specified below.

### SPONTANEOUS GLASS BREAKAGE

The sealed unit is guaranteed for **one (1) year** against spontaneous breakage (thermal stress). This type of breakage is characterized by cracking of the inner window. There must not have been any impact, the whole according to the conditions and exclusions specified below.

### SCREENS

Screens are guaranteed for **one (1) year** against any manufacturing defect, the whole according to the conditions and exclusions specified below.

**TABLE OF COVERAGE PROPORTIONS AND SHARE OF RESPONSIBILITY FOR PARTS AND/OR REPAIRS, EXCLUDING LABOUR, BETWEEN VAILLANCOURT INC. AND THE CLAIMANT.**

Years	Percentage covered by Vaillancourt Inc.	Claimant's share of responsibility
0-20 years	100%	0%
20 years or more	25%	75%



# WARRANTY ON DISTRIBUTED PRODUCTS

(PRODUCTS NOT MANUFACTURED BY VAILLANCOURT INC. AND NOT BEARING THE VAILLANCOURT INC. BRAND)



Steel doors, fiberglass doors, door handles, multi-point door handles, sliding doors, and sealed units and decorative glass panels incorporated into the door systems designated below, which are distributed and/or sold by Vaillancourt Inc., but which are not manufactured by Vaillancourt Inc. and do not bear the Vaillancourt Inc. brand, **are not covered by this warranty.**

Please refer to the warranties offered by the manufacturers and/or distributors in effect at the time of purchase of these products not covered by this warranty.

Below you will find a description “for information only” of the content of the various warranties offered by the manufacturers and/or distributors of these products, the whole subject to the conditions, exclusions, and limitations stipulated in the warranties offered by these manufacturers and/or distributors. The descriptions of these warranties are subject to change and do not constitute a commitment by Vaillancourt Inc. to honour any warranty whatsoever, nor must they be interpreted as being a change to the warranties offered by these manufacturers and/or distributors. Only the complete warranty document from these manufacturers and/or distributors is considered valid.

Nevertheless, Vaillancourt Inc. agrees to help and support purchasers of products excluded from this warranty in their efforts to avail themselves of the warranties offered by the manufacturers and/or distributors of these products.

## STEEL DOORS

Steel doors distributed and/or sold by Vaillancourt Inc., but not manufactured by Vaillancourt Inc. or bearing the Vaillancourt Inc. brand, are guaranteed by the manufacturer and/or distributor of these steel doors for **ten (10) years** (model N700 24-gauge with white paint and PVC trim) and for **five (5) years** (model N300 24-gauge with white paint and wood trim) against material defects (corrosion, chalking, swelling, major discolouration) and manufacturing defects, the whole subject to and as described in greater detail in the warranty offered by such manufacturer and/or distributor, and according to the conditions, exclusions, and limitations stipulated therein.

This warranty is available for consultation at the following address:  
[http://www.groupenovatech.com/media/wysiwyg/novatech/Garantie\\_acier\\_-Warranty-Steel\\_03-2015-EN.pdf](http://www.groupenovatech.com/media/wysiwyg/novatech/Garantie_acier_-Warranty-Steel_03-2015-EN.pdf)

## FIBERGLASS DOORS

Fiberglass doors distributed and/or sold by Vaillancourt Inc., but not manufactured by Vaillancourt Inc. or bearing the Vaillancourt Inc. brand, are guaranteed by the manufacturer and/or distributor of these fiberglass doors against any defect in manufacturing, materials, or workmanship, and against denting, warping, and cracking during the term of the warranty, i.e., for as long as the original purchaser remains the owner of the building where the Novatech fiberglass door was installed, the whole subject to and as described in greater detail in the warranty offered by such manufacturer and/or distributor, and according to the conditions, exclusions, and limitations stipulated therein.

This warranty is available for consultation at the following address:  
[http://www.groupenovatech.com/media/wysiwyg/novatech/Garantie\\_porte\\_fibre\\_de\\_verre\\_NT-TB-140-B\\_mars\\_2015-EN.pdf](http://www.groupenovatech.com/media/wysiwyg/novatech/Garantie_porte_fibre_de_verre_NT-TB-140-B_mars_2015-EN.pdf)

## DOOR HANDLES

Door handles distributed and/or sold by Vaillancourt Inc., but not manufactured by Vaillancourt Inc. or bearing the Vaillancourt Inc. brand, are guaranteed by the manufacturer and/or distributor of these steel doors **for life** on the mechanisms and for **ten (10) years** on the supplier's finishes (starting from their purchase date), for as long as the original purchaser is the owner, against any manufacturing or material defect. This warranty does not cover defects or damage caused by improper installation, incorrect use of the product, lack of maintenance, storage, shipping, handling, or normal wear, at the supplier's discretion, the whole subject to and as described in greater detail in the warranty offered by such manufacturer and/or distributor, and according to the conditions, exclusions, and limitations stipulated therein.

