

OUR PLEDGE

QUALITY GUARANTEED



BONNEVILLE
SOLUTIONS



LIMITED WARRANTY ON BONNEVILLE SOLUTIONS PRODUCTS AND COMPONENTS

BONNEVILLE SOLUTIONS ("BONNEVILLE") is proud to offer a **limited warranty** covering defects in raw materials and workmanship which attests to the confidence it holds in the quality of its windows, steel doors and patio doors. This warranty is effective as of July 13th, 2009 and is destined to the Eastern Canadian and Northeastern US markets (MARKETS SERVED BY BONNEVILLE ONLY). All products purchased prior to this date are covered by the warranty in effect at the time of purchase. BONNEVILLE will repair or replace (with a product of equal value), at its discretion, all defective products reported to an authorized dealer or to BONNEVILLE during the period covered by the warranty. **BONNEVILLE'S warranty applies solely to the original owner, is not transferable and is subject to the conditions and exclusions mentioned herein.** No other warranty or promise made by whomsoever (representative, retailer, distributor, contractor, installer or other) will be viewed as valid by BONNEVILLE who is in no way held to honor such a warranty.

BONNEVILLE reserves the right to modify this warranty at all times.

STEEL, FIBERGLASS AND PATIO DOORS & PVC

WARRANTY

LIFETIME WARRANTY

ON PVC EXTRUSIONS

BONNEVILLE offers a lifetime warranty on PVC EXTRUSIONS against chipping, splitting, peeling, unequal discoloration (more than five (5) Delta-E units Hunter), mold and disintegration of all of its manufactured products. This warranty only applies to WHITE extrusions and profiles that have not been subjected to any transformation other than for the manufacturing of the product.

20 YEAR WARRANTY

ON ALUMINUM EXTRUSIONS AND PROFILED ALUMINUM CLADDINGS

BONNEVILLE offers a twenty (20) year warranty on ALUMINUM EXTRUSIONS and PROFILED ALUMINUM CLADDINGS against chipping, splitting, peeling, unequal discoloration (more than five (5) Delta-E units Hunter), mold and disintegration of all of its manufactured products. This warranty only applies to WHITE extrusions and profiles that have not been subjected to any other transformation other than the manufacturing of the product. (Meets AAMA 2603-02)

BONNEVILLE's high performance architectural coating (meets AAMA 2605-05) shall maintain its film integrity for a period of twenty (20) years. The coating shall retain its original color within a maximum of five (5) Delta-E units Hunter (ASTM D2244) for a period of ten (10) years and a ten (10) Delta-E units Hunter for a period of twenty (20) years. The coating shall have gloss retention of a maximum of 50% after ten (10) years (ASTM 523) and 25% after twenty (20) years.

The environment within one (1) mile (1.6 km) of a sea coast can be extremely corrosive. Even with the appropriate maintenance, products installed in this environment will typically deteriorate more than products installed in a less severe environment. Some corrosion and/or deterioration is considered "normal wear" in this environment. Exterior surfaces of products should be cleaned with a mild detergent soap and water at least every three (3) months and more if necessary.

PVC and/or aluminum products DISTRIBUTED BUT NOT MANUFACTURED by BONNEVILLE are excluded from this warranty. In such a case, only the original manufacturer's warranty applies.

10 YEAR WARRANTY

ON PAINTED PROFILES (Meets AAMA 2603-02)

BONNEVILLE warrants for a period of ten (10) years all PAINTED PVC, aluminum profiles and aluminum cladding against chipping, splitting, peeling and unequal discoloration (more than five (5) Delta-E units Hunter).

20 YEAR WARRANTY

ON 24 GAUGE STEEL DOORS PAINTED WHITE

BONNEVILLE warrants for a period of:

- twenty (20) years: 24 gauge steel doors with factory applied WHITE PAINT;
- ten (10) years: 24 gauge steel doors with WHITE PRIMER and
- five (5) years: 26 gauge (Utility) doors with BEIGE PRIMER

against major damages caused by collapse, swelling, warping and perforations due to corrosion (excluding rust caused by a hole/opening performed in door panel by end user).

