

**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.
- 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. 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 cannot be held responsible for any air or water infiltration in any installation of products, including replacement sash kits and 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.
- Variation in wood color and texture is an inherent quality of natural wood and does not constitute a defect under the terms of this warranty.
- 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, excessive humidity, 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 as well as any finishing work, repainting, brick work or masonry, etc.
- This warranty does not cover the numerous sealer defects or wood parts 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.
- Regular maintenance, lubricant on hardware as well as annual inspection and maintenance of joint sealant.
- Normal wear and tear of BONNEVILLE products and components.
- The warranty does not cover frost build up due to high humidity level.

# QUALITY GUARANTEED



**LIMITED WARRANTY ON BONNEVILLE WINDOWS AND DOORS™ PRODUCTS AND COMPONENTS**

BONNEVILLE WINDOWS AND DOORS™ ("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, patio doors and French doors. This warranty is effective as of January 15<sup>th</sup>, 2008 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.

WELCOME HOME

BONNEVILLE WINDOWS AND DOORS™ 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 WINDOWS AND DOORS™ products.

Date: \_\_\_\_\_ Order Number : \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

AUTHORIZED DISTRIBUTOR



274 Duchesnay Street, P.O. Box 1000  
 Ste-Marie, Quebec, CANADA G6E 3C2  
 Phone: Canada: 1-800-463-8875 (toll free) or (418) 387-1000  
 USA: 1-800-854-9504 (toll free) or (413) 525-2225  
 Fax: Canada: 1-866-386-1896 (toll free) or (418) 386-1896  
 USA: 1-866-525-7555 (toll free) or (413) 525-7555  
 E-mail: sav@bonnevillewd.com  
 Internet : www.bonnevillewd.com



## LIFETIME WARRANTY ON PVC EXTRUSIONS

BONNEVILLE offers a lifetime warranty on PVC EXTRUSIONS against peeling, chipping, 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 peeling, chipping, mold and disintegration of all 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.

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

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 5 Delta-E units).

## 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.

## 20 YEAR WARRANTY

### ON FIBERGLASS DOORS

BONNEVILLE warrants, for a period of twenty (20) years, 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 boxes, 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 splitting, peeling, unequal discoloration of more than 5 Delta-E units.

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.

## WARRANTY

### ON WOOD WINDOWS, DOORS AND COMPONENTS

BONNEVILLE warrants for a period of five (5) years all products made from WOOD, PVC CLAD WOOD and WOOD COMPONENTS against manufacturing defects. BONNEVILLE warrants for a period of ten (10) years all products made from ALUMINUM CLAD WOOD against manufacturing defects. For the purpose of this warranty, variations in wood color is not considered to be a defect.

**Warranty will become void if wood windows, doors and components are not maintained and protected regularly by applying, within thirty (30) days following delivery of product to the client, a finishing coat of paint or stain henceforth protecting all wood surfaces from water and humidity.**

Any wood component under warranty replaced by BONNEVILLE will be supplied in its natural state. BONNEVILLE is in no way responsible, during the entirety of the warranty period, for paint (or other coating) as well as the application thereof.

Certain conditions such as excessive humidity or condensation can void the present warranty. Please consult the "Exclusions" section.

## 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: 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 defective product on site or replace the defective product.**

During the two (2) year warranty period covering labor, BONNEVILLE reserves the right to bill parts and labor costs to the distributor (or the customer) having initiated a service call should BONNEVILLE determine that the problem is not covered by the warranty of 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.

## 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, all patio door and French 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, French 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 grill 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 2 year 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) year 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.

