



## LIMITED WARRANTY ON WOOD WINDOW AND DOOR PRODUCTS

Canada and the United States

Products sold as of June 5<sup>th</sup>, 2018

Residential use – Single and multiple dwelling units

Thank you for purchasing Lepage Millwork (“Lepage”) wood products! We are confident that you will enjoy the quality and performance of Lepage windows and doors. In support, we offer this Warranty to the owner of the residential dwelling into which Lepage windows or doors have been installed (“Owner”). In the event of a Product defect, Lepage shall provide relief as provided within the terms of this Warranty. This Warranty is fully transferable to subsequent owners upon proof of home ownership and presentation of a copy of the original purchase order. Please read this Warranty in full as later terms may affect coverage. Also, Lepage Millwork offers a Care and Maintenance Manual that Owner must follow to avoid a claim’s disqualification. The manual is available at [lepagemillwork.com](http://lepagemillwork.com) or by contacting Lepage at 1 800 463-1367.

### SEEKING WARRANTY SERVICE

To request warranty service, provide your name, address, phone number and email address, proof of home ownership, original Product purchase documentation, description of the issue and photographs to the authorized Lepage distributor (“Distributor”) who sold the Product. If you are unable to make a claim through the Distributor, please contact Lepage directly at 1 800 463-1367 or [info@lepagemillwork.com](mailto:info@lepagemillwork.com). Claims must be submitted within the terms of this Warranty and within 60 days of discovery.

Lepage shall have no obligation regarding the Product without notice and an opportunity to respond. Upon notice and confirmation of a condition covered by this Warranty, Lepage shall, at its option, repair or supply replacement for the affected component or Product. Parts will be sent to the Distributor’s facility. Owner shall provide for return of the component or Product for which repair or replacement is sought. Lepage reserves the right to inspect any component or Product alleged to be defective. Lepage may, at its discretion, defer wood-related repairs or replacement for up to 1 year from the date of purchase to allow for the Product to adjust to various conditions, stabilize and return to its original plane.

For 2 years from the date of purchase, at its cost, Lepage will arrange for labour to complete the service. During this period, labour and/or mileage charges may apply in areas more than 60 miles from the Distributor. After 2 years, the Owner is responsible for the cost of labour. At its cost, Lepage will deliver replacement parts or Product to the Distributor. Lepage may charge for the replacement part up front and issue a credit upon return of the reportedly defective part and confirmation that the condition is covered. If not covered, no credit will be issued and shipping charges will apply for return of the part.

Replacement parts and labour provided are warranted for the greater of 90 days or the balance of the existing warranty. Replacement parts will be the closest equivalent to the current product and may not exactly match the original look. Replacement parts will be supplied with the finish specified on the original order. Under no circumstances will Lepage be responsible for finishing replacement parts on Product not originally finished by Lepage, or for matching normal fading or discoloration of the original factory finish. The cost of removing and installing a product, including equipment required, painting, refinishing or any other activity involving material around the Product is not covered. If repair or replacement is commercially impracticable, Lepage may refund the purchase price of the affected Product in full satisfaction of its obligations under this Warranty.

### REMEDIES, DISCLAIMERS & LIMITATIONS

The remedies described in this Warranty shall be the Owner’s exclusive remedy for any claim related to the Product. In no event shall the liability of Lepage exceed the price paid for the affected Product. Lepage makes no other warranties for the Product beyond that described in this Warranty. **ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. LEPAGE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.** If the disclaimer of implied warranties is prohibited by law, implied warranties are limited to the duration of the express warranties provided herein. Some states do not allow limitations on how long an implied warranty lasts, or exclusions of incidental and consequential damages, so the related limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

This Warranty may only be modified by a writing signed by a senior officer of Lepage. No other entity or representative of Lepage has the authority to modify or alter this Warranty or provide any other warranty on behalf of Lepage.