This warranty applies only to the insulated panel (steel with polyurethane core) and excludes any damage having been caused following the application of paint or glass insert (glass or surround) or any other accessory such as door-closure, hinges, safety bar, handle, mailbox, storm door. To be covered by this warranty, steel doors having white or beige primer must be painted within six (6) months following the delivery of the product to the customer, in absence of which the said warranty will be considered void.

20 YEAR WARRANTY

ON FIBERGLASS DOORS

BONNEVILLE warrants, for a period of twenty (20) years, all FIBERGLASS doors against major damages caused by collapse, swelling or warping. To be covered by this warranty, fiberglass doors having been ordered unpainted must be painted within six (6) months following delivery of the product to the customer, in the absence of which the said warranty will be considered void.

OTHER WARRANTIES AND EXCLUSIONS

ON STEEL DOORS AND FIBERGLASS DOORS

Warranty on clear and decorative glass inserts installed in doors are mentioned in the "Glass" section. Mouldings such as plastic insert surround and executive panels which could be changed following a glass replacement or warping of door will be payable by the customer, as well as all costs associated with painting. All finishing, re-installation of accessories (peephole, mail slots, hinges, door sweep, etc.) or any other related activity is not the responsibility of BONNEVILLE and no allowance will be given to that effect.

BONNEVILLE warrants for a period of two (2) years, against all manufacturing defects, factory applied paint, against chipping, splitting, peeling and unequal discoloration (more than five (5) Delta-E units Hunter). All damages on a door, such as dents or apparent scratches, which could have taken place in the course of delivery must be reported immediately to BONNEVILLE or within 48 hours following delivery and prior to installation of the product. After this period, BONNEVILLE will not assume responsibility and will not repair the product under warranty.

20 YEAR WARRANTY

ON DOUBLE SEALED INSULATED GLASS AND LOW-E GLASS

BONNEVILLE warrants for a period of:

- twenty (20) years: Double sealed insulated glass units and LOW-E insulated glass units installed in its products;
- ten (10) years : All Stormbuster Impact resistant sealed insulated glass units.
- ten (10) years: DECORATIVE DOOR INSERTS (stained-glass, V-groove, silkscreen, impression) and SPECIAL GLAZING (assorted decorative glass) in transoms and side-lites installed in its products;
- five (5) years: SEALED UNITS in DOOR INSERTS WITH INTEGRATED BLINDS against vapor build-up or dust deposits on internal surfaces, resulting from a lack of air tightness of joints which cause a serious reduction of vision. No warranty covers single glazing.

The following are excluded from the present warranty:

The distortion, deformation or bulging phenomenon which can occur in all glass products but particularly in heat treated glass (e.g.: tempered) and is directly caused by reflection and refraction of light during the rapid air cooling process. It comes in the form of waving, spots, stains, indistinct lines or bulges and cannot be considered as a defect in the glass.

Normal manufacturing defects considered as acceptable imperfections (e.g.: scratches) according to the Canadian industry standard, that is to say invisible to the naked eye at more than one (1) meter from the glass, are not admissible to replacement without charge.

Noise generated by the vibration of aluminum INTERIOR GRILLES in windows or in mobile glass units such as operational parts of a wood, steel or patio doors, are not considered to be a manufacturing defect.

BONNEVILLE warrants all sealed units installed on windows against SPONTANEOUS BREAKAGE (thermal stress) and against manufacturing defects for a period of one (1) year. All mechanical breakage (screw, nail, ice) and breakage caused by impact (blow, falling object) are not covered under the present warranty.

Thermal stresses caused by differences in temperature are the source of spontaneous breakage and cause the glass to crack; for this reason, it is recommended to immediately remove, after installation, all stickers identifying the product and maintain adequate air circulation on the interior surface of the glass. To prevent any heat concentration on the glass, it is recommended not to apply any cardboard, paper, sign or decorative object. The non-observance of these recommendations or application of coatings or films after installation will void the warranty.

FULL 2 YEAR WARRANTY

ON PARTS AND LABOR

BONNEVILLE covers, during the first two (2) years of the initial warranty, in addition to the costs of materials and replacement components, labor costs strictly related to the repair of defective products. Any labor costs related to access the defective product or component still covered by the warranty are strictly excluded. The customer and/or distributor must confirm to BONNEVILLE that a safe and acceptable access to the defective product is in place prior to BONNEVILLE'S representative performing service.