This warranty is available for consultation at the following address:  
<http://www.weiserlock.com/en/CustomerService/WarrantyInfo.aspx>

## MULTI-POINT DOOR HANDLES

Multi-point door handles distributed and/or sold by Vaillancourt Inc., but not manufactured by Vaillancourt Inc. or bearing the Vaillancourt Inc. brand, are guaranteed by the manufacturer and/or distributor of these handles for **five (5) years** from their purchase date when used in residential applications, for as long as the original purchaser is the owner, against any manufacturing or material defect. This warranty does not cover defects or damage caused by improper installation, incorrect use of the product, lack of maintenance, storage, shipping, handling, or normal wear, at the supplier's discretion, the whole subject to and as described in greater detail in the warranty offered by such manufacturer and/or distributor, and according to the conditions, exclusions, and limitations stipulated therein.

This warranty is available for consultation at the following address:  
[http://www.ferco.ca/download/pdf\\_en/page/00/00.1.5.pdf](http://www.ferco.ca/download/pdf_en/page/00/00.1.5.pdf)

# WARRANTY ON DISTRIBUTED PRODUCTS

(PRODUCTS NOT MANUFACTURED BY VAILLANCOURT INC. AND NOT BEARING THE VAILLANCOURT INC. BRAND)



## SLIDING DOORS

Sealed units in sliding doors distributed and/or sold by Vaillancourt Inc., but not manufactured by Vaillancourt Inc. or bearing the Vaillancourt Inc. brand, are guaranteed by the manufacturer and/or distributor of these sliding doors for **ten (10) years** against the formation of a film or a layer of dust on the inner surfaces of the sealed window unit, caused by a leak in the seal (as opposed to a break in the glass), which visibly obstructs the view (at one [1] metre away from the observer), the whole subject to and as described in greater detail in the warranty offered by such manufacturer and/or distributor, and according to the conditions, exclusions, and limitations stipulated therein. Sealed units and other components (such as paint, hardware, and weather-stripping) are excluded from these warranties.

You can consult the warranties offered by the manufacturers and/or distributors of these sealed sliding door units in effect at the time of purchase at the following addresses:

<http://portesdecko.com/en/warranty>

<http://www.groupenovatech.com/en-qc/>

<https://www.energifenestration.com>

## SEALED UNITS AND DECORATIVE GLASS PANELS IN DOOR SYSTEMS

Sealed units and decorative glass panels in door systems distributed and/or sold by Vaillancourt Inc., but not manufactured by Vaillancourt Inc. or bearing the Vaillancourt Inc. brand, are guaranteed by the manufacturer and/or distributor of these sealed units and decorative glass panels for **ten (10) years** against the formation of a film or a layer of dust on the inner surfaces of the sealed window unit, caused by a leak in the seal (as opposed to a break in the glass), which visibly obstructs the view (at one [1] metre away from the observer), the whole subject to and as described in greater detail in the warranty offered by such manufacturer and/or distributor, and according to the conditions, exclusions, and limitations stipulated therein. Sealed units and other components (such as paint, hardware, and weather-stripping) are excluded from these warranties.

You can consult the warranties offered by the manufacturers and/or distributors of these sealed sliding door units in effect at the time of purchase at the following addresses:

<http://www.vitre-art.com/en/>

[http://www.groupenovatech.com/media/wysiwyg/novatech/Doorglass\\_Warranty.pdf](http://www.groupenovatech.com/media/wysiwyg/novatech/Doorglass_Warranty.pdf)

<http://www.verreselect.com/page.php?PageID=4&UILanguage=EN>





## LABOUR AND REPLACEMENT

Subject to the exceptions and/or exclusions stipulated below during the **first year of coverage** of this warranty (i.e., the first year following delivery), Vaillancourt Inc. will provide the labour at no cost, during regular business hours, to repair or replace any material and/or manufacturing defect affecting one of its products covered by this warranty.

As of the **second year of coverage** of this warranty (i.e., the second year following delivery), Vaillancourt Inc. undertakes only to provide a replacement part or materials, or to repair the defective product (at Vaillancourt Inc.'s discretion and choice), the whole according to the coverage proportions and share of responsibility between Vaillancourt Inc. and the owner/claimant, described in greater detail in the table above, subject to the conditions and exclusions mentioned below.