***This Warranty covers defects in material and workmanship for the components of Lepage wood-framed windows and doors: Insulated Glass Units, Wood Components, Aluminum Clad and Wood Finishes, Hardware, Weatherstripping and Screens.***

## INSULATED GLASS UNITS (IGU)

Lepage will, at its option, repair or supply a replacement unit for any IGU with a defect in material or workmanship causing seal failure, glass delamination, or stress cracks resulting in a significant obstruction of vision through the glass as described below:

|                           | <u>Seal Failure</u> | <u>Delamination</u> | <u>Stress Cracks</u> |
|---------------------------|---------------------|---------------------|----------------------|
| IGU with low-E & argon    | 20 years            | 5 years             | 2 years              |
| IGU without low-E & argon | 10 years            | 5 years             | 2 years              |

**There is limited IGU coverage for the following:**

- 5 years for seal failure on IGUs exceeding 60 sq. ft. in area or exceeding 95" in height or width.
- 30 days for seal failure and thermal breakage on Product not primed, painted, stained or varnished by Lepage ("Unfinished Wood").
- Curved glass or speciality units not available as standard or selectable options are afforded only the warranty of the glass supplier.

**There is no coverage for the following conditions:**

- Stress cracks in single pane glass, tempered glass or IGUs in true divided lights with a measurement ratio higher than 6:1.
- Delamination or stress cracks on non-cladded products supplied without any factory finish
- Glass breakage due to accident, misuse, alteration, misapplication or construction.
- IGUs purchased stand-alone (not in a frame or sash) installed by a third party (other than an Authorized Lepage Dealer or technician) or IGUs installed in a non-Lepage window.
- Field-applied film on the surface of the glass.
- Minor scratches, slight glass curvature, or glass imperfections are natural variances in glazing and do not impair structural integrity or significantly obscure normal vision. Glass imperfections within acceptable tolerances stated in CAN/CGSB-12.3-M91 are not defects.
- Lepage does not warrant ARGON gas retention levels.

## WOOD COMPONENTS

Lepage will, at its option, repair or supply a replacement part for any wood with defects in materials or workmanship that significantly impair the operation or performance of the Product as described below:

|   | <u>Mahogany/Red Grandis</u> | <u>Pine</u> | <u>All Other Wood</u> |
|---|-----------------------------|-------------|-----------------------|
| Clad Product with finished wood               | 20 years                    | 10 years    | 2 years               |
| Non-clad Product with painted or stained wood | 10 years                    | 5 years     | 2 years               |
| Non-clad Product with primed wood             | 1 year                      | 1 year      | 1 year                |
| Clad Product with Unfinished Wood             | 2 years                     | 2 years     | 2 years               |
| Non-clad Product with Unfinished Wood         | None                        | None        | None                  |

**Additional Information:**

- Wood is considered finished if it is primed and painted or stained by Lepage.
- Unfinished Wood and wood with a prime coat only must be properly finished in the field using Lepage's finishing instructions within 90 days of installation to maintain coverage under this Warranty. Unfinished Wood is wood ordered "natural," i.e. not primed, painted, stained or varnished by Lepage.
- Weathering and natural variations in wood color, texture, and grain are normal and are not defects.
- Pitch bleeding and exudation of resins on resinous wood species such as Eastern White Pine and Douglas fir is normal and are not defects.
- Dark painting or staining (factory or field-applied) of resinous products will increase the likelihood of sap exudation and should be considered when choosing wood type, cladding options and exterior color. Sap exudation is not a defect.
- All finishes on wood components, whether applied in the factory or field, must be properly maintained over time. Failure to properly care or maintain the finish may result in claim disqualification.



## FINISHES – ALUMINUM CLAD AND WOOD

### Aluminum Clad Exterior Finishes

Lepage will, at its option, repair or supply a replacement part for any aluminum-clad finish with a finish defect as described below:

- 20 years for excessive cracking, blistering, chipping or loss of adhesion;
- 20 years for excessive change in color, defined as more than 5 delta-E units per ASTM D 2244;
- 20 years for excessive chalking, defined as chalking in excess of ASTM D659-80 number six rating.

The coverages are as follows:

- 5 years for Product installed in a structure within 2 miles of sea-coast or other saltwater body (“Coastal Environment”).
- Discoloration or color changes that are not uniform due to varying exposure to the sun and elements are not defects.