BONNEVILLE must be informed in writing of any apparent anomaly in their product within 48 hours of the product being delivered to the customer, and this, prior to installation. Following reception of the information, BONNEVILLE will proceed, at its discretion, to either return the defective product to be repaired in the plant, to repair the defective product on site or replace the defective product.

During the two (2) years warranty period covering labor, BONNEVILLE reserves the right to bill parts and labor costs to the distributor (or the customer) having initiated the service call should BONNEVILLE determine that the problem is not covered by the warranty or if the warranty conditions have not been fulfilled.

LIFETIME WARRANTY*

ON TRUTH™ HARDWARE

BONNEVILLE offers a lifetime* warranty on TRUTH™ hardware installed on its products, against manufacturing defects and defects in materials rendering them useless. Only the electrical operating system, which is covered for a period of one (1) year, is excluded from the present warranty on TRUTH™ hardware.

**Industry related testing has defined the typical lifetime of fenestration hardware to be ten (10) years.*

WARRANTY

ON OTHER HARDWARE

BONNEVILLE warrants for a period of five (5) years all other hardware not covered in the aforementioned warranty. Therefore, all balance systems on hung windows and all patio door handles including the multipoint mechanism, bolts, hinges and keepers as well as steel door hardware (with the exception of shed doors and regular brass or zinc hinges) and other hardware not originating from the company TRUTH™ are warranted for a period of five (5) years.

BONNEVILLE warrants that the metal hardware on shed doors, regular brass or zinc hinges, screen frame (on windows, patio doors and steel doors) and removable grills supplied with products contain no manufacturing defect attributable to materials or labor for a period of two (2) years. This warranty does not apply to screen mesh having been ripped, punctured, scratched or pierced, nor to grilles defects. Weather stripping and hardware having been painted, varnished or coated with a substance that could interfere with the proper operation of the product void the warranty.

This warranty is subject to the conditions stipulated in the section "Full two (2) years warranty on parts and labor".

Any hardware deemed defective should be returned to BONNEVILLE prior to the expiration period of the warranty for complete inspection.

This warranty does not cover normal wear, discoloration of finish, oxidation of metal parts, rust or any product having been improperly installed or used, exposed to salt air or abnormally high levels of humidity.

Following the two (2) years warranty period on labor, BONNEVILLE will, at its discretion and following inspection of returned materials, repair, replace or reimburse any defective parts still covered by one of the warranties. BONNEVILLE will supply components only and will send them to the nearest local distributor; replaced components will be covered by the remaining period of the initial warranty. If, however, BONNEVILLE decides to issue a reimbursement, it will be limited to the initial price of the part. If BONNEVILLE proceeds to replace a part, it will be with a similar product. In no case, during or after the two (2) year warranty on labor, will BONNEVILLE be held responsible for the cost of assembling and/or disassembling scaffolding or any other costs related to access the defective product or directly or indirectly resulting from the removal and re-installation of a product or a part.

OTHER WARRANTY

BONNEVILLE warrants for a period of two (2) years all products, components or options not specifically described herein against all manufacturing defect.



CONDITIONS

The BONNEVILLE warranties stipulated in the present document are strictly subject to the conditions mentioned hereafter which form an integral part thereof:

- The warranty period is effective from the date of product delivery to the customer.
- It is the sole responsibility of the architect, building contractor, distributor or homeowner to select Bonneville products that comply with applicable building codes or ordinances order to meet required performances.
- The BONNEVILLE warranty does not apply to products having been repaired or modified or having been attempted to be repaired or modified by anyone other than an authorized BONNEVILLE representative. The present warranty applies to the extent that BONNEVILLE products are used under normal conditions.
- The present warranty is void should the product not be installed according to standards. We invite you to consult and follow the installation instructions supplied with the product.
- The present warranty is complete and no other is valid, whether formulated or implied, and replaces expressly any other warranty or condition otherwise provided for by law.
- BONNEVILLE reserves the right to modify the design of its products and to carry out changes, at all times, and this, without incurring any obligation to incorporate the said modifications or improvements on units already manufactured and delivered.
- The preceding provisions do not in any way limit the application of laws which, in certain Provinces or States, may forbid or restrict certain limitations or exclusions provided for in this limited warranty. If this is the case, this limited warranty shall remain in full force subject to the application of the relevant legislative provisions.
- Any claim covered by the BONNEVILLE warranty should be addressed in writing to the contractor or distributor, including the original invoice, or directly to BONNEVILLE.
- Annually, a visual inspection must be conducted in order to detect any flaws or damages in products. Regular maintenance, lubricant on hardware and maintenance of joint sealant must be performed. BONNEVILLE cannot be held responsible for any damages which could have been avoided by such an inspection.

