

WARRANTY CERTIFICATE FOR ALUMINUM WINDOWS – HYBRID SÉRIES

2000, 2100, 5700, 5800, formes architecturales (6000), 8900 & OPALE

This warranty is offered in its full coverage to the original owners of single-family homes. For institutional owners, owners of commercial buildings or multi-housing dwellings, some restrictions apply. This warranty applies to fabrication defects and the duration period stated in this document provided that the windows were installed properly, used for their normal purposes and cleaned periodically as specified.

SCOPE AND STATED TIME PERIOD

1- FOR ORIGINAL RESIDENTIAL OWNER(S (single family homes) :

1 YEAR FULL WARRANTY – MATERIAL AND LABOUR

For a period of one (1) year from the date of installation, any product or product component judged defective by Qualum Intl. subject to the terms and conditions contained in the Limited Warranty, will be repaired or replaced, at Qualum 's sole option, at no cost (material or labour) for the property owner(s). Effective on the 2nd year, this warranty will be limited to the repair or replacement of the product or product component judged defective and will not cover any labour cost on the Job site.

LIMITED WARRANTY 25 YEARS - FINISH ALUMINUM FRAME AND SASHES

To the original owner, from the date of installation, Qualum warrants that its aluminum windows shall have no finishing or paint defects causing: a) blistering, b) peeling or c) flaking. This Limited Lifetime Warranty on the aluminum frame and sashes remain in effect only if normal cleaning practices are followed periodically. This warranty is subjected to the proration schedule attached. This warranty is transferable to a new

House owner with the same conditions

10 YEARS LIMITED WARRANTY – INSULATING GLASS

For a period of ten (10) years (**) from the date of installation, Qualum warrants that the sealed insulating glass units contained in the windows, under normal conditions, will not develop an obvious obstruction of vision which is the result of film formation or dust collection between the interior glass surface caused by seal failure (and not glass breakage).

Limitations: If the sealed insulating glass units include integrated decorative mountings this warranty will not remain in effect if the defect is a direct result of the integrated decorative mountings. Also, the integrated decorative mountings are not covered by this warranty. For a period of one (1) year from the date of installation, Qualum warrants the sealed insulating glass units, under normal conditions, against spontaneous glass breakage (excluding glass breakage which is the result of accidental or intentional impact).

() Extended warranty Available**

5 YEARS LIMITED WARRANTY – ALUMINUM COMPONENTS AND HARDWARE

For a period of five (5) years from the date of installation, Qualum warrants that the aluminum components of its windows shall have no defects attributable to the manufacturing process (materials or workmanship), under normal use and service. For a period of five (5) years from the date of installation, Qualum warrants that the hardware shall remain in good operational condition.

2- INSTITUTIONAL OWNERS, OWNERS OF COMMERCIAL BUILDINGS OR MULTIHOUSING DWELLINGS:

Definition : Property owned in whole or part by corporations, governmental entities or agencies, religious organizations, trust condominium or cooperative housing arrangements, intangible legal entities or any other entity or organization capable of an infinite life.

Restrictions: The warranty for sealed insulating unit is limited to 10 years non-transferable. The limited warranty 25 years- finish aluminum frame and sashes is non-transferable.

CONDITIONS

The Qualum Intl. warranty is strictly subject to the conditions stipulated hereafter which form an integral part thereof:

(1) The Qualum Intl. warranty applies only to products used exclusively for their intended purpose.

(2) The Qualum Intl. warranty does not apply when a defect or a breakage to product or product component results from abuse, faulty maintenance, faulty installation not in strict conformity with Qualum Intl.'s instructions, faulty handling, or from excessive thermal or physical stress.

(3) The Qualum Intl. warranty does not extend or apply to:

- a) Normal maintenance;
- b) Replacement of normal wearing parts;
- c) Any product damaged as a result of accident, fire, flood or any other Act of God or unforeseeable circumstances;
- d) Breakage of glass or screens;
- e) Colour changes;
- f) Frost or condensation on glass or on aluminum parts;
- g) Damages caused by harmful solvents used to clean the windows or if the windows are painted or coated in any way;
- h) Any window which has been repaired or modified or attempted to have been repaired or modified by any person other than a duly authorized representative of Qualum Intl..