### Wood Finishes

Lepage will, at its option, repair or supply a replacement part for any factory-applied wood finish with a finish defect that may result in significant cracking, blistering or flaking as described below:

|  | <u>Pro Coat or Designer Coat</u> | <u>1<sup>st</sup> Coat</u> | <u>Stain</u> | <u>Factory Primed</u> |
|--|----------------------------------|----------------------------|--------------|-----------------------|
| Interior Wood Finishes                           | 5 years                          | 1 year                     | 2 years      | 90 days               |
| Exterior Wood Finishes                           | 2 years                          | 1 year                     | 1 year       | Not covered           |
| Exterior Wood Finishes<br>In Coastal Environment | 1 year                           | 6 months                   | 6 months     | Not covered           |

### Additional information:

- There is no finish coverage for products ordered with Unfinished Wood on the exterior.
- There is no finish coverage for factory finishes applied on door sills.
- Factory-applied primer must be painted within 90 days and per Lepage’s finishing instructions to maintain coverage under this Warranty.
- Finish cracking due to joinery or panel movement is not a defect. This issue should be addressed during the periodical inspection and maintenance instructions in the Lepage Millwork Care and Maintenance Guide.
- Any variation over time in the colour of the paint, stain or the underlying wood is not a defect.
- Due to the organic nature of wood, raised grain, wood pores or other natural properties may be enhanced by finishes and is not a defect.
- The interior finish is applied on some components before final assembly and not intended to cover all joints.
- Filling of certain nail holes is done after the painting and are not defects.
- Sheen variances and thin gaps between parts are not a defect.
- A roof overhang (at least ½ the height for a northern exposure, full height for southern and western exposures) of the door is needed for any wood door that is not stained or painted with an exterior paint to maintain coverage under this Warranty.

***Damages to the interior or exterior finish including but not limited to dents, scratches, and other defects must be identified within 14 days of receipt of Product and before installation.***



## HARDWARE

Lepage will, at its option, repair or supply a replacement part for any hardware with defects in materials or workmanship as described below:

- 10 years for defects in material or workmanship that prevent normal operation.
- 10 years for tarnishing on physical vapor deposition (PVD) and stainless steel finishes.
- 10 years for operational defects on coastal grade hardware. There is no other coverage for standard hardware installed in a coastal environment, including corrosion.
- 30 days for defects in material or workmanship that prevent normal operation of hardware on Unfinished Wood.
- No coverage for painted, plated or "living finishes." Living finishes do not have a protective coating and will wear away revealing the bronze or brass substrate beneath.
- Hardware finishes may vary in colour or sheen depending on hardware types and suppliers. These variations are not defects.
- Discoloration or weathering of hardware finishes is not a defect or covered, other than tarnishing on PVD or stainless steel finishes.
- Electric window operators are afforded only the warranty of our supplier.

## WEATHERSTRIPPING

Lepage will, at its option, repair or supply a replacement part for any weatherstripping with defects in material or workmanship as described below.

- 10 years for defects in materials or workmanship that significantly impair performance of the Product.
- 5 years for Product installed in a Coastal Environment.
- No coverage for Product ordered with Unfinished Wood.

## SCREENS

Lepage will, at its option, repair or supply a replacement part for any screens with defects in materials or workmanship that significantly impair performance as described below:

- 5 years for standard screens' mesh and frame.
- 2 years for standard screen's mesh and frame installed in a Coastal Environment.
- 1 year for retractable or motorized screens.
- No coverage for damage to the screen frame or mesh due to misuse or abuse, improper operation, installation, removal or storage.
- Note: Screens will not prevent falls from windows and doors, and limiting devices are not a substitute for careful supervision.

## COASTAL OR HIGHLY POLLUTED ENVIRONMENTS - SUPPLEMENTAL INFORMATION

- Product installed in a Coastal or highly polluted environment require more frequent cleaning and maintenance to prevent the accumulation of concentrated salt, corrosive residues, and other pollution on the finish and must be cleaned with mild soap and water at least every 3 months.
- Corrosion or deterioration of less than 1/4" on cut edge or 1/4" in diameter is normal and not covered in Coastal or highly polluted environment.
- Paint inconsistencies, such as flaking and cracking of 1/4" or less are considered normal wear in Coastal or highly polluted environment. They are not a defect covered under this Warranty, and must be repaired immediately to prevent further degradation.
- Anodized finishes are not covered in Coastal or highly polluted environments.
- Lepage has the sole discretion to determine whether corrosion or deterioration of Product in a Coastal or highly polluted environment is covered under this Warranty. See Lepage Millwork Maintenance and Care Guide for further information.

## GENERAL LIMITATIONS & EXCLUSIONS

There is no coverage or liability under this Warranty for damages, product failure or poor performance due to:

- Failure to remove the paint protective tape applied at the factory more than 90 days after Product installation.
- Installation in which the Product performance requirements exceed the published performance ratings of the Product, improper installation, on-site mulling of products, or other alterations or modification of the Product.