As of the second year of coverage of this warranty, Vaillancourt Inc. will not cover the transportation costs or any other costs, in particular for the inspection, evaluation, repair, removal, and reinstallation of a product covered by this warranty.

In the event that the building where the repair is to be performed or where the defective part is to be repaired or replaced is located more than thirty (30) kilometres from Vaillancourt Inc.'s head office or from one of its retailers, additional travel costs will be applied by Vaillancourt Inc., which must be evaluated and accepted, as a condition of execution of this warranty.

## CLAIM PROCEDURE

To avail himself of this warranty, under penalty of it being declared null and void and/or inadmissible, the claimant must:

Declare to the after-sales service department, in writing, any non-compliance or damage prior to the installation and within forty-eight (48) hours following delivery of the products, failing which the warranty will be invalidated and will not apply to this damage;

Submit a written claim to Vaillancourt Inc., within thirty (30) days of discovering the defect, so that Vaillancourt Inc. can inspect the alleged defect;

The written claim must include the customer's name and address, the product installation date, the date the alleged default was discovered, and a brief description of the alleged defect;

The written claim must also be accompanied by digital photos and the original receipt and/or purchase order for the defective product;

Give Vaillancourt Inc. representatives access, during regular business hours, to the product affected by the alleged defect, so that the latter can inspect the alleged defect. No repair must have been made to the product before Vaillancourt Inc. is able to inspect the alleged defect, unless in an emergency situation or for a valid reason;

The owner/claimant must have previously paid in full any amount owing to Vaillancourt Inc. and/or to its retailer, in order to make any claim under this warranty;

Upon receipt of a claim covered by this warranty, Vaillancourt Inc. will inform the claimant of the costs that he/she must assume, where applicable, in compliance with the provisions of this warranty. Vaillancourt Inc. is not obliged to honour its obligations under this warranty for as long as it has not received from the claimant the amount corresponding to that latter's share of the costs under this warranty.

## CONDITIONS AND EXCLUSIONS

Door sweeps, galvanized steel hinges, faceplates, and weather-stripping (compression, magnetic, Polyflex, and dust blockers) are guaranteed for **one (1) year** against manufacturing defects; exceptionally, this does not include the labour for their replacement;

The build-up of stains or dirt on painted door and window surfaces caused by non-uniform exposure to sunlight and to atmospheric pollutants, such as salt air, excessive humidity, corrosion, or oxidation due to the use of any type of solvent, is excluded from the application of this warranty, since the latter are unavoidable natural phenomena;

The noise produced by the aluminium grilles inside a sealed door or window unit caused by vibrations in the surrounding environment or by other causes (for example, the door slamming) is not covered by this warranty;

Sealed units sold separately from an original product purchased from Vaillancourt Inc. (not built into a window or a door manufactured and/or distributed by Vaillancourt Inc.) are not covered by this warranty;

The warranty on our hardware and metal parts does not apply to discolouration of the finish, normal wear, forced entry, and corrosion or rust due to the use of any type of solvent, exposure to salt air, or excessive humidity;

The seller's warranty does not cover or apply to normal maintenance work, the replacement of normal wearing parts, in particular weather-stripping, broken glass or torn screens due to impact, the formation of frost on the aluminium or vinyl parts, or condensation on the glass, nor to discolouration or rust of the metal parts;

Discounted products sold at the Vaillancourt Inc. liquidation centre are not covered by this warranty.

The seller may not be held responsible or liable for any damage caused to a building by a defective product, for any damage related to loss of use of a defective product (loss of earning(s), loss of profit(s), problem(s), trouble(s), and inconvenience(s), etc.), or for any other direct, indirect, or accessory, secondary or accidental, real or anticipated, present or future damage attributable to any defective product and/or to the removal and reinstallation of a defective product under this warranty.

Vaillancourt Inc. cannot, in any case, be held liable under this warranty for an amount higher than the original purchase price of the product.

Vaillancourt Inc. reserves the right to stop the production of or to make changes to any model without prior notice or liability. When it is impossible to provide an identical part which Vaillancourt Inc. is required to replace under this warranty, Vaillancourt Inc. may substitute it for a part of similar quality and price.

Any product repaired or exchanged under this warranty will be guaranteed for the remaining period of the initial warranty on the product.

The parties acknowledge that this agreement is governed by the laws of the province of Québec and that any matter relating to it must be subjected to the jurisdiction of the judicial district of Drummond, province of Québec, Canada, to the exclusion of any other judicial district that may have jurisdiction over such a dispute according to the prescriptions of the law



AUTHORIZED RETAILER



**VAILLANCOURT**  
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