



# BELISLE

ARCHITECTURAL WINDOWS AND DOORS

## LIMITED WARRANTY

### **INSULATED GLASS UNIT (IGU)**

*15-year warranty against condensation and visible obstruction*

The insulated glass units (IGU) in your Belisle products are warranted for a period of fifteen (15) years from the date of original purchase against permanent condensation or visible obstruction inside the sealed unit.

In the event that permanent condensation, visible obstruction or a stress crack occurs within the IGU warranty period, Belisle will, at its option, provide a replacement IGU with or without associated sashes. Belisle will not be responsible for installation or refinishing of these replacement parts.

This limited warranty on glass does not apply to special glazings, insulated art glass for regular product or glass for architectural product that is not factory installed by Belisle.

### **WINDOWS**

*5-year warranty (2 years for Pine windows)*

Belisle windows are warranted to be free from defects in manufacturing, materials and workmanship for a period of five (5) years (*2 years for Pine windows*) from the date of original purchase.

### **DOORS**

*5-year warranty (2 years for Pine doors)*

Belisle doors are warranted to be free from defects in manufacturing, materials and workmanship for a period of five (5) years (*2 years for Pine doors*) from the date of original purchase.

### **HARDWARE COMPONENTS**

*1-year warranty*

All factory-installed hardware components of your Belisle products are warranted to be free from defects in materials and workmanship for a period of one (1) year from the date of original purchase. The warranty excludes discoloration of the hardware finish and/or improper installation.

This warranty does not apply to non-standard Belisle hardware components requested by the customer such as retractable screen, electric mechanism, special or custom hardware.

### **FACTORY APPLIED FINISH**

*1-year warranty*

All factory-applied finishes on your Belisle products are warranted for one (1) year from the date of original purchase against any peeling, chalking or fading. Minor scratches or stains caused during delivery or by handling during shipping are not considered defects and are not covered by the warranty.

### **OTHER COMPONENTS**

*1-year warranty*

Any other window or door components, not listed above, such as removable grids, integrated grids, weather-stripping, sealant, screens, jamb extensions, etc., delivered or installed by Belisle are warranted for a period of one (1) year from the date of original purchase, under normal use, against any material defects. Belisle window and door screens are not safety features and are not designed to restrain children or animals.

### **GENERAL CONDITIONS**

- This warranty is transferable to any subsequent buyer upon proof of purchase.
- If any above-mentioned defect appears during the term of this warranty, Belisle will, at its option, (1) provide replacement parts – installation labor not included; or (2) provide a factory-authorized repair to the existing component at no cost to you; or (3) refund the original product or component purchase price.
- Such replacement parts or repairs are warranted for the remainder of the original warranty period.
- This warranty applies only to products installed in residential buildings and according to conventional construction practices. It is the sole responsibility of the architect, building contractor or homeowner to select Belisle products that comply with applicable building codes and ordinances. Belisle shall not be held responsible for such compliance.



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- Claims under these warranties must be made within 30 days of the appearance of the defect and will be accepted and valid only during the applicable warranty period.
- When a repair must be made on the job site by our technician, his access to the defective product must be ensured by the owner. This includes scaffolding or any other equipment needed to provide safe access for the technician to perform the repair, and must be installed prior to the arrival of our technician, and at the owner expense.
- If a service call turns out to be non-justified according to our warranty conditions, travel expenses and labor costs will be billed to the owner.
- Belisle works constantly to improve its products; it is therefore possible that certain parts will be replaced by new and improved parts. In such cases, Belisle cannot be held responsible for any damage or inconvenience that this may cause.

## **PROVISIONS AND EXCLUSIONS:**

**Belisle products have been manufactured with the greatest care to be durable, long-lasting and to retain their elegant look for years under normal conditions. However there are conditions or applications over which Belisle has no control and for which it cannot be held responsible.**

### **What is NOT covered by this limited warranty:**

- 1- Materials or workmanship that may have been supplied and/or installed, covered by the warranty of another manufacturer, distributor, installer, retailer, contractor, etc.
- 2- Wood is a natural product and can have imperfections. This warranty will not cover any potential bleeding of the wood on a wood window or door. Although we take maximum care, and apply an approved protector for sap bleeding prior to applying the finish, the wood may still bleed.
- 3- Variations in the color and grain of natural wood components.
- 4- Problems arising or resulting from the following: Improper installation, any modification or alteration made on the products, installation of any non-Belisle hardware (e.g., locksets, trim sets, panic hardware, closers, etc.), field finishing, lack of maintenance, abuse, negligence, vandalism, an impact from any type of object, structural movement and faulty building construction or design. **Products installed in structures that do not allow proper drainage of moisture such as, but not limited to, the exterior insulation and finish system (EIFS), also known as SYNTHETIC STUCCO, without an engineered drainage system, are not covered by this warranty.**
- 5- Damage caused by others such as brick wash, use of razor blades on the glass, use of sealants, sanding or improper washing.
- 6- Damage due to freight carriers, common carriers, private transportation or handling.
- 7- Damage due to exposure to conditions beyond published performance specifications. Water or air infiltration damage caused by extreme atmospheric conditions.
- 8- Damage due to condensation or frost caused by excessive humidity or improper ventilation. Excessive humidity levels can also cause difficulties on closing and opening doors or windows from time to time, and such difficulties are not covered by this warranty. Warping of ¼” or less of door stiles and rails is considered acceptable.
- 9- Damage to the product caused by water infiltration other than as a result of a defect in manufacturing, materials or factory workmanship.
- 10- Damage to hardware, metal components surfaces or wood caused by brick wash and chemicals or airborne pollutants such as salt or acid rain. **For products installed in coastal saltwater environments, special corrosion-resistant hardware is available.**
- 11- Normal wear or discoloration of finishes.
- 12- Minor glass imperfections that do not affect normal vision or product performance, including curvature and thermal bowing of glass due to atmospheric conditions.
- 13- Damage to products installed in buildings that are not finished or still under construction with improper heating, air conditioning or ventilation. In order to be covered by this warranty, products awaiting installation must also be stored in a dry, clean and well-ventilated area to avoid exposure to high levels of humidity and direct contact with water.
- 14- Any damage caused by exposure to excessive heat, explosion or a fire.



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**Your exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We shall in no event be liable for any consequential or incidental damages of any kind, however occasioned, whether by negligence or otherwise. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. The foregoing warranty is in lieu of all other warranties, express or implied, and no person (including any employee, agent, dealer or representative) is authorized to make any representation or warranty concerning this product, except to refer purchasers to this warranty. This warranty is not a warranty of future performance but only a warranty to repair/replace or refund. Lawsuits, complaints or any other disputes will be settled only in a court of law of the province of Quebec, Canada.**

Any claim must be submitted within the warranty period, within 30 days of discovering the defect, by fax, in writing, and accompanied by the original purchase invoice and the address of the premises at which the defective product is installed, to: Belisle Window Customer Service at 1-866-851-5113.