EXCLUSIONS

BONNEVILLE'S warranty does not cover claims for which the aforementioned conditions have not been respected and the following exclusions:

- The aforementioned warranty is valid only if regular maintenance has been done on BONNEVILLE products. Also, this warranty is rendered void if the product is used in an abusive manner, has been in contact with solvents or corrosive products, such as chemical products or sea salt, or if the product has been painted or coated with any product following its purchase contrary to the recommendations of BONNEVILLE in the present warranty.
- In no case shall BONNEVILLE be held responsible or liable, during an installation or replacement of a BONNEVILLE product, of any loss of profit or revenue or of any damage, direct, indirect, fortuitous, special, consequential or accidental, related to a defective BONNEVILLE product.
- The defect or damage of any product or of its components which is related to an abusive use, a lack of normal maintenance, an accident, a break-in, minor scratches or other imperfections not affecting the integrity of the structure or an installation which is not in conformity with current construction methods or excessive thermal or mechanical strains.
- BONNEVILLE shall not be held responsible for products purchased and installed that do not comply with applicable building codes and ordinances.
- BONNEVILLE cannot be held responsible for any air or water infiltration in any installation of products including shed doors, due to openings which are not square, level or in any other way inadequate. Also excluded from this warranty are any infiltrations or thermal conductivity on flat thresholds (handicapped) without any thermal barrier exposed to inclement weather and all products delivered as separate parts (at the request of the customer/distributor) for any on site setup/assembly due to transportation or size restrictions.
- This warranty does not cover unequal fading or discoloration that may occur if surfaces are not equally exposed to sun and elements.
- In the case of an act of God (fire, flooding, tornadoes, etc.) fortuitous cases and/or exposure to smoke, toxic vapors, chemical products as well as the oxidation of metal and/or any climatic factor such as a salt environment, excessive temperatures, extreme conditions, inadequate ventilation and/or the forming of frost on aluminum or vinyl components, condensation on glass in the case when the interior relative humidity level is too high when compared to exterior temperature are not covered by this warranty.
- Any product sold, transported or exported outside of Eastern Canada or of the Northeastern United States or outside of the territories served by BONNEVILLE and installed more than 50 kilometers from a BONNEVILLE distributor is not covered by the two (2) year warranty on parts and labor warranty, except if a written agreement with BONNEVILLE has been made beforehand. In the absence of a specific agreement on travel and transportation fees, no labor service will be offered and only parts will be supplied to the distributor having sold the products under the conditions of the present warranty.
- The cost of assembling and/or disassembling scaffolding and all other fees or costs necessary or required to access a defective product, its removal and reinstallation, as well as any finishing work, repainting, brick work or masonry, etc.
- This warranty does not cover the numerous sealer defects having been exposed to excessive humidity or condensation.
- Warping in doors or windows equal or inferior to a quarter of an inch (1/4") or six (6) millimeters.
- Any damage to merchandise transported by a third party other than BONNEVILLE or to any other property or person.
- Normal wear and tear of BONNEVILLE products and components.
- The warranty does not cover frost build up due to high humidity level.

BONNEVILLE SOLUTIONS obligation under the terms of the present warranty is conditional to the presentation of this document properly completed or a copy of the invoice issued by the distributor or contractor who sold you BONNEVILLE SOLUTIONS products.

Date: _____ Order Number: _____

Name: _____

Address: _____

Phone: _____

AUTHORIZED DISTRIBUTOR



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