(4) The only obligation assumed by Qualum Intl. under this warranty and the only protection it provides is the repair or replacement at Qualum Intl.'s sole option, of any product or product component covered by this warranty and judged defective by Qualum Intl. based on the following terms:

- a) First year: Material and labour covered.
- b) Subsequent years: Material only. The labour costs on the job site to repair or replace the defective product and transportation or shipping costs incurred in the execution of the warranty will be charged to the owner and in no case will be assumed by Qualum Intl.
- c) This warranty can be transferable to owner(s) of single family homes and will follow the attached proration schedule in the case of a finish defect.

(5) Qualum Intl. reserves the right to discontinue or change any aluminum windows as currently manufactured. If Qualum Intl. determines to make a replacement under the terms of this warranty and an exact replacement part is not available, Qualum Intl. reserves the right to substitute a part or parts of equal quality at its sole option.

(6) The Qualum Intl. warranty is the only warranty applying to Qualum Intl. branded products and is given in lieu of any warranties or conditions otherwise provided for by law, including, without limitation, implied warranties of fitness for particular purposes. The protection afforded by this warranty is the sole protection given to owners of Qualum Intl. branded products or to any other parties. Qualum Intl. neither assumes nor incurs any other obligation or liability for the condition of Qualum Intl. branded products, nor authorizes any other party to assume any such obligation or liability on its behalf or to make representations as to the Qualum Intl. warranty.

PROCEDURE AND CONDITIONS OF LIMITED WARRANTY REMEDY

In the event that Qualum Intl.'s obligation under this warranty is sought, the Owner must notify Qualum Intl.'s in writing or by e-mail, within thirty (30) days after the defect has first appeared. Such notification must contain the following:

- a) Name and address of the Owner
- b) Name and address of Dealer/Contractor
- c) Brief description of the defect for which warranty is requested

In case of doubt about the origin of the product or the installation date, Qualum reserves the right to ask for a copy of the buying contract or invoice for the defective products.

Upon receipt of this information's, Qualum Intl. the owner of his share of prorated costs (where such is applicable) in accordance with the terms of this warranty concerning the labor costs and the Proration schedule (if it is a finish defect). No repair or replacement will be provided until Qualum Intl. has received the Owner's payment for his share of the prorated costs. Costs of warranty repair shall be Qualum Intl.'s actual out-of-pocket costs for repair or cost of replacement material based on Qualum Intl.'s list price for such material at the time the replacement material is provided. Except for the first year from the date of installation where the warranty is full, under terms and conditions stipulated above, the only obligation of Qualum Intl. will be repair or replacement of the product or product component judged defective by Qualum Intl..

It is also understood that the aftersales service is offered during our regular business hours.

25 YEARS PRORATED LIMITED WARRANTY FINISH OF ALUMINUM FRAME AND SASHES PRORATION SCHEDULE

| STATED TIME | PERIOD SHARE OF REPAIR OR MATERIAL | REPLACEMENT COSTS* |
|--------------------|------------------------------------|--------------------|
| | QUALUM INTL. | OWNER |
| 1st year | 100 % (material and labour) | 0 % |
| 2nd year | 100 % (material only) | 0 %* |
| 3rd year | 100 % (material only) | 0 %* |
| 4th year | 90 % (material only) | 10 %* |
| 5th year | 83 % (material only) | 17 %* |
| 6th year | 76 % (material only) | 24 %* |
| 7th year | 69 % (material only) | 31 %* |
| 8th year | 62 % (material only) | 38 %* |
| 9th year | 55 % (material only) | 45 %* |
| 10th year | 50 % (material only) | 50 %* |
| 11th year | 47 % (material only) | 53 %* |
| 12th year | 44 % (material only) | 56 %* |
| 13th year | 41 % (material only) | 59 %* |
| 14th year | 38 % (material only) | 62 %* |
| 15th year | 35 % (material only) | 65 %* |
| 16th year | 32 % (material only) | 68 %* |
| 17th year | 29 % (material only) | 71 %* |
| 18th year | 26 % (material only) | 74 %* |
| 19th year | 23 % (material only) | 77 %* |
| 20th year | 20 % (material only) | 80 %* |
| 21st year | 18 % (material only) | 82 %* |
| 22nd year | 16 % (material only) | 84 %* |
| 23rd year | 14 % (material only) | 86 %* |
| 24th year | 12 % (material only) | 88 %* |
| 25th year | 10 % (material only) | 90 %* |
| Subsequent years 0 | | % 100 %* |

* The total cost of labour on job site to repair or replace and the shipping or transportation costs incurred in the execution of the warranty will be charged to the owner.



Effective date: All products manufactured after October 1st, 2020.
www.qualum.ca