



## LIMITED WARRANTY ON INSULATED GLASS UNITS SOLD SEPARATELY

Canada

Products sold as of July 14<sup>th</sup>, 2021

Residential use – Single and multiple dwelling units

Thank you for purchasing Lepage Millwork glass products! We offer this warranty to the owner (“Owner”) of the residential dwelling into which Lepage glass products have been installed. Please read this warranty in full as later terms may affect coverage.

### LIMITED WARRANTY

Insulated glass units manufactured by Lepage Millwork are guaranteed for a period of ten (10) years from the date of manufacture. This warranty protects against the development of film or deposits on the inner surface of the insulated glass, resulting in a significant obstruction of vision due to seal failure.

Lepage will, at its option, repair or supply a replacement unit for any insulated glass unit with a defect in material or workmanship causing a significant obstruction of vision through the glass as described below:

#### **10 years for seal failure on insulated glass units with Low-E & argon**

There is limited coverage for the following:

- > 5 years for seal failure on insulated glass units exceeding 60 sq. ft. in area or 95 inches in height or width.
- > 1 year for seal failure on insulated glass units without Low-E, specialty units or special unit orders.

The warranty is conditional upon compliance with the IGMA installation instructions (IGMA Glazing Guidelines), the use of products compatible with the sealant applied in the manufacturing process of our insulated glass units, the absence of glass breakage and the exposure to normal conditions free of moisture or excessive pressure. Lepage shall not be held liable for any direct or indirect damages, expenses or labour costs arising from the use of glass included in this warranty. The argon content will be of 90% on delivery of the insulated glass units.



## SEEKING WARRANTY SERVICE

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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 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@lepage-millwork.com](mailto:info@lepage-millwork.com).

Claims must be submitted within the terms of this warranty and within 30 days of discovery of the defect. Upon notice and confirmation of a condition covered by this warranty, Lepage shall, at its option, repair or supply replacement for the affected product. Replacement units will be sent to the distributor's facility that performed the installation. Owner shall provide for return of the product for which repair or replacement is sought.

Lepage reserves the right to inspect any product alleged to be defective, to ask for more pictures or other proofs and/or to receive confirmation that the installation was appropriately conducted and compliant with Lepage Millwork's insulated glass units (silicone, setting blocks, etc.)

Replacement units will be the closest equivalent to the current product and may not exactly match the original look. If the replacement unit is no longer available or cannot be replaced, Lepage's liability will be limited to a refund of the purchase price of the original unit.

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, excluding taxes.

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 this warranty or provide any other warranty on behalf of Lepage.

## WARRANTY EXCLUSIONS

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There is no coverage or liability under this warranty for:

- > Delamination.
- > Stress cracks or thermal breakage.
- > Insulated glass units stand-alone installed by a third party (other than an authorized Lepage dealer).
- > Argon gas retention levels once the unit is field-installed.
- > Condensation, mold, mildew or frost.
- > Field-applied film on the surface of the glass.



- > Glass imperfections within acceptable tolerances stated in CAN / CGSB-12.3-M91, CAN / CGSB-12.1-2017 and CAN / CGSB 12.8-2017.
- > Glass breakage due to accident, misuse, improper handling, misapplication or assembly on site.
- > Minor scratches, slight glass curvature or glass imperfections that do not impair structural integrity or significantly obscure normal vision.

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

- > Improper installation or in the cases where:
  - > The perimeter of the unit is submerged in water, in whole or in part.
  - > The cavity of the unit is exposed to high levels of humidity coming from wood components in a wood product.
  - > The sealant or silicone used in the cavity of the unit during the installation is not compatible with the insulated glass unit.
  - > The unit is not supported by appropriate setting blocks (both in position and hardness) as specified in the installation guide for insulated glass units TM-3000-90 (North American Glazing Guidelines for Sealed Insulating Glass Units for Commercial and Residential Use.)
- > 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.
- > Damages to product after delivery (product damaged at time of delivery must be reported to Lepage immediately).
- > Other causes beyond Lepage's control, including, but not limited to, acts of God such as fire, flood, hurricane or earthquake.
- > Product subjected to air pollutants, chemical or caustic washes (e.g., brick wash) or the accumulation of corrosive salt deposits.
- > On-site modification or alteration of the product prior to its installation.

#### ADDITIONAL NOTE

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- > 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.