- Field-applied paint or stain on vinyl parts or weather stripping.
- Hinged wood door slab warping without a multipoint or built-in LVL engineered core, warpage of non-cladded wood door sills.
- Strain applied to the Product, including, but not limited to, movement of the building, inadequate room for expansion or contraction of framing members or other building materials around the Product.
- Deflection caused by insufficient or incorrectly engineered headers or other related framing.
- Lack of or improper maintenance and care as per the Lepage Millwork Care and Maintenance Guide, normal wear and tear, misuse or abuse. Failure to inspect the finish annually and correct any finish issues such as scratches, crack lines, chips or surface damages that exposes the substrate (wood or aluminium cladding).
- Damage to Product after delivery (Product damaged at time of delivery must be reported to Lepage immediately).
- Other causes beyond the Lepage's control, including, but not limited to, acts of God such as fire, flood, hurricane, or earthquake.
- Condensation, mold, mildew or frost.
- The use of adjustable hinges for non-residential end-use wood doors.
- The installation of a non-residential end-use product where the conditions of use require appropriate hardware or assembly.
- Installation in swimming pool enclosures, boathouses, greenhouses, or unheated and unventilated spaces.
- Expansion or contraction of components due to varying environmental conditions and slab warping not exceeding ¼".
- Damage, warping, operation issues, surface checking and splitting resulting from excessive heat, humidity and/or dryness while the Product was in storage or as-installed or excessive temperature build-up where storm doors are present.
- Product subjected to air pollutants, chemical or caustic washes (e.g. brick wash), or the accumulation of corrosive salt deposits.
- Problems related to improper field finishing of all surfaces (front and back) and edges (top, bottom, and sides) of sashes and all visible surfaces of the frame, or failure to maintain the same.
- Variation or unsatisfactory results in adhesion, sheen or texture resulting from field application of paint or any other finishing material.
- Failure to provide adequate overhang for exterior wood doors, especially when stained or painted with dark colors.
- Repair work not completed in accordance with good building practices and Lepage Millwork approved replacement procedures and material.

## ADDITIONAL NOTES

- The selection and purchase of Lepage Millwork products that comply with all local building codes and ordinances is the sole responsibility of the architect, contractor or Owner. Lepage assumes no responsibility for compliance with local building codes or ordinances, nor for any unacknowledged project specification or the calculation and design of the mullions, structural support or stowage required for the installation. Consult local building code officials and/or a qualified contractor, architect or engineer for specific requirements.
- Custom Product that is non-standard or not tested and is made to meet specific customer or construction requirements are excluded from this Warranty and do not have any established performance ratings unless specifically stated by Lepage in the order acknowledgement.
- Site-mulled Product exceeding 100 sq. ft. in area are excluded from this Warranty and do not have any established performance ratings.
- Operational issues in a custom size sash or slab falling outside the standard range of width-to-height ratio is not covered under this Warranty.
- Preparation of the raw/rough opening for large openings such as those required by, but not limited to, Lift and Slide doors, patio doors and bi-fold doors have unique requirements. Installer must use engineered headers allowing for deviation of not more than 1/8" along unsupported length after the header is fully loaded.
- ADA and CDA sills on doors are not watertight and do not have a water performance rating. They should be installed in a location fully protected from rain, water or snow.
- Product installed in wall systems such as exterior insulation and finish systems (EIFS) or "synthetic stucco" is not covered under this Warranty. An effective and industry proven engineered drainage must be in place.
- Installation of Product constitutes a confirmation that the finish colour (paint and stain) and appearance are acceptable and damage free. Any discrepancies or issues must be reported to Lepage prior to installation unless otherwise approved in writing by a Lepage representative.
- Many Lepage Millwork windows and doors are tested in accordance with NAFS, AAMA and ASTM procedures that measure the performance of sample products in a laboratory setting apply to 33 ft. high and lower buildings. Lepage manufactures its products using the same methods and materials used to manufacture the tested products, however, components and manufacturing processes involve a range of tolerances that can cause variance among tested values. Installation can also affect the test results. As such, Lepage does not warrant its test results.
- This Warranty does not apply until all conditions of sale have been met and Product has been paid for in full.