



MAGISTRAL SINCE 20 YEARS

CERTIFICATE OF WARRANTY

LIFETIME WARRANTY

PVC or hybrid window hardware used under normal conditions comes with a lifetime warranty. Moving-hardware parts must be lubricated at least once a year.

20-YEAR WARRANTY

Rigid PVC extrusions are guaranteed for a period of 20 years against material and manufacturing defects under normal conditions of use and maintenance. Windows are normally exposed to sunrays, pollutants and other normal atmospheric conditions which affect all surfaces with gradual fading, chalking (PVC) or accumulation of stains or surface dirt; all of these phenomena are considered normal and are therefore not covered by warranty.

10-YEAR WARRANTY

Only sealed units used in the manufacturing of complete products are guaranteed for a period of 10 years and only in cases of fogging or dust deposits between the two glass panels caused by lack of seal airtightness resulting in considerable obstruction of visibility. In order to be protected under warranty, defect in the glass must be visible from one metre away at all hours of the day without direct sunlight within an oval space representing 80% of glass surface.

* A 1-year warranty is accorded for spontaneous glass breakage due to a crack on the interior of the sealed unit. There must be no point of impact on the glass.

*Glass used in steel doors is guaranteed under warranty conditions of the particular manufacturer (Novatech, Verre Select, Vitre Art, etc.)

TRANSFER OF WARRANTY

Fenêtres Magistral's warranty automatically transfers from original owner to new owner following initial installation date.

Warranty applies to all purchases made after February 1st 2016 and takes effect for period specified starting on delivery or installation date as applicable.

Fenêtres Magistral guarantees its products against material or manufacturing defects, and commits to replacing any part deemed defective according to the following conditions:

10-YEAR WARRANTY

Paint

Paint applied by Fenêtres Magistral on PVC window extrusions and vinyl siding is under warranty against loss of adhesion resulting in flaking paint, cracks or blisters. A 5-year warranty applies to excessive and non-uniform changes in sheen.

Defects arising from abnormal atmospheric conditions, steam, corrosive or toxic dust as well as surface use of thinners, solvents or abrasives is not covered by warranty.

Discoloration is possible over time. Gradual, uniform colour variation is not guaranteed.

Upon reception of written claim complying with conditions of this warranty, Fenêtres Magistral will offer the plaintiff a new part to replace the defective one, or will proceed with application of fresh paint on site in accordance with conditions stipulated in this warranty. No other inconvenience or indirect damage will be covered by warranty.

1-YEAR WARRANTY

Labour

Within first year of purchase, Fenêtres Magistral will assume labour costs related to repairs at consumer's home on windows, patio doors and steel doors.

***No labour will be allotted to screens.**

After this period Fenêtres Magistral will supply replacement parts without charge FOB Blainville only. Excluded are labour and transport costs, and all costs for repairs, installation and/or finishing at consumer's location.

INSTALLATION

Door and window installation done by Fenêtres Magistral is guaranteed for 10 years from date of installation.

***Caulking seams are guaranteed for a 1-year period and must be periodically checked by the consumer as part of standard maintenance.**

STEEL DOOR SPECIFICATIONS

Door panels / MDY laterals and panels : 10-Year Warranty

Parts	Warranty	Description
Hinges	1 year	Rust on hinges
	À vie	Finish on stainless steel, chrome ball-bearing hinges.
Multipoint Handles	10 years	Finish warrantied first year only. Consumer is responsible for regular maintenance to preserve finish on multipoint handle.
Door Sweep and Weather-Stripping	1 year	
PVC moulding around glass	5 years	Against unsoldering and rippling
Peephole	No warranty against fogging	
Door Handles	See warranty on manufacturer's product, such as Weiser, Baldwin, etc.	

Commercial Doorsills

Our commercial doorsills are designed for commercial installations or for building interiors. We do not offer any guarantee for water infiltration or interior frost formation. These doorsills do not have thermal barriers.

PATIO DOOR SPECIFICATIONS

Parts	Warranty
Tandem Wheels	5 years
Mortise Lock for moving parts	5 years
Weather Stripping	5 years
Screen Hardware	1 year
Handle and Finish	1 year

CONDITIONS

Fenêtres Magistral's warranty is rendered null and void on all products that are repaired or modified by anyone other than Fenêtres Magistral authorized personnel, and when defect or breakage of product or part is caused by any form of use for which the product or part was not intended, or by incorrect installation. Warranty also not applicable where product is exposed to excessive thermal or physical duress.

This warranty is null and void if window is painted, varnished or has any other substance applied that may alter the performance or properties of the product, by anyone other than Fenêtres Magistral's authorized personnel.

Fenêtres Magistral's warranty does not extend or apply to normal maintenance work, nor to replacement of common maintenance parts or any other product damaged as a result of accident, fire or flood, nor to any other force majeure or unforeseeable circumstance, nor to glass or screen breakage, nor to frost or condensation on glass or on sections of PVC.

All products considered defective under present warranty will be replaced. Note warranty is restricted to supplying consumer with part or product that is similar to defective one. Fenêtres Magistral is not in any way responsible for resulting accidental defects or other damage.

Costs incurred by the consumer in exercising this warranty are not covered and remain the consumer's full responsibility.

Warranty applies only if products are installed plum, square and level in compliance with regulations. Minimal maintenance (washing extrusions and lubricating moving parts and weather-stripping) is required periodically.

Any part repaired or exchanged by virtue of this warranty will be covered for remaining duration of warranty already active.

All repairs will be carried out during Fenêtres Magistral's working hours.

All warranty claims must be made to Fenêtres Magistral before warranty deadline. The present is the only warranty applicable to its products and expressly replaces any other guarantee or condition provided for by law, and excludes all other legal or verbal guarantees.

All warranty requests must be made directly to Fenêtres Magistral's After-Sale Service department and be accompanied by the contract number or invoice number. Requests may be made directly on-line from our web site at: www.fenetresmagistral.com

Information: **After-Sales Service**
705 Industriel Blvd, Blainville, QC, J7C 3V3
Phone: 450 970-2910 or 1 888 993-8733
Fax: 1 866 510-6773
Email: services@fenetresmagistral.com

Fenêtres Magistral reserves the right to modify and/or improve the design of its products at all times without obligation to incorporate or install said modifications or improvements on units already manufactured.

Warranty does not apply in case of surface condensation forming on glass or vinyl parts caused by high humidity levels. Consumer must advise Fenêtres Magistral of any bump, scratch, imperfection, puncture, etc. within 24 hours of installation. Warranty does not apply to imperfections caused by negligence after product delivery.